

**NATIONAL UNIVERSITY OF LIFE AND ENVIRONMENTAL SCIENCES OF
UKRAINE**

L. Dankevych, N. Yamnych

**ACCOMODATION: TYPES AND
VARIETIES**

Training manual

L. Dankevych, N. Yamnych

ACCOMODATION: TYPES AND VARIETIES

Training manual

Kyiv
2019

УДК 811.111.: 378.22. (075)

Рекомендовано до видання рішенням вченої ради Гуманітарно-педагогічного факультету Національного Університету біоресурсів і природокористування України (Протокол № від 2019 року)

Рецензенти:

Амеліна С. М. – доктор педагогічних наук, професор, завідувач кафедри іноземної філології НУБіП України;

Пастернак Т. А. – кандидат філологічних наук, доцент, Національна академія служби безпеки України;

Accomodation: typesandvarieties : методичні рекомендації / Л. Р. Данькевич, Н. Ю. Ямнич – Київ : НУВіП України, 2019. – 160 с.

Зміст методичних рекомендацій відповідає навчальній програмі дисципліни «Англійська мова» для студентів галузі знань «Сфера обслуговування»

УДК 811.111.: 378.22. (075)

©Данькевич Л.Р., Ямнич Н.Ю.
©НУБіП України

ВІДОМОСТІ ПРО АВТОРІВ

Данькевич Людмила Ростиславівна

Старший викладач кафедри англійської філології Національного університету біоресурсів і природокористування України. Викладає дисципліни «Англійська мова», «Англійська мова за професійним спрямуванням», «Ділова англійська мова». Сфера наукових зацікавлень – проблеми лінгводидактики, професійно орієнтоване викладання англійської мови, проблеми, теорія формування сучасної наукової картини світу.

Автор понад 30 наукових та навчально-методичних праць, зокрема близько 20 навчальних посібників з англійської мови для підготовки фахівців різних напрямів знань (виданих як одноосібно, так і у співавторстві), 11 із них із грифом МОН України.

Ямнич Наталія Юріївна

Старший викладач кафедри англійської філології Національного університету біоресурсів і природокористування України. Викладає дисципліни «Англійська мова», «Англійська мова за професійним спрямуванням», «Ділова англійська мова». Сфера наукових зацікавлень – застосування кейс методів у викладанні англійської мови професійного спрямування, професійно орієнтоване навчання та викладання англійської мови у нефілологічних вузах.

Автор понад 30 наукових та навчально-методичних праць, зокрема 17 навчальних посібників з англійської мови (виданих як одноосібно, так і у співавторстві), 5 із них із грифом МОН України. У фахових виданнях України опубліковано понад 10 статей.

CONTENT

1. Different types of accommodation (urban and rural, static and mobile). Writing adverts.	6
2. Hotel services and facilities. What makes a good hotel? Welcoming Guests.	12
Hotel types by star rating. Describing location, giving information about hotels.	22
4. Vocabulary for working in a hotel. Getting around the hotel.	26
5. Dealing with guests. Housekeeping. Hotel staff. Arrival. Checking-in. Housekeeping.	35
6. Checking-out conversations. Tips for independent hotels to heighten guest experience. Explaining booking conditions. Giving your hospitality business a boost.	46
7. Social media and the hospitality industry. The best hotels in Kiev.	57
8. Looking for accommodation. Accommodation on the web page. Making and taking reservations. Telephone booking.	68
9. Maximizing reviews to attract travelers. Computer reservation systems.	75
10. A trade fair.	95
11. Travelling and tourism. Why do people travel?	118
12. Cultural differences.	127
13. Customer service.	135
14. Timetables and schedules. Asking for information.	142
Grammar reference.	161

1. Different types of accommodation (urban and rural, static and mobile) Writing adverts

Key vocabulary

1. Types of accommodation

apartment

bed and breakfast

campsite

caravan

chalet

country house

cruise ship

farmhouse

guest house

hostel

hotel

lodge

log cabin

motel

motorhome

mountain refuge

university hall of residence

villa

Discussion:

What categories and types of accommodation can you name?

Which of these types of accommodation do we have in Ukraine?

What are the best / worst / most unusual accommodations you have ever stayed in?

Which of these types of accommodation have you stayed in?

Some types of accommodation are serviced (meals are provided), others are self-catering (you cook your own meals). Accommodations can be urban or rural, static or mobile. Categorise these types of accommodation and draw the diagrams.

There are many **options** for **accommodation** when you are on vacation. Most people stay in hotels; these can be cheap or expensive, they usually have several floors, and they may have a restaurant or swimming pool. A **motel** is like a cheap hotel, usually with only one or two floors, and you can park your car in front of your room. Or you can stay in a **bed and breakfast**. These are

small, **quaint** and **cozy** places that **offer** a place to sleep and breakfast in the morning. Often these **are run by** families or **individuals**, and they may only have a few rooms.

Budget travellers may choose to stay in **hostels**; these are cheaper than other types of accommodation because they offer few **amenities**. In European cities especially, budget hostels are a dime a dozen; you will often see several hostels on the same street. Hostels are ideal for young **backpackers**, who can stay in **dorm** beds in a room with several other travellers, for a **fraction** of the cost of a hotel room.

Tickets can be booked online, **via** telephone, or you can show up in person and try your luck. However, it's always a good idea to **call ahead** and check to see if there are any **vacancies**. That way, you waste less time and can spend more time **sightseeing**!

options - choices

accommodation – places to stay (on vacation, for example)

motel/hotel/bed and breakfast/hostel – different types of accommodation

quaint – charming and cute (and a little old or traditional)

cozy - comfortable

offer – to provide, to make available, to give

individual – a single person or a single thing

budget (n.) - a plan for using an amount of money (adj.) – inexpensive; good for a limited budget

amenities – extra things that make you more comfortable (in a hotel, for example, amenities include a TV, pool, exercise room, etc.)

backpackers – people (usually young people) who travel a long distance with only a large backpack

dorm – a room with beds for several people

fraction – a number that is less than 1 (for example: $\frac{1}{2}$, $\frac{3}{4}$); a small part

via – using (you can communicate via phone, email, or letter; you can travel via car, plane, or boat)

call ahead – to call before you arrive

vacancies – rooms (in a hotel, for example) that are not full

sightseeing – to visit interesting places and take pictures (usually when you are on vacation)

1.1. Fill in the blanks with a vocabulary word in the box below.

option	accommodation	cozy
---------------	----------------------	-------------

offer	individual	budget
dorm	fraction	via
vacancy	sightseeing	quaint

1. We bought a small, old-fashioned house in a _____ little village.
2. Hmm. . . . I don't want a single bed, but a double bed might be too big. Are there any other _____?
3. You can buy a used car for a _____ of the cost of a new one.
4. My brother is a college student. He lives in a _____.
5. If you want to go to the Olympics, you should book your _____ early.
6. I don't want to buy six cans of soda. Can I just buy an _____ can?
7. _____ airlines are often cheaper, but they don't have as many amenities as other airlines.
8. The waiter _____ me a free glass of coffee.
9. My parents like to go _____ when we go on vacation, but I would rather just look at the pictures.
10. You can travel to the island _____ boat or plane.
11. That sofa looks really soft and _____.
12. Look! The sign says " _____!" We can stay in that hotel!

1.2. Roleplay the conversation when checking-in at the hotel:

Hotel Receptionist = HR, Guest = G, Porter = P

P: Good morning Sir, welcome to The Royal Pavilion Hotel. May I take your bags please?

G: Oh, that's very kind of you! Thank you. I am quite tired after that journey.

P: Please follow me this way to the **check-in** desk.

HR: Good morning Sir, do you have a **reservation**?

G: Yes, I **booked** online.

HR: Which name was it booked in?

G: Mr. Graham Watts

HR: Yes, I have it here. Could I see the **credit card** you paid with please?

G: Yes, here you go.

HR: Thank you. Would you like an **alarm** call to wake you up?

G: Yes please. If you could call me around 11am, that'd be great. I would like to rest for a few hours before my meeting.

HR: No problem. The **complimentary** breakfast is served until 11:30 and you can call for **room service** at anytime.

G: *I will most probably do that! Thanks.*

HR: *Your room is number 237 on the third floor and here's the key. Our **porter** will help you with your bags and show you to your room.*

G: *That's wonderful, thank you. Is there a Wi-Fi connection available in my room?*

HR: *Yes, you'll find the password in your room beside the TV. We hope you enjoy your stay with us.*

P: *Okay Mr. Watts, if you please come this way, I'll show you to your room...*

1.3. Match the situations with the possible answers below:

1. you want to stay in a hotel for two nights next week with your husband/wife. You phone the hotel.
 2. you are at the hotel reception and you are planning to leave in about 15 minutes.
 3. you have a drink in the hotel bar. The barman asks how you want to pay.
 4. when you turn on the shower in your room, the water comes out very slowly.
 5. you want to go to the nearest bank but don't know where it is.
- a) Could you put it on my bill, please?
 - b) I'm afraid the shower in my room isn't working very well.
 - c) Could I have my bill, and could you order a taxi for me, please.
 - d) Do you have a double room free for next Friday and Saturday?
 - e) Could you tell me the way to the nearest bank, please?

Sentence structure in English and Ukrainian

1.1.9. Which of the two sentences below shows correct English word order?

1. a) She speaks well English. b) She speaks English well.
2. a) Why you did say that? b) Why did you say that?
3. a) She showed her homework her mother. b) She showed her mother her homework.
4. a) Sometimes I play tennis on a Sunday. b) I play sometimes tennis on a Sunday.
5. a) That is my pen. Give to me it. b) That is my pen. Give it to me.
6. a) Never I eat breakfast. b) I never eat breakfast.
7. a) I did quickly my homework. b) I quickly did my homework.
8. a) He drew for his mother a picture. b) He drew a picture for his mother.
9. a) You played yesterday very well. b) You played very well yesterday.

10. a) I showed my new music player to my friend. b) I showed to my friend my new music player.
11. a) I do not any more live in London. b) I do not live in London any more.
12. a) That is my pen. Give it to me. b) That is my pen. Give to me it.
13. a) You're not supposed to walk on the grass. b) You're supposed to not walk on the grass.
14. a) What made you say a such stupid thing? b) What made you say such a stupid thing?
15. a) I think you and I need to have a talk! b) I think I and you need to have a talk!

1.1.10. Which of the two sentences below shows correct English word order?

1. a) She eats every Friday fish.
b) She eats fish every Friday.
2. a) Sometimes I play tennis on a Sunday.
b) I play sometimes tennis on a Sunday.
3. a) Never I eat breakfast.
b) I never eat breakfast.
4. a) I did quickly my homework.
b) I quickly did my homework.
5. a) I did my homework in a hurry.
b) I in a hurry did my homework.
6. a) You played yesterday very well.
b) You played very well yesterday.
7. a) I do not any more live in London.
b) I do not live in London any more.
8. a) Give it to me.
b) Give to me it.
9. a) Give it me.
b) Give me it.
10. a) I'm going to have cut my hair tomorrow.
b) I'm going to have my hair cut tomorrow.
11. a) Rarely have I heard such a feeble excuse!
b) Rarely I have heard such a feeble excuse.
12. a) Under no circumstances should you tell him what I said.
b) Under no circumstances you should tell him what I said.
13. a) Can you tell me what is the time?
b) Can you tell me what the time is?
14. a) She left stupidly her homework on the bus.
b) She stupidly left her homework on the bus.

15. a) He ate slowly his lunch.
b) He ate his lunch slowly.
16. a) No sooner we had left the house than it started to rain.
b) No sooner had we left the house than it started to rain.
17. a) I yesterday saw a good film on TV.
b) I saw on TV a good film yesterday.
c) I saw a good film on TV yesterday.
18. a) Already as a child I knew I was going to be a teacher.
b) As a child I knew already that I was going to be a teacher.
19. a) Where's the toilet? asked he.
b) Where's the toilet? he asked.
20. a) Did ever you see her again?
b) Did you ever see her again?

1.1.11. Put the words in the correct order to make sentences:

- 1 On Fridays/in the café/eats breakfast/always/he
- 2 Safely/they/arrived/this morning/home
- 3 Drinks coffee/in the evening/never/Sam
- 4 To work/she/on foot/goes/every day
- 5 Well/yesterday/at the meeting/spoke/he
- 6 On a yacht/she/every summer/sails/round the island
- 7 Quietly/in his bed/slept/the baby/all night
- 8 Often/home/she/goes/on Friday/early
- 9 Rarely/you/see/cricket/these days/on TV
- 10 In the garden/the nightingales/last night/loudly/were singing

2. Hotel services and facilities. What makes a good hotel? Welcoming Guests.

Key vocabulary

At a Hotel	Linen and Bedding	In a Bathroom
double room twin room single room bar restaurant pool reception desk In the Room bed pillow blankets television door lights telephone ensuite bathroom towels tea and coffee making facilities key bar fridge safe air conditioner mirror	bath mat bedspread, quilt blanket duvet, comforter electric blanket face washer, wash cloth, flannel hand towel mattress protector mosquito net pillow pillowcase sheets tablecloth tea towel towel valance	basin, sink bath shower taps toilet towel rack Bathroom Cabinet antiseptic cream baby wipes, wet wipes comb cotton buds dental floss deodorant hair brush hair conditioner make-up moisturiser mouthwash perfume plasters razor shampoo shaving cream, shaving foam shower gel soap toothbrush toothpaste

2.1. Read the text paying attention to the highlighted words:

When you arrive at a hotel, you must **check-in** at the **reception** or front desk. The check-in process can take awhile since the receptionist has to find your **reservation**, request payment for the **room**, and then inform you about the hotel's policies and procedures. You are also given **a key** to your room at this time.

Hotels often distinguish themselves by the services they offer. Fancy hotels often have a **concierge** or **porter** to help you with a variety of tasks. They can help you get a taxi, make reservations at restaurants or plays for you, and give you advice about the city. Often, this person is also in charge of the **bellboys**, who carry your **luggage** or **baggage** up to the room for you.

In smaller and cheaper hotels, the job of concierge is done by the receptionist and a **doorman**, who opens the hotel doors and car doors for you. These are nice services, especially after you've been traveling, but they're not free. It is common courtesy **to tip** the concierge and bellboys each time they help you.

Other features that are generally found in hotels are a **lift** or **elevator** to take you up to the **floor** your room is on; a **lounge area** or **lobby** where you can wait if you arrive before the check-in time; and a **safe** where you can store valuables.

In your room, there may be a single or **double bed**, depending on how many people are staying there. There may even be two single beds, or **twin beds**. Also in the room are a desk, a dresser to store your clothes in, a nightstand with a lamp beside the bed, a television with cable, heating and air conditioning.

If you're lucky, there may even be a **mini-bar** in your room. This is a small refrigerator that has tiny bottles of alcohol, as well as snacks. But beware: these are not free. In fact, they typically cost two to three times as much as they do in a grocery store. But many people pay the exuberant price for the convenience of not having to leave the hotel.

Another convenience that hotels offer is **room service**. To order room service, you call down to the reception and ask for a food item listed on the hotel's menu. The food is then brought to your room for you to enjoy. Remember, this is another service that deserves a tip.

Many hotels also have restaurants attached where breakfast is served in the morning. A hotel breakfast can range from a **Continental buffet**, which consists of you helping yourself to food that has been laid out for you and other hotel **guests**. The Continental breakfast is not very elaborate and is often included in the price of the room. However, you can also order prepared food from the restaurant's menu.

At the proper **check-out** time, which is often early, you must vacate the room so that the **maids**, or cleaning staff, can clean the rooms and make the beds. If you don't leave on time, **charges** may apply and you will have to pay extra money. Fortunately, you can ask for a **wake-up call** from the front desk so you won't sleep through check-out.

To get to your next destination, you can take an **airport shuttle**, which will take you directly to the airport. If a hotel doesn't have its own shuttle, it can usually arrange for one to pick you up at the hotel.

2.2. Study the following vocabulary about types of hotels

Hotels are categorized by considering their **location** with respect to city.

- **Airport Hotels** – They are located near airport. The guests in transit use them for short stay.
- **Boatels** – They are on the houseboats.
- **City Center** – Located in the heart of the city near commercial area.
- **Motel** – They are small hotels usually located on highways. Transit guests use them.
- **Suburb Hotels** – They are located near urban area. Budget guests use them.
- **Floating Hotels** – They are on the cruise ships, large lakes, or rivers.
- **Resorts** – They are on the beaches, mountains, islands, or on the river banks.
- **Rotels** – They are hotels on wheels.
- **Self-Catering Hotels** – They are located at the same premises where the owner stays.

Hotels are categorized depending upon the **target market** they serve.

- **Airport Hotels** – They target the business clientele, airline passengers, or any guests with cancelled or delayed flights.
- **Business Hotels** – They primarily cater for the guests who are on business travel.
- **Bed and Breakfast (B&B)** – They are small hotels who target guests in transit or on leisure tour. The owner of B&B usually stays in the same premises and is responsible for serving breakfast to the guests
- **Casino Hotels** – They target the guests interested in gambling. Their functions of housekeeping is primary but food and beverage functions are just supportive.
- **Resorts** – They target high-income busy professionals who wish to spend time away from city, noise, and crowd. They offer facilities such as spa, tennis court, fitness and center, sailing, snorkeling, and swimming.
- **Self-Catering Hotels** – They target long stayers who prefer to cook themselves. They offer a small kitchen and kitchen amenities with the guest room.
- **Service Apartments** – They are located in residential colonies. They provide long-term accommodation for guests. They need to execute an agreement with the guests for the stay of at least one month. All basic amenities such as kitchen, washing machine, dish washer, and beds are provided with once a week housekeeping service.
- **Suite Hotels** – These hotels offer a living room and an en suite bedroom. The professionals who need to interact with their clients/customers find

these hotels a good choice because they can interact with their guests in small meetings without any interruption and sacrificing privacy.

2.3. Read the information about the amenities provided by some hotels to the VIPs.

VIP Amenities in Hotel

VIP amenities are always something like the cherry on the cake. The VIPs are treated with extra attention, pamper, and care. Hotels provide the following amenities to the VIPs depending upon their policies –

- Executive Front Desk or Executive Housekeeper escorting the guest up to the room.
- A welcome document kit containing note from a General Manager (GM) of the hotel, spa card, and a hotel map.
- Complete housekeeping service with daily linen change.
- A snack kit often containing packed snacks, assorted nuts, fruits, cheese, or cookies, and beverages.
- A vanity kit containing cotton balls, makeup removers, lip balm, and au-de-cologne.
- A bathroom kit with soap dispenser, upgraded robe, tissue box, face mist, after-shower gel, cotton slippers, toilet mat, and a terry mat.
- In special cases, a romance kit containing a bottle of wine or Champaign, paired with chocolate dipped strawberries or bite size chocolates.
- Small bag packs for the kids below 12 years.
- A number of servings of award winning dessert.

2.4. Match the words to make hotel facilities and services. You may use some words in the second column more than once.

1	dry	a)	telephone
2	en suite	b)	dryer
3	spacious	c)	service
4	porter	d)	bathroom
5	24-hour	e)	bar
6	satellite	f)	furnishings
7	quality	g)	room service
8	hair	h)	courtyard
9	direct-dial	i)	bedroom

10	laundry	j)	views
11	mini	k)	TV
12	shower	l)	room
13	garden	m)	cleaning
14	breathtaking		

2.5. Translate the adjectives describing hotels and facilities. Add some nouns which they can describe.

luxurious deluxe high-class impeccable renowned family-run historic modern attractive charming delightful value for money ornate spacious famous well-known splendid grand stylish magnificent nice elegant	
--	--

2.6. Write an email giving general information about the hotel in reply to an enquiry. Use positive adjectives and include the following:

- rooms,
- facilities,
- location,
- price,
- restaurant,
- special features

Language Practice

Questions

2.7. Rearrange the words to make questions.

1. to where are going you where are you going to?
2. from who did get you the information _____
3. in which funds do invest you _____
4. like what the weather was in Sweden _____

2.8. Choose and underline the correct words.

1. *Spoke you / Did you speak* with Laura yeasterday?
2. What did Laura *say/said* when you spoke to her?
3. A: Do you like Italian cuisine?
B: *Yes, I like./ Yes, I do.*
4. How *work this machine? / does this machine work?*
5. Who *set up Microsoft / did set up Microsoft?*
6. When *set up Microsoft / was Microsoft set up?*
7. Who *did telephone me / telephoned me* this morning?
8. Who *you telephoned / did you telephone* this morning?

2.9. Write a question for each answer.

1. When do you get to university? Get to university? At about 8.30 usually.
2. Done! I haven't done anything!
3. The report? I put it over there.
4. Here? I study here because I like the course.
5. Yesterday? I was feeling awful.
6. Staying? I'm staying at the dormitory.
7. Sit with? I sit with Natalia.
8. This bag? I think it's Helen's.

2.10. Rearrange the words in each group from the list to make questions. Then match them to the answer below to make a complete dialogue.

a.	You business here are on
b.	You did do that what before
c.	are for how you staying long
d.	arrive did when you
e.	Like what's it
f.	been how have long there you working
g.	You what do do
h.	staying you where are
i.	To is first this Kyiv your visit

j. involve travelling job does much your

- 1. A: Are you here on business?
B: Yes, I'm here on a sales trip.
- 2. A:
B: I work for a small travel agency.
- 3. A:
B: About four years, I suppose.
- 4. A:
B: I was in sales.
- 5. A:
B: Yes, quit a lot. I travel all over Europe, but especially in Ukraine.
- 6. A:
B: No, I've been here once before.
- 7. A:
B: A couple of days ago.
- 8. A:
B: Until Friday, then I go back to the UK.
- 9. A:
B: At the Hilton.
- 10. A:
B: It's very comfortable actually, and the restaurant is good.

2.11. Complete the dialogue with question words and question phrases from the box below.

what kind of	how often	how far	how long
how many	how much	what (x2)	which (x2)
			whose

Sam: So, tell me about your new job. (1) What kind of work is it?
Joe: It's in sales, like my last job, but it's a bigger company.
Sam: Really? (2) _____ people work there?
Joe: I suppose there's about 60 people in our office.
Sam: Oh, yeah. And (3) _____ holiday can you take a year?
Joe: Twenty-four days a year plus public holidays.
Sam: Oh, that's much better than your last job. And (4) _____ is it from your home?
Joe: Well, it's really not that far and I don't have to catch the train to work every morning, which is great.
Sam: Oh, lucky you. So, (5) _____ does it take you to get to work in the morning now?
Joe: About 20 minutes by car.
Sam: Wow. It sounds perfect. (6) _____ time do you start work in the mornings?

Joe: About nine. But sometimes I have to go on sales trips at the weekends as well.

Sam: Oh? (7) _____ idea was that?

Joe: I don't know, it's just something you have to do.

Sam: And (8) _____ do you have to do it?

Joe: About once a month I think. They're going to give me a company car.

Sam: Really! (9) _____ model are they going to give you?

Joe: A Golf, I think – and I can choose the colour.

Sam: Oh, and (10) _____ colours are there?

Joe: Well, I can choose between black and dark blue.

Sam: Only two! So, (11) _____ one do you prefer?

Joe: Well, dark blue sounds better than black.

Sam: Hmm, yeah. Well, congratulations, I'm sure you'll do really well.

2.12. Make a question with a question tag.

1. Ask a colleague if he sent the fax. You expect the answer to be 'no'.

You didn't send the fax, did you?

2. Ask a colleague if he sent the fax. You expect the answer to be 'yes'.

You _____?

3. Ask a stranger at the airport if his name is Mr Peters. You're not sure his name is Mr Peters.

Your name _____?

4. You recognise someone. You are sure his name is Mr Peters.

Your name _____?

5. You guess that Biotec have cancelled their order.

Biotec _____?

6. You are very surprised that Biotec have cancelled their order.

Biotec _____?

2.13. Write the questions to which the underlined words are the answers.

e.g. Christopher is going to London by train.

How is Christopher going to London?

1. The Smiths have got three cars.

2. Janet works at the supermarket

3. Andrea is learning English because she will need it in her job.

4. The film was really romantic.

5. The meeting will take place next Tuesday.

6. Tess switched off the computer.

7. Mr Johnson's burglar alarm was ringing.

8. Anna went to the dance with Martin.

2.14. Ron is at a job interview. Someone is asking him questions. Write the questions.

Interviewer: Where do you live?

Ron: Oh, I live in Longtown.

1. Interviewer: _____

R: I'm twenty-three.

2. Interviewer: _____

R: Yes, I went to college.

3. Interviewer: _____

R: My interests? I don't have any, really.

4. Interviewer: _____

R: Which company? Oh, I work for BX Electric.

5. Interviewer: _____

R: Nothing. There's nothing I don't like about my job.

2.15. Ask negative questions:

e.g.: — *Bob was playing badminton at 10 o'clock. (Have classes)*

— *Wasn't he having classes at that time?*

1. My husband was fishing on Sunday. (work in the garden)

2. Ann's brother was watching a concert on TV. (a football match)

3. I was washing up after the dinner. (see your guests off)

4. The auditors were revising our accounts for the last decade. (check your reports) _____

5. During the party Jane was sitting all the time. (dance)

6. While we were having breakfast mother was doing the room. (eat with you)

7. He caught cold when he was walking in the rain without a raincoat. (wear a raincoat) _____

2.16. Add suitable tags:

A

1. Everybody's gone home, _____ ?
2. Nobody here speaks French, _____ ?
3. Nobody phoned, _____ ?
4. We never drink coffee, _____ ?
5. That's no excuse, _____ ?
6. Let's go for a walk, _____ ?
7. Nothing ever changes, _____ ?
8. I hardly smoke anymore, _____ ?

B

1. Nobody saw us, _____ ?
2. Sean never goes to bed until really late, _____ ?
3. Let's go to Mexico this summer, _____ ?
4. The sun hardly shone all summer, _____ ?
5. Somebody called me , _____ ?
6. It's never too late , _____ ?
7. There's no homework, _____ ?
8. Everybody enjoyed the party, _____ ?

3. Hotel types by star rating.

Describing location, giving information about hotels.

Key vocabulary

the star rating system
a guideline
clear distinguishing method
to assume
ambience
be at a walking distance
a nearby public transportation hub
to offer consistent quality
to lack the convenience
on-site restaurant
a cluster of similar hotels
entertainment joints
furnished room

3.1. Study the information about hotel star rating and note the major differences.

Hotel Types by Star Rating

The star rating system is a guideline for a customer that denotes what to expect from the hotel service at the time of booking. However, there is no clear distinguishing method to divide hotels into various star rating categories till today; but a guest can assume that the more the number of stars, the more is the luxury provided by the hotel.

- **One Star**

A guest can expect a small hotel operated and managed by the owner and family. The ambience is more personal and the guest rooms are with basic amenities. The restaurant would be at a walking distance. There would be a small commercial area and a nearby public transportation hub.

- **Two-Star**

These hotels are mostly part of a chain of hotels that offer consistent quality but limited amenities. They are either small or medium size hotels with a phone and TV. They lack the convenience of room service, but provide a small on-site restaurant at a walking distance within the hotel premises.

- **Three-Star**

These hotels with decorative lobbies are usually located near a major business center, express way, and/or shopping area. The rooms are clean and spacious.

An on-site restaurant offers all meals such as breakfast, lunch, and dinner. The facilities such as valet and room service, fitness center, and a swimming pool are also available.

- **Four-Star**

This hotel would be large, often standing as a part of a cluster of similar hotels with a formal appearance and very good services. The hotel would be located in the prime area of the city around shopping, dining, and entertainment joints. The guest can expect furnished and clean rooms, restaurants, room service, valet parking, and a fitness center within the hotel premises.

- **Five-Star**

This hotel would be large and luxurious, which offers the highest degree of room and personal service. It is built with beautiful architecture, and is managed keeping elegance and style in mind. The guest rooms are equipped with high quality linens, TV, bathtubs, and special outside view from the room. The hotel provides multiple eating joints in its premises such as coffee shops, restaurants, poolside snack joint, and bar. They also provide 24X7 room service, valet service, and personal protection service.

3.2. Pair work.

Describing location and giving information about hotels

Act out a telephone talk between a travel agent and a client according to the topic suggested.

Student A: you are a travel agent. Search on the Internet for the information about some hotels in (a warm and sunny place / a modern or ancient European city). Make sure you can answer your client's questions about their location, facilities and services, entertainments, restaurants, the weather, etc.

Student B: you are a client. You want a hotel in (some warm and sunny place/ a modern or ancient European city). Telephone your travel agent and ask about: the location of your hotel; hotel restaurants; facilities and services for your family; car rental; nightlife and clubbing; local food; museums and art galleries; the weather, etc.

LANGUAGE PRACTICE

Embedded Questions

3.3. Underline the correct words.

Could you tell me what *are your terms of payment / your terms of payment are?*
Do you know where *the marketing seminar is/is the marketing seminar?*
I'd like to know how *canwe/we can finance this project.*
Could I ask you why *you left / did you leave your last job?*
Do you think *could I/I could use your fax machine?*

3.4. Put the words in the correct order to make questions:

1. who / you / were / if / me / would /invite / you?
2. updating / about / the / how / website?
3. I / you / how / don't / realise / busy / am?
4. a / we / have / shall / meeting / intranet / about / the?
5. files / the / know / you / do / downloaded / who?
6. any / to / have / idea / do / you / system / the / how / install?
7. the / you / get / would / do / to / what / information?
8. about / you / the / me / why / tell / didn't / hardware / new?

3.5. Change the normal question into an embedded question. Start with : 'I don't know...'

'Could you tell me...'
'I'm not exactly sure ...'
'Do you remember...'
'Do you happen to know...'
'I'd like to find out...'
'I really can't tell you...'
'I didn't hear...'

- 1) Where does she live?
- 2) How did they have the idea?
- 3) Why did they leave?
- 4) Have you found an apartment?
- 5) Has he eaten?
- 6) Will he get a new job?
- 7) Where is the main office?
- 8) Who drinks coffee?
- 9) How did it happen?
- 10) Will I pass the exam?
- 11) Is the boss coming today?
- 12) Do you own a car?
- 13) Does she have a driver's licence?
- 14) Where can I find a good shoe store?
- 15) When did this factory open?

- 16) What is the guide's name?
- 17) How long have they been here?
- 18) What kind of guitar is that man playing?

4. Vocabulary for working in a hotel. Getting around the hotel.

Key vocabulary

Types of beds and rooms that are available in a standard (regular) hotel.

Mattress and bed sizes vary from country to country, and from manufacturer to manufacturer:

- **single bed/twin bed** — A twin bed is the smallest type of bed, where one person can sleep. It's also sometimes called a single bed.
- **full-size bed** — Nowadays, a full-size bed is usually for one person, but two people could sleep in it (very close together). These are also called double beds.
- **queen-size bed** — A queen-size bed is bigger than a full bed, and usually shared by two adults.
- **king-size bed** — A king-size bed is the largest size of standard beds, and can comfortably sleep two people.

Standard hotel room types (these terms are used differently by different hotels).

- **single room** — A single room is for one person, and usually has a full-size bed (double bed).
- **double room** — A double room usually has space for two guests, with a double bed (full-size) or queen-size bed.
- **twin room** — A twin room usually has space for two guests, but in two separate beds (twin/single beds).
- **triple room** — A triple room can sleep three guests, either in one double bed and a single bed, or a different combination of three.
- **suite** — A suite is bigger than your normal hotel room. In fancy hotels, suites could even have multiple rooms. You might also see an executive suite or a family suite.
- **adjoining/connecting rooms** — This means that two rooms are connected together by a door going from one room directly into the other. Large groups of people or families might ask to be put in adjoining rooms.

Room Features that hotels might offer.

