

Name:
Section:
Academic number:

Lead in :

- Have you met visitors to your company or country?
- What do you offer them?
- What do you talk about when you meet new people?
- Do you find it easy or difficult to start a conversation?

Reading

An airport departures board:

 DEPARTURES 				
TIME	TO	FLIGHT NO.	GATE	REMARKS
06:15	LOS ANGELES	TH4790	B33	ON TIME
06:50	FRANKFURT	LN1134	D3	ON TIME
06:55	ABU DHABI	EY990	A12	ON TIME
07:10	TAIPEI	CX7892	C21	DELAYED
07:15	VANCOUVER	CA758	B35	ON TIME
07:20	TOKYO	JL2006	F34	CANCELLED
07:35	LONDON	BA239	D9	ON TIME
07:45	PARIS	AF007	D9	ON TIME
07:50	TORONTO	CA857	B34	ON TIME
08:05	HONG KONG	CX7635	C21	DELAYED
08:15	NEW YORK	AAL690	B35	DELAYED
08:50	SEOUL	DL7860	E5	CANCELLED

Read the airport departures board and decide if each statement is true or false.

- | | | |
|---|------|-------|
| 1- The flight leaving at six-fifteen is going to Los Angeles. | True | False |
| 2- Flight number CX7635 leaving for Hong Kong is on time. | True | False |
| 3- The flight to Abu Dhabi is leaving from Gate A21. | True | False |
| 4- The flight to Vancouver has been cancelled. | True | False |
| 5- The seven thirty-five flight is going to London. | True | False |
| 6- The eight-fifteen flight is going to New York. | True | False |
| 7- Flight number LN1134 has been cancelled. | True | False |

8- There is a flight leaving at seven twenty-five.	True	False
9- The flight to Frankfurt is leaving at six-fifty.	True	False
10- Flight CA857 is leaving at seven-fifty from Gate D34.	True	False

- **What is Cultural Tourism?**

Tourism across the world is getting an impetus because there is so much that people want to see and experience. In fact, visiting another country is one of the best ways to learn about the culture and language of that country. However, of late, people are indulging in cultural tourism that has given tourism a whole new meaning. Cultural tourism is a type of tourism that allows the tourist to participate in local cultural activities, like festivals and rituals. As a result, the tourist can enjoy a genuine cultural exchange with the locals. It also enables local communities to accept their culture as cultural tourism is a major driver for growth. So, communities go out of their way to celebrate and promote their culture as it makes them different from other communities. A good example is the carnival celebrated in Rio de Janeiro and Goa before Lent begins. While in Rio it is a raucous celebration where locals and tourists party and indulge in everything under the sky, in Goa, the mainstay of the event is a parade followed by dances and feasts. Cultural tourism benefits local communities. Some of the benefits of cultural tourism that government and local tourism bodies should be aware of include the following: Cultural tourism has a positive economic impact on the destination and can help underserved communities to thrive and flourish. The money that this form of tourism bring in can be used within local communities for social good. It helps preserve the local culture while allowing communities to emphasize the uniqueness of their culture to differentiate it from other locations. It helps destinations market themselves and compete with more competitive locales on an even footing.

Read the text, then decide if these sentences are(True or False):

1- It helps destinations market themselves.	True	False
2- Cultural tourism is a minor driver for growth.	True	False
3- It can't help underserved communities to thrive and flourish.	True	False
4- Visiting another country is one of the worst ways to learn about the culture and language of that country.	True	False
5- It allows the tourist to participate in local cultural activities.	True	False
6- The mainstay of the event is a parade followed by dances and feasts.		
True	False	



Choose the correct word to complete the sentence:

1. I put my clothes and shoes in my (**baggage** / **passport**).
2. You need your (**passport** / **lounge**) when you travel internationally.
3. We waited in the airport (**lounge** / **customs**) before boarding the plane.
4. The officer checked my passport at (**customs** / **baggage claim**).
5. I bought my plane (**ticket** / **compass**) online.

