

TIẾNG ANH DU LỊCH – KHÁCH SẠN
MIDTERM REVISION
UNIT 1: SMALL TALK

I. LISTENING

Task 1: Listen to a conversation between a waitress and a guest then answer the following questions with NO MORE THAN THREE WORDS.

1. How many people does the man want a table for?
2. What does the man want to do while he is in the city?
3. How far is it from the restaurant to Reynolds Park?
4. What else can the man enjoy at the park?

Task 2: Listen to small talk among a concierge and two guests then complete the following sentences with NO MORE THAN TWO WORDS.

1. The guests want to try _____ food for dinner.
2. The concierge recommends the guests to try the Taj Mahal Restaurant because it is cheaper and _____ to the hotel.
3. The guests were really satisfied with the excellent food and _____ of the restaurant.

Task 3: Listen to the conversation between a hostess and a guest chatting about going sightseeing, then decide if the statements are True (T) or False (F). If there is no information given, mark NG.

1. The speakers already know each other.
2. Mr. Dabols is visiting for work purposes.
3. Mr. Dabols has visited the city more than five times.
4. Mr. Dabols has done some sightseeing in his current stay.
5. Mr. Dabols is planning to visit next year.

II. READING

Task 1: Read the passage about some tips to make small talk and complete the summary with NO MORE THAN THREE WORDS from the passage.

How to get better at small talk

It doesn't matter how bad you are at small talk: With practice and the right strategies, you can improve. Small talk is a skill just like other soft skills.

Look for opportunities to make small talk.

The more frequently you do it, the more comfortable you'll become. You'll also quickly learn which topics generate the best conversations, how to judge a person's mood and personality by their body language and tone of voice, when to change into new topics, and the signs a conversation has wrapped up.

To reduce your nervousness, practice your small talk in a low-stakes environment. Go to a casual networking event for a different industry, attend a meetup, or ask your friends to bring you along to their work events. You can also "train" by talking to strangers when you're out and about - just make sure you don't force a conversation with anyone who's clearly not interested.

Pretend you're speaking to a friend.

Would you be on edge if you were making small talk with someone you knew really well? Probably not. If you need a quick trick to reduce your anxiety, pretend the other person is a good friend. As an added benefit, this mental shift will make you seem warmer and friendlier.

Give yourself a break.

Don't let the awkward moments or long silences happen regularly. We're all far more focused on and critical of ourselves than anyone else in the room. You might be embarrassed for days after you mess up someone's name or crack a joke that falls flat, but chances are, every other person will forget within two minutes. Next time you're worried about a specific mistake, remind yourself it's nowhere near as big a deal as you think.

Set a goal.

Having an objective can make small talk feel more meaningful. For example, maybe you commit to meeting four people at an event, or exchanging contact information with two other professionals in your field. Once you've gotten a concrete goal, you'll feel purposeful and focused. This also allows you to objectively measure your success.

Summary

Small talk is like other soft skills that you need practice and (1) _____ to improve. By making small talk with others as frequently as possible, you know how to choose suitable topics, understand others' personality by their body language, change topics or know the (2) _____ to stop conversation. During a small talk, imagining that you are talking with a friend creates a (3) _____ that helps you not only overcome anxiety but also be friendlier. Do not be embarrassed and worried about a certain mistake that you make as other people will (4) _____ it in short time. To make your small talk purposeful and focused, you should set a (5) _____.

Task 2: Read the following article and answer the questions with NO MORE THAN THREE WORDS from the text.

Reasons to master the art of chatting

You're the hardest working person on the team and your results are always impressive. But do you know how to make small talk, or do you find yourself tongue-tied when occasions requiring it arise? Here are some reasons to master the art of chatting and tips for doing it correctly.

Small talk is the social lubricant that encourages group bonding and cooperation. Ignoring people and social niceties can get you labeled as snobbish or rude.

Being shy (or 100 percent work-focused) is not a reason to avoid casual conversations. How you present yourself matters because colleagues and managers form an overall opinion of you partly based on your public persona. Sometimes, a smile and a "hi" or "good morning" are sufficient.

But when the occasion calls for more, stick with safe topics. There's always the weather when you need to shoot the breeze: "Horrible weather we've been having lately." "Can you believe this rain/snow/wind/heat?"

Other suggestions:

- Current events
- A restaurant you just tried
- Sports
- A movie you've been wanting to see

Stay away from:

- Anything involving politics, religion or controversial topics
- Office gossip
- Health problems
- Your personal life

Small talk isn't helpful just with your co-workers. When meeting with clients or vendors, similar conventions apply. Before getting down to business, break the ice with small talk. Since these relationships are typically

more formal than the ones you have with fellow employees, avoid topics that even hint at disagreement or controversy.

While soft skills such as verbal communication are part of building strong work relationships, it's important to respect other people's space. Here's where reading social cues come in. For example, when people are on their smartphone or reading in the breakroom, that's a signal they're not interested in a long conversation; acknowledge them when you enter the room, but don't just approach them and start talking. But if they put down whatever they're doing, that's your cue that it's OK to engage in small talk.