- **amenities** — Amenities is just another way of saying “features,” often used in the hotel business.

- **AC** — Air conditioning (usually shortened to “AC”) keeps rooms cool when the weather is hot.
- **heating** — When the weather is cold, heating will keep the rooms and hotel warm.
- **bathroom** — This is the room where you’ll find a toilet, sink and shower. Most hotel rooms have their own bathroom attached.
- **internet access** — If a hotel has internet access, it means guests can use the internet somewhere inside. They might have Wi-Fi (wireless internet), which could be free, require a password to access or cost money to use.
- **wireless printing** — This allows guests to print from their own computers to a printer somewhere else in the hotel (without being connected to the printer with a wire).
- **fan** — Some rooms might have ceiling fans or electric fans to move air around in a breeze and stay cool.
- **balcony** — A balcony is a platform outside that’s enclosed by some type of railing, connected to the hotel room. Balconies are on floors higher than the ground level (second floor and higher).
- **patio** — A patio is a paved area outside (on ground level) that usually has an outdoor table and chairs.
- **smoke-free** — If rooms are smoke-free, it means that smoking is not allowed. **Smoking** and **non-smoking** are two other terms used to describe if smoking is allowed or not.

Inside a Hotel Room

- **complimentary** — This word means “free.” Often hotels will serve a complimentary breakfast (included in the cost of your room), or have complimentary shampoos and soaps in the bathroom.
- **bathtub** — A bathtub is in the bathroom, where people can clean themselves by taking a bath.
- **shower** — Showers allow people to wash themselves while standing up. The **shower head** is the part that sprays water, and the **drain** is on the floor, where the water leaves. Most bathtubs have showers in them, but a **standing shower** is in a smaller space by itself (without a bathtub).
- **towel** — People use towels to dry themselves off after taking a shower or a bath. There are also hand towels, which are smaller, and a **bath mat**—a towel you put on the floor to stand on.
- **robes** — Some hotels provide robes for guests to wear after they shower. They are also called **bathrobes**.
- **toiletries** — Toiletries are small personal items you might use in the bathroom, such as shampoo/conditioner (for washing hair), soap, toothbrush and toothpaste (for brushing teeth).

- **hair dryer** — Most hotels will have an electric hair dryer for guests to use to dry their wet hair after washing it. In standard hotels, hair dryers are attached to the walls with a cord. These are also called **blow dryers**.
- **sink** — The sink is where people wash their hands. It has a **faucet**, where the water comes out, and a **drain**, where the water leaves.
- **soap** — Soap is used to kill germs and bacteria when you wash your hands. It can be either liquid (stored in a soap dispenser) or a solid bar. Some hotels have both **hand soap** and **body soap**.
- **lamp** — Lamps provide extra light somewhere in the room. Guests might tell you that a light burned out in their lamp, meaning it needs a new **light bulb**.
- **executive desk** — Some rooms might come with a desk to sit and write or work. These are sometimes called executive desks (just a fancier name, often used in business suites).
- **kitchenette** — This is a mini-kitchen where people can prepare basic food, usually with a **microwave** and **sink**. Most hotel rooms have a **mini-fridge** (small refrigerator) that has some beverages and snacks inside. If guests eat the snacks and beverages, they have to pay for them when they check out.
- **coffee machine** — Coffee machines in hotel rooms allow guests to make their own coffee in the morning. Guests might need more **filters** or **coffee grounds** when they run out.
- **room service** — This is a service that lets guests order food or drinks and have it delivered to their hotel room.
- **turndown service** — This is a service that has housekeepers go into the room and remake the beds. They might put a mint or chocolate on the pillow to show the bed has been “turned down.”
- **curtains** — These usually hang from a curtain rod to cover a window. Curtains can be pulled open or closed to let sunlight in or keep it out.
- **TV** — Most rooms have a TV with a **remote control** (small hand-held device used to change the channel or volume). The TV remote might need new batteries from time to time. Some hotels have a **listing** of the local TV channels. There are also often **pay-per-view** channels or movies, that guests are later charged for.
- **safe** — This is a small box locked with a combination or key where guests can keep valuable items locked and secure.
- **cot** — This is a small bed that folds up and rolls on wheels, so it can be moved into rooms when an extra bed is needed.
- **pull-out sofa** — This is a couch that can pull out into a sofa-bed.
- **armchair** — This is a more comfortable chair with rests for both of your arms.
- **linens** — These are cloths such as **sheets** on the bed, **pillow cases** to cover the pillows, a **blanket** to keep warm or a **comforter** (the thick blanket

on top of a bed). Sheets have a **thread count**, which tells their quality/smoothness.

- **iron and ironing board** — When clothes are wrinkled, guests can get rid of the wrinkles by using an iron with an ironing board.
- **private jacuzzi** — This is a hot tub somewhere inside or attached to the room. “Private” is the opposite of “public,” and means that this jacuzzi is just for the people in that room.

Hotel Features

- **bar** — Here’s where you can order drinks and sometimes food. Some hotels have their own **restaurant** where guests can order full meals.
- **brochures** — These are small pieces of paper that advertise local **attractions**, such as water parks and museums.
- **airport shuttle** — Some hotels have “shuttles,” or large vans that give guests free rides to and from the nearest airport.
- **parking** — Guests will want to know if there’s a **parking lot** where they can park their car, and whether or not it’s free. Fancy hotels might have **valet parking**, where guests drive up and get out of the car, and a hotel worker parks it for them.
- **continental breakfast** — This is a light breakfast, usually included with the cost of the room, and served in a common area like a dining room.
- **catering** — Some hotels offer catering services, meaning they can be hired to cook and serve food for events.
- **buffet** — A buffet consists of many different kinds of food, and guests serve themselves. For example, your hotel might offer a **breakfast buffet** or a **dinner buffet**.
- **high chairs** — Family-friendly hotels will have these for toddlers (very young children) to sit at tables. **Booster seats** are set on top of chairs/benches so younger children can sit higher up and reach their plate easier.
- **ice machine** — This is a machine where guests can get ice to use as they need. They’re usually in the hallways on each floor.
- **vending machine** — These are machines where guests can purchase candy, snacks or beverages with coins.
- **wheelchair accessible** — This means that people in wheelchairs can get around the hotel, usually with **elevators** and **ramps** (inclined/tilted ground instead of stairs).
- **fitness/workout room** — This might also be called a **gym**, and is a place for guests to exercise. There might be **treadmills** or **free weights** in the room.
- **swimming pool** — This is a place for guests to swim, and could be **indoor** (inside the hotel building) or **outdoor** (outside).

- **jacuzzi/whirlpool/hot tub** — This is a small, very hot “pool” of water with bubbles or “jets” that adults sit in to relax.
- **spa** — A spa for relaxation might offer **massages** or a **sauna** (small room filled with hot steam).
- **laundry** — Hotels might offer laundry service, meaning they will wash guests’ clothes (for a fee). There could also be **coin-operated** laundry machines, where guests can wash their clothes themselves by putting coins into the machines.
- **dry cleaning** — This service cleans clothes that can’t be washed. They’re marked as **dry clean only**.
- **business center** — This is a place where guests might be able to use computers, make telephone calls, send faxes or make photocopies.
- **pets allowed/pet-friendly** — This means that pets are allowed in the hotel. If pets are not allowed, most hotels will still allow **service animals** (used to help blind people).
- **ski storage** — Hotels near ski resorts might offer a room or place for guests to safely store their ski equipment.

Getting Around the Hotel

- **main entrance** — These are the principal (main) doors to enter the hotel.
- **reception** — This is where guests are greeted, which comes from the verb “to receive.” It’s often called the **front desk**.
- **lobby** — This is an area shared by all guests of the hotel, usually on the ground floor near reception. It’s a common meeting place (“Let’s meet in the lobby at 5:00”), so there are often chairs/sofas and a bathroom.
- **banquet/meeting room** — This is a large room used for big events, such as conferences or weddings.
- **elevator** — This is a small space that raises and lowers guests between floors once the doors close and they press a button. It’s called a **lift** in British English.
- **stairs/stairway** — These are steps so guests can walk up to higher floors in the hotel, or down to lower floors. In an emergency, everyone should use stairs instead of elevators.
- **hall(way)** — This is a long passageway with doors on either side, which open into rooms. Also called a **corridor**.
- **emergency exit** — In case of fire, or another emergency, some doors will be marked “emergency exit,” which lets you leave (exit) the hotel quickly.

Hotel Staff

- **manager** — The manager is in charge of many people who work in hotels. Guests don't usually interact with the manager unless there is a severe problem.
- **receptionist** — This person is found at the front desk/reception. They answer the phones and greet the guests.
- **concierge** — A concierge assists (helps) guests with needs such as arranging travel, booking local tours, calling taxis, etc.
- **bellboy/bellhop/porter** — These are all names for the person who helps guests carry their suitcases/luggage up to the room.
- **housekeeping/housekeeper** — These are the people who clean the hotel and its rooms.
- **tip** — This is a small amount of money (in cash) given to bellboys or left in the room for housekeepers at the end of your stay to thank them for their service.
- **uniform** — Most hotels will require workers to wear special clothes, which is your uniform.
- **staff meeting** — When staff meets at a certain time and place to talk about certain work topics, this is a staff meeting.

4.1. Describe a hotel you have ever stayed in.

What hotel chain was it?

How many stars?

What facilities did it offer?

Was your staying comfortable?

4.2. Act out the following dialogue about a new job.

A new job

A: I've heard your sister has landed a fantastic new job.

B: Actually it's not as good as she hoped. She's got a terribly heavy workload and that means working some very unsocial hours. She also complains about having to do lots of menial tasks around the office, running errands for her boss.

A: Is she paid well?

B: Not really. She just about gets a living wage. And all the overtime is unpaid.

A: She'll just have to throw a sickie from time to time.

B: That's what I suggested she did, but she's afraid of getting the sack if she does. She feels there might be some prospects for her there eventually, even if she is just being used as sweated labor at the moment.

A: Well, with any luck she'll eventually find that she can realize her potential there.

B: I hope so. But they have a very high turnover of staff and it won't be easy for her to stay the course.

A: But she's very determined, isn't she? So let's hope it all works out.

4.3. Business skills: building relationships

A key to successful business opportunities is building good relationships. The phrases below are useful when striking up a positive working relationship with new colleagues or networking with people outside the company.

Opening a conversation
May I introduce myself? Hi, I'm ...(name). I work for ... (company name). How do you do? My name's ... Hello, how are you? It's a pleasure to meet you. I see that you work for ... I see from your badge that we are in the same line of business. I don't think we've met. I'm ... (name) from ... (company name). And what line of business are you in? I'm very pleased to meet you.
Asking for help and willing to help others
I'm sorry to ask, but could you help me? How can I help you? Is there anything I can do?
Closing a conversation
Thanks for your time. It's been nice talking to you. Here's my card. Let me give you my card. Why don't I give you my card? Let's stay in touch. How about meeting again? Why don't you give me a call?

4.4. Complete the following conversations and act out these business situations:

1

- Good morning! May I introduce myself. I'm ...(name)
- How do you do? My name's ... (name)
- It's a pleasure to meet you, (name). I see you work for an advertising agency.
- Yes, I'm the art director at ... (company name). I mostly work on web adverts.
- Do you? That's sound interesting.
- It is. We're developing some really new ways of advertising. Do you use the Internet much in your work?
- I do, actually. I'm in sales.
- Oh, are you?
- Yes, I work for an electronics company. We're selling online.
- Really? Well, why don't I give you my card? Here you are.
- Thanks. It's been good talking to you. Let's stay in touch.

2

- Hello, how are you? I'm ... (name).
- I'm very pleased to meet you. I'm ... (name). I work for ... (company name) – it's a chain of gyms.
- Oh, yes, my friends go there.
- Do they? Great. We're building a big new gym downtown. It's nearly ready to open, in fact.
- Is it? That's great.
- Yes, we're really excited about it. What about you?
- I'm looking for a new job at the moment, actually.
- OK, well, thanks for your time. Let me give you my card. Don't forget to check out our new gym when it opens.
- I surely will.

LANGUAGE PRACTICE

be going to V

We use “be going to + V” for plans, ambitions and goals.

We use “will + V” for predictions about things we cannot change.

4.5. Fill the sentences below with “be going to” or “will”.

I think Gordon Brown _____ lose the next election.

I _____ buy a new car before the end of the year.

Next year my friend _____ to stop smoking.

Next year the economy _____ improve faster than this year.

4.6. Travel mimes

Choose one of the actions below and very slowly mime the lead up to the action only. So that the future tense sentence is correct, do not start doing the thing written below but only the time before it, e.g. you can mime squeezing a bottle of sun cream into your hands and taking your clothes off your shoulders but stop before the sun cream actually touches your shoulders.

- *You are going to put some sun cream onto your shoulders.*

1. You are going to have a nap on board a plane.
2. You are going to eat some peanuts.
3. You are going to put some suitcases onto the check in counter scales to be weighed.
4. You are going to put some luggage into the overhead locker.
5. You are going to pack your clothes into a suitcase.
6. You are going to put on the sunglasses.
7. You are going to order some lunch.
8. You are going to put on the headphones.
9. You are going to show your passport and ticket to the check in clerk
10. You are going to eat an inflight meal.
11. You are going to put your possessions through the X-ray machine
12. The plane is going to land.
13. You are going to put a padlock on your rucksack.
14. You are going to take some luggage off the carousel.
15. You are going to float on the sea on an airbed.
16. You are going to put on an oxygen mask.
17. You are going to drink a cup of tea.
18. You are going to give the bell boy a tip.
19. You are going to change some money into dollars.
20. You are going to have a shower.

5. Dealing with guests. Housekeeping. Hotel staff. Arrival. Checking-in. Housekeeping

Key vocabulary

Housekeeping is the primary task the hotels need to **cater for** while providing service to its guests. The hotel management and especially executive of housekeeping department must ensure that the housekeeping functions are performed well in the hotel irrespective of the **target guest type**, size of hotel, and its location.

The guest rooms are the **primary source of hotel revenue**. There are higher chances of **retaining the guests** if the guest rooms are absolutely clean.

The housekeeping department offers to its guests some **prominent advantages**, such as clean and **hygienic** atmosphere, comfortable and convenient stay, privacy, safety and security, provision of amenities, making guests feel good.

The housekeeping staff is responsible for creating pleasant **ambience** in the hotel. This needs aesthetic sense and an eye for detail. A guest is keen to visit the hotel if he finds **classy** and catchy ambience with fresh air.

Housekeeping staff must intelligently use artificial waterfalls, large vases with neat and **eye-catching flower arrangements**, paintings, wall pieces, murals, lighting with **appropriate luminance**, candles, electric lamps or any rare antic pieces.

The housekeeping staff is required to know various materials such as wood, organic and artificial fibers, stone, sand, glass, plastic, and pigments to **maintain** the expensive **hotel property**.

Hotel decors can **be conducted thematically** depending on the local/international prominent festivals and cultures. Décor is an important task that **elevates guests' experience** with the hotel.

Arrival / Checking-In

- **check-in/check-out** — When guests arrive at the **hotel**, they check in to get their **room key**. On their last morning, they check out to pay their bill.
- **key card** — Most hotels use key cards (that look like credit cards) instead of an actual key to get into the room. Sometimes the magnetic strip on the card gets unactivated, and it won't open the door correctly.
- **deposit** — This is money that is paid before guests actually stay in the hotel. It's often used to reserve (hold/save) their place, and there are policies (rules) about what happens to the money if they cancel their **reservation**.
- **room number** — Guests need to know the number of the room where they're staying.

- **morning call/wake-up call** — At many hotels, guests can ask that hotel staff call them at a certain time to wake them up, instead of relying on an alarm clock.
- **noisy** — You might get complaints from guests that a room near theirs is being too loud, or noisy.

Check In Phrases

Front Desk Receptionist

- What name is the reservation under?
- How long will you be staying?
- Are you planning on checking out tomorrow?
- I'm afraid you can't check in until after 4:00 pm.
- What type of vehicle are you driving?
- Do you know the license plate number of your vehicle?
- Complimentary breakfast is served in the lobby between 8 and 10 am.
- I'll give you two room keys.
- The dining room is on the main floor at the end of the hall.
- The weight room and sauna are on the top floor.
- Just call the front desk if you need any extra towels or pillows.

Guest

- We have a reservation under Jill McMann.
- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
- Is it okay to park out front?
- What time is the pool open until?
- What time is breakfast served at?
- Is it too early to check in?
- Can we get a wake-up call?
- When is check out time?

5.1. Act out a dialogue between a receptionist and a guest.

Checking-In

Hotel: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Hotel: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Hotel: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Hotel: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?

Hotel: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Hotel: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Hotel: At midday, sir.

Guest: Ok, thanks.

Hotel: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Relative Clauses

Defining relative clauses

Defining relative clauses give us information about things, people, possessions, places and times using a *relative pronoun*.

1. Things (that, which or ~)

A machine **which** converts information.

A broadband is a system **that** is able to send different types of communication signals down a telephone line at the same time.

2. People (who, that or ~)

A technophobe is a person **who** doesn't like machines, especially computers. A newsreader is a person **that** reads the news on TV.

Note:

We can leave out **which, who** and **that** if they are the **objects** of the relative clause.

*There are people (**who / that**) you can phone if you have a problem.*

*A mouse is a small object (**which / that**) you move with your hand to give instructions to the computer.*

3. Possessions (whose)

*'A techie' is a person **whose** life is dominated by computers. (his life)*

4. Places (where, which / that + preposition)

*This is the house **where** I grew up.*

*This is the house (**which / that**) I grew up **in**.*

5. Times (when)

*Saturday's the day **when** I tidy the flat.*

Non-defining relative clauses

Non-defining clauses provide extra information to that which is in the main clause, the information could be omitted without affecting the meaning of the sentence. The clauses are usually separated by commas when they occur within or at the end of the sentence.

*Her car, **which** was very expensive, was damaged in the car park.*

*Amy is at art college, **where** she is studying graphic design.*

- The relative pronoun (*who, which, whose, etc.*) can never be omitted in non-defining clauses.

- *That* cannot be used to replace the relative pronoun.

- *Which* can be used in place of a clause, e.g.

*She never turned up at the party, **which** upset me a lot.*

5.2. Decide whether the relative pronoun is necessary (yes) in each sentence or not (no). Underline the correct variant.

1. The book **which** is on the table belongs to Barbara. (yes/no)
2. The fair **which** we visited last month is closed now. (yes/no)
3. The man **who** you met in the corridor is our new manager. (yes/no)
4. Bob, **who** I know very well, could never behave in such a way. (yes/no)
5. I cannot forget the song **which** you sang last night. (yes/no)
6. The lady **who** is talking to Sue is my aunt. (yes/no)
7. I cannot remember the hotel **that** we stayed at. (yes/no)
8. Linda, **who** I haven't seen for ages, rang me last night. (yes/no)
9. A person **that** you don't trust won't trust you either. (yes/no)
10. My father, **whom** I helped to install his computer, always forgets his password. (yes/no)
11. This is the picture **that** Jane painted.

12. Do you know the man **who** is speaking on the phone?
13. We ate the sweets **which** my mother had bought.
14. Is this the boy **who** plays the piano?
15. This is the house **that** was broken into.

5.3. Choose the correct relative pronoun or relative adverb.

who, which, whose, where, which

1. The woman ___ is sitting at the desk is Mr Winter's secretary.
2. I cannot remember the reason ___ he wanted us to leave.
3. Jane, ___ mother is a physician, is very good at biology.
4. She didn't see the snake ___ was lying on the ground.
5. Do you know the shop ___ Andrew picked me up?

5.4. Combine the sentences with relative clauses. Decide whether to use commas or not.

1. A monk is a man. The man has devoted his life to God. *A monk ...*
2. I have one black cat. His name is Blacky. *I have ...*
3. A herbivore is an animal. The animal feeds upon vegetation. *A herbivore ...*
4. Carol plays the piano brilliantly. She is only 9 years old. *Carol ...*
5. Sydney is the largest Australian city. It is not the capital of Australia.
Sydney ...

5.5. Combine the sentences with contact clauses.

1. We ordered a book. It was very expensive.
2. You are sitting on a bench. The paint on the bench is still wet.
3. The photographer could not develop the pictures. I had taken them in Austria.
4. One of the bins smells awful. You haven't emptied the bin for 3 weeks.
5. They are singing a song. I don't know the song.

5.6. Combine the sentences with relative clauses or contact clauses. Use contact clauses where possible. Decide whether to use commas or not.

1. The city seems to be abandoned. It is usually crowded with people.
2. You made an offer. We cannot accept it.
3. A midwife is a woman. She assists other women in childbirth.
4. Three youngsters were arrested by the police. They had committed criminal offences.
5. The World Wide Web has become an essential part of our lives. It was invented by Tim Berners-Lee.

5.7. Complete the following sentences with the correct alternative in *italics*.

- 1) My favourite Greek *dish/plate* is pastitsio, a casserole of lamb, macaroni and bechamel.
- 2) Harry enjoys all kinds of music: rock, pop, jazz, *classic/classical*.
- 3) If you're interested in working for us please send your CV with a covering letter to our *personal/personnel* department.
- 4) The nutritionist pointed out that food can have a big *affect/effect* on your mood.
- 5) The security guard stopped them at the gate and *checked/controlled* their bags for weapons.
- 6) Kate's husband is a marvellous *cook/cooker*. He's never out of the kitchen.
- 7) What would you like for *desert/dessert*? Chocolate mousse or sticky toffee pudding?
- 8) Nick won't be able to come to the meeting as he has to make an urgent *travel/trip* to Milan.
- 9) Air *travel/trip* has become more expensive lately because of rising oil prices.
- 10) How long does your *journey/travel* to work usually take ?
- 11) We were *robbed/stolen* while we were on holiday. They took our money and passports.
- 12) It was very hot out in the garden so we sat in the *shade/shadow*.

5.8. Complete the following sentences with the correct alternative in *italics*.

- 1) Can you *remember/remind* me to collect my suit from the drycleaner's?
- 2) Arsenal *beat/won* Crystal Palace and so went into the final.
- 3) Tim's been quite ill lately, so he's *lost/missed* several lessons.
- 4) Oh dear! I think I *forgot/left* my coat on the train.
- 5) I've bought this marvellous face cream which *avoids/prevents* wrinkles. You should *prove/try* it!
- 6) I was so exhausted I could *hard/hardly* stay awake.
- 7) *Raise/rise* your hand if you know the answer.
- 8) It's not easy to *raise/rise* three young children *alone/lonely*.
- 9) The price of the course has *raised/risen* by over 25%.
- 10) Last night thieves *robbed/stole* the art gallery's most valuable painting.
- 11) Somebody *robbed/stole* our car last night.
- 12) Do you speak any languages *beside/besides* English?

5.9. Match the words below with a SYNONYM from this list:

A

chilly, dear, fit, furious, huge, scared, shy, smart, wealthy, weird

1. enormous:

2. expensive:
3. clever:
4. frightened
5. rich
6. strange
7. angry
8. healthy
9. cool
10. timid

B

amusing, delighted, hot, lousy (fam), powerful, superb, wise, susceptible, unfair, worn out

1. awful
2. spicy
3. exhausted
4. very happy
5. prejudiced
6. funny
7. strong
8. sensible
9. excellent
10. sensitive

PROGRESS TEST 1

Task 1

Read the conversation. Then look at the answers below, choose the correct answer and write it down in each space.

Judy: (0) Shall we go to the party tonight?

Lisa: (1) _____ giving a party?

Judy: Susan. You know her, (2) _____ you?

Lisa: I'm (3) _____ sure. Has she got long dark hair?

Judy: Yes, she (4) _____. And she's quite tall. (5) _____ you spoken to her?

Lisa: No, I don't think (6) _____. But I know who you mean.

There are two sisters, Susan and Janet. They're twins, aren't (7) _____?

Judy: Yes, that's right.

Lisa: (8) _____ one is Susan?

Judy: Oh, I (9) _____ know. They both look the same. I can't always tell them apart.

Lisa: No, (10) _____ can I. In any case, I haven't been invited to the party.

Judy: That (11) _____ matter.

Lisa: Ok. (12) _____ go to it then, shall we?

- | | | |
|----------------|------------|----------|
| 0) a) Do | b) Shall | c) Would |
| 1) a) What's | b) Who's | c) Whose |
| 2) a) don't | b) know | c) so |
| 3) a) isn't | b) no | c) not |
| 4) a) got | b) has | c) so |
| 5) a) Haven't | b) Having | c) Not |
| 6) a) it | b) neither | c) so |
| 7) a) it | b) not | c) they |
| 8) a) What | b) Which | c) Who |
| 9) a) don't | b) no | c) not |
| 10) a) neither | b) not | c) so |
| 11) a) doesn't | b) isn't | c) not |
| 12) a) Could | b) Let's | c) Shall |

Task 2

Embedded questions

Rewrite each question, beginning as shown.

1. What's the time
Could you tell me _____ *what the time is?* _____
2. What does this mean?
Do you know _____?
3. How much does this cost?
Could you tell me _____?
4. What time does the bank open?
Do you know _____?
5. Am I in the right seat?
Could you tell me if _____?
6. Where's the Opera House?
Do you know _____?
7. Is this the way to the Science Museum?
Could you tell me if _____?
8. Who is the speaker at the next session?
Do you know _____?
9. Can I get something to eat on the train?
I was wondering _____.
10. Do I change in Boryspil?
Can I just check _____?

Task 3

Complete each sentence, using the verb in brackets where necessary.

1. A: '_____ *You have got* _____ (have got) the file, haven't you?'
B: 'Yes, of course.'
2. A: 'They'll be back by 4.00, _____?'
B: 'I expect so.'
3. A: 'You _____ (leave) now, are you?'
B: 'Sorry, I really have to go.'
4. A: 'They've been here before, _____?'
B: 'Yes, I think so.'
5. A: 'You can meet Marjoleine at the station, _____?'
B: 'Yes, of course.'
6. A: 'You _____ (forget) the samples, did you?'
B: 'No, of course not.'

7. A: '_____ (be) here yesterday, were you?'
B: 'No, I wasn't.'
8. A: 'You don't happen to know the time, _____?'
B: 'Sorry, I don't.'
9. A: 'Let's have a break now, _____?'
B: 'OK, good idea.'
10. A: 'You had the same thing for lunch yesterday, _____?'
B: 'Yes.'

Task 4

Choose the correct answer:

1. 'There's too much noise in this room. I can't understand what _____'
a. is the professor saying
b. that the professor is saying
c. is saying the professor
d. the professor is saying
2. What's the weather like in Canada? How often _____ there?
a. does it snow
b. does snow
c. snow it
d. snows it
3. Ann quit her job at the advertising agency, _____surprised everyone.
a. which
b. that
c. who
d. that it
4. What are you going to buy in this store?"
"Nothing. _____want is much too expensive."
a. That I
b. What I
c. That what I
d. What do I
5. Mary loves going to the cinema and _____ .
a. so do I
b. I to do
c. I do so
d. I love
6. They haven't got a computer and _____.
a. neither have I
b. neither I have
c. I haven't got
d. I don't neither
7. I really enjoyed the disco. It was great, _____?
a. is it
b. isn't it
c. was it
d. wasn't it
8. John: I'd rather stay at home.
Mary: _____.

- a. Would you?
c. Had you?
- b. Wouldn't you?
d. Hadn't you?
9. They never go skiing and _____.
- a. I haven't too
c. I do neither
- b. I don't either
d. I haven't either
10. Let's go to the theatre tonight, _____
- a. will we
c. won't we
- b. do we
d. shall we
11. John asked _____ .
- a. whether I was there before
c. if I had been there before
- b. had I been there before
d. if had I been there before
12. She needs to be more careful, _____ ?
- a. don't she
c. doesn't she need
- b. doesn't she
d. needn't she

6. Checking-out conversations. Tips for independent hotels to heighten guest experience. Explaining booking conditions Giving your hospitality business a boost

Key vocabulary

Checking Out

- **invoice** — This is the piece of paper with a guest's total **charges** (expenses) that they need to pay when they check out.
- **tax** — One line on the invoice will be for tax, a percent of the total expenses that goes to local/national government. In the USA, state tax is different from state to state.
- **damage charge** — If guests break or ruin something in the **room**, they might need to pay a damage charge. If a **deposit** was made, this type of expense might be paid for from the deposit.
- **late charge** — If guests check out later than the check-out time, they could have to pay a late charge.
- **signature** — Sometimes guests need to sign their name on an invoice or credit card receipt. Ask for their signature.
- **customer satisfaction** — If guests had a great stay and were happy with the service, they are **satisfied customers** with high customer satisfaction.

Check Out phrases

Front Desk Receptionist

- Are you ready to check out?
- What room were you in?
- How was your stay?
- Was everything satisfactory?
- Will you be putting this on your card?
- And how will you be paying for this?
- Would you like to speak to the **hotel** manager on duty?
- I'll just need your room keys, please.
- Enjoy the rest of your holiday.
- Have a safe trip home.

Guest

- We're checking out of room 401.
- Sorry we're a bit late checking out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We'll be back next time we're in town.

6.1. Act out the following conversations about checking out

Conversation 1

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really busy at check out time anyway.

Guest: Oh, really. The last hotel we stayed in charged us for a late check out.

Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.

Guest: The kids were disappointed that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your credit card?

Guest: No. I'll pay cash.

Receptionist: OK. So the total comes to \$123.67, including tax.

Guest: I thought it was \$115 even. That's what they said yesterday when we checked in.

Receptionist: Yes, but there is an extra room charge on your bill.

Guest: Oh, I forgot. My husband ordered a plate of nachos. Sorry.

Receptionist: No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your room keys.

Answer the questions:

1. Why does the guest apologize when she arrives at the front desk?
 - a) she forgot to pay
 - b) she is late checking out
 - c) her credit card isn't working
2. Which of the following did the woman's family NOT like about the hotel?
 - a) the pool hours
 - b) the room rates
 - c) the bed clothing
3. What was the woman charged for besides the room rate?
 - a) telephone use
 - b) room service
 - c) pool towels

Conversation 2

Hotel: Did you enjoy your stay with us?

Guest: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

Hotel: We do have a free airport shuttle service.

Guest: That sounds great, but will it get me to the airport on time?

Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

Guest: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

Hotel: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

Guest: Oh yes certainly. How much will that be?

Hotel: Let's see. The bill comes to \$37.50. How would you like to pay for that?

Guest: I'll pay with my Visa thanks, but I'll need a receipt so I can charge it to my company.

Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

Guest: That would be great thank you.

Hotel: Would you like to sign the hotel guestbook too while you wait?

Guest: Sure, I had a really good stay here and I'll tell other people to come here.

Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

6.2. Read the website information and make a short summary if it.

Tips for independent hotels to heighten guest experience

Hospitality industry is known for providing exceptional guest experience. For your small independent hotel, losing a guest to your competitor would be a nightmare. Getting guest service right is not just about ensuring a decent night's sleep, it starts even before the guest checks in, and remains even after departure.

If you provide superior service, you are sure to receive positive reviews, get recommended by your guests to others and ultimately turn your guests into recurrent guests. While the big brands might have multiple advantages like the location, brand, service; small hotels can increase their chances by **focusing on ROE (Return on Experience)** instead of ROI (Return on Investment).

Better experience

Smaller hotels can connect with guests at a personal level and delight them at every step of the guest lifecycle.

Better reviews

Focusing on higher returns on experience can earn your hotel positive reviews on tripAdvisor and similar review sites.

