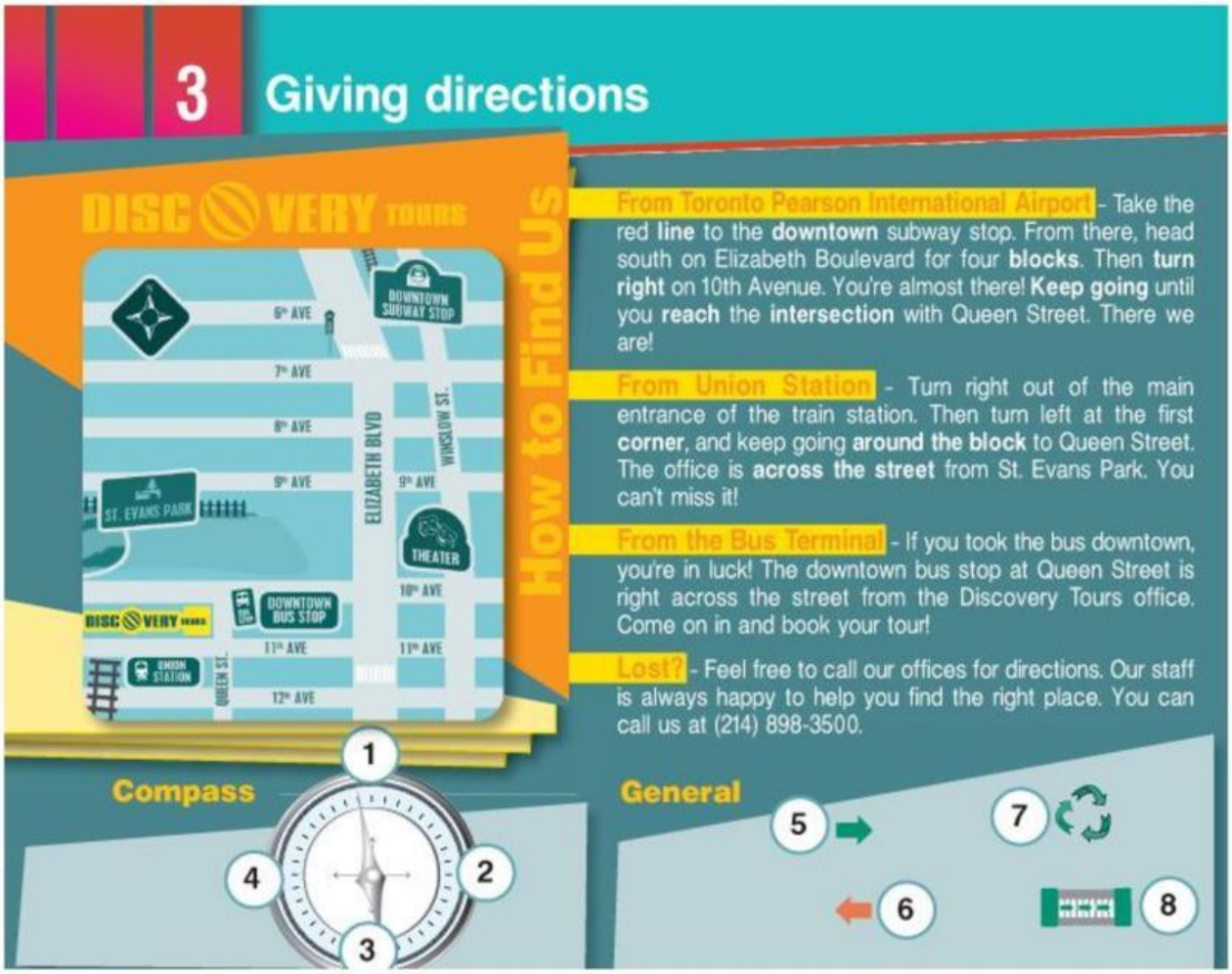

Discovery Tours' office is on the _____ side of the map which is shown on the brochure. This means that it is in the _____.

Reading

2 Read the brochure from a tour operator, and then choose the right answers.

1 What is the brochure mainly about?

- ○ **A** the fastest way to travel to the tour company
- ○ **B** the local attractions around the office
- ○ **C** the different ways to arrive at Discovery Tours
- ○ **D** the kinds of tours offered at Discovery Tours

2 Which is true according to the brochure?

- ○ **A** A subway goes from the airport to the office.
- ○ **B** The tour operator's offices are on Elizabeth Blvd.
- ○ **C** The Discovery Tours office is near St. Evans Park.
- ○ **D** The downtown bus stop is four blocks from the office.