1. What can improve the relationship among people in a group?
2. What do your coworkers base on to form an opinion of you?
3. What is the first small talk topic that the author recommends?
4. Who should you make small talk with apart from your colleagues?
5. What should you take into consideration to show your respect for others' space?

Task 3: Read the article from the Health & Lifestyle report about small talk and complete the sentences with NO MORE THAN TWO WORDS from the article.

Small talk. Chitchat.

These are the short conversations we have at parties, while we wait in line at the store, at family events or work. Sometimes we make small talk with people we already know but not well. Often we have to make small talk with complete strangers.

Many people find these small conversations about random topics difficult. Some people say they hate it. Others say small talk is a waste of time. They may even call it idle chitchat or idle chatter, meaning it doesn't do anything. They consider small talk not important.

However, small talk is important.

These exchanges can open doors that may lead to larger, more meaningful conversations. When you first meet someone or talk to someone you don't know well, it would be awkward to begin a conversation about a really deep topic such as war, politics or the meaning of life.

Small talk also gives you the chance to decide if you want to get know that person better – or not. Let's say you make small talk with someone at a party. But they only want to talk about cats. You may not want to build a friendship with them unless you really, really love cats.

Chitchat can also increase your feeling of understanding, or empathy, toward people you know but not well. Chatting with a colleague about their child may help you to understand more of their life outside the office. This could help build healthy work relationships.

Small talk could even help our larger communities - our relationships with neighbors. Exchanging a recipe with a neighbor in your apartment building may make her noises upstairs easier to live with.

(From VOA Learning English, this is the Health & Lifestyle report.)

1. Small talk or _____ is defined as short conversations at parties, stores, family events or workplaces.
2. Some people think that small talk is _____, so they call it idle chatter.
3. Small talk can help people to open up and then engage in bigger and _____ conversations.
4. With small talk, people get to understand and develop _____ for each other.
5. Small talk with co-workers about their daily lives creates _____ work relationships.

III. WRITING: Choose the best answer. Write the letter A,B, C or D in the box

1. Which/best/place/good/local food/immediate area?

- A. Which was the best place for local food in immediate area?
- B. Which is best place for local food in the immediate area?
- C. Which is the best place for local food in the immediate area?
- D. Which was a best place for local food in the immediate area?

2. What/kind/cocktail/you/recommend/ party/ evening?

- A. What kind of cocktail do you recommend on the party evening?
- B. What kind of cocktail do you recommend for the party this evening?
- C. What kind of cocktail did you recommend for the party this evening?
- D. What kind of cocktail did you recommend on the party this evening?

3. You/sleep/well/long flight/ Korean/sir?

- A. Did you sleep well for the long flight from Korean, sir?
- B. Did you sleep well after the long flight from Korean, sir?
- C. Do you sleep good on the long flight from Korean, sir?
- D. Do you sleep well on the long flight from Korean, sir?

4. She/ recommend/you/visit/ traditional villages/outskirt.

- A. She recommends that you visit traditional villages in the outskirt.
- B. She recommends that you visiting traditional villages in the outskirt.
- C. She recommended you visiting traditional villages in the outskirt.
- D. She recommended you to visit traditional villages in the outskirt.

5. You/visit/city temples/night markets/your stay/Hanoi?

- A. Had you visited any city temples or night markets on your stay in Hanoi?
- B. Have you visited some city temples or night markets during your stay in Hanoi?
- C. Have you visited any city temples or night markets during your stay in Hanoi?
- D. Do you visit any city temples or night markets during your stay in Hanoi?

6. you/ thought/ what/ places/ would like/ see?

- A. Have you thought of what places you would like to see?
- B. Are you thought of what places you would like to see?
- C. Have you thought what places you would like to see?
- D. Do you think of what places you would like to see?

7. I/ wondering/ what/ price/ tour/ be?

- A. I wonder what price of the tour was?
- B. I am wondering what the price of the tour is?
- C. I am wondering what price tour is?
- D. I wondered what price tour is?

8. cruise/ start/ 8.00/ morning/ last/ 6/ hours.

- A. The cruise starts at 8 in the morning and lasts for 6 hours.

- B. The cruise starts at 8 on the morning and lasts for 6 hours.
- C. The cruise started at 8 in the morning and lasts for 6 hours.
- D. The cruise starts at 8 in the morning and lasted for 6 hours.

9. driver/ will/ waiting/ you/ lobby/ 1.00 pm/ and/ take/ you/ rafting site.

- A. The driver will waiting for you in the lobby at 1.00 pm and taking you to the rafting site.
- B. The driver will be waiting for you in the lobby at 1.00 pm and taking you to the rafting site.
- C. The driver will be waiting you in the lobby at 1.00 pm and taking you to the rafting site.
- D. The driver is waiting you in the lobby at 1.00 pm and take you to the rafting site.

10. I/ looking/ something/ more/ excite/ do/ family/ when/ we/ stay/ here.

- A. I was looking at something more exciting to do with my family when we stay here.
- B. I am looking around something more excited to do with my family when we stay here.
- C. I am looking for something more exciting to do with my family when we stay here.
- D. I was looking for something more excited to do with my family when we stay here.