Pre-booking	<ul style="list-style-type: none"> - be available where they are - set expectations right - invest in impactful visuals
Before arrival	<ul style="list-style-type: none"> - send pre-arrival emails - offer pick-up services
Check-in	<ul style="list-style-type: none"> - offer express and personalized check-ins - ensure what they book is what they get
During the stay	<ul style="list-style-type: none"> - don't treat discounted stays differently - anticipate customer needs
Check-out	<ul style="list-style-type: none"> - don't delay them - take feedback - give a parting gift
Post departure	<ul style="list-style-type: none"> stay in touch (emails, anniversaries, birthdays) - respond to reviews

Be the hotel your guest wants to be.

The guest expects personalized attention and appreciates those who go the extra mile.

Don't forget your old guests for new ones.

If you cannot implement all ideas at once, start small.

Every gesture helps in delighting your guests.

Abbreviations

GDS	Global Distribution System
PMS	Property Management Systems
ROE	Return on Experience
ROI	Return on Investment
OTAs	Online Travel Agencies
POS	Point of Sale
SaaS	Software as a Service (companies)
IoT	Internet of Things

6.3. Read the text and do the exercises that follow it.

GIVING YOUR HOSPITALITY BUSINESS A BOOST

Hospitality industry is constantly evolving and always trying to stay one step ahead. Trends come and go. There are gimmicks and tricks that quickly fade but the core concepts tend to evolve more slowly. Today, we see some solid trends taking shape in the hospitality industry. If your hotel hasn't adopted at least one of the ten most popular trends, it may be time to revive your hotel business and.

1. Mobile booking has largely increased and this trend that is sure to continue in the years to come. More guests are using their mobile devices to search and book hotels.
2. Utilizing sophisticated distribution channel management allows you to specify a plan for your unique hotel.
3. With the ease of access, the ability to update in real time and no bulky hardware cloud-based property management systems (PMS) are sweeping the industry.
4. Content and social media marketing. With a strong online presence, properties are able to create brand awareness, establish their authority and gain the trust of guests.
5. Shifting the focus to direct bookings. OTA's take a large portion of hotels' budgets, so properties are looking to revamp their sites to increase direct bookings instead of going through OTA's.
6. Investing in visual media. Videos and photos are a great way to show – rather than tell – guests what to expect. Blending this with social media use on sites like Instagram and Pinterest is proving to be a great cheap marketing tool.
7. An increasing number of international visitors create an expanded customer base.
8. Utilizing integration software. Creating one place for revenue management, channel management and PMS to live has streamlined the booking and management process.
9. Emphasizing a quality “experience.” Leisure travelers are not just looking for a place to sleep any longer; they want a high quality of life during their stay.
10. Offering high quality food. With a growing culture of foodies, guests are focusing on the quality of food available while traveling. There is a

growing demand for healthy, natural and locally sourced options while on the road.

Capitalize on the trends that work best for your business model and your individual hotel. These are not a hard and fast rule to success. While some properties may benefit from investing in visual media, that may be out of the budget for another property and bringing the focus back to direct bookings may be the best route for another. It is not a trend that defines a hotel but a trend can help you to gain the edge that may put you ahead of a competitor, so find what works for you and work it.

6.4. Match the equivalents:

- | | |
|-----------------------|--------------------------------------|
| 1. boost | a) розвиватися |
| 2. hospitality | b) складний |
| 3. to evolve | c) втілюватися |
| 4. gimmic | d) зникати |
| 5. to fade | e) гостинність |
| 6. solid trend | f) підтримка, створення популярності |
| 7. to take shape | g) відроджувати |
| 8. to revive | h) новинка, хитрий |
| 9. sophisticated | i) безперервна (міцна) тенденція |
| 10. to specify a plan | j) наживать капітал |
| 11. to revamp | k) визначати план |
| 12. capitalize | l) ремонтувати, виправляти |

6.5. Complete the sentences with the words from the box

specify a plan, OTA`S, capitalize, benefit from, taking shape, revamp, to gain the edge

1. The text deals with some solid trends _____ in the hospitality industry.
2. Utilizing sophisticated distribution channel management allows you _____ for your unique hotel.
3. Properties are looking _____ their sites to increase direct bookings instead of going through _____.
4. _____ on the trends that work best for your business model and your individual hotel.
5. A trend can help you to _____ that may put you ahead of a competitor.
6. Your hotel may _____ investing in visual media.

6.6. Read the text again. Write whether the statements are true (T) or false (F)

1. Mobile booking has decreased greatly
2. With a strong online presence, properties are able to create brand awareness.
3. Leisure travellers are just looking for a place to sleep.
4. An increasing number of international visitors create an expanded customer base.
5. There is a growing demand for healthy, natural and locally sourced options while on the road.
6. It is a trend that defines a hotel and can help you to gain the edge.

6.7. Answer the questions

1. When may it be time to revive your hotel business?
2. Why are more guests using their mobile devices?
3. What is proving to be a great cheap marketing tool?
4. What has streamlined the booking and management process?
5. What do we see in the hospitality industry today?
6. Is there a growing demand for healthy, natural and locally sourced options while on the road?

Developing business communication skills

6.8. Read the information about booking terms and conditions below, match the conditions with the headings and role play a conversation between a travel agent sales clerk and a customer.

Student A you are a customer. You ask questions about the booking conditions.

Here are some questions you might ask:

Are the prices in the catalogue all correct?

What happens if we cancel our holiday?

Do we need insurance or is that included in the price?

Can we change our booking if we have to?

Will we definitely get the hotel we asked for in the booking form?

What happens if there are flight delays?

Student B: you are a travel agent sales clerk. Answer the customer's questions. Look at the booking conditions, but try to answer in your own words, e.g.

Are the prices in the catalogue all correct?

Well, they were right when the catalogue was printed, but if they have changed, I will tell you before you sign the booking form.

Booking terms and conditions

6.9. Match the headings with different conditions

1. Cancellations
2. Booking changes
3. Compulsory insurance
4. Flight delays
5. If we change your holiday before you leave
6. If we make changes after you have booked your holiday
7. Your holiday price

We may need to make changes to the information in this catalogue as our holidays are planned many months beforehand. If we make any changes before you make your booking, your travel agent will tell you about them before you finish your booking.

Occasionally we have to change your accommodation. If we make a change after you have made your booking, we will put you into accommodation of the same standard or higher, and in a similar type of resort.

The prices in our catalogue were correct at the time of printing, but we reserve the right to make changes. If we do this, your travel agent will confirm all the price changes before you make your booking.

If you want to cancel your booking, the person who made the booking must send us written instructions. If you cancel your booking, we may ask you to pay cancellation charges. We will not refund any insurance premiums you have paid. If you want to change your booking, we will try to help you, but we cannot guarantee that we will be able to do this. If you change your booking, we will charge you €15 for each person in your group.

If you make a booking with us, you must take out suitable insurance, either with us or with another company. If you have a known medical condition, please tell our sales agent when you make your booking.

We try hard to avoid delays, but they do sometimes happen. If there is a delay, we will try to provide extra service, food, and accommodation. If we are unable to provide these services for any reason, then we will pay you compensation.

LANGUAGE PRACTICE

Examples of imperative sentences

We can express commands in English by an imperative	<i>Be careful. Open your books. Come here.</i>
--	--

sentence made with the infinitive without <i>to</i> .	
For the negative form we use <i>do not</i> or <i>don't</i> .	<i>Don't be late. Do not sit down. Don't have so many bags.</i>
We can mention a person in the command, usually at the end of the sentence.	<i>Have something to eat, Greg.</i>
If we talk to more people, we use the pronoun <i>you</i> to make the distinction between them.	<i>You take these bags and you park the car. You wait here and I'll call the police.</i>
In writing it is not usual to use an exclamation mark. If we put it at the end of an imperative sentence, it becomes more urgent.	<i>Wait! Don't do that!</i>
We can emphasize our request with <i>do</i> . It is common in polite requests.	<i>Do sit down. Do be reasonable.</i>
On the other hand, <i>do</i> before the imperative can express the irritation of the speaker.	<i>Do be quiet. Do come on time.</i>
<i>You</i> before the command also shows the speaker's anger or even rudeness.	<i>You get out of here. Don't you follow me.</i>
In a different context, however, it can show your positive emotions.	<i>Don't you be so sad.</i>
In the first person we make it with <i>let + me</i> or <i>let + us</i> .	<i>Let me do it for you. Let me see. - Let us go. Let's do some exercises.</i>
For the negative we put <i>not</i> before the imperative.	<i>Let us not be worried.</i>
In spoken English it is possible to use <i>don't</i> at the beginning of sentences.	<i>Don't let's be worried.</i>
We make it with <i>let + him/her/it/them</i> and the infinitive without <i>to</i> . This form is not very common in modern English. It is more usual to say the same in a different way.	<i>Let him go. Let her explain it. Let it be. Let them try it. Let the customers pay immediately. He must go. She should explain it. Leave it alone. They can try it. The customers must pay immediately.</i>
The negative form in the third person is archaic. We use more	<i>They mustn't stay here. Mary is</i>

common forms instead.	<i>not to travel alone.</i>
We can make a polite request in English if we put <i>shall we</i> or <i>will you</i> at the end of the imperative sentence. This is used in positive sentences.	<i>Let's get started, shall we? Be careful, will you?</i>
If you want to be even more polite, you can use questions instead of commands.	<i>Will you pass me the salt, please? Will you help me? Could you do it for me? Would you mind opening the window?</i>

6.10. Rewrite the sentences in imperative. Keep the same meaning:

e.g. : You can't step on the grass. – *Don't step on the grass.*
 We must revise some new words. – *Let's revise some new words.*

He should have a job.
 We mustn't stop now.
 We must have a shower first.
 You can't park in this street.
 You must go to bed.
 They must clean the carpet.
 You must be here soon.
 They should taste this cake.
 You should get up early.
 You mustn't stand here.
 She can have a drink.
 We needn't wait for him.

6.11. Use 'shall we' or 'will you' to make the imperatives more polite.

e.g.: Give me a hand. - *Give me a hand, will you?*
 Let's join them. - *Let's join them, shall we?*

Give it to your mum.
 Let us forget about it.
 Let's think about it.
 Be kind to her.
 Let us have a break.
 Take the car to the garage.

6.12. Use 'do' or 'you' and the words in brackets to make urgent imperatives.

e.g. You are still standing! (sit down) *Do sit down!*
Why should I tidy it? (do) *You do it!*

I'm not going to inform her. (tell)
I don't have my credit card. (pay)
You needn't be afraid of the exam. (try it)
Why should I carry the luggage? (take it)
You are so noisy! (be silent)

6.13. Make imperatives:

e.g. me/don't/alone/leave - *Don't leave me alone.*

1. the/you/ladder/will/fetch ?
2. him/it/try/let/again!
3. use/umbrella/do not/my/him/let!
4. first/the/take/on/right/the/turning!
5. mistake/us/not/make/let/a!
6. do/seatbelt/your/fasten!
7. quickly/it/you/will/do?
8. tell/things/me/such/don't!
9. ask/it/do/about/her!

7. Social media and the hospitality industry. The best hotels in Kiev.

Key vocabulary

dominance of social media
adult internet users
to build their brand
social media campaigns
restricting your marketing
to broaden their overall reach
potential marketing goldmines
predominantly
to come up with fresh content
to comprise of
when it comes to credibility
to favor the opinions
a surefire way
to insert links

7.1. Read the text and do the tasks that follow it.

Social media strategies in hotel marketing

The dominance of social media is more evident than ever before in the current landscape of hospitality. With over 70% of adult internet users on some social media platform or the other, these sites provide businesses with the ideal environment within which to build their brand. Large hotels and even OTAs dedicate significant resources to improving their standing on these sites, and the results have been impressive.

But spending large sums of money on your social media campaigns isn't the only way to get results – independent properties can boost their social media marketing by spending a little time evaluating their strategies and implementing the ones that are more specific to their needs.

Establish a multi-platform presence

While Facebook may be the biggest social media platform in use today, restricting your marketing to only this channel can be a big mistake. With over 60% of the global adult population on the platform, Facebook is indeed one of the most popular social sites. However, platforms like Instagram, Pinterest, Twitter and LinkedIn are potential marketing goldmines – these portals allow hotels to interact with different segments of the audience and broaden their overall reach. For instance, Instagram's largest audience (55%) comprises of

young adults between the age of 18 to 29, while Pinterest is predominantly used by women, with 44% of online women on the platform. This enables hotels to tailor their approach for these markets, improving engagement and conversions.

Encourage crowdsourced content

Updating content regularly is a critical step towards driving social media engagement. However, coming up with fresh content on a frequent basis can be challenging without a dedicated content team – crowdsourcing material is a great way to keep your social media content new and interesting. Studies have also proven that when it comes to credibility, guests tend to favor the opinions of other guests over the hotel’s team. The biggest asset to this method for hotels is the fact that it costs nothing and most guests love to share their experiences online – 76% of travelers post their vacation photos on social media platforms!

Invest in paid promotion

Posting regularly on sites like Facebook is a surefire way to reach more of your followers, but Facebook’s modern algorithms mean that you will need to invest in some paid promoting to reach the bulk of your audience. The good news is, since this is your own brand’s audience, engagement and conversion rates will generally be better than regular paid ad campaigns. Including vivid imagery and attractive packages in these posts can help nudge users contemplating travel to go ahead and complete a booking.

Incorporate social media in other campaigns

Confirmation emails are a great way for hotels to get guests to take actions, since they’re almost certain to open and read these emails. Post-departure emails are also a great place to insert links encouraging guests to follow your social media channels. Integrate your social media marketing strategies with other marketing channels like the Google Display Network and search engine marketing strategies.

Social media communication is driving higher occupancy and more importantly, it’s helping hotels build their online presence – a critical aspect of remaining competitive in today’s highly congested marketplace.

7.2. Match the columns:

- | | |
|--------------------------|-----------------------------------|
| 1. to dedicate resources | a) оцінювати |
| 2. stauding | b) спеціально простосувати підхід |
| 3. to evaluate | c) віддавати ресурси |
| 4. goldmine | d) становище, місце перебування |

- | | |
|-----------------------------------|--|
| 5. overall reach | e) обдумувати подорож |
| 6. to tailor the approach | f) від'їзд |
| 7. engagement | g) перенаселений ринок |
| 8. credibility | h) досягти більшої частини аудиторії |
| 9. asset | i) електронні підтвердження |
| 10. surefire way | j) справа, робота, заняття |
| 11. to reach the buck of audience | k) позитивна якість |
| 12. to contemplate travel | l) джерело збагачення |
| 13. confirmation emails | m) достовірність, продуктивність, надійність |
| 14. departure | n) вірний, надійний шлях |
| 15. congested market place | o) всеосяжна сфера впливу |

7.3. Read the text and decide whether these statements are true (T) or false (F)

1. Spending large sums of money on your social media campaigns is the only way to get results
2. Updating content regularly is a critical step towards driving social media engagement
3. When it comes to credibility guests do not tend to favor the opinions of other guests over the hotels team
4. Posting regularly on sites like Facebook is a sure fire way to reach more of your followers
5. Confirmation emails are a great way for hotels to get guests to take actions

7.4. Answer the questions:

1. What is more evident in the current landscape of hospitality?
2. Why do large hotels and even OTAS dedicate significant resources to social media campaigns?
3. What can be a big mistake?
4. What is a surefire way to reach more of your followers?
5. What is a critical step towards driving social media engagement?
6. What is social media communication driving?

7.5. Read the text and do the tasks that follow it.

Social media and the hospitality industry

Social media is one of the most effective marketing platforms for the hospitality industry, and for businesses in general. Though some might still be adamant that social media marketing is only a fad, the statistics say differently.

We Are Social published some very interesting statistics in August 2015 that show social media usage is on the rise. There are 3.175 billion active Internet users at the moment, of which 2.206 billion are active on social media, representing a growth of 8.7% over the previous year. There are also 3.734 billion unique mobile users, of which 1.925 billion use their mobile phones to connect on social media platforms, representing a growth of 23.3% over the year before. In other words, social media isn't just here to stay, it's growing steadily.

These stats also show that social media is the place to be for any business, because that's where the customers are. In regards to whether social media marketing works or not, according to Outbound Engine, more than 70% of businesses in the B2C sector have acquired customers using Facebook, and that's only one social media platform! So, social media marketing doesn't just work, it works spectacularly. Here are a few tips to help you make the most of social media.

1 Go with the Flow

Social media is highly fluid, changing all the time, which means that hotels need to adapt just as quickly. If you aren't keeping your finger on the pulse of things and are missing out on important trends, you will have a tough time engaging your audience. One of the most effective ways to engage people is by staying on top of current trends, as long as they are aligned with your hotel's image and goals.

2 Think of Your Followers

When creating posts, don't just focus on marketing your hotel. If you want to engage with your followers and increase your conversion rates, you need to post content that users find useful and interesting. Not only will this gain you more goodwill from your followers, but you also increase the likelihood of your content being shared. So, don't just advertise how great your hotel is, but also offer people useful tourist information about your location, travel advice, or recipes from your great restaurant. The options are unlimited. Just make sure you know your target audience well enough to give them what they truly want. Once you're offering value, you'll find potential guests are much more likely to book your hotel than they are a property that is focused solely on advertising.

3 Keep It Short

Though Twitter and Instagram pretty much force you to keep your message short, you might be tempted to get a little more long-winded on a platform like Facebook, which is a mistake. Even on Facebook, concise posts receive a lot more attention. In fact, according to a study Jeff Bullas, Facebook

ads under 40 characters that also include an image or a video offer a level of engagement that's 86% higher than longer posts. Conveying a message in 40 characters is hard, but try to stick to a maximum of 140 characters, even on Facebook. Just pretend you're on Twitter.

4 Don't Limit Yourself to Text

More than 50% of social media users claim that they find videos and images more engaging than posts only with text. And this holds true even for platforms like Twitter, where you are limited to 140 characters. Independent hotels should, therefore, be including images and videos in all their posts to increase engagement, regardless of the social media platform being used.

5 Join Periscope

Periscope is a new platform from Twitter that allows users to broadcast live video to their followers. Video in general has a high level of engagement, and live video is even more popular. And Periscope is here to stay thanks to its interactive, instant and on-demand features. If you're wondering why you should join, it's worth noting that many entrepreneurs have stated that they are generating higher revenues from Periscope than all their other social media accounts put together. Plus, the platform currently has ten million accounts and people are watching 40 years' worth of videos every day, with these figures constantly growing. This platform is excellent to establish face-to-face contact with the people following you, thus giving your hotel a human face and helping you build relationships much faster.

6 Get Hyper

Hyper is a bit like Instagram in that the main function is to allow people to share photos, but it also has an upvote/downvote system like Reddit, which helps to improve visibility for popular posts. It also offers geographic tags that allows users to discover new things happening in their vicinity. This feature could be an incredible asset to hotels in attracting customers because those tags are searchable. At the moment, Hyper's user base is relatively small but due to how it has positioned itself and the functionality it offers, we believe it will grow significantly.

7 Reach Millennials with Snapchat

Snapchat is a social media channel that hotels can't afford to ignore, especially because it has the highest percentage of millennial users of all the social media platforms, with more than 70% of users in the 18 to 34 age range. This platform, however, will require a completely different approach because repurposing content simply won't work. It does offer an incredible level of engagement, though, and it will certainly grow significantly.

8 Consider Social Media Ads

Not long ago, people scoffed at the idea of social media ads. Now, more and more companies are integrating them into their online advertising campaigns, which is precisely what independent hotels should be doing too. Not only will your ads be targeted to the right guests, but your potential guests will see them at a time when their defenses are lower than they would be if they were to be sold to on a different platform.

9 Take Advantage of the Growth of E-Commerce Features

E-commerce features are gaining ground in social media platforms, with Facebook ads already permitting users to click straight through to a business' website. And there's a good chance one of these major social networks will soon offer a shopping cart. Independent hotels should take advantage of this functionality to allow guests to book and even pay in advance right from their social media platform. The easier it is for guests to make a booking, the more likely they are to go through with it.

10 Be Social

Social media should be social, which is why you should consider sharing content from other businesses in your area. And no, you don't have to advertise your competition. Instead, focus on complementary businesses, like bars, nightclubs, restaurants, popular attractions, and more. Not only will you be offering your followers value, but those businesses will return the favor, expanding your reach significantly.

Social media marketing does work. But if it's not done right, it can be, at best, a waste of time, or, at worst, it can sink your reputation. If you follow our tips, though, you'll be well on your way to creating a social media marketing campaign that will generate amazing results.

7.6. Match the equivalents:

1. adamant а) насміхатися
2. fade б) передавати, поширювати
3. irrelevant в) одноманітний
4. spectacularly г) зменшити репутацію
5. in relation to д) стосовно, по відношенню
6. tough е) вартий уваги
7. engage ж) рівнятися, націлювати
8. align з) район, округа, околиці
9. likelihood и) упускати (шанс, можливість)
10. long-winded я) привертати, займати, займатися
11. concise к) ефектно

- 12. to broadcast) примха, скоро минуше захоплення
- 13. to be worth noting) непохитний, незламний, невблаганний
- 14. vicinity) ймовірність, багато обіцяюче майбутнє
- 15. to scoff at о) жорсткий
- 16. to sink reputation р) стислий, чіткий, короткий

7.7. Read the text and write True (T) or False (F)

- 1. Social media is growing steadily
- 2. If you are keeping your finger on the pulse of things and are missing out on important trends you will have a tough time engaging your audience
- 3. When creating posts just focus on marketing your hotel
- 4. Independent hotels should be including images and videos in all their posts to increase engagement, regardless of the social media platform being used
- 5. Hyper is excellent to establish face-to-face contact with the people following you
- 6. Not long ago people scoffed the idea of social media ads

7.8. Answer the questions

- 1. What is one of the most effective marketing platforms for the hospitality industry?
- 2. How does social media marketing work?
- 3. What is one of the most effective ways to engage people?
- 4. What content do you need to post?
- 5. What should independent hotels include in their posts to increase engagement?
- 6. Why should you join Periscope?
- 7. What is the main function of Hyper?
- 8. What is Snapchat?
- 9. Why should you have take advantage of E-commerce features?
- 10. What. showed you focus on?

7.9. Developing business communication skills: writing an email

The best hotels in Kiev. Hotel facilities.

Write an email giving general information about the hotel in reply to an enquiry. Use positive adjectives and include the following: rooms, facilities, location, price, restaurant, special features

Think about:

What kind of rooms, facilities and services would you expect to find in the four-star/ three-star/ one-star hotels?

Choose the type of hotel you are going to describe.

What are the most important facilities for you when staying in a hotel? What are the best hotels in Kiev?

What makes them special? Make your choice and give recommendations.

LANGUAGE PRACTICE

When we make questions in spoken English, we often leave out the auxiliary verb and the subject pronoun. For example, instead of saying, 'Do you like it?' we say, 'Like it?'.

7.10. Write full questions using the underlined verb.

1. Finished yet? We're all waiting! *Have you finished yet?*
2. See you tomorrow? Are you busy all day? _____
3. You look relaxed. Have a nice time? _____
4. Paul's bit difficult. Know what I mean? _____
5. Hi, Tim. Coming out for a drink later? _____
6. Been waiting long? Sorry for the delay. _____
7. Interesting conference, isn't it. Enjoying yourself? _____
8. Heard the latest? Isabel is taking early retirement! _____

7.11. Write short answers for each question, beginning as shown. Use contractions (*don't* instead of *do not*).

- | | | |
|-------------------------------------|------------------|--------------------|
| 1. Do you like Brazil? | Yes, <u>I do</u> | No, <u>I don't</u> |
| 2. Does Karen like jogging? | Yes, _____ | No, _____ |
| 3. Have you worked here long? | Yes, _____ | No, _____ |
| 4. Are you coming with us tonight? | Yes, _____ | No, _____ |
| 5. Is Karen coming with us tonight? | Yes, _____ | No, _____ |
| 6. Can you come on Friday? | Yes, _____ | No, _____ |
| 7. Will you be here tomorrow? | Yes, _____ | No, _____ |
| 8. Did you have to pay a lot? | Yes, _____ | No, _____ |
| 9. Is that your coat? | Yes, _____ | No, _____ |

7.12. Supply *am, is, are, was, were* or *weren't*.

1. Her family name is now Jones, but it was Smith before she got married.

2. The name of the country _____ previously Rhodesia, but it _____ now Zimbabwe.
3. I _____ hungry. – You can't be. We only had breakfast an hour ago.
4. It _____ very cold and windy today, so wear a coat.
5. She _____ a very nice woman, but her late husband _____ a very unpleasant man.
6. This _____ a beautiful blue dress. Buy it.
7. Today _____ 23rd March: yesterday _____ the 22nd.
8. I'm sure the twins _____ 18 today: they _____ 17 last year.
9. Whose _____ these? – They _____ Sue's, but she gave them to me, so they _____ mine now.
10. Here, this book _____ yours, and that one _____ Jim's. They were both on the floor.
11. The other students _____ here already. They _____ all downstairs in the canteen.
12. The party _____ next Saturday evening at Petra's house.
13. _____ Mr James in? – No, I'm sorry, he _____ here not long ago, but now he _____ out.
14. _____ Fred and Cramea at home when you called? – No, they _____, they _____, but they _____ home now.
15. It _____ quite foggy tonight, but it _____ far worse last night.
16. It _____ only 2 miles to the shops now. It _____ 20 miles to any shops from our old house.
17. My ambition _____ to start my own window-cleaning business, but it didn't work out.
18. Her dream _____ to dance with the Royal Ballet Company.

7.13. Replace the phrases in italics by a phrase with *have* or *have got*. If you think it is possible to use *have* and *have got*, give two versions.

1. *They own* an apartment near the beach *They have/They've got an apartment.*
2. *I don't possess* a party dress _____
3. *Do you possess* a motorbike? _____
4. *My uncle owned* a Rolls Royce once _____
5. *I've owned* this bike for five years _____
6. *We'll possess* a new apartment soon _____
7. *I will have owned* this suit for ten years by my next birthday _____
8. She said *she had possessed* the car for some time _____
9. That's a marvelous little invention. *I must own* one _____
10. If he can't hear very well, *he should own* a hearing-aid _____

11. *Does your brother possess* a bicycle? _____
12. *Will you own* this house one day? _____
13. *Have you owned* this house for a long time? _____
14. *Do you own* a car? _____

7.14. Replace the words in brackets by a suitable phrase with *have got* or *have*.

1. (Do you take) sugar in your coffee? Do you have
2. (There are) some beautiful fir trees in their garden. _____
3. (We own) a new apartment. _____
4. (She takes) a hot bath the moment she comes home from work. _____
5. Would you like a coffee? – No, thanks. (I've just drunk) one. _____
6. (We enjoyed) a very pleasant evening with them. _____
7. (She's suffering from) a very bad cold. _____
8. (I receive) a letter from them about once a year. _____
9. (I don't often eat) breakfast. _____
10. (Are there) any large envelopes in your drawer? _____
11. They told me (they had enjoyed) a pleasant holiday. _____
12. What (did you eat) for breakfast this morning? _____

7.15. Supply the correct forms of *have* in these sentences.

1. Please help yourself. Have another sandwich.
2. She never _____ milk in her coffee.
3. Where's John? – Oh, he _____ a long talk with Simon in the garden.
4. I _____ a lovely cycle ride in the country last Sunday.
5. We _____ dinner when a salesman came to the door.
6. I _____ a lot of bad luck recently.
7. She _____ German lessons for about two years now.
8. He _____ already _____ interviews for two other jobs before he came to see me.
9. She _____ trouble with her back before she went to see a specialist.
10. Don't phone between 6 and 7. I _____ a rest then.
11. They _____ supper if you don't get there before eight o'clock.
12. By August he _____ 25 years with this company.

7.16. Supply the correct forms of *do* in the sentences below.

1. What are you doing ? – What does it look like? I'm reading the paper.
2. She loves cooking, but she (never washes up) _____.
3. Shall I make the beds? – No, _____ that. Dust the furniture first.
4. What (that flowerpot/do) _____ in the kitchen sink?

5. A lot of people in Britain (wash their clothes) _____ on Mondays.
6. Cut the grass first. Then, when _____ that, start weeding the flower beds.
7. Whatever business he's in, he always makes a success of it. How ___ it?
8. It's a shame (he doesn't read) _____.
9. What _____? – I've just reversed the car into the garage door!
10. What (those suitcases/do) _____ in the entrance hall?
11. What have you been doing all afternoon? – I (do/a bit of gardening) _____.
12. What (that car/do) _____ in the middle of the motorway?
13. Phone your mother. – I (already/so) _____.

8. Looking for accommodation.

Accommodation on the web page. Making and taking reservations. Telephone booking.

Key vocabulary

Making and Taking Reservations

- **booking a room** — This is the same thing as reserving a room.
- **making a reservation** — Guests will ask to make a reservation (book a room) when they'd like to stay in the hotel.
- **vacancy** — This means space is available. Hotels might have a “No Vacancy” sign when they're full, and a “Vacancy” sign when rooms are still available.
- **credit card** — Most hotels will ask for the guest's credit card number to reserve the room. They may also need to provide the card's **expiration date** and **security code** (3 digits on back of card).
- **conference/convention** — Often hotels host conferences or conventions, which are large meetings a day or several days long with people from all over the state, country or even world. Conferences usually include a **banquet**, a formal evening meal with speeches.
- **wedding party** — When people get married and their guests travel for the wedding, they can usually reserve many rooms for a special deal (lower price). When the wedding guests call the hotel, they should mention that they're with the [Names] wedding party to get the lower price (and be put in the correct room).

Useful phrases

Front Desk Receptionist

- Enterprise Hotels, Lise speaking. How can I help you?
- What date are you looking for?
- How long will you be staying?
- How many adults will be in the room?
- I'm afraid we are booked that weekend.
- There are only a few vacancies left.
- We advise that you book in advance during peak season.
- Will two double beds be enough?
- Do you want a smoking or non-smoking room?
- The dining room is open from 4 pm until 10 pm.
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.
- Cable television is included, but the movie channel is extra.

- Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.
- The rate I can give you is 99.54 with tax.
- We require a credit card number for a deposit.

Guest

- I'd like to make a reservation for next week.
- Is it necessary to book ahead?
- Do you charge extra for two beds?
- How much is it for a cot?
- Do you offer free breakfast?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Do you do group bookings?
- Is there an outdoor pool?
- Do you have any cheaper rooms?
- When is it considered off- season?

8.1. Act out the following conversations

A. Booking a room

Receptionist: Thanks for calling Holiday Inn. Elene speaking.

Caller: Hello. I'm interested in booking a room for the September long weekend.

Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.

Caller: Oh, I didn't realize. Well what about the weekend after that?

Receptionist: So... Friday the seventeenth?

Caller: Yes. Friday and Saturday.

Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

Caller: Okay. Do you have any rooms with two double beds? We're a family of four.

Receptionist: Yes, we've got a few rooms have two double beds. The rate for that weekend is \$119 dollars a night.

Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?

Receptionist: Yes, but we do require a fifty euro credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

Caller: Great, I'll call you right back. I have to find my husband's credit card.

Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

Questions to check your understanding

1. Why did the caller phone this hotel?

to change a reservation

to report a cancellation

to inquire about available rooms

2. Why can't the caller stay at the hotel on the September long weekend?

The hotel is fully booked

The hotel has a convention

The hotel is closed for the season.

3. Why does the caller have to hang up and call back?

She wants to research other hotels

She needs to discuss things with her husband

She needs to find the credit card to pay the deposit.

B. Making Reservations

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C: Charles Hannighan.

R: Could you spell your last name for me, please?

C: Sure. H-A-N-N-I-G-H-A-N

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Charles H. Hannighan.

R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

8.2. Develop business communication skills. Read the information about taking and making phone calls.

Smile and the world smiles with you!

