ESP 1 - TOURISM – PART 1

UNIT 1. TRAVEL DELAYS

GET READY

1. Have you ever experienced a flight delay? When was it? What happened?

2. Match the words/ phrases with the pictures.

a>flight board
b>runway
c>mechanical problem
d>landing gear
e>engine
f>representative

1__



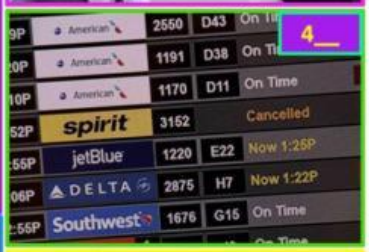
2__



3__



4__



5__



6__



READING

Listen and read a newspaper article about travel delays. What advice are passengers given?

Mark the following statements as true (T) or false (F).

1. The weather in Glacier Falls has caused flight delays. _____
2. The City Council can tell you the departure times. _____
3. The flight board gives information about the runways. _____

LIVEWORKSHEETS



The Glacier Gazette - December 17

SNOWSTORM HITS GLACIER FALLS; Flight Delays Expected

There's bad news for travelers in Glacier Falls. Last night, a snowstorm moved into the area. Roads and airport **runways** are frozen. And many airlines are reporting **flight delays** until **further notice**.

Some of the delays are **due to** the weather. Other delays are due to **mechanical problems** with the airplanes' **engines** and **landing gear**. These delays are causing problems for travelers. Many travelers are reporting **missed flights**. What can you do to find out if your flight is delayed? The Glacier Falls City Council recommends calling the airlines. Ask to speak to a **representative** from the airline. He or she can give you the latest news on departure times.

But what if you're already at the airport? Check the **flight board**. It shows if a flight is **on time**, delayed, or cancelled. The snowstorm is expected to last a few days. Until then, travelers are advised to **be patient**.

* * *

VOCABULARY

A. Choose the response that answers the question correctly.

1. Are the flight delays due to the weather?
   A. No, they are because of mechanical problems.
   B. Yes, they are made from the snowstorm.

2. Is the flight to Berlin delayed until further notice?
   A. Yes, it is delayed until someone gives new information about it.
   B. Yes, I bought a plane ticket to Berlin yesterday.

3. Will the plane arrive on time?

LIVEWORKSHEETS

A. Yes, it will come later than expected.
B. Yes, it will come when it is supposed to.

B. Use the word bank to fill the blanks in the sentences.



1. Mr. Smith waits for a long time at the airport, but he doesn't get mad. He's very ____.
2. The number one reason for ____ is that passengers do not arrive at the airport on time and cannot get on the plane.
3. The ____ is very busy answering calls from worried travelers.
4. The airport _____ are long and smooth. They're perfect for airplane landings and take-offs.
5. Mrs. Williams checks the _____ to see if her flight is on time.
6. There's a problem with the plane _____. The plane will not start until they are fixed.
7. The planes will be arriving late due to several _____ and cancellations.
8. An airplane's _____ is important. Without it, an airplane can't land.
9. The airplane has a number of _____. These include damaged landing gear and engine trouble.

PRACTICE QUIZ 1

A. Listen to a conversation between a gate agent and a traveler, and then choose the right answers.

1. What is the conversation mostly about?
   A. The woman misses a flight because of a delay.
   B. The traveler wants to know when the flight from Stockholm arrives.
   C. The attendant tells the traveler about a delay.
   D. The attendant tells the traveler when to board.

2. Which of the following is NOT a reason why the flight is delayed?
   A. mechanical problems
   B. damaged landing gear
   C. engine trouble
   D. broken flight board

B. Listen again and fill in the blanks.

LIVEWORKSHEETS

Traveler: Excuse me. When does Flight 682 leave? It's going to Stockholm.

Attendant: Actually, Flight 682 is delayed until **1** _____ _____ .

Traveler: Flight 682 has been delayed? I don't believe it.

Attendant: That's correct, ma'am. I **2** _____ _____ _____ twenty minutes ago.

Traveler: I didn't hear it. Why has the flight been delayed?

Attendant: There are several **3** _____ _____ with the airplane.

Traveler: Oh my! What kind of mechanical problems?

Attendant: The landing gear is **4** _____ _____ . Also, there's some minor engine trouble.

Traveler: I see. How long will the flight be delayed?

Attendant: A few hours. In the meantime, you can wait in the **5** _____ _____ .

Traveler: Okay. How will I know when it's time **6** _____ _____?

Attendant: I'll make an announcement. Or you can check the flight board.

Traveler: I'll do that. Thank you.

LIVEWORKSHEETS

UNIT 2. LOCATING HELP



READING

Listen and read the flier from the city's tourism board about where to get help in Sunrise City. Then, choose the right answers. How many types of problem does it mention?

1. What is the main idea of the flier?
   A. How to file a police report
   B. Where to get a new passport
   C. Ways to get medical treatment
   D. Where to go in case of trouble

2. Which of the following statements is true according to the flier?
   A. The hospital is open 24 hours a day.
   B. Visitors can contact the police station by phone.
   C. Workers at the clinic fill prescriptions.
   D. There is a list of embassy workers on the website.