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6. We used a (**compass** / **visa**) to find the right direction.
 7. My parents traveled around Europe in a (**caravan** / **lounge**).
 8. They went on a (**cruise** / **check-in**) around the Mediterranean.
 9. I showed my (**visa** / **baggage**) before entering the country.
 10. We arrived at the airport and went to (**check-in** / **land**).
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Greetings

Formal Greeting		Informal Greeting	
Hello (name) How are you? Good morning/ afternoon/ evening. What are you doing? It's nice to meet you. How is it going? How are you doing? Good to see you. It is a pleasure to meet you. How do you do? It's an honor to meet you/ Nice to meet you.		Hey! What's up? How d y! How are ya? Hi! What's new? What's going on? How is it going? How are things? How is everything? How's life? Long time no see!	
Greetings	Responses to greeting	After the greeting	Departing
hello good morning good afternoon good evening hi hey	fine good not so good so so / OK	How are you? How's it going? How are you doing?	good-bye good night bye see you later see you soon

Put the expressions into the correct group:

- 1- How are you? 2- Hello 3- fine 4- good-bye 5- good afternoon 6- hi -
7- not so good - 8. see you later - 9. How's it going?

Departing	Reponses	After the greeting	Greetings

The modal verbs

- (Can, Could and Would) to offer to do things for people or to invite them to do something. We also use them to make requests or ask permission to do something.
 - They are a type of **auxiliary verb** we use with other verbs to add more meaning to the verb. After modal verbs we use the infinitive form without to
 - For more informal invitations you can use **can** + get. Get means buy in this context.
- Can I get you a drink?**

We also use **would** and **can** for **offering to help someone**

- **Would you like some help?**
- **Can I help you?**
- **Can I give you a hand with that? (It just means Can I help you?)**

- We also use modals for **asking for something** (making a request or asking permission).
- **Can you do me a favour? (more informal)**
- **Could you say thanks to your mum for me? (more polite)**
- **I've finished my homework. Can I go now? (more informal)**
- **Could I speak to Amy, please? (more polite)**

- Modals do not change in the present simple after ->
He / she / it (singular) – They / we / you / I (plural)

- **I can play tennis.** **She can play tennis.** (Don't say She cans x)

How to form a positive , negative and questions:

(+) **Sophie can send photos.** (-) **Sophie can't send photos.** (?) **can Sophie send photos?**

The positive answer is: Yes, sure. / Yes, of course. / Certainly.

We usually avoid a direct No in the negative answer. We'd say something like:

- Well, I'm not sure. / Tomorrow night's a bit difficult. / Um, actually, she's not here at the moment.

Match the two sentence halves and write the right correct answer:

1- Would you like to go with me?		a. Oh, yes, please!
2- Can you help me with my homework?		b. Well my brother took it.
3- Could you tell me how to use this machine, please?		c. Yes, for sure.

4- Would you like me to close the door?		d. Yes, of course, but are you ok.
5- Can I borrow your car?		e. Yes, sure. When do you want to start?
6- Could you help me with this, please?		f. I'm sorry, I don't know.
7- Can I take your pen?		g. Yes, you can.
8- Would you mind leaving me alone, please?		h. Oh, I'd love to, thank you.

Write the words in the correct order to make questions:

1. of / have / a / I / coffee / Can / cup ?

.....

2. salad / Would / to / like / you / a / eat ?

.....

3. How / I / help / can / you ?

.....

4. sandwich / make / Could / for / me / a / you?

.....

Fill in the gaps with these words:

To could. Get. Couldn't. would. Mind. Give. Can.

1. Can I you something to eat?
2. Would you if I took your phone?
3. Would you like go to the party?
4. Can I you a hand?
5. you help me with my project, please?
6. We go to the cinema.
7. You lend me 100 €, could you?
8. you mind passing the salt, please?

Listening

Listen and fill the gaps:

<https://youtu.be/czBNowHK9Jo>

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Peter: Are Mr. Mark.

Mark: Yes,

Peter: We talked by the, welcome to It's You in person.

Mark: Nice You too.

Peter: How was your?

Mark: Ok , but very

Listen and choose the right answer :

1. Mike wants to go and see the Tower of London. True False
2. It never rains in London in August. True False
3. Jen doesn't remember the correct gate number. . True False
4. Mike has terrible memories about his trip to Germany. . True False
5. There are three flights leaving at ten o'clock. . True False
6. Mike knows which airline they are flying with. . True False
7. There's a problem with the British Airways flight. . True False
8. They are going to walk to the gate. . True False

Writing

Business Meetings:

follow up email after a meeting:

Show appreciation

1. it is important to show your appreciation and thank your meeting attendees.
2. It is also important to show appreciation for your team members

Recap the meeting

1. A list of everything discussed during the meeting
2. A list of the action items and who were assigned to them
3. Any reference documents used during the meeting
4. A reminder for the next meeting

Add next steps

This will remind attendees what their next steps are in case they forgot.

follow up email after a meeting (Example):

Dear [marketing/sales/engineering] team,

Thank you for taking time out of your busy schedule to meet today. I appreciate all of the hard work you put into [company name].