Taking and making phone calls

Taking phone calls can be boring, but often a phone call is the first contact a guest has with a hotel, and gives a first impression. So smile as you take the booking. The caller will notice the smile in your voice and respond accordingly.

8.3. Pair work

Student A you are the receptionist at the Hotel. Answer the phone and follow the telephone booking sequence. Take notes of the booking details.

State name of hotel. State own name. Greet client.

Determine client's room needs – dates (arrival, departure), number of guests (adults/children), number of rooms, room type(s), smoking/non-smoking.

Double check dates and needs.

Check availability.

Take client's name.

Request confirmation: contact telephone, fax, email, credit card type (Visa/Mastercard), card number, card holder's name, expiry date).

Double check details of the confirmation option taken

Give client reservation number and request its use for booking changes.

Close conversation.

Student B you are the caller. You want to book accommodation. Make up your own caller and accommodation information (your name, room type, contact telephone, arrival, departure, credit card type, card number, expiry date).

LANGUAGE PRACTICE

The use of make and do

MAKE is used

1) for **producing, constructing, creating or building** something new.

*I **made** a bracelet for her birthday.*

2) to indicate the **origin of a product or the materials that are used** to make something.

*The churches were **made** of wood.*

*This wine is **made** from the ripest grapes.*

*The best watches are **made** in Switzerland.*

The belt is made of genuine leather.

3) for **producing an action or reaction**:

*Onions **make** your eyes water.*

*Travelling **makes** me happy.*

*It's not my fault. My brother **made** me do it!*

4) before certain nouns about **plans and decisions**:

*He has **made** arrangements to finish work early.*

*They're **making** plans for the weekend.*

*You need to **make** a decision right now.*

5) with nouns about **speaking and certain sounds**:

*She **made** a nice comment about my dress.*

*The baby is asleep so don't **make** any noise.*

*Can I use your phone to **make** a call?*

Don't make a promise that you cannot keep.

6) with **food, drink and meals**:

*She **made** a cup of tea.*

*I must go now. I have to **make** dinner.*

DO is used:

1) when talking about **work, jobs tasks, or household activities**. Note, they do not produce any physical object.

*Have you **done** your homework/ the translation?*

*I have guests visiting tonight so I should start **doing** the housework now.*

*I wouldn't like to **do** that job.*

I'd prefer to do the gardening in the morning.

2) when we refer to **activities in general without being specific**. In these cases, we normally use words like thing, something, nothing, anything, everything etc.

*Hurry up! I've got things to **do**!*

*Don't just stand there – **do** something!*

*Is there anything I can **do** to help you?*

*What **are** you **doing** this week-end?*

*She **does** everything around the house.*

*I'm bored **doing** nothing. Can I **do** anything to help?*

3) to **replace a verb when the meaning is clear** or obvious. This is more common in informal spoken English:

*Do I need to **do** my hair? (do = brush or comb)*

*Have you **done** the dishes yet? (done = washed)*

*I'll **do** the kitchen if you **do** the lawns (do = clean, do = mow)*

4) '**Do**' is also an auxiliary verb for making questions in the present tense:

Do you like fish?

Make

- an appointment
- arrangements/plans
- an attempt
- a bed
- breakfast, lunch, dinner
- a cake, a sandwich
- a change/changes
- a choice, a decision
- a comment
- a complaint
- a declaration
- a deal
- a discovery
- a difference / an exception

Do

- the accounts
- an assignment
- badly, well
- business
- one's best
- the crosswords
- damage, harm
- a degree / a course
- the dishes, the washing up
- a drawing
- your duty
- an exam
- exercises
- a favour

- friends
- an effort
- an enquiry
- an excuse
- fun of something/somebody
- an impression
- a mistake
- money
- a noise, a sound
- an offer
- a phone call
- a presentation
- a profit, a loss
- progress
- a reservation
- room for smth (find place for)
- a speech
- a statement
- a suggestion
- sure / certain
- a threat
- a wish
- the gardening
- a good turn
- good / harm
- a good job
- your homework
- the housework
- the laundry, the ironing
- a lesson
- a job
- justice
- military service
- your nails / hair / make-up
- a project
- research
- (something) right/wrong
- the shopping
- sport(s)
- a survey
- a test
- a translation
- work
- without something

8.4. Complete the sentences with either *make* or *do* in an appropriate tense.

- 1) How much money does a waitress ____ .
- 2) Could you __ the laundry today? We have no clean clothes.
- 3) She spent the evening watching black and white films and ___ her nails.
- 4) Did their new business ____ a profit last year?
- 5) The teacher ____ some very positive comments about Susie's work.
- 6) There's so much paperwork to ____ ! I'll be here all night.
- 7) The CEO of the company ____ some interesting observations during his visit to our department.
- 8) I'd like to ____ Julie an offer of a job. It would be full time in our office.
- 9) There was a man sitting on the pier earlier. He was ____ a painting of the boats.
- 10) This lecture is so boring! Let's ____ an escape during the break and go to the cafe.
- 11) He ____ an excuse to the teacher about why he was late, but she didn't believe him.
- 12) Stop talking and ____ some work!
- 13) Alison can't come tonight. She's already ____ plans.

- 14) I'm going to work all weekend. I really want to ____ some progress on this project.
- 15) Could you please ____ sure that the money has gone into the correct bank account?
- 16) It takes Lizzie an hour a day to ____ the washing up. She would love to have a dishwasher.
- 17) I offered the job to Ian, and said he had until Monday to ____ his mind up.
- 18) In the morning she gets up, has a shower and gets dressed, then ____ the bed. After that she goes downstairs and has breakfast.
- 19) John and Lucy ____ their way through the crowded streets to their hotel.
- 20) Graham ____ really well in the tennis competition. He came second out of over a hundred people.
- 21) John worked hard and ____ his best at his job, but he still wasn't promoted.
- 22) The teenagers were ____ such a noise that the neighbour called the police.
- 23) She ____ a payment on her debt every month. Soon she'll have finished paying it off.
- 24) Sorry, I've ____ a mistake. The restaurant isn't here, but on another street.
- 25) It's late, and we should go home. Let's ____ a move.
- 26) Unfortunately, his business ____ huge loss last year and had to close down.

8.5. Complete the sentences with the correct form of verbs in the box.

change	be	think	speak	apply
be	earn	be	get	produce

- 1 I think I might ____ that job in Paris if I ____ for it, but I'm not interested in it.
- 2 If I ____ you, I'd ____ very carefully before investing.
- 3 It's a pity you've refused to talk to him. He might ____ his mind if you ____ to him personally.
- 4 It's a pity the rotation in our hotel is so low. If it ____ higher, we could ____ a lot more profit.
- 5 If our labour costs ____ lower, we could ____ cheaper goods.

8.6. Choose the correct conditional form to complete the sentences below.

1. If I ____ (stay) in a hostel, I would have found a new friend.

2. He would do more to help the poor if he ____ (be) the President.
3. If he goes to London on a business trip, he often ____ (visit) Soho.
4. We won't go to the film unless they ____ (arrive) in the next 5 min.
5. She ____ (buy) a new car if she had had the money.
6. If Yola were me, she ____ (go) to Manchester immediately.
7. They will talk to James if he ____ (come).
8. If Peter ____ (think) twice, he wouldn't have made such a stupid mistake.
9. Katia ____ (become) a university lecturer if she studies hard.
10. If they ____ (know) all the facts, they would have found the defendant guilty.
11. Unless you ____ (hurry up), we will never arrive on time.
12. If I were in charge, I ____ (change) the standard business routines.
13. If I hadn't known better, I ____ (trust) him.

9.Maximizing reviews to attract travelers. Computer reservation systems

Key vocabulary

occupancy
to request room rates
availability
a long queue
unified system
room allotment
in an absolutely simplistic and seamless manner
advanced property management solutions
the most straightforward way possible
employee turnover rate
to require hours of training
to run smoothly
it must cost an obscene amount
to make a frantic call
be up-to-date with real time information at hand
to minimize employee workload

9.1. Read the text and do the tasks that follow it.

Combatting the High Season Rush

Peak season, 100% hotel occupancy, simultaneous group check ins, numerous calls requesting room rates and availability, a long queue of people waiting to have their check out bills ready A hoteliers best dream and worst nightmare all rolled into one. For a hotel, it goes without saying that an efficient system is a vital need 365 days a year but during a high season rush it would be professional hara-kiri to not have a reliable one in place.

The best and most logical solution here is to have unified systems available. A system which allows the hotel to manage check-ins, reservations, accounts and revenues, room allotment, Global Distribution System (GDS), online booking and much more in an absolutely simplistic and seamless manner.

Does this sound too good to be true? Actually it isn't. The answer here is to have easy to use and advanced property management solutions that can manage the critical functioning of a hotel in the most straightforward way possible and manage complete ambit of their distribution seamlessly. Keeping

in mind that the employee turnover rate in the hotel industry is extremely high, the system should be easy to teach and not require hours of training.

To run your Hospitality Business smoothly, find an effective cloud based hotel management software. The questions here are: How can one system take care of all these issues? Even if it is one system, it must cost an obscene amount? And where do I get the infrastructure to support all these systems? How many different computers would I require?

It really isn't as complicated as it sounds. Cloud based services centralizes operations of a Property including their Reservations, Front Desk, Housekeeping, Spa, Restaurant, Groups Bookings, other Point of Sale's and even their Hotel Website on a unified platform. PMS, channel management, GDS, online booking all are taken care off. Even multiple properties can be managed from anywhere in the world and that too in real time. And you don't need to make a frantic call to your IT department, there is nothing to install and the software runs on a browser. All of its features are integrated into a single web-based system. Your present computers with their internet connections should be good enough.

This is a revolution for small and mid-sized hospitality businesses, as they can do everything with their existing resources as such systems are extremely simple and efficient to use. These systems are easy to access; they are uncomplicated and are made to support multi-tasking for a multi-functional person at the front desk. PMS integrates all critical hotel operations on one platform. Be it your hotel's front desk, accounts, your restaurants or the travel agents you work with, your team will always be up-to-date with real time information at hand. Cloud based software is the best tool to help hoteliers be more organized, maximize profit and minimize employee workload.

9.2. Read the following words and phrases and translate them into Ukrainian.

check in; a check out bill; a hotelier; high season rush; vital need; unified system; reservation; account; revenue; room allotment; to run business smoothly; cloud based software; front desk; to integrate;

9.3. Read the text and answer the questions.

1. What is a vital need for a hotel?
2. What is the best and most logical solution?
3. What does a unified system allow the hotel?
4. What is necessary to run your Hospitality Business smoothly?
5. Why is this system a revolution for small and mid-sized hospitality business?

6. What is the best tool to help hoteliers?

9.4. Read the text and do the tasks that follow it.

Ways to Provide Better Customer Service for Your Hotel

Think of customer retention like a beautiful garden. Fail to water and fertilize the flowers and veggies in your garden, and you'll soon find the only way to keep it looking good will be to keep paying to replace dead plants. Failing to retain the customers you already have is exactly like failing to keep living plants thriving. Sure a daily influx of new customers boosts confidence and keeps up appearances, but they are only temporary if you don't put in the work to nurture them. Pouring money into getting new customers through the door isn't the most efficient way to grow your customer base. Focusing on bringing in new customers can cost anywhere from five to eight times more than simply keeping existing ones. With all the other costs you have to squeeze into your budget, focus your resources on sprouting a lasting relationship with current customers, rather than throwing money at a temporary solution. In order to grow a loyal customer base for your property, follow the three points:

- Customer Service

Don't ruin the hard work you put into growing your business with a lackluster hotel staff. From the booking experience, throughout the stay, all the way to the week after they have checked out, guests should feel welcomed and well accommodated. Just like that hopeless garden, your customers need to be cared for or they will not return. Every member of your staff should be well trained and consistently welcome every guest with warm energy.

- Customer Feedback

Every hotel manager should constantly strive to improve the guest experience. Ask every guest for feedback on their experience and make appropriate adjustments. A customer's feedback –both negative and positive- is very valuable. Guests will also appreciate having their opinions recognized. Your garden of customers will flourish if you listen to – and accommodate – their desires.

- Compete

A simple rewards program is not enough to make your property stand out from the crowd. Although you do need to reward loyalty, make it more personable with a "Thank you" gift, special travel packages or on-site benefits like a complimentary spa treatment. Provide personalized packages for a better customer experience. You may not be able to match exactly what a competitor is offering, but be sure that what you can offer is the best quality. After all, it's the abundance of color not, the size of the garden that makes it beautiful.

9.5. Match the words and words combinations with their Ukrainian equivalents:

- | | |
|--------------------------------|-------------------------------------|
| 1. customer retention | a) виховувати, вирощувати |
| 2. to retain | b) розміщати |
| 3. a daily influx of customers | c) утримання клієнтів |
| 4. to nurture | d) цінувати |
| 5. to squeeze into budget | e) інформація від споживача клієнта |
| 6. to accommodate | f) виділятися |
| 7. customer feedback | g) утримувати, зберігати |
| 8. to appreciate | h) щоденний потік клієнтів |
| 9. rewards program | i) персональний пакет |
| 10. personalized package | j) вкладатися в бюджет |
| 11. to stand out | k) програма винагород |

9.6. Read the text and decide whether the statements are true (T) or false (F):

1. Pouring money into getting new customers through the door is the most efficient way to grow your customer base
2. A daily influx of new customers boosts confidence and keeps up appearances
3. Some members of your staff should be well trained
4. Every hotel manager should constantly strive to improve the guest experience
5. A simple rewards program is enough to make your property stand out from the crowd

9.7. Answer the question in writing:

1. What are three points you need to follow in order to grow a loyal customer base for your property?

9.8. Read the text and do the tasks that follow it:

Independent Hotel on the Cloud

Cloud Computing has kicked down the door on restricted availability. By hosting software on specialized servers and providing services on a subscription based model, hoteliers are able to utilize tools that were once exclusive to the larger players.

But all this began a few years into the 21st century and as we look back into the past year, it's easy to see the impact that the cloud has made on companies that have migrated. Lower upfront costs, a pay-as-you-go model, real-time integration and a number of other cutting-edge advancements have

allowed independent hotels to prosper. This is important, because independent hotels constitute the overwhelming majority of global hospitality businesses.

Cloud based technology is gradually imbedding itself deeper within hospitality and the possibilities get more exciting every year. Let's take a look at some of the new developments being enabled by cloud computing these days.

1. Mobile Technology

Cloud computing has greatly impacted the mobile platform, providing developers with an environment in which data can be stored, managed and processed outside the mobile device. In fact, the growth of cloud technology fueled rapid progress in mobile technology – new milestones in global usage are still being recorded every few months. In Q1 of 2015 alone, 27% of bookings made in the United States were done using mobile devices while according to TripAdvisor's traveler trends, 42% of travelers used mobile devices to plan or make a booking for their next trip. Mobile apps simplify the process for customers and empower them by providing them with the option to customize and streamline a large part of their trip – guests can select rooms, arrange for transport and even walk straight into their room on arrival with a 'digital key', allowing them to skip the front desk altogether. In fact, the growth in mobile technology is expected to even diminish the authority of traditional computing devices such as laptops. Cloud integration allows hoteliers to quickly implement these new technologies within their business as a large part of these software are being developed on the cloud. As guests are beginning to demand more personalization from hotels, smartphone compatibility & optimization is becoming an important aspect for hotels to implement as soon as possible.

2. Software as a Service:

Cloud based Software as a Service (SaaS) companies have been around for about a decade now and their services have been gaining recognition every year, but hotels have been slow to warm up to the idea. 2015 saw a large number of independent hotels show interest in and subscribe for SaaS plans but 2016 was expected to be the year where the majority of these properties finally would take the leap. By hosting their software on the cloud, SaaS companies are able to provide their services at a cost that's affordable for small and mid-sized hotels. The properties also enjoy access to cutting-edge digital tools, with regular updates and unrestricted access. A number of services and tools are now offered on the cloud such as property management, revenue management, accounting software etc.

3. Internet of Things:

Possibly the most exciting bit of technology to expect in 2016, the Internet of Things (IoT) has been generating quite a bit of interest from large and small players alike. IoT creates a framework within which a wide variety of devices – ranging from cars to doorknobs – can be assigned IP addresses and communicate with one another to complete tasks more efficiently, creating a neural network of connections similar in structure to the internet itself. The possibilities that arise from this kind of integration are limitless, but so is the demand for storage. This is where the cloud will play a massive role in helping store and manage the data generated from the billions of communicating devices.

Data management and space were once major issues that haunted companies belonging to any industry. Even something as simple as hosting a website meant that the organization had to invest in servers and bring an IT team on-board.

Being an industry that thrives on building customer intimacy, hospitality companies are always on the look-out for new ways to reach potential customers. Cloud computing has carried hospitality to a whole new level by giving independent hoteliers the ticket to jump on board this technology train, one that's been building momentum with every new milestone.

9.9. Match the columns:

- | | |
|-------------------------------------|-----------------------------------|
| 1. cutting-edge advancements | a) впроваджувати |
| 2. overwhelming majority | b) хмарні технології |
| 3. cloud based technology | c) уповноважувати |
| 4. to imbed | d) переважна більшість |
| 5. to fuel rapid progress milestone | e) переробляти |
| 6. toemptower | f) сприяти швидкому прогресу віха |
| 7. tocustomize | g) передові відкриття |
| 8. tostreamline | h) доступний за ціною |
| 9. toskip | i) зменшувати, послаблювати |
| 10. todiminish | j) домогтися визнання |
| 11. to implement new tecgnologies | k) спрощувати, модернізувати |
| 12. to gain recognition | l) переслідувати |
| 13. to warm up to the idea | m) процвітати |
| 14. to take the leap | n) проявити зацікавленість ідеєю |
| 15. affordable | o) подолати перепону |
| 16. tohaunt | p) оминати, пропускати |
| 17. tothrive | q) втілювати нові технології |

9.10. Decide whether the statements are true (T) or false (F):

1. Hoteliers are unable to utilize tools that were once exclusive to the larger players by hosting software on specialized service
2. Independent hotels constitute the overwhelming majority of global hospitality business
3. In fact the growth in mobile technology is expected to increase the authority of traditional computing devices
4. The possibilities that arise from this kind of integration are limited
5. A number of services and tools are now offered on the cloud such as property management, revenue management, accounting software etc
6. By hosting their software on the cloud, SaaS companies are able to provide their services at a cost that is unaffordable for small and mid-sized hotels

9.11. Answer the questions:

1. What have allowed independent hotels to prosper?
2. Is cloud based technology gradually imbedding itself deeper within hospitality?
3. What does cloud computing provide the developers with?
4. What does cloud integration allow hoteliers?
5. What services are offered on the cloud now?
6. What has cloud computing given to independent hoteliers?

LANGUAGE PRACTICE

Present simple	Present Continuous
<ul style="list-style-type: none"> • Routine They usually <i>change</i> jobs every five years. • General activities In my job I <i>design</i> psychometric tests. • Permanent situations I'm Ukrainian and I <i>come</i> from a small town near Kiev. • Facts Money <i>doesn't buy</i> happiness. • Stative verbs Your hair <i>looks</i> great. 	<ul style="list-style-type: none"> • Moment of speaking The weather is nasty. <i>It's raining</i> and the strong wind <i>is blowing</i>. • Current projects At the moment we <i>'re working</i> on a new test for the personnel department. • Temporary situations I <i>'m dealing</i> with her clients this week because she's away. • Slow changes His English <i>is getting</i> better. • Actions She <i>'s looking</i> at some old photos.

9.12. Which verbs are not correct in the Present Continuous? Write the correct form:

1. Jenny says she'll call you back – she's making a cake. _____
2. Shh! Grandpa is having a little rest. _____
3. I'm understanding this topic quite well. _____
4. Harry's having three older sisters. _____
5. Look, it's getting dark already. _____
6. The city is becoming very expensive. _____
7. He's not knowing this material. _____
8. Don't cut the bough you are standing on. _____

**The Present Continuous Tense is used to express
fixed arrangements in the near future:**

e.g. *Melanie is **getting** married at 3 this afternoon.*
*Ted is **seeing** his dentist this week.*
 (= He has fixed an appointment)

9.13. Two colleagues are trying to arrange a meeting. Put the verbs into the correct form.

- Paul: Emma, Paul here. Could we arrange a time tomorrow to talk about the coming seminar? Say, 9.15?
- Emma: I'm a bit busy first thing because I _____ (have) a lecture. But would 10 o'clock suit you?
- Paul: I'm afraid not. I _____ (go) over to the meeting with the dean and after that I _____ (see) my tutor for lunch.
- Emma: What time _____ (you/come) back?
- Paul: at about 1.30 I suppose, but I _____ (not/do) anything special after that. Would you be free then?
- Emma: No, I don't think so. I _____ (see) my supervisor from 2.00 until 3.00. Shall we say 3.30?
- Paul: Fine. I'll be waiting in the cafeteria.

9.14. Underline the correct variant.

1. *You often work / Do you often work at the weekend?*
2. *I don't know / not know why your invoice hasn't been paid. I'll try to find out.*
3. *Excuse me, does you know / do you know if this is the way to the IT seminar?*
4. *Sorry, that projector don't work / doesn't work. Use this one instead.*
5. *A: Do you know our new sales rep Marta?*

B: *Yes, I do / Yes, I know.*

6. A: Is that Linda Napier over there?

b: *Yes, she works / she do work here.*

7. *I writing / I'm writing* the report at the moment. It should be ready tomorrow.

8. *They not replying / They're not replying* to my emails. I'll have to phone them.

9. Why is there such a long delay? What *is happening? / is happen?*

10. *You are enjoying / Are you enjoying* this conference?

11. Can Karen call you back? *She's speak / She's speaking* on another line.

12. A: Is Sarah Kennedy expecting me?

B: *Yes, she's expecting. / Yes, she is.*

9.15. Underline the correct variant.

1. A: What do you do / *are you doing*?

B: I'm an executive secretary.

2. A: What do you do / *are you doing*?

B: I'm looking for the details on the computer.

3. A: Where do you work / *are you working*?

B: Paris this month, then Bonn the next.

4. A: Where do you work / *are you working*?

B: At our head office in Paris.

5. My name's Walter, and I come / *I'm coming* from Frankfurt.

6. I come / *I'm coming* to Frankfurt next Thursday – I can call in to your office.

7. I deal with / *I'm dealing with* Andrew's clients while he's on holiday.

8. I deal with / *I'm dealing with* the paperwork and general administration.

9. A: Who do you go / *are you going* to the Trade Fair with?

B: This year with Mathew.

10. A: Who do you go / *are you going* to the Trade Fair with?

B: Usually with Mathew.

Present Simple vs Present Continuous 'State' vs 'action' verbs

State verbs describe things which <u>stay the same</u>	Action verbs describe things which <u>can change</u>
---	---

I <i>think</i> we ought to give her this job.(=I believe)	I’ <i>mthinking</i> about your plan.(=I’m considering)
I <i>see</i> you are in trouble. (=I understand)	I’ <i>mseeing</i> my lawyer tonight. (=I’m visiting)
I <i>love</i> holidays in general.	I’ <i>mloving</i> this holiday.
He <i>has</i> a bookshop. (=He owns it.)	He’ <i>shaving</i> a lesson at the moment.
She <i>is</i> generous, she has never been a mean person. (=It’s her character)	She’ <i>sbeing</i> very angry these days, I think she has problems. (behaviour)
The baby <i>weighs</i> 3.5 kilos. (=It is)	I’ <i>mweighing</i> myself on my new scales.
He <i>comes</i> from France. (=He was born in it)	He’ <i>scoming</i> from France. (=travelling)

9.16. Choose the correct variant:

The cheese *tastes / is tasting* delicious.

These flowers *are smelling / smell* wonderful.

Why *are you feeling / do you feel* your pockets? Have you lost anything?

I *don’t know / am not knowing* where she keeps her dairy.

Jill *looks / is looking* tired.

That dress *looks/is looking* nice on you.

I *see/am seeing* that the situation is out of control.

I *see/am seeing* my doctor tomorrow morning.

He *has / is having* a sports car.

He *has/is having* a meeting with our overseas partners now.

It all *depends / is depending* on the weather.

You haven’t said a word all morning. What *are you thinking / do you think* about?

I *am thinking/think* she is rich.

I *don’t believe / am not believing* a word he’s saying.

This book *is / is being* mine. It *belongs / is belonging* to me.

Ted *is/is being* very tall.

Ann *is/is being* very kind to me these days. I wonder why?

I’*m waiting / I wait* for you, hurry up.

I’m afraid Mrs Jackson’s busy at the moment. She’*s talking / talks* to a customer on the phone.

He’*s staying / he stays* with his parents at the moment.

Mrs Harding usually *organizes / is organizing* our conferences. She is away on maternity leave, so I *am organizing / organize* them.

Jane *weighs/is weighing* 50 kilos.

Present Perfect Simple and Present Perfect Continuous

- *I've been decorating the house this summer.* The focus is on the action – decorating – and the action is unfinished.
- *I've painted the living room blue.* The focus is on the finished result. The activity is finished but we can see the result now.
- *I've read that book you lent me.* I finished it yesterday. (the idea of completion)
- *I've been reading that book you lent me.* I've got another 50 pages to read. (something is unfinished)
- *She's been writing emails for 3 hours.* (how long)
- *She's written 10 messages.* (how much/how many)
- *I've worked here for thirty years.* (we view something as permanent)
- *I usually work in London but I've been working in Birmingham for the last 3 weeks.* (it shows that something is temporary)

9.17. Complete the sentences with the correct form of the verb in brackets:

What (you do)_____ ? You're covered in flour.

He (not finish) _____ his homework because he (watch)_____ television for two hours.

Have you got any plasters? I (chop) vegetables for dinner and I (cut) _____ my finger.

Actions that started in the past and continue in the present

She has been waiting for you all day (= and she's still waiting now).

I've been working on this report since eight o'clock this morning (= and I still haven't finished it).

They have been travelling since last October (= and they're not home yet).

Actions that have just finished, but we are interested in the results

She has been cooking since last night (= and the food on the table looks delicious).

*It's **been raining*** (= and the streets are still wet).

*Someone's **been eating** my chips* (= half of them have gone).

With verbs not normally used in the continuous form,
use the simple present perfect

(verbs such as: know, hate, hear, understand, want).

*I've **wanted** to visit China for years.*

*She's **known** Robert since she was a child.*

*I've **hated** that music since I first heard it.*

*I've **heard** a lot about you recently.*

*We've **understood** everything.*

9.18. Put the verbs into the correct form (present perfect progressive).

1. He (work) _____ for this company since 1985.
2. I (wait) _____ for you since two o'clock.
3. Mary (live) _____ in Germany since 2002.
4. Why is he so tired? He (play) _____ tennis for five hours.
5. How long (learn / you) _____ English?
6. We (look for) _____ the motorway for more than an hour.
7. I (live) _____ without electricity for two weeks.
8. The film (run / not) _____ for ten minutes yet, but there's a commercial break already.
9. How long (work / she) _____ in the garden?
10. She (not / be) _____ in the garden for more than an hour.

9.19. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. A: (you / play / ever) _____ tennis?
2. B: I (play / only) _____ tennis once or twice. And you?
3. A: I (learn) _____ tennis for two years.
4. B: (you / take) _____ part in any competitions yet?
5. A: I (participate) _____ in four contests this year.
6. B: (you / win) _____ any prizes so far?
7. A: No, I (win / not) _____ anything yet. I'm not that good yet. (you / enter / ever) _____ a contest?
8. B: I (swim) _____ for seven years and I (receive / already) _____ some trophies.

9.20. Use the verbs in Present Perfect Progressive, if possible. If it is not possible, use the Present Perfect Simple.

1. I (know) _____ them for 15 years.
2. The children (watch) _____ TV for 3 hours.
3. They (have) _____ this car for 20 years.

4. I (work) _____ for 7 hours without a break.
5. How long (you / learn) _____ English?
6. Mrs Smith (be) _____ in hospital for 5 days.
7. Steven (hear) _____ a mouse squeak all night.
8. (you / see) _____ Barbara?
9. She (prepare) _____ dinner for two hours.
10. Don't worry, they (touch / not) _____ your gameboy.

9.21. Which form is correct (Present Perfect Simple or Present Perfect Progressive)?

1. We want to tell how we have spent our time:
 - a) We have played football.
 - b) We have been playing football.
2. The action is completed now:
 - a) Charly has sent the letter.
 - b) Charly has been sending the letter.
3. I want to tell how I have spent my time:
 - a) I have watched TV.
 - b) I have been watching TV.
4. I want to emphasise that the door is open now:
 - a) Ella has opened the door.
 - b) Ella has been opening the door.
5. I want to emphasise that the house is ready now:
 - a) My friends have built a house.
 - b) My friends have been building a house.

9.22. What is emphasised?

1. I have cooked dinner.
 - a) emphasising that dinner is ready now
 - b) emphasising how I have spent my time
2. She has been reading a book.
 - a) emphasising that she has read the book completely
 - b) emphasising how she has spent her time
3. He has closed all the windows.
 - a) emphasising that all windows are closed now
 - b) emphasising how he has spent his time
4. I have tidied up my room.
 - a) emphasising that the room is tidy now
 - b) emphasising how I have spent my time
5. We have been swimming.
 - a) emphasising, that we are not swimming anymore now
 - b) emphasising how we have spent our time

9.23. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. Why are you out of breath? - I (run) _____.
2. The toaster is okay again. Dad (repair) _____ it.
3. I am so tired, I (work) _____ all day.

4. Your shirt is clean now. Maggie (wash) _____ it.
5. I'm afraid, I'm getting a cold. I (walk) _____ home in the rain.
6. Your clothes smell awful! (you / smoke) _____?
7. Peggy is ready for her exam now. I (help) _____ her preparing for it.
8. It is dark in here because we (close) _____ the curtains. We want to watch a film and that's better in the dark.
9. His voice is gone now because he (shout) _____ all morning.

9.24. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. One can see through the windows again. Jane (clean) _____ them.
2. You are absolutely sunburned. You (sit) _____ in the sun too long.
3. We can watch the film now. Michael (connect) _____ the DVD player.
4. The room looks much nicer now. I (hang) _____ up some pictures.
5. Freddy is soaken wet. He (wash) _____ the clothes.
6. I am not hungry. I (eat / already) _____ something.
7. Can I go outside? I (do) _____ the task.
8. My eyes are red because I (cut) _____ onions.

9.25. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. I (play / not) _____ the computer for half an hour, only for about 5 minutes.
2. Bob (drive / not) _____ a car for eight years.
3. Carl (go / not) _____ on holiday for three years.
4. We (run / not) _____ for 40 minutes yet - there are still 20 minutes left.
5. They (smoke / not) _____ for 10 days now.
6. I (eat / not) _____ anything since two o'clock.
7. Anna (work / not) _____ here for five years, but for seven years.
8. I (read / not) _____ for a long time - just 10 minutes, not more.
9. You (cycle / not) _____ for two hours. It was only about one hour.
10. Catherine (speak / not) _____ French for 10 years, so her French isn't very good now.

9.26. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. Since I bought my car, I (travel / not) _____ by train.
2. He (learn / not) _____ English for two years yet, but he speaks it very well.
3. We (party / not) _____ for a long time, but there's no food left.
4. My sister and her boyfriend (go / not) _____ out together for a long time. They only met three weeks ago.
5. James (tidy / not) _____ up his room for a long time. It's a complete mess.
6. We (practise / not) _____ for hours - 15 minutes were enough.
7. Louis is absolutely tired as he (sleep / not) _____ well for days.

8. Diana (work / not) _____ for days because she is ill.
9. I (play / not) _____ the piano for ages, so please don't ask me to perform anything.
10. We (hang / not) _____ about all day, we have helped grandma in the garden.