3 What can you guess about Discovery Tours?

- ○ **A** It offers tours to places in St. Evans Park.
- ○ **B** It is located in Toronto's downtown.
- ○ **C** It is across the street from the theater.
- ○ **D** Its location is convenient for fliers.

LIVEWORKSHEETS

Vocabulary

3 Label the pictures using the words from the word bank.

WORD BANK

east | right | left | west | around | south | across | north

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

Vocabulary

4 Choose the word that is closest in meaning to the underlined part.

1 Jane continues in the same direction.

- ○ **A** keeps going
- ○ **B** heads
- ○ **C** reaches

2 Does the blue subway route travel to Oak Road?

- ○ **A** intersection
- ○ **B** block
- ○ **C** line

3 The hotel is in the central part of a city.

- ○ **A** on the corner
- ○ **B** in the downtown
- ○ **C** at the intersection

LIVEWORKSHEETS

Listening

6 Listen to a telephone conversation between an employee at Discovery Tours and a client. Then mark the following statements as *True* or *False*.

0:00 / 0:00

1 The woman is traveling to the office by bus.	**True**	**False**
2 The client is near a theater.	**True**	**False**
3 The woman is only two blocks away from the Discovery Tours office.	**True**	**False**

Listening

7 Listen again. Fill in the blanks.

Employee: Thank you for calling Discovery Tours. How may I help you?

Client: Hello, I'm trying to find your offices. But I'm completely **1)** _____.

Employee: I can help you **2)** _____ _____ _____. Do you know what street you're on right now?

Client: Um, I'm **3)** _____ _____ _____ of 10th Avenue and Winslow Street.

Employee: Do you see the theater?

Client: Yes! I'm right **4)** _____ _____ of it.

Employee: Okay. Don't worry - you're **5)** _____ _____.

Client: So ... where should I go?

Employee: First, you need to **6)** _____ _____, away from the theater.

Client: But do I need to stay on 10th Avenue?

Employee: That's right. Just **7)** _____ _____ for about half a kilometer.

Client: Do you know how many blocks that is?

Employee: Yes. Let's see ... it's two blocks.

Client: Okay. Then what?

Employee: Then you'll be at the **8)** _____ of 10th and Queen Street. You'll see St. Evans Park on one side of the street. We're across from there.

Client: That doesn't sound too hard. Thanks! I'll be there soon.

LIVEWORKSHEETS

Travel Agent: Welcome to Planet Travel. How can I help you?

Client: Hi. I'd like to plan a holiday.

Travel Agent: Where would you like to visit?

Client: I'd like to go to Thailand. I hear it is beautiful this time of year.

Travel Agent: It is! Spring is the best time to visit. We have two packages for Thailand: the deluxe and economy packages.

Client: What is the difference between them?

Travel Agent: The deluxe is the best package that we offer. It's all-inclusive.

Client: What about the economy package?

Travel Agent: You can customize the economy to be inexpensive.

Client: Does that mean I could get an air-only package?

Travel Agent: You can customize the economy to be inexpensive.

Client: Does that mean I could get an air-only package?

Travel Agent: Exactly. Is that something you're interested in?

Client: Yes. I don't mind making my own arrangements for accommodation.

Travel Agent: OK, are you interested in planning any excursions? We can help you with that as well.

Client: No, I'd rather explore on my own once I get there.

Speaking

8 Complete the conversation below based on Task 7, with the phrases given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:
Do you know what street you are on now? *Where should I go?* *First, you need to walk ...*

Student A: You are a lost tour client. Ask Student B for directions to the office.

Student B: You are an employee at the Discovery Tours office. Give the student directions about how to arrive at the office.

LIVEWORKSHEETS

Yes, I'm on 12th Avenue. | That doesn't sound too hard. | Hi, I'm trying to find your offices, but I'm a bit lost. | I'm right in front of it.

A: _____

B: Okay. I can help you. Do you know what street you are on?

A: _____

B: Can you see Union Station?

A: Yes! _____

B: Okay. Don't worry, you're really close. Just head east and keep the station on your left. Then turn left and walk up to Queen Street. We are on the left one block up, opposite the downtown bus stop.

A: _____ Thanks! I'll be there soon.

Writing

9 Use the dialogue in Task 8 to fill in the directions below.

DISCOVERY TOURS

Starting Location: _____ _____

Places Nearby the Starting Location: _____ _____

Directions to Discovery Tour Office: Head _____ on 12th Avenue. Turn _____ onto the Queen Street and walk _____ block.

Every Adventure Begins with Discovery Tours

LIVEWORKSHEETS