3. A visitor loses his passport. Where does he go for help?
   A. The clinic
   B. The police station
   C. The embassy
   D. The pharmacy

LIVEWORKSHEETS



Where to Find Help

Visitors to Sunrise City usually don't worry about crime or medical emergencies. Our beautiful city is one of the safest vacation destinations in the country. ***But when bad things happen, do you know what to do?***

Medical emergencies: **In case of an emergency**, seek **treatment** at Charity **Hospital**. Most of the doctors there speak English. You are not seriously ill or **injured**? Then visit one of the **clinics** in town. Afterward, go to the **pharmacy**. The pharmacy can **fill a prescription** for medicine.

Crime: Victims of crime should file a **police report**. Do this at the **police stations** around Sunrise City. Or **dial** 911, the **emergency number**.

Legal: Travelers with **legal** trouble should go to their country's **embassy**. The representatives there provide advice. The embassy also gives help for travelers who lose their passports. Visit our website for a complete list of different embassies and their addresses.

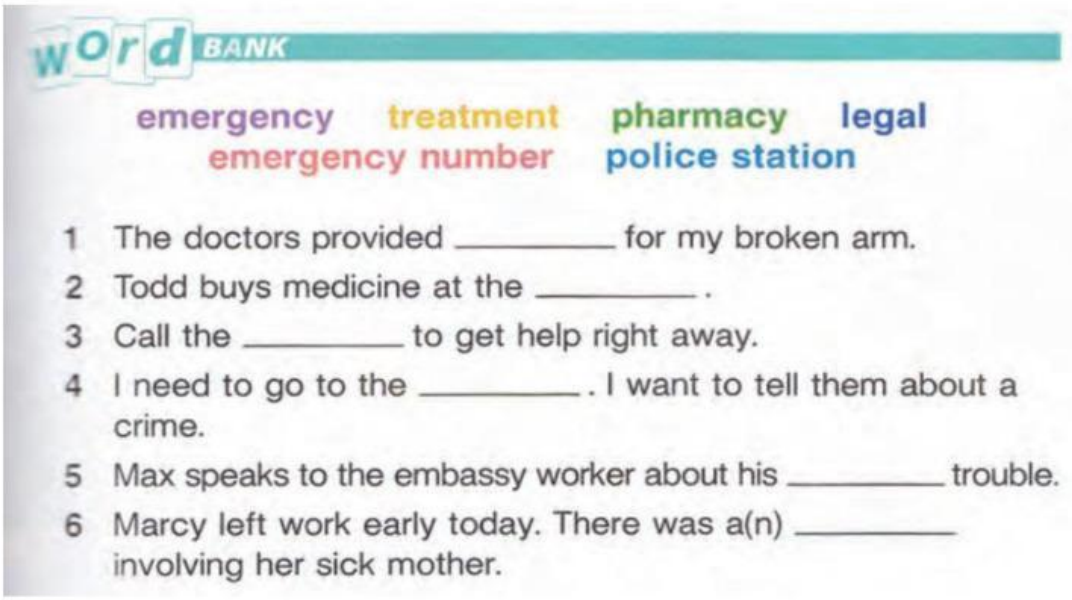
VOCABULARY

A. Check the sentence that uses the underlined part correctly.

1. A. ____ A man sees fire in the hotel. He calls the embassy for help.
   B. ____ You fill a prescription when you pick up medicine.
2. A. ____ Ellen hurt her foot yesterday. She is injured.
   B. ____ The visitor files a police report at the hospital.
3. A. ____ The holidaymaker gets a new passport at the clinic.
   B. ____ Anita has a serious medical problem. She goes to the hospital.
4. A. ____ In case of a crime, send a letter to your friends.
   B. ____ I dialed my friend's phone number and talked to her.

LIVEWORKSHEETS

B. Use the word bank to fill the blanks in the sentences.



PRACTICE QUIZ 2

A. Listen to a conversation between a hotel employee and a guest, and choose the right answers.

1. Why does the hotel employee tell Ms. Heller to get help?
   A. She lost her passport.
   B. She is lost.
   C. She is injured.
   D. She is very sick.

2. Which place does the hotel employee offer to arrange a cab to take her to?
   A. The police station
   B. The pharmacy
   C. The hotel
   D. The clinic

LIVEWORKSHEETS

B. Listen again and fill in the blanks.

Employee: Ms. Heller. Let me help you up. Are you OK?

Guest: Yes, I'm fine. I just fell on the **1** _____ .

Employee: Perhaps you should go to the **2** _____ . They can examine your leg.

Guest: Oh, no, it's **3** _____ _____ _____ . It really doesn't hurt much.

Employee: Charity Hospital isn't far. I can arrange a cab to take you there.

Guest: That's not necessary. But thank you for **4** _____ _____ .

Employee: At least go to the clinic. The doctor there can **5** _____ _____ _____ .

Guest: OK. That's not such a bad idea.

Employee: The clinic isn't far either. Let me call a cab.

Guest: Is there a pharmacy near the clinic? In case the doctor tells me to get some medicine.

Employee: Of course. There's a pharmacy next to the clinic.

Guest: That's **6** _____ _____ . Thank you for your help.

LIVEWORKSHEETS