9.27. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. A: (you / take) _____ the dog for a walk yet?
2. B: I (work) _____ all day. I (come / just) _____ home from work and I (have / not) _____ the time yet to walk the dog.
3. A: How long (the dog / be) _____ home alone?
4. B: For about 6 hours. You (walk / not) _____ the dog for a long time. Don't you want to go?
5. A: I (laze / not) _____ about all day either, you know. I have a very important meeting tomorrow and I still (finish / not) _____ my presentation.
6. B: Okay, I will go then. Where (you / put) _____ collar and leash?
7. A: They are in the kitchen. By the way, (you / eat) _____ anything yet? If not, could you get us something from the supermarket?

9.28. Put the verbs into the correct tense (Present Perfect Simple or Present Perfect Progressive).

1. A: I (call) _____ for you for half an hour. Where (be) _____? And why are your clothes so dirty?
2. B: I (tidy) _____ up the shed in the garden.
3. A: (you / find) _____ a box with old photos there? I (look) _____ for it for ages.
4. B: I (discover / not) _____ it yet, but I (work / not) _____ for a long time yet. I (come / just) _____ in to eat something.
5. A: I (cook / not) _____ anything yet because I (talk) _____ to our neighbour.

9.29. Fill in the correct form (Present Perfect Simple or Present Perfect Progressive).

1. Tom: Hi Ana. I (try) _____ to ring you several times today. Where (you / be) _____?
2. Ana: I (be) _____ at home all the time. But I (clean) _____ the house all day, so maybe I didn't hear the phone ring.
3. Tom: (you / clean) _____ everything now?
4. Ana: No, not yet. I (tidy / not) _____ up the kitchen yet. But why are you here?
5. Tom: Don't you remember? Jane (invited) _____ us to her birthday party and we (buy / not) _____ a present for her yet.
6. Ana: Oh, that's right. (you / find out / already) _____ what she wants?

7. Tom: Well, she (learn) _____ Spanish for a year and wants to spend her next holiday in Mexico. Maybe we could get her a guide book.
8. Ana: That's a good idea. There is a good bookshop in the big shopping centre. I (see) _____ some nice books about Mexico there recently.

PROGRESS TEST 2

1. Complete the sentences by putting each verb into the present simple or present continuous. Use contractions (*I'm instead of I am, don't instead of do not, etc) where possible.*

1. A: What _____ *do you do* _____ (you do)?
B: I'm an engineer.
2. A: What _____ *are you doing* _____ (you do)?
B: I'm looking for a file.
3. Can you help me? I _____ (not understand) Spanish.
4. Can I call you back? I _____ (talk) with a client.
5. This product _____ (not sell) as well as we hoped.
6. I'll get in touch with you as soon as I _____ (know) the results.
7. I _____ (stay) at the Marriott Hotel. I'll be there until Friday.
8. _____ (you offer) any special deals over the summer?
9. Our company _____ (make) parts for the automobile industry.
10. When _____ (you usually arrive) at work in the morning?
11. Jack _____ (come) to work with us on the NBC project for a few weeks.
12. Jack _____ (come) from Leeds in the north of England.

2. Some of the following sentences are right and some are wrong. Put a tick (✓) next to the right ones, and correct the wrong ones.

1. I'm supplying you with everything on your last order. _____
2. ~~I'm agreeing~~ with you completely. I agree
3. Our chocolates are containing only the finest ingredients. _____
4. Our chocolates are winning prizes all over the world. _____
5. We're setting up subsidiaries in Peru and Bolivia. _____
6. We're owning subsidiaries in Peru and Bolivia. _____
7. I'm thinking they will make a decision this week. _____
8. I'm thinking about what they will decide this week. _____

9. At first sight, it's seeming to be a sensible suggestion. _____
10. At first sight, he's making a sensible suggestion. _____
11. We're having a lot of trouble with our suppliers. _____
12. In these circumstances we're having no alternative. _____

3. Complete the sentences by putting each verb into a form of the present simple or present continuous. In each sentence the verbs may be in the same or different tenses.

1. Every time inflation _____ (go up), people _____ (demand) higher wages.
2. Inflation _____ (fall) quite quickly, which _____ (mean) that the government can keep interest rates low.
3. _____ (you/wait) for Victor Chambers? I _____ (not/think) she'll be long.
4. What exactly _____ (our customers/want)? Nobody around here _____ (seem) to know.
5. Carl doesn't have much experience of this situation. I _____ (hope) he _____ (know) what he _____ (do).
6. What exactly _____ (you/mean)? I _____ (not/understand).
7. What exactly _____ (you/say)? _____ (you/want) to renegotiate the whole contract?
8. _____ (your chicken/taste) OK? The food here is usually very good, but of course it all _____ (depend) on which particular chef _____ (work) in the kitchen on that day.

10.A trade fair

Key Vocabulary

Translate the derivatives of the following verbs:

to visit – visitor

to attend - attendant, attendee, attender, attendance

to exhibit – exhibitor, exhibition, exhibitional

to participate – participant, participation

to consume – consumer, consumption, consumable

to promote – promoter, promote, promotion, promotional

10.1. Complete the information about a trade fair with the the words in the box:

- a) globe, b) showcase, c) continuing, d) partners, e) directories,
f) hybrids, g) market trends, h) public, i) representatives

A trade fair (trade show, trade exhibition, or expo) is an exhibition organized so that companies in a specific industry can _____ (1) and demonstrate their latest products and services, meet with industry _____ (2) and customers, study activities of rivals, and examine recent _____ (3) and opportunities. In contrast to consumer fairs, only some trade fairs are open to the _____ (4), while others can only be attended by company _____ (5) (members of the trade, e.g. professionals) and members of the press, therefore trade shows are classified as either "public" or "trade only". A few fairs are _____ (6) of the two; one example is the Frankfurt Book Fair, which is trade only for its first three days and open to the general public on its final two days. They are held on a _____ (7) basis in virtually all markets and normally attract companies from around the _____ (8). Several online _____ (9) have been established to help organizers, attendees, and marketers identify appropriate events.

10.2. Find in the text the equivalents to the following Ukrainian words and phrases.

значний

компанії-учасники

сплатистягуються за послуги

оренда місця

стенд

експонат виставки

рекламна література
учасник
плата за місцеві перевезкння
засіб економічного розвитку
інструкція для експонента
декларація щодо безпеки
віртуальніторги
відноснонизькавартість

Trade fairs often involve a considerable marketing investment by participating companies. Costs include space rental, booth design and construction of trade show displays, telecommunications and networking, travel, accommodations, and promotional literature and items to give to attendees. In addition, costs are incurred at the show for services such as electrical, booth cleaning, internet services, and drayage (also known as material handling). Consequently, cities often promote trade shows as a means of economic development.

Exhibitors attending the event are required to use an exhibitor manual or online exhibitor manual to order their required services and complete any necessary paperwork such as health and safety declarations. An increasing number of trade fairs are happening online, and these events are called virtual tradeshows. They are increasing in popularity due to their relatively low cost and because there is no need to travel whether you are attending or exhibiting.

10.3. Read the information about the benefits of participating in trade fairs.

The benefits of participation in a trade fair

Sales:

To generate sales.
To build a solid data base of potential clients.

•

Trade Contacts:

An opportunity to meet and mingle with current and potential clients.
To inform your clients regarding your products.
To exploit the distribution channel vertically, along with crossed sales.
To canvas client opinions.
To recover clients.

•

Sector Research:

To carry out market studies.
To test out new products and services.

To test out new marketing campaigns.
To test brand image and perceptions.

•

Brand Positioning:

To create and strengthen brand awareness.
To position and re-position brands.
To establish contact with investors.
To develop new markets.

•

Distribution Channel:

To identify and attract new partners and distributors.
To provide coverage for current distributors.
To build a reputation in order to secure future agreements. .

•

Media:

To keep open the channels of communication with publishers and journalists.
To promote the publication of news items regarding new products and services.
To achieve an impact in the general media.

10.4. Use the information below to make a dialogue about the reasons to attend trade fairs.

What are the reasons to attend a trade fair

- To obtain all specialized trade information concerning the tourist market over a period of a few days at a single venue.
- To initiate, continue and conclude purchasing and order processes with the entire distribution channel present at the fair.
- To profit from interesting networking opportunities.
- To arrange meetings with current and potential suppliers.
- To strengthen trade relations with current suppliers.
- To analyze and gain direct knowledge of the characteristics of the products / services of possible new suppliers.
- To compare the characteristics of all specialized products directly
- The trade fair constitutes the ideal setting in which to discover all the latest trends within the industry.
- To re-educate your clients regarding your products.

- To search for and discover new features, new technologies and new services.
- The trade fair provides an opportunity of attending congresses, seminars and parallel events - unquestionable sources of information on industry evolution and trends.
- It is one of a company's key tools for projecting a given purchasing-power image.
- To secure product/service distribution agreements.
- To assess your possibilities of participating in the future as an exhibitor.
- To enjoy the city and its region

10.5. Translate into Ukrainian the following extract about the use of technologies in the field of tourism:

The 5G technology is applied in the fields of tourism and trade fairs. Research is carried out into lines of innovation in new services for tourism and trade fair venues supported by the potential of new Cloud, Big Data, AI and 5G technologies to offer both exhibitors and visitors an experience that combines and increases their real-life experience with virtual elements. The possibilities for innovation in terms of digitalization include the personalized planning of the visit, the combination of AR/VR elements to exhibit contents and for online interaction on several levels, intelligent guiding of visitors in real time, and constant business intelligence information.

10.6. Complete the following introduction to an international tourism trade fair with the phrases from the box:

a) participation record, b) business appointments, c) clear objectives, d) general public, e) meeting point

FITUR, THE INTERNATIONAL TOURISM TRADE FAIR, CELEBRATES ITS 38TH STAGING FROM JANUARY 17 TO JANUARY 21, 2018

FITUR is a global _____ (1) for tourism professionals and the leading trade fair for inbound and outbound Ibero American markets.

In 2017 FITUR has beaten the _____ (2) with 9,893 exhibiting companies from 165 countries/regions, 135,858 trade participants and 107,213 people from the _____ (3).

Among the participation figures of note was the increase of 18.8% of international trade visitors compared to the previous staging.

Moreover the volume of agendas organised by FITUR within the different B2B has reached 6,800 _____ (4).

The attendance of 7,452 journalists is a turnout that shows the importance of FITUR on the international circuit of tourism sector events.

When making decisions regarding your attendance at the fair, it is very important to define a series of _____ (5) that your company wishes to achieve through its participation at the event.

10.7. Read the Internet newsfeed about ITB Berlin - International Travel Trade Show Berlin on March 7 – 11, 2018 and find out other similarly important venues for tour operators to expand their contacts and do business.

The ITB Berlin is the world's largest travel trade fair. It provides a unique opportunity to look behind the curtain of the global tourism industry. Each year the ITB (short for Internationale Tourismus Börse) welcomes around 10,000 exhibitors from more than 180 countries and regions. Cities, tour operators, booking system developers, airlines, hotels and other businesses concerned with tourism introduce themselves and their services and inspire wanderlust.

As the ITB Berlin is also conceived as a B2B platform, trade visitors have ample opportunity to expand their contacts and do business. For all others paying a visit to the ITB Berlin, the fair is a great way to discover the whole world within a few hours. The official partner country of the ITB 2017 was Botswana.

The Internationale Tourismus Börse is a story of success "made in Berlin". From the first beginnings in 1966 with only five participating countries as part of an overseas import trade fair, the ITB has since developed into a worldwide success.

The exhibition area has increased from 580 to 150,000 square metres, the number of trade visitors from 250 to over 10,000. With a total number of 180,000 visitors, the ITB Berlin is a centre of attraction for the tourism industry and influences travel experiences worldwide.

10.8. Translate the advert into Ukrainian, pay attention to the use of adjectives.

Madrid, its *special* dynamism as a business centre goes hand in hand with its *vibrant* vitality, tourist appeal and *ferventcultural* and *recreational* life.

Come and discover its sites, *iconic* museums and *spectacular* range of hotels and restaurants; and enjoy its *endless* nightlife and the flood of designs, fashion and trends you will find in the shop windows of one of Europe's leading capitals.

A *great* city that boasts a *rich* treasure of art, culture and *natural* environments, set in a region packed with history and modernity.

LANGUAGE PRACTICE

Past Simple vs Present Perfect

Past simple	Present perfect
<ul style="list-style-type: none"> • complete action at a <i>stated</i> time in the past • past action not connected with the present (time not mentioned) • time expressions refer back to a finished period of time (<i>yesterday, ...ago, last..., in July, from 1995 until 2000</i>) 	<ul style="list-style-type: none"> • complete action at an <i>unstated</i> time in the past • past action connected with the present (time not mentioned) • time expression means 'at any time up to now' (<i>so far, yet, to date, since, for, just, ever, today, this week, ...</i>)

10.9. Choose the correct alternative (Present Perfect or Past Simple) in the rules below:

If an action started in the past and continues to the present, we use _____.

If we don't say when an action happened, but it is still important now, we use _____.

If we say exactly when an action in the past happened (or this is clear from the context), we use _____.

10.10. Which of the time-words and phrases below belong with Past Simple? Which belong with Present perfect? Are there any which can be used with both?

Yesterday, since, ever, when, all my life; yet; so far; recently; last month; lately; in 2004; at 7am; in the morning; for thirteen years; never; already; ten days ago

10.11. Open the brackets using the Present perfect or Past simple tense:

- I _____ (go) to the new gym yesterday.
– It's good, isn't it? I _____ (go) there a few times.
- _____ (you/ write) to your mom lately?
– Yes, I _____ (write) her a letter last week.

3. – How long _____ (you / be) married?
 – Only for six months. We _____ (get) married last December.
4. – I _____ (not / see) Sam for a long time.
 – Really? I _____ (see) him yesterday at the pool.
5. – Mary _____ (know) Steven for six years.
 – When _____ (they / meet)?
 – When they _____ (be) at university together.
6. – James _____ (write) a new book last year.
 – I know. I _____ (read) some great reviews about it in the newspaper.
7. – _____ (you / ever/ play) rugby?
 – Yes, I have. I _____ (play) for the first time last week.
8. – Hello, Billy. I _____ (see) you for a long time.
 – Yes, I _____ (be) very busy recently.
 – Really? Tell me what you _____ (do) since we last _____ (see) each other.
 – Well, I _____ (get) my degree last month and then I _____ (move) house.
 – When _____ (you / move)?
 – Last week, but I _____ (not / unpack) everything yet.
 – I _____ (phone) you on Tuesday but there _____ (be) no answer.
 – I _____ (be) busy at my new house then.
 – Never mind, I only _____ (want) to invite you to a party next week at my house.
 – Great! Thank you.

For, since and ago

10,12. Complete the gaps with the correct form of the verb and circle the correct alternative.

Sara (1) _____ (drive) (2) *for/since* more than six years. She first (3) _____ (take) her driving test in 1999, but unfortunately she (4) _____ (not pass) first time!

Sara's brother (5) _____ (study) economics (6) *for/since* five years, and a few weeks ago he (7) _____ (start) working in an international bank.

Sara's mother (8) _____ (be) a maths teacher (9) *for/since* over twenty years. Last Christmas she (10) _____ (be) promoted to head of department, and (11) *for/since* then she (12) _____ (work) really long hours. Sara's father (13) _____ (work) for a bank for over thirty years, but two years ago he (14) _____ (retire). However, he (15) _____ (be) very busy (16) *for/since* then.

Not long ago he (17) _____ (buy) an old boat, and (18) *for/since* the last few months he (19) _____ (paint) it.

10.13. Match the examples with the suitable tense description above:

1. He **met** John Lennon. I **'vespoken** to Richard Gere.
2. Jane **has left** for Vienna. He **left** a few minutes ago.
3. I **haven't seen** him since he got a new job.
4. I **bought** a new dress yesterday, but when I **arrived** home, I **found** a hole in the seam. – What **did** you **do**? **Did** you **take** it back to the shop?

10.14. Fill in the blanks with *have/has been* or *have/has gone*.

- 1 She doesn't know where our new laboratories are. She _____ not _____ there.
- 2 Ask Max where to stay in Donetsk. He _____ there a few times.
- 3 I'm afraid the dean _____ to the scientific council and won't be back till the end of the working day.
- 4 I _____ to the printers to collect the brochures. They're in my car.
- 5 Mr Saunders _____ to Berlin. I can give you the phone number of his hotel if you like.
- 6 We _____ to the travel agent. We have our tickets for Croatia.
- 7 I'm afraid she is not here at the moment. She _____ to a meeting.
- 8 I _____ never _____ to America.

10.15. Match each of the sentences from column A with suitable context from column B.

1 I hope you enjoyed the party.	a. Mary has gone home. It's 5.15.
2 I hope you've enjoyed the party.	b. The party is about to finish.
3 Has the post come this morning?	c. Tony rings on Mondays, Tuesdays. It's Thursday.
4 Did the post come this morning?	d. Mary's still at the office. It's 2.30.
5 Has Tony rung this week?	e. It's 10.00 in the morning.
6 Did Tony ring this week?	f. Tony rings on Monday or Tuesday. It's Tuesday.
7 Has Mary finished that report?	g. It's 3.00 in the afternoon.
8 Did Mary finish that report?	h. The farewell party was last week.

10.16. Complete the sentences with a suitable time expression from the list below.

already yet ever never just for since always

1. The goods will be with you soon. They've already left our warehouse.
2. I've _____ had a great idea! Why don't we launch a new range of colours?
3. We've known each other _____ more than twenty years.
4. I've _____ used my credit card on the Internet. I don't think it's safe.
5. I haven't had a chance to speak to Magda _____, but I'm sure she'll agree.
6. I've _____ worked in insurance, ever since leaving university.
7. I'm sorry he hasn't called you back. He's been in a meeting _____ lunchtime.
1. Have you _____ been to Sao Paulo? It's completely different from Rio.

10.17. Underline the correct variant.

1. Yesterday I phoned/*I've phoned* the bank about my overdraft.
2. I work here/*have worked here* since the end of last year.
3. Your taxi has just arrived/*just arrived*.
4. We're enjoying our trip. We have made/*made* a lot of useful contacts.
5. I've seen/*I saw* Hugh Hopper a few days ago – he sends his regards.
6. We went/*have been* to an interesting seminar last week.
7. Today has been/*was* really busy – and it's only lunchtime!
8. Today has been/*was* really busy. It's 7 pm – I'm going home.
9. I'm afraid Patrizia left/*has left* the office an hour ago.
10. I'm afraid Patrizia isn't here – she left/*has left* the office.

10.18. Complete the sentences by putting the verbs in brackets into either the present simple, past simple or present perfect.

1. The company is doing very well. Last year sales went up (go up) by 15%, and so far this year they have gone up (go up) another 12%.
2. We _____ (operate) all over Latin America. Recently we _____ (set up) branches in Peru and Ecuador.
3. This _____ (not look) like the right block. Are you sure we _____ (come) to the right address?

4. _____ (you/see) my laptop? I'm sure I _____ (leave) it here earlier.
5. I _____ (just/met) Andrew from Sales _____ (you/know) him?
6. I _____ (never/speak) to him, but I _____ (speak) to his assistant on the phone yesterday.
7. I _____ (work) for WorldCom now – I _____ (be) there for more than five years _____ (you/know) WorldCom?
8. I _____ (work) for WorldCom since last year, but now I _____ (want) to change jobs. _____ (you/hear) of any vacancies?

Past Simple vs Past Continuous

Past Simple	Past Continuous
<ul style="list-style-type: none"> • states and actions in the past; • the action can be short or long, single or repeated • complete action at a definite past time (the time may not be mentioned but the action is not connected with the present) • series of events (one after the other) 	<ul style="list-style-type: none"> • actions in progress at a stated past time (specific time or another completed action) • description of the situation or the background to a story • two or more simultaneous past actions • action is seen as incomplete, temporary

10.19. Match the examples with the suitable tense description above:

1. *He **took** the train to work every day.*
2. *She **sealed** the letter, **put** a stamp on it and **posted** it.*
3. *While I **was getting dressed** the bell rang.*
4. *He **was driving** to the coast. The sun **was shining**...*
5. *While they **were sunbathing**, we **were swimming**.*
6. *Shakespeare **wrote** a lot of plays.*
7. *She **was working** on the report all night.*
8. *As I **wrote** in my letter of 5 March ...*

Note the form of this polite request:
*I was **wondering** if you could give me a lift.*
 (there is no idea of past time here)

10.20. Put the verbs in brackets into the past simple or the past continuous.

A.

They ¹_____ (clean) the windows when it ²_____ (start) to rain. As he ³_____ (drive) to work, he ⁴_____ (remember) that his briefcase was still at home. I ⁵_____ (hear) a loud crash as I ⁶_____ (sit) in the garden. She ⁷_____ (type) a letter when her boss ⁸_____ (arrive). What ⁹_____ (you/do) when you ¹⁰_____ (see) the accident, madam? What exactly ¹¹_____ (you/see) when you ¹²_____ (walk) down the street? He ¹³_____ (drive) down the road when suddenly the old man just ¹⁴_____ (step) in front of him. The old man ¹⁵_____ (not/look) both ways before he ¹⁶_____ (try) to cross the road.

B.

As soon as I ¹_____ (get) off the train, I ²_____ (pull) my coat around me. Rain ³_____ (fall) heavily and a cold wind ⁴_____ (blow) across the platform. I ⁵_____ (look) around, but no one ⁶_____ (wait) to meet me. I ⁷_____ (turn) to leave when I ⁸_____ (hear) footsteps. A man ⁹_____ (walk) towards me. He ¹⁰_____ (smile) at me, then he ¹¹_____ (say), 'You're finally here.'

C.

I ¹_____ (pick) up my bag then, ²_____ (throw) it over my shoulder. It ³_____ (get) dark and I ⁴_____ (have) a long way to go. I wished that I had let someone know that I ⁵_____ (come). It ⁶_____ (start) to rain, and he ⁷_____ (feel) cold and tired from the long journey. Suddenly, he ⁸_____ (hear) a noise, then he ⁹_____ (see) two bright lights on the road ahead. A car ¹⁰_____ (head) towards him. It slowed down and finally ¹¹_____ (stop) beside him. A man ¹²_____ (sit) at the wheel. He ¹³_____ (open) the door quickly and ¹⁴_____ (say) 'Get in, George.'

D.

He ¹_____ (step) into the house and ²_____ (close) the door behind him. Everything ³_____ (be) quiet. His heart ⁴_____ (beat) fast and his hands ⁵_____ (shake) as he crept silently into the empty house, but he was trying not to panic. He soon ⁶_____ (find) what he ⁷_____ (look) for. He smiled with relief as he put on the clothes. The men who ⁸_____ (follow) him would never recognize him now.

E.

My friend ¹_____ (walk) home from work last week when she ²_____ (hear) a loud bang. Some men ³_____ (rob) a bank. She quickly ⁴_____ (run) to a telephone and ⁵_____ (call) the police. The police ⁶_____ (arrive) and ⁷_____ (arrest) the men. The next day the bank manager ⁸_____ (give) my friend some flowers and her picture ⁹_____ (be) in the local newspaper.

10.21. Underline the correct word/s.

1. A: Did you get/got the email I sent you yesterday?
B: Yes, thanks, I did / got.
2. How you felt / did you feel when they told / did tell you about moving offices?
3. A: Did you tell/ told him about the change of plans?
B: Yes, I told. / I did.
4. I didn't see / didn't saw the reason for the delay, so I got / did get angry.

10.22. Underline the best continuation of the conversations.

1. A: What was she doing this morning?
B: She interviewed/ was interviewing candidates for the sales job.
2. A: How did Brenda spend her holiday?
B: Most days she went/was going to the beach.
3. A: What happened after you launched the product?
B: While we promoted/were promoting it, our main competitor dropped/was dropping their prices.
4. A: I didn't see you in the office last week.
B: No, I worked/was working at home for a few days
5. A: What did Pat do when she saw the artwork?
B: She called/was calling the designers and said/was saying it wasn't suitable.
6. A: Why did Renata take so long to get here?
B: She said they mended/were mending the road and so the traffic moved/was moving very slowly.

10.23. Complete the sentences by putting the verbs in brackets into either Past Simple or Past Continuous.

Sometimes the same tense is used twice; sometimes different tenses are used.

1. What did you eat (eat) when you went (go) to Paris?
2. While I was negotiating (negotiate) the contract, my boss phoned (phone) me to say that he wanted completely different conditions.
3. The last time something like this _____ (happen), she _____ (call) a press conference immediately.
4. Anne _____ (explain) her proposal when Pedro _____ (interrupt) her.
5. We never got the chance to interview him. While we _____ (investigate) the incident, he _____ (resign).
6. When he _____ (finish) reading the article, he _____ (give) it to me.
7. Everyone _____ (wait) for the meeting to begin when he _____ (call) to say that he was stuck in a traffic jam.

8. When I _____ (clean) the piece I _____ (drop) it by mistake.
 9. I _____ (find) the missing file while I _____ (look) for some other documents.
 10. When Tim _____ (arrive), we _____ (tell) him what had happened.

Contrasting past and present

Used to

describes habits, repeated actions, states in the past and there is no equivalent form in the present, e.g.:
I used to be very good at mathematics.
I always used to do my homework.
Did you use to hold meetings every week?

not... any longer / not ... any more

these phrases mean that an action or state was true in the past, but is not true now
*I used to go to the gym every day, but I don't do sport **any more**.*
*She **used to** have really long hair in childhood, but she **doesn't any longer**.*

10.24. Choose the correct variants to complete the sentences (There may be more than one correct variant):

- 1 I ... to love history and languages.
 A wasn't use B didn't use C use D never used
- 2 He is not a commuter any more, and now he spends less time on travelling to work than he
 A used to B was using to C uses to
- 3 I ... during exams.
 A never used to cheat B am never used to cheat C never used to cheating

10.25. Underline the correct words. This exercise includes examples of the past perfect, *used to*, the past simple and past continuous.

1. While I *looked/was looking* for my keys, I suddenly remembered I *left/had left* them at home.
2. In those days the unions *used to/had used to* go on strike whenever there *was/was being* a problem.
3. After they *were buying/had bought* the company, they *started/were starting* to make a lot of people redundant.

4. Jack *used to have/was having* a Mac, but then he *used to change/changed* to a PC.
5. I asked about my package in reception, but they *said/were saying* that it still *hadn't arrived/wasn't arriving*.
6. I was sure that I *used to lock/had locked* the door to my office last night, but it *was/had been* open this morning.
7. I'm sure that the winters *used to be/had been* colder when I was a child. I remember that we *used to walk/were walking* to school in the snow every winter.
8. I *had gone/went back* to the restaurant to look for my umbrella, but *found/was finding* that someone *took/had taken* it.
9. When George *saw/was seeing* Diane at the seminar, he *knew/was knowing* that he *met/ had met* her somewhere before.
10. While I *had/was having* breakfast I *looked/was looking* at the financial pages to see the share prices. I *saw/was seeing* that my original investment *grew/had grown* by over 40%.

10.26. Complete the sentences with the best form of the verb in brackets. In each sentence one verb will be in the past simple and the other in the past perfect.

1. After she *had made* (make) a few notes, she *started* (start) writing the introduction to the Annual Report.
2. Gary _____ (be sure) that he _____ (set) the alarm before leaving the office.
3. I _____ (call) my wife on my mobile because the meeting _____ (still not office).
4. Once I _____ (speak) to him, I _____ (realise) there had been a misunderstanding.
5. After Jill _____ (give) her first presentation, she _____ (feel) much less nervous.
6. Before Edite _____ (become) Michael Edward's personal assistant she _____ (already work) in the company for two years.
7. I _____ (not see) the figures before the meeting, so it _____ (put) me at a disadvantage during the discussion.
8. Sorry it took so long. I _____ (have to) go down to the store room because we _____ (run out of) paper for the photocopier.
9. The rain _____ (stop) by the time I _____ (get out of) the taxi.
10. I _____ (be) surprised to find that she _____ (already leave).

Additional reading

Maximizing reviews to attract travelers

Topics that interest all kinds of accommodation providers.

Do travelers consider reviews on TripAdvisor before making a reservation? Why should hoteliers and professionals from the hospitality industry embrace reviews on TripAdvisor to drive business? How to maximize reviews? What is the secret sauce for attracting travelers from a hotelier's perspective?

Highlighting the Power of Automation

An automated review collection strategy using tools like Review Express integrated with a PMS can help hotels increase the number of reviews a hotel receives. Automation allows an independent hotel to 'Set it and Forget it' so that they can focus on improving guest satisfaction, responding to reviews and marketing. There are some advantages of using private surveys in combination with Review Express.

The question and answer round

- What do you think personally is more valuable for a hotel manager – review on TripAdvisor or the personal survey?

- They both have value for different reasons: I think the reviews allow guests to comment on the things that are important to them and the surveys allow the innkeeper to ask focused questions to optimize a specific part of the service.

- Does Review Express work with a Legacy PMS?

- Well, in the ideal scenario, Review Express can be automated with a Cloud PMS. With a legacy system, in our experience, it can be very complicated; you may need to update your system in order for it to work, etc. So I would say the ideal solution is to use a Cloud PMS and that's why we're working closely with Hotelogix.

- Will the number of reviews increase my hotel's ranking on TripAdvisor? What are the factors that can increase my ranking?

- The number of reviews itself will not increase your ranking. As John and I mentioned during the webinar- the recency, the quantity and the quality; all go into increasing a hotel's ranking. These are not the only factors, but are very important.

- How do you respond to bad reviews?

- First, I try to correct the source of the problem so that it doesn't create more bad reviews. Then I acknowledge the guest's point-of-view, apologize for the issue and accept responsibility for every part of the situation that we own. Most of the time, I think a guest just wants to make sure that they have

been heard. Often our best guests will let us know we have dropped the ball privately rather than using a public forum.

Hotel Managers, Please Ensure That Your Guest Reviews Stay Fresh

It's no secret that reviews play a vital role in attracting guests to your hotel today. A large proportion of guests check a hotel's ratings and read what others have to say about it on TripAdvisor before making a reservation. So it's no surprise that properties with a larger number of positive reviews stand a better chance of selling out.

But like with anything in the world, too much of a good thing can turn out to be harmful. Leery reviews have been overloading the TripAdvisor profiles of a number of hotels, with many of them posted by suspicious profiles. These kind of reviews can seriously impair the hotel's image as well as the credibility of the region's industry. But the problem goes deeper. In addition to fake profiles, sometimes hotel managers themselves get their friends and other people to post positive reviews of themselves and negative reviews to defame competitors.

Users place a lot of value in online reviews and almost always go by the recommendations of others. With it becoming increasingly hard to tell legitimate reviews from the illegitimate ones, TripAdvisor have improved their filtering parameters to try and clear out the fake reviews.

There are plenty of straightforward methods hotels can employ to boost their reviews without having to resort to such harmful practices. Here are some of the best ways to improve your property's rankings, recommended by TripAdvisor themselves –

Maintain An Up-To-Date Calendar:

Incomplete calendars inhibit your property from optimizing its available inventory and could be costing your hotel bookings. An up-to-date calendar saves time for your front desk staff, who are don't need to go through the trouble of pulling up dates to check their availability.

Ensure Rate Accuracy:

Few things turn off travelers more than outdated or incomplete rates. TripAdvisor takes several things about a property into account while ranking, and a property that updates its rates regularly is often preferred to one that doesn't.

Provide Plenty Of Photos:

They say a picture is worth a thousand words and indeed, surveys have indicated that guests will often visit a property's own website to take a look at its pictures. Make sure that your property's profile is regularly updated with

pictures of all the amenities, rooms, restaurants – even pictures of the locality if possible!