Following up on our meeting, I would like to reiterate the key decisions discussed today.
[list key decisions discussed]

As a reminder, here is a summary of the action items and next steps.
[list call to action items and next steps + who is assigned to them]

Attached are the documents referenced during the meeting should you need more information. I'm looking forward to seeing you all on [date of next meeting] for our next team meeting. Enjoy the rest of your week.

Sincerely, [name]

Phonics, Pronunciation or Stress

There are general simple rules about word stress:

1. One word normally has only one main stress.
2. We stress vowels, not consonants.

Stress on the first syllable

1. Most two-syllable nouns have the stress on the first syllable.

Examples: PREsent EXport CHIna
Table

2. Most two-syllable adjectives have the stress on the first syllable.

Examples: PREsent CLEver HAPpy

B. Stress on the Last Syllable

1. Most two-syllable verbs have the stress on the second (last) syllable.

Examples: preSENT exPORT deCIDE beGIN

WORD STRESS RULES

GENERAL RULES

- One word normally has only **one main stress**.
- We stress **vowels**, not consonants.
- If you hear two main stresses, you are usually hearing **two words** or a **compound word**.

EXAMPLE
preSENT (one stress) ✓
preSENTation (two stresses = two words) ✗

A. STRESS ON FIRST SYLLABLE

- Most two-syllable nouns**
Most two-syllable nouns have the stress on the first syllable.
• PREsent
• EXport
• CHIna
• Table
- Most two-syllable adjectives**
Most two-syllable adjectives have the stress on the first syllable.
• PREsent
• SLEnder
• CLEver
• HAPpy

B. STRESS ON LAST SYLLABLE

- Most two-syllable verbs**
Most two-syllable verbs have the stress on the second (last) syllable.
• preSENT
• exPORT
• deCIDE
• beGIN
- Words ending in -al**
Stress is on the syllable before -al.
• CRITICAL
• geoLOGical
- Words ending in -sion and -tion**
Stress is on the syllable before -sion / -tion.
• teleVISION
• reveLATION
- Words ending in -cy, -ty, -phy and -gy**
Stress is on the syllable before the ending.
• deMOcracy • dependaBility • phoTOgraphy • geoLOGY

Note: Some two-syllable verbs do not follow this rule.

C. COMPOUND WORDS (WORDS WITH TWO PARTS)

- Compound nouns**
For compound nouns, the stress is on the first part.
• BLACKbird
• GREENhouse
• FOOTball
• TOOTHbrush
- Compound adjectives**
For compound adjectives, the stress is on the second part.
• bad-TEMpered
• old-FASHioned
• well-KNOWN
- Compound verbs**
For compound verbs, the stress is on the second part.
• underSTAND
• overFLOW
• overCOME

REMEMBER: One word = one main stress. Two stresses = two words (or a compound word).

Note: Some two-syllable verbs do not follow this rule, so it is a general rule, not an absolute one.

2. Words ending in -al. often have the stress on the syllable before **-al**.

Examples: **CRIT**ical geo**LOG**ical

3. Words ending in -sion and -tion

Words ending in **-sion** or **-tion** often have the stress on the syllable immediately before these endings.

Examples: tele**V**ision reve**L**ation

4. Words ending in -cy, -ty, -phy and -gy often have the stress on the syllable before the ending.

Examples: de**MO**cracy dependability pho**TO**graphy ge**OL**ogy

C. Compound Words

Compound words are words made from **two or more parts**.

1. Compound nouns usually have the stress on the **first part**.

Examples: **BLACK**bird **GREEN**house **FOOT**ball **TOOTH**brush

2. Compound adjectives

For compound adjectives, the stress is often on the **second part**.

Examples: bad-**TEM**pered old-**FASH**ioned well-**KNOW**N

3. Compound verbs

For compound verbs, the stress is usually on the **second part**.

Examples: under**STAND** over**FLOW** over**COME** under**STAND**