Simple & Clear Descriptions:

As we saw in the previous point, guests often visit a hotel's website after seeing it on an OTA. They do this to learn more about the property, so it makes sense to fill up your TripAdvisor profile with a few paragraphs describing the various features and amenities provided.

Mention The Precise Location:

Display your property's exact location – location and map were rated by travelers as the most important part of a listing. Failure to do this could cost you a lot of bookings, especially bookings by travelers searching in your area.

Nobody knows about all the effort your property goes through to ensure a great guest experience for its travelers, except you. So it only makes sense that you try to make the most of their satisfaction by asking them to write a review about your property, doesn't it? With a well-integrated PMS and an emailing tool, guests will receive a review request after they've completed their stay – they'll even receive a reminder after 2 week if they happen to forget to do so!

The Importance of TripAdvisor Reviews for an Independent Hotel

As a small independent hotel, reviews are an increasingly important part of the customer journey for my guests ~ nearly all of whom find us online because we have no front desk or street signage. Our brand is likely unfamiliar to our potential guests, especially as we compete against large international flags and million dollar marketing budgets, so for more than 9 in 10 of them, an online review is almost as valid as a personal recommendation. Word-of-mouth is still the most popular way of recommending a local business, but the above statistic highlights the value of a positive review. Improving customer experience and conversions are the main purpose of user reviews, but don't forget the considerable SEO benefits of fresh, unique content for search engines to index. Search engine spiders like unique content that is regularly updated, and user reviews serve this purpose as well as they serve to endorse my business. Reviews are a big deal on Google now, too, and user experience data is crucial for the way you manage your site. Sending an email after a guest has checked out to ask for a review works extremely well for us. Immediately after our guests have experienced our hotel, and while the experience is fresh in their mind has proved for us to be the best timing to induce a response. TripAdvisor is such a well-established online travel research site that hotel owners should just assume customers will consult it before booking. One way to keep them on site is to provide TripAdvisor reviews on landing pages, with an average rating and a link to read reviews. However, trust comes with a caveat. There is almost a 50/50 split in what drives trust for the majority of our guests. For one half, this

trust will only be granted if there are multiple reviews to read. For the other half, this trust is dependent on the reviews being authentic. In our case, quality is more important to us than quantity. The subject of fake reviews has had a lot of news coverage and is clearly in the consciousness of the average consumer. It's likely that they will only become more discerning in their trust of reviews as this issue becomes more prevalent in the media.

What your independent hotel can learn from a group property's booking strategy

One of the biggest changes that the hotel industry has seen in the first half of 2016 is the number of hotel chains that are aggressively promoting direct bookings. Hotels like Accor, Hilton, Marriott, Hyatt, Choice and Wyndham have given a huge facelift to their loyalty programmes over the last year and are driving direct bookings.

But does direct booking truly help a hotel? Isn't it better to be present in numerous booking sites and depend on OTA's? Well the numbers speak for themselves; Hilton Hotels launched a campaign called 'Stop Clicking Around' to promote direct bookings on their website and in the first quarter of 2016 alone, their revenue grew from \$2.6 billion last year to \$2.75 billion this quarter. That says it all.

If this may work for the bigger chains, then what about the independent and smaller hotels? How do they compete?

It truly isn't rocket science; by implementing a few changes in their marketing and business plans, independent hotels can also drive direct bookings:

1. Create a strong online presence – your clients and prospective clients should not have to look hard to find you online, because frankly they really don't have the time. Ensure your website has the right SEO's and key words so that it pops up on the search engines.
2. Create a user friendly website so that once on your page, users don't need to spend a crazy amount of time figuring out how to book.
3. Ensure that your website is mobile friendly because majority of online booking is now done via the smartphone.
4. Get the right pricing – check that the hotel rates correlate with the demand patterns and have a smart revenue management plan in place.
5. Promote your brand online via social media, banner ads, blogs etc. Organic clicks can increase by 27% when brand ads are present.
6. Offer an incentive to guests to book directly with the hotel – special discounts, free Wi-Fi, and complimentary breakfast. Get creative; this can even be an opportunity to upsell another point of sale at the hotel.
7. Capture the guests data and interact with them via social media, concierge apps etc. Communicate with them if they haven't completed their booking. Acknowledge that you are listening to them and their feedback.

8. Implement a cost effective distribution system A system like Hotelogix can help hotels manage their pricing depending on the demand and forecast, it can integrate bookings directly on their website and FB page with a single point dashboard. This would truly be an extremely handy tool in driving direct bookings.

The steps mentioned above are cost effective and easy to implement. If independent hotels consider adapting to the above mentioned changes then they can divert a lot of their bookings directly to their website and thus increase the hotels revenues.

Optimizing a hotel's website for direct bookings

It's common knowledge that the majority of bookings being made around the world today come from the internet, and the overwhelming majority of these online bookings are made on OTAs. We even know the reason for this – guests prefer to book on OTAs. But why's that?

Some will mention the convenience – online agencies allow guests to compare rooms from dozens of properties in the region – while others believe it's the best price guarantee that many offer. However, a key component of an OTA's success online is the website's optimization. Without a well optimized site, no matter how many rooms are available or how low the prices are, guests aren't going to be able to find them. And when they do, they're not going to stick around forever waiting for a page to load.

OTAs do indeed dominate the online booking landscape – but the reason they're so popular is because they give a lot of importance to website design and optimization. Robust website architecture is the primary catalyst for driving more traffic, and the online agencies take their brand websites very seriously. It's about time independent hotels displayed the same commitment to their online presence!

Let's break it down – there are two main areas where optimization makes all the difference:

Optimization for traffic

In order to generate more revenue through the hotel's direct booking website, the site should be configured so guests can find it easily. Search engine optimization plays a primary role in attracting more bookings to the site – and hoteliers do need to invest a little effort in implementing various strategies. Proper use of keywords, backlink building and other SEO strategies are fundamental to establishing a basic online presence, but they're not enough today. Modern Google algorithms scout websites for relevant information and fresh content, so hotels need to ensure that pages are filled with quality content and updated regularly – a blog is a great way to do this. Social media profiles

also contribute to search engine ranking, but simply being ‘present’ on all channels isn’t going to make a difference. Managers need to ensure that all social media pages are regularly engaging audiences – competitions and other interactive activities are a great way to go about achieving this. Improving page rank and site authority is not an overnight process, it can take weeks to months before managers begin to see results. But the long-term stability it provides is certainly worth it.

Optimization for conversion

After site authority and a fairly good ranking has been established, the next part of this process becomes more crucial – although ideally it would be best to optimize a site for both, traffic and conversion simultaneously. The reason being attracting a large volume of traffic is pointless if the hotel’s website isn’t properly optimized to convert visitors into customers. A long loading time is going to drive visitors to other competing sites or OTAs – internet users aren’t exactly well-known for their patience!

A reliable booking engine integrated to a payment gateway is perhaps the most important part of the site – any issues here directly impact the property’s revenue. Site designers must make sure that clear call-to-actions are displayed prominently and that everything the property has to offer is covered. Although many state that the ‘billboard’ effect is dead, it’s always preferential to have all information regarding the property available for any customers who do trickle down from the OTAs.

Establishing a robust online presence through your hotel’s website is by no means a simple task – optimization is a science and it can take a while before managers figure out what works best for their property and region. Having said that, the OTAs have done it and we know it works. So there’s really no question about its significance.

PROGRESS TEST 3

Task 1

Choose the correct variant:

1. Jack _____ (live) in Wales for the past 15 years.
a. has lived b. lives c. lived
2. Janet _____ (work) for Smith& Co before she came to work for us.
a. works b. worked c. has worked
3. – _____ (newspaper/arrive)? Yes, dad is reading it at the moment.
a. Did the newspaper arrived
b. Does the newspaper arrive
c. Has the newspaper arrived
– Dad, _____ (you/finish) reading the paper yet?

- a. did you finish
 b. are you finishing
 c. have you finished
4. I would love to visit Prague sometime. Unfortunately, I ____ (be/never) there.
 a. have never been b. was never c. will never be
5. Peter ____ (play) tennis for five years when he ____ (be) at university.
 a. has played - was
 b. played – was
 c. has played - has been
6. I ____ (work) in Italy for 5 years. I ____ (begin) work as soon as I arrived.
 a. work - began
 b. have worked - have begun
 c. have worked – began
7. When Jack was at school, he ____ (learn) to play the saxophone. He ____ (play) it ever since.
 a. has learned - has played
 b. learned - has played
 c. learned – played
8. Could you give me some advice? I ____ (buy) this sweater at Macy's. Do you think I should take it back?
 a. bought b. have bought c. buyed
9. Maria lives in Boston. Before she ____ (move) here, she ____ (live) in Seattle for three years.
 a. moved - has lived b. moved – lived c. has moved – lived
10. Peter ____ (go) to Paris last year. That means that he ____ (be) to Paris three times!
 a. went - has been b. went - was c. has gone – was
11. Just a moment! I ____ (not think) of a good idea yet!
 a. haven't thought b. didn't think c. don't think
12. How long ____ (you/live) there before coming here?
 a. have you lived b. did you live c. do you live
13. She ____ (write) the email but doesn't know how to send it.
 a. has written b. writes c. is written
14. I ____ (just/have) something done to my hair. Do you like it?
 a. have just had b. just have had c. just have
15. Hurry up! The concert ____ (begin) and we are late.
 a. begins b. has begun c. began
16. Where ____ (you/find) that book? - I ____ (find) it in the library.
 a. have you found - have found
 b. did you find - found
 c. did you find - have found
17. He ____ (leave) the house a few minutes ago.

a. was left b. left c. has left

18. I _____ (not know) you _____ (be) here! _____ (you/be) here long?

a. haven't known - were - Have you been

b. didn't know - were - Have you been

c. didn't know - have been - Have you been

19. I'm tired. I _____ (not get) much sleep last night.

a. haven't got b. didn't get c. wasn't get

Task 2

Open the brackets:

A

– I (1)_____ (study) English for some years when I entered the University. Every day I (2)_____ (spend) two hours on English.

– _____ you (3)_____ (learn) it perfectly yet?

– Not yet, I (4)_____ (not speak) like a native speaker. I (5) _____ (practise) English when I (6)_____ (go) on a visit to England last summer.

B

When I came into the classroom at 10 o'clock, my colleagues (7) _____ (discuss) an interesting event. Now it is 10.30– we still (8) _____ (talk).

How long (9) _____ we _____ (do) it, I wonder? I hope, we (10) _____ (finish) by 11.30 when the class is over.

Task 3

Open the brackets using Past Simple, Past Continuous, Present Continuous, or Present Perfect:

1. How many times you _____ (be) to Lviv?

2. At last I _____ (translate) this text: now I'll have a little rest.

3. We _____ (go) to the country yesterday, but the rain _____ (spoil) all the pleasure.

4. My watch was going in the morning, but now it _____ (stop).

5. The class _____ (not yet /begin) and the students _____ (talk) in the classroom.

6. She just _____ (go out).

7. She _____ (leave) the room a moment ago.

8. When it all _____ (happen)?

9. The morning was cold and rainy, but since 10 o'clock the weather _____ (change) and now the sun _____ (shine) brightly.

10. Show me the dress which you _____ (make).

11. Oh, how dark it is! A large black cloud _____ (cover) the sky.

12. Close the window! Look, all my papers _____ (fall) on the floor because of the wind.
13. When you _____ (open) the window?
14. At last I _____ (do) all my exercises: now I'll go outdoors.
15. The rain _____ (stop) but a cold wind is still blowing.
16. He _____ (come) a moment ago.
17. I _____ (not see) him since 1997.
18. How many mushrooms you _____ (gather)?
19. Where you _____ (put) the newspaper? I want to read it but cannot find it anywhere.
20. You _____ (read) all the books on this shelf?
21. Why you _____ (put) these things in the wrong place?
22. Why you _____ (leave) the door open? You will catch a cold sitting in the draught.
23. "We _____ (not meet) for such a long time!" said my friend. - "Yes, and we both _____ (grow) old".
24. He _____ (be) ill last week, but now he is quite well.
25. She _____ (go) to bed at 10 o'clock yesterday and at half past ten she _____ (sleep).

Task 4.

Underline the correct words.

1. When I got/*was getting* home, I heard/*was hearing* your phone message.
 2. When I was at Norcom I used to claim/*was claiming* all my travel expenses.
 3. When the computer crashed/*was crashing* I printed out/*was printing out* last month's figures.
 4. While the plane took off/*was taking off*, I started/*was starting* to feel unwell.
 5. We wanted/*were wanting* a reliable firm, so we chose/*were choosing* Phillips.
 6. We used to have/*were having* an office in Latvia and Lithuania, but then we combined/*were combining* all our Baltic operations at our Estonia office.
 7. When I arrived/*was arriving* at the office Jan waited/*was waiting* for me.
 8. The door was open so I knocked /*was knocking* and came/*was coming* in.
 9. They argued/*were arguing* about the merger when he suddenly lost/*was losing* his temper.
- When I was/*used to be* in London last summer I visited/*was visiting* a different museum every day.

11. TRAVELLING AND TOURISM

Why do people travel?

Key vocabulary

to face problems
to enjoy the beauties of nature
to be satisfied with your trip
hiking
to find smth attractive
cycling holidays
a waste of smb's time
to be destroyed by tourism
to rescue
to take vacations in winter time
a change of scene
to go on a round the world trip

Activities

Kitesurfing Kayaking Canoeing Rock Climbing Trekking Sailing Jetskiing	Skiing Windsurfing Wakeboarding Paddleboarding Swimming Sunbathing Sightseeing
--	--

Places to Visit

Amusement Park Museum Art Gallery Cinema Water Park Aquarium Beach	Restaurant, Bar Nightclub Miniature Golf, Crazy Golf Island Animal Sanctuary National Park Zoo
--	--

Describing Places

Invigorating	Crowded	Picturesque
Enervating	Busy	Cute
Fascinating	Bustling	Gorgeous
Energetic	Trendy	Pricey
Fast	Touristy	Over-Priced
Vibrant	Modern	Upmarket
Lively	Historic	Cosmopolitan
Exciting	Old-Fashioned	Metropolitan
Packed	Outdated	Neopolitan

11.1. Discuss the questions.

Travelling and tourism

1. Why is travelling so popular with people? What problems do they face before holidays start?
2. Do people go travelling only to enjoy the beauties of nature?
3. What do people expect to see and to learn when they go travelling?
4. What impressive places of tourist attraction in our country can you name?
1. What makes you be satisfied with your trip (tour)?
6. When do travellers have an enjoyable time while making a tour? What does it depend on?
7. Is every time one travels exciting? When is it (is it not)?
8. Why is hiking attractive? And what about hitchhiking? Can it be dangerous?
9. What do you think of cycling holidays? At what age do people usually find them attractive?
10. Is tourism a waste of everybody's time?
11. What would happen if everybody stayed at home instead of travelling?
12. Can you think of places in your own country which have been destroyed by tourism?
13. What could be done to rescue them?
14. How could people be educated to be good tourists?
11. Give your opinion to the statement: Holidays are such a waste of time, sitting on the beach, making sand pies, when you could be at home doing some interesting hobby.
12. Why do some people like to take vacations in winter time?
13. Why is a change of scene so important for a good holiday?
14. Is comfort very important to you?
15. Would you go on a round the world trip if you won a lottery?

11.2. Answer the questions:

Exploring the world

1. Which places would you most like to explore? Why?
2. Where is this place?
3. What is this place like?
4. Do you think many tourists go there?

11.3. Work in pairs and discuss the meaning of the following phrases:

to have itchy feet;
an independent traveler;
to wander;
to be bitten by the travel bug;
to explore places;
to experience culture shock;
to be homesick

11.4. Read the personal story and do the tasks that follow.

I was about 25 and I'd been with the same company for five years. A friend showed me his photos of an amazing holiday he'd had in Central America. One photo in particular, really struck me. It was when we went diving and saw the most beautiful fish you've ever seen! I began to have itchy feet and wanted to leave work and do something exciting. I'd never been out of Europe before then and I was a bit worried about going straight into uncharted territory! I mean, I didn't know anything about countries so different and far away from mine. So, I decided to go to Spain first, to learn a bit of Spanish and get used to being away from home. I went as an independent traveller on my own, because I really wanted to do it all by myself. I spent a month wandering around the town where I was leaving, learning Spanish and loving every minute! I was bitten by the travel bug then and wanted to explore lots of other places. About six months later, after saving up some money, I went off to Guatemala, feeling very confident and pleased with myself. The first two months were difficult and I experienced real culture shock, I think. It seemed that everything was different. Lots of things went wrong, too, like I was robbed twice, I couldn't find anywhere to live and I was really homesick and missed my family like mad. So, I had a bit of a bumpy ride to start with, but after a while, I found a job teaching English, made some friends and started to really enjoy myself. In fact, I grew to love it so much I stayed there for three years!

11.5. Answer the questions.

1. What gave Kate the idea to travel?

2. Why did they go to Spain?
3. How did she feel when she first got to Guatemala? Why?
4. How did she feel later?

11.6. Complete the expressions.

1. I began to have _____ feet and wanted to leave work.
2. I went as an _____ traveler, on my own.
3. I spent a month _____ around the town.
4. I was bitten by the travel _____ and wanted to explore lots of other places.
5. The first two months were difficult and I experienced real _____ shock.
6. I was really _____ and missed my family like mad!

11.7. Work in pairs and discuss the questions.

1. Why do you think people are bitten by the travel bug?
2. Do you ever have itchy feet? Give details.
3. How do you feel about exploring a place/country as an independent traveller?

LANGUAGE PRACTICE

Ways of expressing future actions

➤ **be going to V** – plans and intention about the near or the more distant future:

Richard says he's definitely going to be a lawyer one day.

➤ **Present continuous** – fixed arrangements in the near future:

What are you doing tonight? I'm seeing in my relative at the station.

➤ **Present Simple** – timetables, programmes, curricula:

The trains arrives in Kiev at 19.15.

We study macroeconomics next semester.

➤ **Future simple (will + V)** – to talk about things that we think will happen without any special plan or arrangement, or on-the-spot decisions:

I know I'll forget it if I don't write it down. (=I predict this future fact)

Note:

Will meet you at the station? (= asking about a future fact)

Shall meet you at the station? (= an offer)

Will we have dinner at the hotel? (= asking about a future fact)

Shall we have dinner at the hotel? (= a suggestion)

11.8. Match the halves of the sentences:

I'll tell you all about it _____ if you want to pass your English exam.

I'll see you at the cinema if you don't go to bed soon.
 You'll be tired tomorrow if you can make it.
 You'll have to work hard if I take the train.
 I never get here on time if you have the time.
 Butter melts if you buy books from my site.
 I'll be very pleased if you leave it out in the sun.

11.9. Cross out the word or phrase which cannot complete each sentence correctly.

1. The course is *due/going/planning* to start on the 2nd March.
2. I'll tell him as soon as *he gets back/he'll get back/I can*.
3. Are you *due/going to/planning to* take your holidays soon?
4. We're *hoping/planning/thinking of* to go to Greece for our holiday this year.
5. Can you phone me back before *six o'clock/you leave/you will leave*?

11.10. Open the brackets:

- ... we ...(go) to the beach tomorrow?
- Well, I'm working in the morning, but I ... (phone) you when I ... (finish).
- Shall we ask Ben and Linda to come with us?
- Yes. I ... (see) Linda at work in the morning, so I ... (ask) her then.
- If they ... (want) to come I ... (pick) you up from work and we can all go together.
- Great! Just think, we ... (swim) in the sea this time tomorrow! I can't wait.

11.11. Complete the sentences by putting the verbs in brackets into the most appropriate future form. Choose between *will*, *going to* and the present continuous.

1. Have you heard the news? Vivendi *is going to buy* _____ (buy) Seagram.
 2. I _____ (meet) Andrea at nine next Thursday morning outside the station.
 3. I've just had a call from Richard – he _____ (be) late.
 4. Next year _____ (be) the company's centenary year.
 5. This taxi driver is terrible. He _____ (have) an accident.
 6. In the future video-conferences _____ (probably replace) many international meetings.
1. We _____ (test) the new machine sometime next week.
 2. I _____ (go) to Manchester on Friday.
 3. Would you mind waiting for a moment? I _____ (not be) long.

11.12. Underline the correct answers.

1. Wait for me. *I'll be*/*I'll have been* ready in a moment.

2. We'd better wait here until the rain *stops/will stop*.
3. That looks very heavy. *Will I/Should I* help you?
4. We finish the course tomorrow so *we're going out/we go out* for a drink.
5. I've just heard the weather forecast, and *it's/it's going to be* sunny tomorrow.
6. A: Do you want me to phone them?
B: No, it's all right, *I'll do/I'm doing* it.
7. Please don't leave until I *come back/will come back*.
8. Julie won't be here next week. *She'll work/She'll be working* at our other office.
9. The flight attendant is calling us. I think *we will/we're going to* board the plane.
10. *They'll probably/They probably will* cut back the training budget next year.

WHEN clauses

We do not use **Future** (will) in a time clause to describe future activities.

Call me as soon as you get there.

We take a hike every time he visits.

The moment that he arrives, we will have some lunch.

Whenever I've got some spare time, I call my friends.

Compare:

<i>I'll come back home and I'll do it.</i>	<i>I'll do it when I come back home.</i>
<i>You will push this button and the door will open.</i>	<i>As soon as you push this button the door will open.</i>
<i>Don't stand up. First I'll tell you.</i>	<i>Don't stand up till (until) I tell you.</i>
<i>You'll need my car. Take it.</i>	<i>Whenever you need my car you can take it.</i>
<i>You'll tidy up the house and I'll do the shopping.</i>	<i>You'll tidy up the house while I do the shopping.</i>
<i>He will come and the lecture will begin.</i>	<i>The moment he comes the lecture will begin.</i>
<i>He is going to leave. The room will be empty.</i>	<i>As soon as he leaves the room will be empty.</i>
<i>We are moving next week. Then we'll call you.</i>	<i>When we move next week we'll call you.</i>

Present Continuous in time clauses.

<i>We are going to cut the grass. You'll pick the apples.</i>	<i>While <u>we are cutting the grass</u> you'll pick the apples. (two activities are simultaneous)</i>
---	--

Present Perfect in time clauses.

<i>I'll have finished my grammar exercises in</i>	<i>After I have finished my grammar exercises</i>
---	--

<i>ten minutes. Then I'll go out.</i>	<i>I'll go out.</i>
<i>They will have repaired our car by the weekend. And we will go for a trip.</i>	<i>As soon as they have repaired our car we will go for a trip.</i>

Note:

If **when** introduces a noun clause which is the object of a verb, it is followed by a **future** tense.

I don't know (WHAT?) when she will arrive.

I can't remember (WHAT?) when the race will start.

You must decide (WHAT?) when you will meet them.

In all these sentences the question is: What? not When? (I don't know what, I can't remember what, You must decide what.)

11.13. Complete the sentences

I'll be ready as soon as you (be).

We'll stay here till she ...(return).

Please, call us when you ...(arrive).

I'm going to tell her before she ...(leave).

I don't know when the morning session ...(start).

He'll drive you there whenever you ...(need).

The moment summer ... here, the garden will be so beautiful! (be)

I am going to take the exam after I ...all these books. (study)

He will wait for you until you ...(be back).

Don't worry! I'll watch you while you ... in the lake. (swim)

11.14. Complete the sentences.

e.g. He is going to leave. The room will be empty. *The moment ...*

– *The moment he leaves, the room will be empty.*

1 He is seeing the doctor tomorrow. He will be all right. Soon after he ...

2 They are going to get married. They will live in Lviv. As soon as they ...

3 You'll be hungry. You can take anything from the fridge. Whenever you ...

4 You're going to change your job. You must tell my boss. Before you...

5 They will be waiting for me. They will have enough time to prepare it. While they ...

6 My mom is coming tonight. She will help us. As soon as my mom ...

11.15. Match the two halves of the sentences:

1

1 I'll do it as soon as	A you read advertisements.
2 I have to tidy the room before	B we are in Scotland.
3 He is going to stay in our flat while	C they have repaired my telephone.

4 I'll ring you up after	D you read her a fairy-tale.
5 You'll find some job when	E my mum appears.
6 She won't sleep till	F I have finished my first project.

2

1 I'll be with you while	A they are in Italy?
2 Eat your meal before	B it gets cold.
3 Are they going to visit Rome while	C the shop will open
4 Will you help me as soon as	D you are waiting for the train.
5 Will you recognize him the moment	E you have finished your work?
6 Do you know when	F you see him?

11.16. Join the sentences and use the words in brackets.

1. We'll get there. We'll send a message. (soon after)
2. I would like to finish it. It will get dark. (before)
3. We are going to have a rest. We'll be on holiday. (while)
4. He will not regret it. She'll move away. (until)
5. Can you water the flowers? We'll leave the house. (when) ...?
6. Get in touch with him. I'm going to write to him. (as soon as)
7. Come to see me. You'll feel alone. (whenever)
8. I will find the opener. I will open the bottle. (the moment)
9. We will go to the shop. We will be walking the dog. (while)
10. I'll have finished my lesson by noon. I'll come round. (after)

11.17. Open the brackets:

1. He will wash up before he _____ (to go) to bed.
2. When it _____ (to get) cold I 'll light the fire.
3. When the Queen _____ (to arrive) the audience will stand up.
4. She _____ (to give) the children their dinner before he comes home.
5. I will pay you when I _____ (to get) my cheque.
6. She _____ (to stay) in bed till the clock strikes seven.
7. He'll have to behave better when he _____ (to go) to school.
8. She will go on until he _____ (to tell) her to stop.
9. The lift _____ (not start) until you press that button.
10. When he _____ (to return) I'll give him the key.

11.18. Complete the sentences with the words in the box:

as soon as before if unless until

1. The bus won't arrive _____ after midnight.
2. She'll be delighted _____ she gets the job.
3. I want to finish my homework _____ I go out.

4. _____ he gets home, I'll tell him the good news.
5. We're going cycling, _____ it rains of course.

12. Cultural differences.

12.1. Look at the title of the text below.

What do you think the title of the text means?

12.2. Read the text quickly and match the headings (a-c) with the paragraph (1-3).

- a Being polite
- b Travel and transport
- c Eating out

One language - three cultures

One thing that the British, the Americans and the Australians have in common is their language: they all speak English. But, if you're a tourist in one of these places, you'll find there are many differences ... and not only in the language. Have a look at our essential survival guide.

1 _____

You want to know how to be polite wherever you are. It's common for people to queue (UK/Aus) and stand in line (US) at bus stops and in shops - so don't push to the front. Don't be surprised to hear English people saying 'sorry' a lot - even if it's you who steps on their foot. It's best just to say 'sorry', too. And in the US, when every shop assistant asks 'How are you?' it's polite to answer 'I'm good, thanks'. In Australia, it is a bit more informal, as most people greet each other with the traditional Australian 'G'day'.

2 _____

As a visitor in a new country, you try new food and go to different restaurants. You'll soon learn the differences in various kinds of food and drink, such as French fries (US) and chips (UK/Aus), and soda (US), fizzy drink (UK) and soft drink (Aus). Remember, too, about tipping: in the US, it is common to leave a tip of 18-20% of your check (US) wherever you go. In the UK and in Australia, most people leave a tip of about 12-15% of their bill (UK/Aus).

3 _____

In the UK, and in Australia, you drive on the left side of the road, but in the US, you drive on the right. Remember this is also important if you are a pedestrian. When you cross the road, check the direction of the traffic before stepping off the sidewalk (US), the pavement (UK) or the footpath (Aus).

12.3. Answer the questions.

1. How do you say 'to queue' in the US?
2. In the UK, what sometimes happens when you step on someone's foot?
3. What is a common way of saying 'hello' in Australia?

4. In which country would you hear 'I'd like a solda and French fries, please?'
5. In which country do people usually leave the biggest tip?
6. How do you say 'Can I have the bill, please?' in the USA?
7. Which side of the road do the Australians drive on?
8. Where does a pedestrian walk in the US?

12.4. Work in groups and discuss the questions.

- 1 Which information in the text do you think is the most useful for a visitors?
- 2 What other information do you think would be useful to know?
- 3 Do you know any other English words which are different in the UK, the US and Australia?

12.5. Read the tip and write the British English word for each of the American English words.

British and American English

It is a good idea to be aware of words which are different in British and American English. When you learn a word, try to find out if there are different words.

American English words: *apartment, cell phone, chips, cookie, elevator, gas, pants, purse, restroom, vacation*

British English words: ...

**Customs worldwide
Getting and giving gifts**

12.6. Talk about the custom of giving and getting gifts in Ukraine. Use the words below

a bow a gift a handshake a kiss a wave

12.7. Complete the sentences with the correct form of the verbs

bow, shake hands (with), kiss, wave, give a gift

- 1 In Japan, you should _____ using both hands.
- 2 In most countries, people _____ when they say goodbye.
- 3 In most Western countries, people usually _____ when they meet in a business situation.
- 4 In Asia, people usually _____ when they meet in a business situation.

5 In the UK, men don't _____ on the cheek when they meet in a business situation.

12.8. Work in pairs and discuss the questions.

- 1 Which of the customs from the exercise above exist in your country?
- 2 How do you usually greet your friends/your colleagues/your boss?
- 3 When do you give gifts to people (apart from birthdays)?

ADVICE FOR UK BUSINESS TRAVELLERS GIVING GIFTS

Japan

Unlike the UK, in Japan it is very important to give people gifts and it usually happens at the end of a visit. Pens are a good idea or something not available in Japan. Japanese people are generally quite superstitious, so if you give them flowers, avoid giving four or nine flowers as these are unlucky numbers.

China

Chinese people will probably refuse your gift several times, but it is polite to continue offering it to them. Do not give clocks to Chinese people as the Chinese word for 'clock' is similar to the word for 'death'.

Middle East

Give gifts of highest quality leather, silver or crystal. Remember to avoid alcohol and leather from pigs. South America Gift-giving is less formal in South America, but still an important part of the culture. Avoid leather, as many of the world's best leather products come from South America.

Australia, Canada, US and Europe

Gift-giving in these countries is informal and not always expected. However, it is polite to bring your host flowers, chocolates or wine when visiting their house. In some European countries, you should avoid red flowers (associated with romance).

12.9. General review of verb forms

This exercise is based on compositions written by students who were members of a multicultural class. Complete the sentences with the correct forms of the verbs in brackets.

Next week, when I ____ (*finish*) ____ (*take*) my final examinations, I ____ (*finish, also*) one of the best experiences I _____ (*have, ever*) in my lifetime. In the last four months, I ____ (*learn*) more about foreign cultures than I ____ (*anticipate*) before ____ (*come*) to the United States. ____ (*Live*) in a foreign country and ____ (*go*) to school with people from various parts of the world ____ (*give*) me the opportunity ____ (*encounter*) and ____ (*interact*) with people from different cultures. I ____ (*like*) to share some of my experiences and thoughts with you.

When I first ___ (*arrive*), I ___ (*know*) no one and I ___ (*need*) all of my fingers ___ (*communicate*) what I was trying to say in English. All of the international students were in the same situation.

When we ___ (*can, find, not*) the right word, we ___ (*use*) strange movements and gestures ___ (*communicate*) our meaning.

___ (*Know*) some common phrases, such as "How are you?", "Fine, thank you, and you?" and "What country are you from?", ___ (*be*) enough in the beginning for us ___ (*make*) friends with each other. The TV room in the dormitory ___ (*become*) our common meeting place every evening after dinner.

___ (*Hope*) ___ (*improve*) our English, many of us tried to watch television and ___ (*understand*) what the people ___ (*appear*) on the screen ___ (*say*), but for the most part their words were just a strange mumble to us. After a while, ___ (*bore*) and a little sad, we slowly began to disappear to our separate rooms. I ___ (*think*) that all of us ___ (*experience*) some homesickness. However, despite my loneliness, I had a good feeling within myself because I ___ (*do*) what I ___ (*want*) to do for many years: ___ (*live*) and ___ (*study*) in a foreign country.

After a few days, classes ___ (*begin*) and we ___ (*have*) another meeting place: the classroom.

___ (*know, not*) quite what ___ (*expect*) the first day of class, I was a bit nervous, but also ___ (*excite*). After ___ (*find*) the right building and the right room, I walked in and ___ (*choose*) an empty seat. I ___ (*introduce*) myself to the person ___ (*sit*) next to me, and we sat ___ (*talk*) to each other for a few minutes. Since we ___ (*be*) from different countries, we ___ (*speak*) in English. At first, I was afraid that the other student ___ (*understand, not*) what I ___ (*say*), but I ___ (*surprise, pleasantly*) when she ___ (*respond*) to my questions easily.

Together we ___ (*take*) the first steps toward ___ (*build*) a friendship.

As the semester ___ (*progress*), I ___ (*find*) out more and more about my fellow students. Students from some countries were reticent and shy in class. They almost never ___ (*ask*) questions and ___ (*speak*) very softly.

Others of different nationalities ___ (*be*) just the opposite: they spoke in booming voices and never ___ (*hesitate*) ___ (*ask*) questions, and sometimes they ___ (*interrupt, even*) the teacher. I ___ (*be, never*) in a classroom with such a mixture of cultures before. I learned ___ (*surprise, not*) by anything my classmates might say or do. The time spent ___ (*share*) our ideas with each other and ___ (*learn*) about each other's customs and beliefs ___ (*be*) valuable and fun. As we progressed in our English, we slowly learned about each other, too.

Now, several months after my arrival in the United States, I ___ (*be*) able to understand not only some English but also something about different cultures. If I ___ (*come, not*) here, I ___ (*be, not*) able to attain these insights into other cultures. I wish everyone in the world ___ (*have*) the same experience.

Perhaps if all the people in the world ____ (*know*) more about cultures different from their own and ____ (*have*) the opportunity ____ (*make*) friends with people from different countries, peace ____ (*be*) secure.

PROGRESS TEST 4

Verb Tenses Review

Task 1

Choose the correct variant:

- 1 You _____ tired tomorrow if you don't go to bed soon.
a. are b. were c. will be d. would be
- 2 Butter _____ if you leave it out in the sun.
a. melts b. melted c. will melt d. would melt
- 3 I _____ it very much if they gave the job to Mark.
a. don't like b. didn't like c. won't like d. wouldn't like
- 4 I never get here on time if I _____ the train.
a. take b. took c. will take d. would take
- 5 I wouldn't have met up with John if I _____ at home.
a. stayed b. stay c. would stay d. had stayed
- 6 You _____ work hard if you want to pass your English exam.
a. have to b. had to c. will have to d. would have to
- 7 I wouldn't get so angry with you if you _____ more work done.
a. get b. got c. will get d. had got
- 8 You _____ better English if you did more homework.
a. spoke b. will speak c. would speak d. had spoken
- 9 I'd have bought the bigger model if I _____ afford it.
a. can b. could c. will be able to d. would be able to
- 10 I _____ you at the cinema if you can make it.
a. see b. saw c. will see d. would see
- 11 I would never have believed it was possible if I _____ it with my own eyes.
a. didn't see b. won't see c. wouldn't see d. hadn't seen
- 12 You can't be good at sports if you _____ a lot.
a. smoke b. smoked c. will smoke d. would smoke
- 13 You _____ more work done if you planned your day better.
a. get b. got c. will get d. would get
- 14 I _____ you all about it if you have the time.
a. tell b. told c. will tell d. would tell
- 15 I'll be very pleased if you _____ books from my site.
a. buy b. bought c. will buy d. would buy
- 16 I'd have told you the news sooner if I _____ you.
a. see b. saw c. will see d. would see

- 17 I'd have helped you if you _____ me there was a problem.
 a. told b. will tell c. would tell d. had told

Task 2

Fill in the gaps with the appropriate verb tense form:

1. When I was in London I every day. 2. Look over there! Someone in the river. 3. I don't really want today. 4. Shall we go tomorrow? 5. It's no surprise he was tired. He the whole way across the lake! 6. It's no surprise he was tired. He the whole day! 7. I once a week since coming to Germany. 8. I think I every day on my holiday next month. 9. My friend was quicker than me. She already when I arrived at the pool. 10. Cats cannot	a) will swim b) have swum c) is swimming d) swam e) swimming f) had swum g) to swim h) had been swimming i) was swimming j) swim
11. I would like to learn 12. I don't enjoy 13. I in the sea every day since I was a child. 14. I in the lake yesterday. It was freezing! 15. Can your brother ? 16. A fish by moving its tail from side to side. 17. Why is your hair all wet? - I in the lake. 18. John was very tired last night. He all day. 19. John was very tired last night. He from England to France. 20. At this time next week I in the Pacific!	k) swam l) to swim m) swim n) had swum o) have been swimming p) had been swimming q) swims r) have swum s) swimming t) will be swimming

Task 3

Complete each sentence with a suitable time expression from the list below.

at on in when while/when
--

1. The computer crashed _____ *while/when* _____ I was loading up the new software.

2. _____ did you first notice the fault?
3. We sent you the invoice _____ the end of last month.
4. Central Europe was changing very rapidly _____ the nineties.
5. We sent the goods _____ the fifteenth. Haven't you received them yet?
6. _____ they raised interest rates the euro recovered against the dollar.
7. _____ she was checking the invoices, she noticed a small mistake.
8. The two companies merged _____ 1998.
9. We met _____ eight for a business breakfast.
10. What were you doing _____ I called you this morning?
11. We changed our advertising campaign _____ the beginning of the year.
12. I'll check my files and call you _____ the morning.

Task 4

Underline the correct or most appropriate answers.

1. *I'm waiting/I've been waiting* here for ages.
2. The markets *have had/had* a sharp fall last week.
3. The markets *have had/had* a sharp fall this week.
4. Wait a moment, *I've left/I left* the instruction manual in the other room.
5. *I've left/I left* the instruction manual next to the PC when I was using it earlier.
6. How long *are you working/have you been working* here?
7. Hurry up! How long *are you going/have you been going* to be?
8. We can't supply the goods because they *haven't paid/didn't pay* the deposit.
9. We couldn't supply the goods because they *haven't paid/didn't pay* the deposit.
10. I'm waiting for Sue. When *have you last seen/did you last see* her?
11. I'm waiting for Sue. *Have you seen her? / Did you see her?*

Task 5

Complete the sentences with a suitable time expression from the list below.

yet for often ever never already so far just always

1. I've lived in my city-centre flat since 1998. I love it there.
1. Thanks for the present! I've _____ wanted a Rolex!
2. I don't think I should drink any more. I've _____ had four beers.

3. Have you _____ been self-employed?
4. I've _____ heard that we've won the contract!
Congratulations everybody!
5. Hurry up! Haven't you finished _____?
6. Nina has worked in this company _____ over five years now.
7. I've _____ been white-water rafting before. It's an interesting experience!
8. I've _____ passed this building, but this is the first time I've been inside.
9. We've been very busy on the stand this morning, _____ we've given away over 200 brochures.

13. Customer service.

Develop Business Communication Skills

Welcoming Guests

13.1. Complete the rules for welcoming guests using the words in the box:

keep listen look thank greet make interrupt address

Smile when you (1) the customer.
..... (2) to what the customer is saying.
..... (3) eye contact, but do not stare.
Make sure you (4) interested
..... (5) the customer by name.
Do not (6) the customer.
..... (7) a reasonable distance from the customer, not too close and not too far
Always (8) the customer when appropriate.

Telephoning

Connecting someone – you answer the phone but it is for somebody else.

- Hello/Good morning/Good afternoon
- How can I help you?
- Who would you like to speak to?
- Hold the line, I'll put you through.
- One minute, I'll transfer you now.
- Let me see if Mr..... is available.
- One moment, please.

Introducing yourself – when you are calling.

- Daniel speaking
- This is TeraNova hotel, Ivan Shevchuk speaking.
- Could I speak to ..., please?
- Could you put me through to ..., please?
- I'm calling about ...

Taking a message for someone

- I'm afraid, the manager is not available at the moment. Can I take a message?
- The manager is in a meeting at the moment. May I ask who's calling?
- Would you like to leave a message?
- If you give me your phone number, Mr Johnson will call you back.
- Could I have your name, please?

Leaving a message for someone

- Please tell him that.....
- Could you please tell Mr. Davis I phoned?
- Could you give Mr. Davis a message, please?
- When do you expect him back in the office?
- Do you know when ... will be back?
- Could you ask Mr. Davis to call me back?
- I'll try again later / tomorrow.
- Maybe you could help me?

Don't understand the caller

- Sorry? / Pardon?
- Could you repeat that, please?
- I can hardly hear you.
- I didn't get that.
- I'm sorry, I didn't catch what you just said.
- Could you speak more slowly, please?
- Could you speak louder, please?
- The line is bad.
- My English isn't very good.
- Can you please spell that for me?
- How do you spell your last name?
- Let me repeat your information to make sure I got it right.

Putting somebody on hold

- Can you please hold?

Telling person you will call them back

- Will it be ok if I call you back in about 15 minutes?
- Can I call you back in about 30 minutes?

Asking for the caller's name

- Could I take your name, please?
- Who's calling, please?

Asking for someone

- I'd like to speak to Jim Smith, please.
- Could I speak to Jim Smith, please?
- Could I speak to someone who ...

Redirecting

- What is the best way to contact Jim Smith?
- Can you redirect me to Jim Smith?
- What is the best way to contact him?
- Can you direct me to someone who can help?

Leaving messages on voice mail

- Can you give me a call back when you have time? My number is ...

Thanks

- Can you call me when you are free? Just in case, my number is ...
- Can you call me at 555-4444 when you get a chance? Thank you.

13.2. Act out the following telephone conversation between two colleagues:

Conversation

- Sam speaking.
- Hello Sam. It's Tom Gray here. You remember we met last month at the Trade Fair? You talked about how you are always looking for new people to run the hotels you're building.
- Yes, I remember. How are you?
- Fine thanks. I'm calling because I'll be in London next week and I'd like to make an appointment to see you. I want to take up your offer to talk about the possibility of opening a new hotel in Edinburgh.
- Great. What day would suit you? I'm fairly free next week, I think.
- How about Thursday? In the afternoon? Could you make it then?
- Let me look now. I'll check my diary. Oh yes, that'd be no problem at all. What about 3 o'clock? Is that OK?
- Perfect. Thanks very much. It'll be good to see you.
- See you next week then.
- Right. Bye.

Investigating clients' needs.

Develop Business Communications Skills

Dealing with guests. Arriving and moving on

If you miss a flight, bus, transfer, train:

- *It seems I have missed my ... could you please book me onto the next available one?*
- *I've missed my ... is there any way of getting a refund?*
- *I've missed my ... could you please give me information about the next one?*
- *Could you please help me to rearrange my ...?*

When you're feeling unwell:

- *Excuse me, is there a first aid room here?*
- *I feel really unwell, is there someone who can help me?*
- *I'm suffering from ... do you have medical staff here?*
- *Do you have a first aid kit I could use please?*
- *I've injured my ... could you please help me?*

If there is something wrong with your luggage:

- *My suitcase has not arrived yet, where can I get it from?*

- *My luggage is missing, could you help me please?*
- *My rucksack has been damaged, what can I do about this?*
- *I cannot find my suitcase, where can I check please?*

Asking someone to translate:

- *Excuse me, do you speak English?*
- *Could you tell me what it says on that sign please?*
- *Could you translate this message for me please?*

Could you please ask this person to ...?

13.3. Match words from both columns

accommodation	booking service
car	bus
city	centre
connecting	desk
information	flight
rush	hour
scheduled	lounge
shuttle	rank
taxi	rental
transfer	service
transit	

13.4. Answer the following questions. The vocabulary from the exercises above might be helpful:

How long will it take to drive from the airport to the city centre?

What transport services are available from the airport to the city centre?

Where can you find a taxi?

How much will a taxi cost?

Where do the intercity buses terminate?

Where can tourists find information?

13.5. Work in pairs

Student A: you are the customer (invent booking details)

Student B: you are the car hire agent

Role-play the conversation following these stages:

Greeting

Ask name

Make special offer

Check booking details

Check insurance options

Check extras
Ask for payment
Check for any other requests
Explain collection arrangements
Say goodbye

13.6. Read the text and do the tasks that follow.

A great guest experience is the prerequisite to better revenue management

The importance of the guest experience has become paramount in today's modern hospitality setting – no longer do the evolved brands possess the undisputed pulling power they once had. Today's guests are mainly comprised of young travelers who belong to the millennial generation and they're a lot more open to new experiences. Millennial travelers also seem to prefer independent properties over the conventional international chains, as these hotels provide them with a more intimate experience of living in the city. But perhaps one of the greatest facets of millennials is their willingness to accept a more subsidized room with fewer amenities for a lower price. But only as long as the guest experience isn't compromised – millennials do expect good service and convenience.

Unlike the large multi-property chains, independent hotels often have a smaller employee strength with individuals usually undertaking multiple responsibilities. Optimizing the property's core operations and simplifying tasks can have far-reaching positive repercussions on the staff's ability to cope with tasks as well as guests. That's where a cloud-based property management system (PMS) comes in and helps organize, even automate processes – the benefits of better management trickle down to the guest level, too.

Decrease human errors. No matter how meticulous people are, errors are always bound to creep in. Automation of sensitive tasks such as night auditing can go a long way in eliminating mistakes – even a small error can quickly be compounded to wreak havoc on a hotel's books. Seamless generation and consolidation of folios also prevents mix-ups during billing, avoiding potentially awkward situations.

Integrate seamlessly to channels. Online bookings have quickly grown to become the dominant source of bookings for hotels around the world and with millions of reservations being made on OTAs, it can get hard – even impossible – for hotels to accurately update inventory every time a booking is made. Ensuing double-bookings can be extremely unpleasant for guests as well as the hotel. With a cloud-based PMS, this issue is nullified.

Save valuable staff time. With mundane, daily activities like night auditing and reservation organization automated by the PMS, the staff have a lot

more free time to devote to guests and their needs. This is especially beneficial for independent properties that don't have the capital to invest in the kind of manpower that large hotels boast.

Increase revenue with direct bookings. Hotel booking websites are the optimal sources of revenue for properties as they come without unwanted commissions. With a robust booking engine, hotels can provide guests with a streamlined booking experience that encourages more guests to book directly on the hotel's website in the future. Not only does this add more to the bottom-line, it can also help build loyalty by implementing a good direct booking strategy

An increasing number of hotels around the world are growing more aware of the changing trends in hospitality, and are modifying their approach to better cater to today's young generation of travelers. Independent hotels that continue to ignore the needs of millennials could be making a very costly mistake – ensure that your property isn't missing out on a great, long-term revenue stream.

13.7. Match the equivalents:

- | | |
|--------------------|---------------------------------------|
| 1. tacet | a) знати, усвідомлювати |
| 2. repercussion | b) передумова |
| 3. to cope with | c) аспект |
| 4. to trickle down | d) обслуговування |
| 5. meticulous | e) людський |
| 6. seamless | f) модернізований, добре налагоджений |
| 7. seamlessly | g) вплив |
| 8. mundane | h) справлятися із |
| 9. streamlined | i) ретельний |
| 10. conventional | j) безперервний |
| 11. to be aware of | k) безперешкодно |
| 12. cater | l) крапати |
| 13. prerequisite | m) прискіпливий |

13.8. Write True (T) or False (F)

1. Today guests are mainly comprised of middle- aged travelers
2. Millennial travelers also seem to prefer conventional international chains
3. Hotel booking websites are the optimal sources of revenue for properties as they come with unwanted commissions
4. No matter how meticulous people are, errors are always bound to creep in
5. An increasing number of hotels around the world are growing more aware of the changing trends in hospitality

13.9. Answer the questions:

1. Has the importance of the quest experience become paramount in today's modern hospitality setting?
2. What are today's quests mainly comprised of?
3. What do millennial travelers prefer?
4. What is one of the greatest facets of millennials?
5. What can decrease human errors?
6. What can save valuable staff time?
7. What are the optimal sources of revenue for properties?

14. Timetables and schedules. Asking for information.

Making a booking is easy enough

Making a booking in English does not have to be complicated. In fact, if you keep the information concise, you will find it easy to **reserve seats, a room**, or a table!

Think about what you want to book (a ticket, a room, a table, seats for a comedy, etc.), how you would start a conversation, ask questions for more information. Make a list of the different aspects you are interested in. Make up a talk.

Starting the conversation

I'd like to.....

- book a double room (for two nights from Monday 2 August to...)
- book a table (for two at 9 pm tomorrow night)
- book a flight (from London to Paris on Tuesday 10 November)
- book seats (tonight for "Phantom of the Opera")

Responding to questions

- How many people is the booking for?
- It's for two people.
- How would you like to pay?
- Can I pay by credit card?
- Can you spell your surname?
- Yes, it's B – R – A – D – L – E – Y.
- Can you give me your credit card number and expiry date?
- Yes, it's

Travel bookings

- What time do you want to leave / arrive / check-out?
- I'd like to arrive in London by 6 pm.
- Would you like to take advantage of our extra facilities?
- No thank you / Could you give me extra information?
- Would you like to take advantage of our special insurance?
- Yes. Could you give me some extra information?

Asking for more information

- Does this price include all taxes? (for hotels and flights)
- Is there a booking fee? (for flights, theatre tickets)
- How much is the baggage allowance? (for flights)
- Could you confirm my booking?

- What time should I arrive? (for theatres, restaurants)
- What time do I have to check in / do I have to check out? (for flights, hotels)
- Is there an ensuite bathroom? (for hotels)

Tips

- Remember the essential information:
 - how many nights (at a hotel)
 - how many people (at a restaurant or the theatre)
 - what time (for a flight or at a restaurant)
 - how much does it cost (for a flight, theatre tickets or a hotel room)
- Research the vocabulary you need before you make a call:
 - what type of theatre seat you need
 - what type of hotel room you want
 - where you want to sit on the plane
- Remember to pronounce numbers and letters clearly.
- When you spell something or give a number, speak slowly and emphasise the important information.

Business correspondence. Writing an e-mail to a client.

14.1. Read the information about writing e-mails.

Writing an e-mail to a client.

Nowadays there's no getting away from emails, especially in business life. Emails are one of the most widely used forms of communication, taking over from older, slower methods of conveying messages like sending a fax or writing a letter. Email is highly effective, it only needs an internet connection to work and messages are easily archived and searched through, making it a popular tool for companies. Although email shouldn't be used as a replacement for all face-to-face contact, it can serve many functions within a business, reaching people that aren't in the local area, and allowing files to be shared easily.

The language we use in professional emails will likely be different to that we would use in personal communications.

When using email for professional purposes, you should

- use formal phrases,
- avoid slang, and
- ensure there aren't any grammatical errors.

One should differentiate between a professional and a more casual style of email writing. It's important to think about different phrases, both formal and

informal, that will help you to write the most suitable types of emails in the correct way.

Greetings

The following phrases are suitable for addressing someone formally:

- *Dear Sir/Madam*
- *Dear Mr/Ms Jones*
- *To whom it may concern*

First names are not usually used in these kinds of emails.

You can use the following to address someone outside of work, or even a colleague that you know well:

- *Hi Alan*
- *Hello Elizabeth*
- *Dear John*

Reason for writing

It's important to get your message across properly. **Think about your reader** and how you would like them to respond to what you are writing.

Use the following phrases to **formally** illustrate the reason you're writing:

- *I am writing to ask for further information about...*
- *I am writing regarding the meeting we have arranged...*
- *I am writing with regard to the complaint you made...*
- *With reference to our conversation this morning, I would like to let you know...*

Use the **informal** phrases for more casual exchanges:

- *Just a quick question about...*
- *I was wondering if...*
- *I wanted to let you know that...*

Making a requestor ask for information

It is important to be polite when you're emailing to ask for a request **formally**:

- *Could you please let me know if you are available?*
- *I would appreciate it if you could send me the document...*
- *Could we arrange a meeting later?*
- *Please let me know if this will be possible...*

If you are writing to a friend, you can use **informal** phrases:

- *I was just wondering if you were around later...*
- *Would you mind coming earlier?*
- *Can you call me back ASAP? (= As soon as possible)*

Ending

You need to finish with the appropriate sign off. These closing phrases are suitable for ending **formal** emails:

- *Yours sincerely,*
- *Yours faithfully,*
- *Kind regards,*
- *Best wishes,*

These **casual** phrases are suitable for ending emails with people you're more comfortable with:

- *Thanks,*
- *Take care,*
- *Love,*

14.2. Translate the extract into Ukrainian.

When you work in tourism industry, you will likely need to write letters to your customers. You may be writing to tell them of new events or specials, or you may be responding to a customer complaint on behalf of your hotel. Regardless of the reason for the letter, you must always maintain a professional tone.

Whether you're writing to friends, colleagues or to a business partner, your main goal is to **get your message across** (= to ensure the recipient understands you). If you use improper or incorrect language and continuously make mistakes in your e-mail, not only might you fail to make yourself understood, you might also **fail to make a good impression** on the reader.

14.3. There can be a big difference between the styles used for writing e-mails and letters. Complete the table below by writing each phrase in the correct place:

wbw

Re:

Dear Sam

Let me know if you need more information.

Hi Sam

Sorry about ...

Please ...

... attached

I should be grateful if you would ...

Please accept our apologies for ...

We regret to inform you ...

Please find enclosed ...
 With references to ...
 I'm afraid ...
 We are very pleased to inform you ...
 If you need more information, please do not
 hesitate to contact us.
 I'm happy to tell you ...
 With best wishes

	Letters	E-mails
Greeting	1 <i>Dear Sam</i>	2
Topic	3	4
Request	5	6
Apology	7	8
Documentation	9	10
Bad news	11	12
Good news	13	14
Conclusion	15	16
Closing	17	18

14.4. Study the model letter of complaint

Tourist company "Pilgrim"
9 Mykhailivska str
Kiev
Ukraine
10.03.02

Dear Sir/Madam,

I am writing to tell you what a bad time I had during my holidays. It was a complete disaster. I was at a tourist camp. Unfortunately the weather was really

very bad. It was raining all the time, so we weren't fond of the scenery in rain. We went to the mountains and thought that it would be all right. But the equipment was dirty and old. The mountain leaders were very rude to us, they didn't help us to climb a rock so there were a lot of accidents and a lot of people got hurt, but there was no doctor or even a nurse. My companions, the people I was sharing the tent with, were unfriendly. We could hardly cook because of damp wood. We were always afraid because we heard wild animals howling somewhere.

The promised occupations were not guaranteed. And we really got tired of physical exhaustion. We had to start early because we wanted to watch birds which happened to fly away every time we came nearer. We had too much exercise. The canteen was a walking distance from the camp, and we had to spend much time getting there. And of course, we couldn't take photographs. It's a pity, but it was the most unsuccessful holiday in all my life.

And please, don't send me a copy of this year's brochure.

Yours faithfully,

14.5. Study the model answer to a letter of complaint.

Dear Ms. Cross,

It is with great sadness that we respond to the recent holiday reservation error by Papyrus Store. It is always our intent to provide you with only the best service, and during this holiday season, we failed to do so. We extend our most sincere apologies for not being able to fulfil your Christmas card order as promised. The quantity of orders took our small store by surprise, and as a result, the quality of service was compromised. This is entirely our fault, and we accept full responsibility for it.

As a shop owner, it is my goal to contact every customer who was affected by the error and extend the following offer:

We would like to invite you to give us a second chance to make things right, free of charge. If you would be willing to allow the Papyrus Store to send your next bulk card order, we would like to do so at no cost to you in an effort to express our apologies and demonstrate our ability to do the job right.

Please accept our sincerest regrets for failing to meet your expectations this holiday season. We hope you will accept our offer and find that we have learned from this experience and are ready to provide even better service for you in the future.

Sincerely,

14.6. Read the recommendations for writing awesome e-mails.

Rules for Writing a Good E-mail

“That was an awesome e-mail.” Who wouldn’t want to hear that? Well, you can! All you have to do is follow these simple rules.

1. Be clear

All it takes is using the following:

- Short sentences
- Simple language
- Correct grammar

2. Make your e-mail brief

How much does it cost to send two e-mails instead of one? Nothing.

So, why write about a bunch of topics in one e-mail? Keep your e-mails brief by focusing on only one topic.

Explain your main reason for writing in the 1st paragraph. Be specific about what it is you want. Ask yourself what you want the person to do as a result of this email.

3. Write a strong subject line

Business people receive about eighty e-mails a day. Imagine your e-mail sitting in a long list of other emails.

What makes you want to open an e-mail? The name of the person sending it? But if you’re like most people, you’ll open an email that has a strong subject line.

Your subject line is like a headline in a newspaper. The subject line needs to attract attention and make someone want to read your email. Use the “4 U’s” approach:

- Useful
- Ultra-specific (very specific)
- Unique (being *too* unique could make your email look like spam.)
- Urgent

4. Be polite

Don’t be overly emotional in your e-mails. To readers, too many exclamation points will seem like yelling. The same is true for words written in all caps.

Keep your e-mails polite and formal. Remember, your e-mails may not be only for the person you send them to. Someone may press “forward.”

5. Create the right tone

A good e-mail is clear and brief, but not curt (rudely brief). Use sentence length, punctuation and polite language to create the right tone.

The language you use in each part adds to the e-mail’s clarity and tone.

Business e-mails have a format which includes:

- A salutation (a word or phrase like “Gentlemen,” “Dear Sir,” “Dear Madam” or “To Whom it May Concern” that is used to begin a letter)
- An opening sentence
- An ending
- A closing

Salutation

The salutation you choose changes depending on who your audience is. It helps set your email’s tone. Would you use “Hey” in the salutation of **a formal email**? Definitely not. Instead, you would start with “**Dear**” and the name of the person you’re writing to.

For example:

- “Dear Sir or Madam” (if you don’t know the name of the person reading the email)
- “Dear Mr. Smith”
- “Dear Jim” (less formal)
- “Hello,” “Hi” , “Hey” (informal)

When your email is going to a group of people:

- “Dear all” (more formal)
- “Hi everyone” (more informal)

Opening Sentence

Your opening sentence is the key to writing a clear email. A good opening sentence tells the reader what the email is about.

If you’re writing to follow up on smth, you could start with any of these:

- “I’m just writing...”
- “Just a (quick) note...”
- “Just a short note to follow up on...”

In business, people tend to write emails to:

- Clarify something
- Confirm something
- Follow up on something
- Let someone know about something
- Answer a question
- Ask a question
- Thank someone for something
- Update someone

One of the above will most likely be your reason for writing.

File Attachments

If you've attached a file to your email, make sure you tell the person you're writing to that you have attached it. **The more specific you are, the better.** Being specific adds to the clarity of the email.

"I'm sending you this week's schedule as an attachment."

You can also start your sentence with:

- "I've attached..."
- "Please find attached..."
- "I'm attaching..."

Ending

When ending an email, ask yourself what you want the reader to do.

If you want them to reply to you, you can write:

- "I look forward to hearing from you." (formal)
- "Looking forward to hearing from you." (less formal)
- "I look forward to your reply." (formal)
- "Hope to hear from you soon." (informal)

If you want them to contact you if they need more information, you can write:

- "Do not hesitate to contact me if you need any assistance." (formal)
- "Let me know if you need anything else." (informal)

If you don't want them to do anything:

- "Thank you for your help/assistance."
- "Have a nice day/weekend."

Closing

Just like your salutation, your closing will depend on how well you know the reader:

- "Sincerely" (formal)
- "Kind/Best/Warm regards" (less formal)
- "All the best"
- "Best"
- "See you (soon)"
- "Take care"
- "Bye (for now)"

These closings help create a closer relationship when you already know your reader.

LANGUAGE PRACTICE

Conditional Sentences (Type I)

It is **possible** to fulfil a **condition** which is given in the if-clause.

The if-clause can be at the beginning *or* at the end of a sentence.

if clause	main clause
-----------	-------------

Simple Present	will-future
<i>If I study, I will pass the exams.</i>	
Simple Present	infinitive
<i>If you see John tonight, tell him to e-mail me.</i>	
Simple Present	Modal + infinitive
<i>If Ben gets up early, he can catch the bus.</i>	

14.7. Complete the Conditional Sentences (Type I) by putting the verbs into the correct form.

1. If she (send) ... this letter now, we (receive) ... it tomorrow.
2. If you (do) ... this test, you (improve) ... my English.
3. If they (find) ... your ring, they (give) ... it back to you.
4. Pat (go) ... shopping if she (have) ... time in the afternoon.
5. Simon (go) ... to Barcelona next week if he (get) ... a cheap flight.
6. If her boyfriend (phone / not) ... today, she (leave) ... him.
7. If I (study / not) ... harder, I (pass / not) ... the exam.
8. If it (rain) ... tonight, I (have to / not) ... water the plants tomorrow.
9. You (be able/ not) ... to sleep if you (watch) ... this scary film.
10. Susan (can / move / not) ... into the new house if it (be / not) ... ready on time.

Conditional sentences (Type 2)
Imaginary situations about present or future

if clause	main clause
Past Simple	would + have + past participle
<i>If I studied, I would pass the exams.</i>	
Past Simple	could + have + past participle
<i>If I studied, I could pass the exams.</i>	
Past Simple	might + have + past participle
<i>If I studied, I might pass the exams.</i>	

14.8. Open the brackets putting the verbs into the appropriate tense.

1. **If** they ... (*to offer*) me the job, I ... (*to take*) it.
2. We ... (*to sell*) the bike for 20 euros **if** dad ... (*to repair*) it.
3. **If** you ... (*to use*) a pencil, the drawing ... (*to be*) perfect.
4. The team ... (*to be*) happy **if** he ... (*to be*) more friendly.
5. **If** Irene ... (*to visit*) us, we ... (*to go*) out tonight.

14.9. Put the verbs into the correct form.

e.g. *If I knew (know) her number, I would telephone her.*

I wouldn't buy (not buy) that coat if I were you.

1. I _____ (give) you a pen if I had one but I'm afraid I haven't.
2. This soup would taste better if it _____ (have) more salt in it.
3. If you ___ (go) to bed early tonight, you wouldn't be tired next morning.
4. I'd help you if I _____ (can) but I'm afraid I can't.
5. If I were you, I _____ (not marry) him.
6. It's good that Ann reminds me about Tom's birthday. I _____ (forget) if she didn't remind me.
7. We would not stay at this hotel if George _____ (not recommend) it to us.
8. I'd send you a postcard while I was on holiday if I _____ (have) your address.

Conditional sentences (Type 3)

It is **impossible** to fulfil a **condition** which is given in the if-clause.

if clause	main clause
Past Perfect	would + have + past participle
<i>If I had studied, I would have passed the exams.</i>	
Past Perfect	could + have + past participle
<i>If I had studied, I could have passed the exams.</i>	
Past Perfect	might + have + past participle
<i>If I had studied, I might have passed the exams.</i>	

14.10. Open the brackets by putting the verbs in the right tense.

1. If the weather ... (**to be**) nice yesterday, they ... (**to play**) golf.
2. If they ... (**to go**) to a good restaurant on weekend, they ... (**to have**) a better dinner.
3. If he ... (**to learn**) more words, he ... (**to write**) a good report for the last meeting.
4. If you ... (**to take**) the bus to work in the morning, you ... (**to arrive**) on time.
5. If the teacher ... (**to explain**) the rule at the lesson, I ... (**to do**) the task.
6. They left half an hour ago. But if they ... (**to wait**) for another 10 minutes, they ... (**to see**) the pop star.
7. If the police ... (**to come**) earlier, they ... (**to arrest**) the burglar.
8. If you ... (**to buy**) fresh green vegetable, your salad ... (**to taste**) better.
No wonder the guests disliked it.
9. If the manager ... (**to ask**) me, I ... (**to email**) the papers long ago.
10. If they ... (**to speak**) more slowly, I ... (**to understand**) them.

Wish clauses

14.11. Underline the correct words.

1. I wish I *hadn't drunk/didn't drink* so many whiskies last night.
2. There's so little space in here. I wish I *have/had* a bigger office.
3. I don't feel well. I wish I *could stay/will stay* in bed this morning.
4. I hope you *enjoyed/enjoy* yourselves at the theatre tonight.
5. I've been waiting thirty minutes for the bus. I wish I *took/had taken* a taxi.
6. I must get in touch with Sue. If only I *know/knew* her number!
7. I'm not a good typist. I wish I *could type/would type* better.
8. I wish Jim *didn't interrupt/doesn't interrupt* so often in meetings.
9. I have to finish this report by tomorrow. If only I *would have/had* more time.
10. Enjoy your holiday. I hope you *have/could have* a good time.
11. That presentation was a disaster! I wish I *could do/would do* it all again!
12. I'm disappointed with this camera. I wish I *didn't buy/hadn't bought* it.

14.12. Open the brackets using the necessary form of the verb.

1. I wish I _____ (to know) Spanish.
2. I wish I _____ (not to drink) so much coffee in the evening.
3. I wish you _____ (to read) more in future.
4. I wish I never _____ (to suggest) this idea.
5. I wish I _____ (to be) at yesterday's party: it must have been exciting.
6. I wish we _____ (to meet) again next summer.
7. Don't you wish you _____ (to see) that performance before?
8. I wish I (to have) _____ a season ticket to the Philharmonic next winter.

14.13. Choose the correct answer:

1. I don't understand this point of grammar. I wish I _____ it better.
a) understood b) would understand c) had understood
2. It never stops raining here. I wish it _____ raining.
a) stopped b) would stop c) had stopped
3. I should never have said that. I wish I _____ that.
a) didn't say b) wouldn't say c) hadn't said
4. I miss my friends. I wish my friends _____ here right now.
a) were b) would be c) had been
5. I speak terrible English. I wish I _____ English well.

- a) spoke b) would speak c) had spoken
6. I cannot sleep. The dog next door is making too much noise. I wish it _____ quiet.
- a) kept b) would keep c) had kept
7. This train is very slow. The earlier train was much faster. I wish I _____ the earlier train.
- a) caught b) would catch c) had caught
8. I didn't see the TV programme but everybody said it was excellent. I wish I _____ it.
- a) saw b) would see c) had seen
9. I went out in the rain and now I have a bad cold. I wish I _____ out.
- a) didn't go b) wouldn't go c) hadn't gone
10. This movie is terrible. I wish we _____ to see another one.
- a) went b) would go c) had gone
11. I hate living in England. It's cold and it's damp. I wish I _____ in Spain.
- a) lived b) would live c) had lived
12. I love California. I wish I _____ there right now.
- a) were b) would be c) had been

14.14. Imagine that you are in a situation. For each situation make a sentence with

I wish... or If only...

- 1.
 2. You've just painted the door red. Now you decide that it doesn't look very nice. What do you say? *I wish ...*
 3. You are walking in the country. You would like to take some photographs but you didn't bring your camera. *If only...*
 4. You're waiting for Tom. He's late and you're getting impatient. You want him to come. What do you say?
 5. It's such a pity, I always forget people's names.
 6. A lot of people drop litter in the street. You don't like this. What do you say?
 7. I was sorry not to have had enough time to finish my test paper.
 8. It's a pity we won't be able to reach home before tea-time.
 9. A good friend of yours visited your town but unfortunately you were away when he came. So you didn't see him.
 10. You've just come back from your holiday. Everything was fine except for the hotel, which wasn't very good.
 11. It's raining. You want to go out, but not in the rain. So you want it to stop raining. What do you say?
- It's a shame you live so far from us.

14.15. Underline the correct words.

1. If we *'re/we would* be late, *they'll start/they'd start* without us.
2. If we *will take/take* a taxi, *we'll arrive/we arrive* sooner.
3. If we *worked/would work* for ADC, *we'll get/we'd get* a better salary.
4. When inflation *will go/goes* up, there *would be/is* usually pressure on salaries.
5. If we *don't hurry/won't hurry*, *we would be/we'll be* late.
6. If you *change/are changing* your mind, *give me/you will give me* a ring.
7. Unless you *click/would click* on that icon, *it didn't/it won't* print out.
8. If you *ordered/order* on the Net, we always *will send/send* an email confirmation.
9. If I *lend/will lend* you this book, when *do you return/will you return* it?
10. If you *heard/hear* anything in the next few days, *let me/letting me* know.

Consolidation

14.16. Complete each sentences, using the verb in brackets in one of these forms: *will do, would do, would have done*.

1. If we got a virus on the network, we would lose (lose) all our data.
2. If my train isn't late, I _____ (be) in Paris at six.
3. If your talk had been shorter, I think they _____ (ask) more questions.
4. If you tell me what you want, I _____ (get) it for you.
5. We _____ (get) more orders if we advertised better.
6. If I worked abroad, I _____ (not see) my family so often.
7. If you were in his situation, what _____ (you/do)?
8. We _____ (sort out) the problem much sooner if we had the manual.

14.17. Finish the sentences with a clause in the correct conditional:

1. If it is sunny tomorrow _____
2. If you sit in the sun too long _____
3. If I were you _____
4. If I were the Prime Minister _____
5. If she had studied harder _____
6. If I won the lottery _____
7. If I hadn't gone to bed so late _____
8. If I hadn't come to London _____
9. If you mix water and electricity _____
10. If she hadn't stayed at home _____
11. If I go out tonight _____
12. If I were on holiday today _____
13. If I had listened to my mother _____
14. If I hadn't eaten so much _____
15. If it rains later _____
16. If I were British _____
17. If I were the opposite sex _____
18. If I have enough money _____
19. If you don't wear a coat in the winter _____
20. If I weren't studying English _____

PROGRESS TEST 5

Task 1

Underline the correct words.

1. If we sent the goods by sea, the transport costs *will/would* be much lower.
2. If they *promote/promoted* the brand better, they'll gain market share.
3. If you *left/had left* earlier, you might have got there on time.
4. If anyone from Head Office visits, they always *stay/will stay* in a five star hotel.
5. If I were you, *I'd/I'll* call their Technical Support number.
6. If I *have/had* more time, I'd be able to come up with a solution.
7. If I *breaks down/will break down*, it takes days for the service engineer to arrive.
8. If you needed the money urgently, I *could phone/could have phoned* Accounts now to try and speed up you payment.
9. If you enter the date in the wrong format, the compute *doesn't/didn't* recognize the information.
10. If *we'd been/we were* more careful, we wouldn't have lost so much money.
11. If I had bought more shares, I *would become/would have become* rich!
12. If you second interview *goes/will go well*, I'm sure they'll offer you the job.
13. If you *would have backed up/backed up* your files more often, you *wouldn't risk/didn't risk* losing all your work.
14. If you *hadn't/wouldn't* have acted so quickly, *we'd be/we are* in big trouble.
15. I need to contact Head Office. I wish I *have/had* my mobile phone with me.
16. I wish *is/was* Friday!

Task 2

Complete each sentences, using the verb in brackets in one of these forms: *will do, would do, would have done.*

1. If we got a virus on the network, we would lose (lose) all our data.
2. If my train isn't late, I _____ (be) in Paris at six.
3. If your talk had been shorter, I think they _____ (ask) more questions.
4. If you tell me what you want, I _____ (get) it for you at the airport.
5. We _____ (get) more inquiries if we advertised more often.
6. If we hadn't left so early, we _____ (miss) the train.
7. If I worked abroad, I _____ (not see) my family so often.

8. If you haven't got any change, I _____ (leave) the tip.
9. We _____ (sort out) the problem much sooner if we had had the manual.
10. If you were in his situation, what _____ (you/do)?

Task 3

Complete each sentences using *if* or *unless*.

1. Their offices are very near. We'll walk there, _____ it's raining.
2. We would probably get the contract _____ we dropped our price a little.
3. Come on! _____ we hurry, we'll miss the plane.
4. _____ you have any questions, please feel free to call.
5. What would you do _____ they refused to negotiate?
6. I don't feel able to take a decision _____ I have all the figures.
7. You get more choice _____ you eat à la carte.

Task 4

Complete the sentences for each situation.

1. Emma didn't leave early, and so she missed her flight.
If Emma had left early, she wouldn't have missed her flight.
2. He didn't make more copies, so we don't have enough for everyone.
If he _____, we _____ enough for everyone.
3. I forgot to bring your map, so I went to the wrong building.
If I _____, I _____ to the wrong building.
4. They didn't invest in new technology, so they didn't survive the recession.
If they _____, they _____ the recession.
5. You didn't wait, so this has happened.
If you _____, this _____.
6. I didn't realize you were so busy when I asked you to help me.
If I _____, I _____ to help me.
7. The Government didn't collapse, so there wasn't a crisis.
If the Government _____, there _____ a crisis.
8. They didn't bring out their new model on time, so they lost market share.
If they _____, they _____ market share.

Task 5

Complete each sentences using the verb in brackets.

1. We're not the market leader, but I wish we _____ *were* (be).
2. He made a mess of all my photocopying. I wish I _____ (do) it myself.
3. I pressed the wrong key on the computer. If only I _____ (not do) it.
4. I can't understand anything Marie says. I wish I _____ (speak) French.
5. Your dessert looks good. I wish I _____ (order) that too.
6. They're meeting at the moment. I wish I _____ (be) a fly on the wall.
7. This information is important. I wish you _____ (give) it to me before.
8. Look! There's a sale at Harrods. If only I _____ (have) my Visa card with me.

GRAMMAR REFERENCE

1 Структура речення в англійській мові (An English sentence structure)

Залежно від мети висловлювання в англійській мові розрізняють такі типи речень:

а) **розповідні** (declarative sentences):
Alice works for an insurance company.

б) **питальні** (interrogative sentences)
What language does she speak?

в) **заперечні речення** (negative sentences)
Vegetarians are people who don't eat meat.

г) **спонукальні** (imperative sentences)
Look out! The train is coming.

д) **окличні** (exclamatory sentences)
How hard she works!

В англійській мові кожен тип речення має сталий порядок слів: тобто, кожен член речення має своє визначене місце в реченні. В українській мові зв'язок між словами в реченні чи словосполученні, а також синтаксична функція слова здебільшого визначається формою слова, його закінченням. У сучасній англійській мові, де система відмінкових закінчень розвинута мало, показником синтаксичної функції слова є його місце в реченні. Наприклад, в українському реченні *'Ми отримали телеграму'*, підмет 'ми' може міняти своє місце, так як і пряме доповнення *'телеграму'*: *'Телеграму отримали ми'*, *'Телеграму ми отримали'*. Але зміст речення від цього не зміниться.

У відповідному англійському реченні *'We have received the telegram.'* не можна поміняти порядок слів, тому що крім місця в реченні, більш нічого не вказує на синтаксичну функцію слів у реченні.

В англійській мові роль іменника в реченні визначається його місцем: іменник, що стоїть перед дієсловом-присудком, є підметом, а іменник, що займає місце після присудка прямим додатком. Таким чином, місце того чи іншого слова визначає його роль в англійському реченні. Отже, порядок слів у реченні відіграє значно більшу смислову роль в англійській мові, ніж в українській. Для англійського розповідного речення є типовим такий порядок слів: підмет–присудок, додаток – обставина.

Займенник (The pronoun)

Займенник - частина мови, яка вказує на особу, предмет, їх ознаки, кількість, але не називає їх. Займенник звичайно вживається замість іменника і прикметника.

За значенням і граматичними особливостями займенники в англійській мові поділяються на одинадцять груп:

особові (*personal pronouns*)
присвійні (*possessive pronouns*)
зворотні (*reflexive pronouns*)
взаємні (*reciprocal pronouns*)
вказівні (*demonstrative pronouns*)
питальні (*interrogative pronouns*)
сполучні (*conjunctive pronouns*)
неозначені (*indefinite pronouns*)
заперечні (*negative pronouns*)
означальні (*defining pronouns*)
кількісні (*quantitative pronouns*)

Особові займенники (*Personal pronouns*)

Особові займенники в англійській мові мають два відмінки: називний (*the Nominative Case*) і об'єктивний (*the Objective Case*)

Називний відмінок

I – я

he – він

she – вона

it – воно(він, вона)

we – ми

you – ви, ти

they – вони

Об'єктивний відмінок

me – мене

him – його, йому

her – її, їй

it – його, йому, її, їй

us – нас, нам

you – вас, вам, тебе, тобі

them – їх, їм

Займенник **he** вживається замість іменників, що є назвами істот (здебільшого людей) чоловічої статі: **father**батько, **boy**хлопець, **cock**півень, **ox**віл та ін.

Займенник **she** вживається замість іменників, що є назвами істот жіночої статі: **sister**сестра, **girl**дівчина, **cow**корова та ін.

Займенник **it** замінює іменники – назви неістот, тварин, і рослин, а також іменник **baby**немовля. На українську мову особовий займенник **it** перекладається словами *він, вона, воно* залежно від роду відповідного іменника в українській мові:

The book is closed. It is closed.

Займенник **you** вживається при звертанні до однієї або кількох осіб
відповідає українським займенникам *ти* і *ви*.

Займенник **it** не завжди замінює іменник. Він вживається також:

а) як підмет у безособових реченнях:

It is raining. Ідедощ.

б) у значенні вказівного займенника:

It must be a visitor Це напевно відвідувач.

У цьому значенні **it** може відноситись до всього попереднього
висловлювання:

He rushed into the burning house. It was very dangerous. Він кинувся в будинок що палав. Це було дуже небезпечно.

в) як слово, що вводить речення, якщо підмет, виражений інфінітивом,
герундієм, чи підрядним реченням.

Особові займенники в називному відмінку виконують функцію
підмета:

We can't go on like this

Особові займенники в об'єктивному відмінку виконують функцію
дodatка:

Mary hates me

Після прийменників особові займенники вживаються лише в формі
об'єктивного відмінка. На українську мову об'єктивний відмінок особових
займенників перекладається різними непрямыми відмінками з
прийменниками і без них.

Присвійні займенники (Possessive Pronouns)

В англійській мові присвійні займенники мають дві форми: залежну
(conjoint) і незалежну (absolute).

Залежна форма	Незалежна форма	Українські відповідники
my	mine	мій, моя, моє, мої
his	his	його (чоловічий рід)
her	hers	її
its	-	його (середній рід), її
our	ours	наш, наша, наше, наші
your	yours	ваш, ваша, ваше, ваші
their	theirs	твій, твоя, твоє, твої їхній, їхня, їхнє, їхні

Присвійні займенники в залежній формі вживаються перед іменниками в ролі означення:

This was my/his/her/our/their suggestion.

Займенники, що виконують синтаксичні функції прикметника, називаються займенниками-прикметниками. Присвійні займенники в залежній формі є займенниками-прикметниками.

Присвійні займенники в незалежній формі не вживаються перед іменниками; вони замінюють їх і виконують функції підмета, іменної частини присудка, додатка:

This suggestion was mine/his/hers/ours/theirs.

У функції означення присвійний займенник у незалежній формі вживається з прийменником після означуваного іменника.

I've broken my pencil. Please give me yours.

Займенники, що виконують синтаксичні функції іменника, називаються займенниками-іменниками. Присвійні займенники в незалежній формі, а також особові є займенниками-іменниками.

Вказівні займенники (Demonstrative Pronouns)

Вказівні займенники вказують на особу або предмет, або на їх ознаки і вживаються для їх виділення серед інших осіб, предметів, ознак.

До вказівних займенників належать: *thisцей, thatтой, suchтакий, theсамой самий*. Займенники *this* і *that* мають форму множини: *these* ці і *those* ті.

Займенник *this (those)* вживається стосовно предметів, що перебувають близько від того, хто говорить, а також тоді, коли йдеться про щось близьке в часі, що належить до теперішнього часу.

Займенник *that (those)* вживається стосовно предметів, більш віддалених від того, хто говорить, а також тоді, коли йдеться про щось більш віддалене в часі, що належить до минулого або майбутнього часу.

Займенники *this* і *that* вживаються як займенники-прикметники у функції означення і як займенники-іменники у функції підмета і додатка:

This pencil is mine.

He lives in that house.

Займенник **that (those)** вживається замість раніше згаданого іменника, щоб уникнути його повторення:

This book is more interesting than that I read last year.

Вказівні займенники вживаються як займенники-іменники і як займенники-прикметники:

It's such an interesting film.

Неозначенні займенники (Indefinite Pronouns)

Неозначенні займенники вказують на невідомі, неозначені предмети, ознаки, кількість.

До неозначених займенників належать *some, any, one*, а також складні займенники *somebody, someone, something, anybody, anyone, anything*.

Займенники *some* і *any* вживаються:

а) як займенники-прикметники у функції означення:

I've got some invoices for you.

Have you got any information about marketing policy?

б) займенники-іменники у функції підмета і додатка:

Do any of your employees have 25 days' paid holiday?

Have you got any English books?

Yes, I have some.

Займенник *some*, вжитий перед злічуваним іменником у множині або замість нього, означає **кілька, деякі, дехто**:

There are some notes in the file on my desk.

Some were playing.

Перед злічуваними іменниками в однині *some* означає який-небудь, якийсь.

З незлічуваними іменниками *some* означає **деяка кількість** українською мовою звичайно не перекладається:

I've got some information for you.

Перед числівниками *some* має значення **приблизно**.

Займенник означає **який-небудь, які-небудь, скільки-небудь**. Українською мовою він здебільшого не перекладається:

Are there any managers in the office?

Складні неозначені займенники *somebody, someone* **хто-небудь**;

something **щось**, *anybody, anyone* **хто-небудь**, *anything* **що-небудь** є

займенниками-іменниками. Вони вживаються в загальному і присвійному відмінках. У загальному відмінку ці займенники виконують функції підмета і додатка (іноді іменної частини присудка), а в присвійному відмінку – функцію означення:

Someone has used my files, and now I can't find anything anywhere!

Займенники *some, somebody, someone, something* вживаються:

а) у стверджувальних реченнях:

I've seen some things I like, but I don't have any money.

б) у запитаннях, що починаються питальними словами, а також у питальних реченнях, що виражають пропозицію або прохання:

Would you like me to send you some more information?

Could I take some samples with me?

Займенник *any, anybody, anyone, anything* вживаються:

а) у запитаннях без питального слова і в заперечних реченнях:

Did you make any progress in the meeting?

They don't have any information about it.

б) у стверджувальних реченнях, де *any* має значення **будь-який**; *anybody*, *anyone* – **будь-хто**; *anything* – **будь-що**:

I 'm free all day. Call any time you like.

What should I tell them? Tell them anything you like.

Заперечний займенник *no* є займенником-прикметником; він вживається перед іменниками:

There were no letters for you this morning.

No cigarette is completely harmless.

Якщо займенник *no* стосується іменника-додатка, його можна опустити, вживаючи дієслово-присудок у заперечній формі; перед додатком при цьому здебільшого вживається займенник **any**.

Кількісні займенники (Quantitative Pronouns)

До кількісних займенників належать: *many*, *much* **багато**; *few*, *little* **мало**; *afew*, *alittle* **кілька**, **трохи**.

Усі вони мають ступені порівняння:

many – more – most

much – more – most

few – fewer – fewest

little – less – least

Кількісні займенники вживаються як займенники-прикметники і як займенники-іменники.

Many/few вживаються перед злічувальними іменниками у множині, а також замінюють їх. Як іменник *many* означає **багато хто**, *few* – **мало хто**:
There are too many people here.

His ideas are very difficult, and few people understand them.

Займенники *much* і *little* вживаються перед незлічуваними іменниками, а також замінюють їх. Крім того, *much* і *little* вживаються після дієслів як прислівники:

Do you have much trouble with English?

I haven't got much ambition.

I love you so much.

Cactuses need little water.

Наявність неозначеного артикля перед *few* і *little* замінює їх значення. *Few* і *little*, вжиті без артикля, означають **мала, недостатня кількість**.

Вживання перед цими словами неозначеного артикля підкреслює наявність певної, хоч і невеликої кількості:

I only talked to a few people.

We only made a little money.

Займенники *much* і *many* вживаються головним чином у питальних та заперечних реченнях:

How much time have we got?

How many people did you talk to?

I didn't talk to many people.

У затверджувальних реченнях *much* і *many* вживаються тільки в тих випадках, коли вони визначаються словами: *very, rather, too, so, as, how*, або коли вони є підметом або означенням до підмета:

You spent too much time on this report.

Many people attended the meeting yesterday.

Take as much as you like.

В інших випадках утверджувальних реченнях замість **much** і **many** вживаються *a lot (of), lots (of) or plenty (of)*.

I met a lot of people at the conference.

We made a lot of money last year.

Неозначений займенник *one* стосується конкретної особи, він вживається щодо людей взагалі. Коли говорять *One must go in for sports*, це означає, що спортом рекомендується займатися **всім, кожному**.

Неозначений займенник *one* вживається в загальному і присвійному відмінках, але не має форми множини. У загальному відмінку *one* виконує функцію підмета в неозначено-особових реченнях, а також додатка в значенні **будь-кого, будь-кому** тощо:

One should always be polite.

One should always try to be friendly to one's neighbors.

У присвійному відмінку *one* виконує роль означення до неозначено-особового підмета *one*, а також вживається з інфінітивом як узагальнена форма присвійних займенників:

One should take care of one's health.

Diplomacy – the patriotic art of lying for one's country.

Речення з неозначено-особовим підметом *one* перекладаються українською мовою по-різному, найчастіше узагальнено-особовими або безособовими реченнями:

One never knows what to say to that.

Ніколи не знаєш, що на це сказати.

One must always do one's duty.

Завжди потрібно виконувати свій обов'язок.

Якщо в складі присудка у реченні з неозначено-особовим підметом **one** модальне дієслово, таке речення здебільшого перекладається безособовим реченням із словами **треба, можна** тощо:

Here are some books. Which one's would you like?

This computer is better than that one.

Зворотні займенники (Reflexive Pronouns)

Зворотні займенники вживаються у функції додатка після ряду дієслів. Зворотні займенники утворюються додаванням закінчення *–self* (в однині) і *–selves* (у множині) до присвійних займенників *my, your, our*, особових займенників в об'єктивному відмінку *him, her, it, them* та неозначеного займенника *one*: *myself, yourself, himself, herself, itself, ourselves, yourselves, themselves, oneself*.

Наголос у зворотних займенниках падає на *–self, –selves*. Деякі дієслова із зворотними займенниками перекладаються українською мовою зворотними дієсловами з часткою *–ся, (–сь)*:

She cut herself. *Вона порізалась.*

Часто англійські зворотні займенники відповідають українському зворотному займеннику *себе* в різних відмінках:

He bought himself a new computer. Він купив собі новий комп'ютер.

Зворотні займенники вживаються також як підсилювальні слова і відповідають українському *сам*. У цьому значенні зворотний займенник стоїть у кінці речення або безпосередньо після підсилюваного слова:

Our boss prepared this report herself.

The manager himself welcomed us to the hotel.

Типи питальних речень (Types of Questions)

Залежно від характеру запитання і потрібної на нього відповіді в англійській мові розрізняють чотири типи питальних речень:

- загальні запитання (general questions),
- спеціальні запитання (special questions),
- альтернативні запитання (alternative questions)
- розділові запитання (disjunctive questions).

Загальними називаються запитання, на які можна відповісти словами *yes* або *no*:

Did you check all the invoices? Yes, I did/No, I didn't.

Is it time for the meeting? Yes, it is/No, it isn't.

Загальні запитання починаються з допоміжного або модального дієслова, після якого стоїть підмет, а потім основне дієслово:

Do you speak French?

Can you tell me the time?

Спеціальними називаються запитання до окремих членів речення. Вони починаються питальними словами *who* хто, *what* що, який; *where* де, куди; *how many* скільки та ін.

Серед спеціальних запитань розрізняють:

- а) запитання до різних членів речення, крім підмета і його означення;
- б) запитання до підмета і його означення.

У запитаннях до різних членів речення після питального слова порядок слів такий самий, як у загальних запитаннях: допоміжне або модальне дієслово, підмет, основне дієслово, потім усі інші члени речення:

What does this word mean?

Which projects are you working on at the moment?

When will you be back?

У **спеціальних запитаннях**, що відносяться **до підмета** або його означення, порядок слів, як у розповідному реченні – інверсії нема, допоміжне дієслово *to do* в Present Indefinite і в Past Indefinite не вживається. Якщо питальне слово є підметом, то після нього, як і в розповідному реченні, стоїть присудок:

Who met you at the airport? What happened?

Якщо питальне слово – означення до підмета, після нього безпосередньо ставиться підмет, а потім присудок:

Whose computer is still working?

Альтернативні запитання – це запитання вибору. Вони складаються з двох частин, з'єднаних сполучником **or**. Альтернативні запитання можуть

мати структуру як загальних, так і спеціальних запитань. Якщо альтернативне запитання не відноситься до підмета, воно вимагає повної відповіді:

Do you prefer paying by a credit card or cash?

Розділове запитання складається з двох частин. Перша частина – розповідне речення у стверджувальній або заперечній формі, друга – коротке загальне запитання, що складається з підмета, вираженого особовим займенником, який відповідає підмету першої частини, та допоміжного або модального дієслова. Якщо присудком першої частини є дієслово в Present Indefinite або в Past Indefinite (крім дієслів *to be* і *to have*), у другій частині вживаються відповідні форми допоміжного дієслова *do*. Якщо перша частина розділового запитання має стверджувальну форму, то в другій частині вживається заперечна форма, а після заперечної першої частини друга частина має стверджувальну форму. Перша частина розділового запитання має стверджувальну форму, якщо той, хто запитує, сподівається на стверджувальну відповідь, і заперечну, якщо передбачається заперечна відповідь:

You haven't got the sales figures, have you?

You went to the conference, didn't you?

Непрямі питання (Indirect / Embedded Questions)

Embedded questions

- sound more polite
 - the word order is the same as for statements
 - there is no auxiliary in Present and Past simple
- *Could you tell me how long it takes to make a presentation?*
- *Do you know if/whether they will attend the AGM?*

Embedded questions can be introduced in these ways:

- *Can/Could you tell me ...?*
- *Would you mind telling me ...?*
- *Do you happen to know ...?*
- *I wonder if/whether you could explain ...?*
- *Please, let me know ...*
- *I wanted to know ...*
- *The question is ...*
- *Who knows ...*

Be going to V

Конструкція (оборот) **to be going to** в англійській мові вживається часто, іна українську ця конструкція зазвичай перекладається як *мати намір, збиратися, планувати*.

I'm going to work in summer. – Я збираюся працювати цим літом.

I'm not going to do this. – Я не збираюся це робити.

Are you going to stay with us? – Чи збираєшся ти залишитися з нами?

To be going to використовується у наступних випадках:

1. Вираження наміру зробити щось у майбутньому:

I am going to send him a telegram. - Я збираюся надіслати йому телеграму.

We're going to get married in June. – Ми плануємо оженитися в червні.

2. Вираження можливого майбутнього, ознаки якого є вже зараз:

Watch out! Those boxes are going to fall over! - Обережно! Ці коробки зараз впадуть!

The sky is clearing up; the rain is going to stop soon. - Небо розвиднюється; дощ скоро закінчиться.

I'm going to be an actor when I grow up. – Я збираюся стати актором, коли виросту.

Are you going to meet Jane tonight? –

Ти збираєшся зустрітися з Джейн сьогодні увечері?

She is not going to spend her vacation in Hawaii. –

Вона не має наміру проводити канікули на Гавайях.

I am going to be staying at the Madison Hotel. –

Я збираюся зупинитися в готелі Медісон.

Are you going to be waiting for her when her plane arrives tonight? –

Чи збираєшся ти її чекати, коли її літак приземлиться вночі?

I am going to be studying and he is going to be making dinner. –

Я планую вчитися, а він збирається готувати обід.

By Monday, Susan is going to have had my book for a week. –

В понеділок буде вже тиждень,

як С'юзан користуватиметься моєю книжкою.

Are you going to have perfected your English by the time you come back from the U.S.? – Чи будеш ти прекрасно володіти англійською, коли повернешся з США?

I am not going to have finished this test by 3 o'clock. –

Я не закінчу цей тест до третьої години.

I told you he was going to come to the party. – Я казав тобі, що він піде на вечірку.

I had a feeling that the vacation was going to be a disaster. – Я відчув, щоканікулибудутькатастрофою.
Jane said Sam was going to bring his sister with him, but he came alone. - ДжейнсказалаСему, щобтойпривівсестерзсобою, алевінприйшоводин.

Спонукальні речення (Imperative sentences)

Наказовий спосіб (Imperative Mood) означає наказ, прохання, пропозицію, попередження.

– наказовий спосіб має ту саму форму, що й інфінітив, тільки без частки **to**:
Go and play outside.

– заперечна форма наказового способу утворюється так: **do not/don't + V**
Don't worry!

Do not feed the animals!

– дієслово **do** ставиться перед основним дієсловом, для емоційного підсилення значення наказового способу:

Do have another cup of tea.

Do help me with English problem.

– пропозицію для першої особи можна вставити за допомогою конструкції **let us (=let's) + (not) V**

Let's take the bus. Let us not hurry.

– наказовий спосіб звучатиме більш ввічливо, якщо набуде форми розділового питання:

Come here, will you!

REFERENCES

1. Загальноєвропейські рекомендації з мовної освіти: вивчення, викладання, оцінювання. – К.: Ленвіт, 2003. – 261 с.
2. Програма з англійської мови для професійного спілкування (English for Specific Purposes (ESP). National Curriculum for Universities) / Колектив авт. під керівництвом С.Ю.Ніколаєвої. – К.Ленвіт, 2005. – 119 с.
4. Robin Walker and Keith Harding, Oxford English for Careers. Tourism. – Oxford University Press, 2003.
5. Trish Stott, Rod Revell. Highly recommended. English for the hotel and catering industry. Student's book. New Edition. – Oxford University Press, 2009
6. Michael Duckworth. Business Grammar and Practice. – Oxford University Press, 2003.
7. Michael Swan, Cathrine Walter. How English Works.- Oxford University Press, 2004.
8. Virginia Evans, Jenny Dooley, Veronica Garza. Career Paths. Tourism.– Express Publishing, 2011.
9. Iwonna Dubicka, Margaret O'Keeffe. English for International Tourism. Pre-Intermediate Student's book.– Pearson Education Limited, 2003.
10. Peter Strutt, Market leader, Business Grammar and Usage, Business English, 2000
11. Leo Jones. Welcome! English for the travel and tourism industry. Student's book. Cambridge University Press, 1998
12. Tonya Trappe, Graham Tullis, Intelligent Business, Intermediate, 2005
13. <http://www2.unwto.org/content/why-tourism>
14. <http://www.unesco.org/new/en/communication-and-information/access-to-knowledge/open-educational-resources/>
15. www.thetimes100.co.uk/theory/
16. www.the-times.co.uk.
17. www.economist.com.
18. www.1000ventures.com
19. www.global.ft.com
20. <http://europe.unwto.org/>