

1 About your guest

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Business or Leisure?

Get to Know Three Different Types of Travelers

People travel for many reasons. Some guests go to places **on business**.

They are **business travelers**. They go to **conferences** or meetings. Business travelers are very busy during their **trip**. Other people travel for **leisure**.

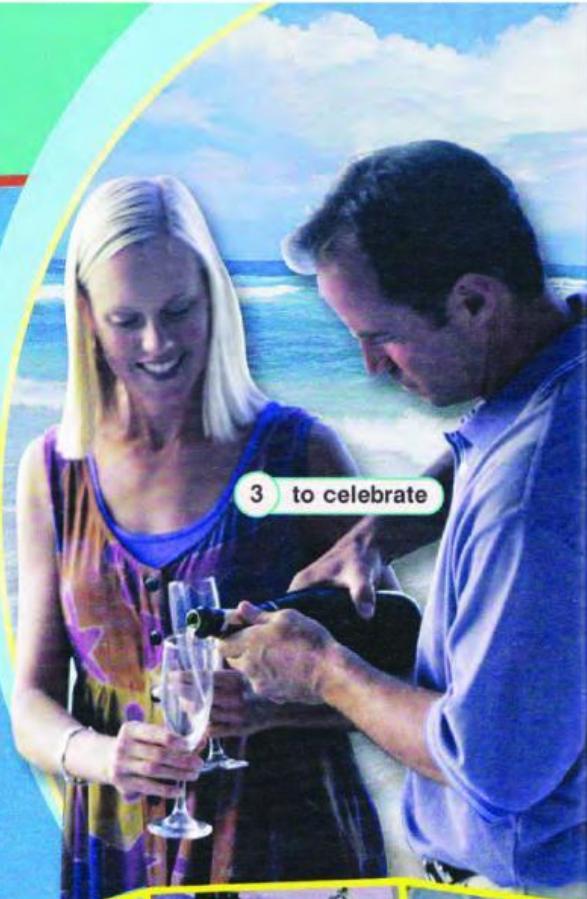
They are **holidaymakers** or **vacationers**. During their holiday, they like to relax.

They also like to see new places. Sometimes people travel to **celebrate**. For example, some couples travel after they get married. This kind of trip is called a **honeymoon**. People on their honeymoon are **honeymooners**. They like **romantic** places. What are other reasons that people travel?

1 for a conference

2 on business

3 to celebrate



Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do people travel?
- 2 What do they do on holiday?

Reading

2 Listen and read the article from a magazine for workers in tourism, and then choose the correct answers.

- 1 What is the main idea of the passage?
 - how to plan a honeymoon
 - places for business conferences
 - why people go on honeymoons
 - reasons that people travel
- 2 After getting married, a couple goes _____.
 - on business
 - on a honeymoon
 - to a conference
 - for leisure
- 3 Ms. Jong travels to go to a sales conference. What is probably true about her?
 - She got married recently.
 - She wants to relax during the trip.
 - She is a business traveler.
 - She enjoys romantic places.



Vocabulary

3 Complete the sentences. Fill in the blanks with the correct words from the word bank.

WORD BANK

celebrate leisure relax honeymoon
romantic trip holiday business traveler

- 1 The couple had a _____ dinner at an ocean-front restaurant.
- 2 Ms. Hays isn't in the office; she is on a business _____.
- 3 The office threw a party to _____ Jack's birthday.
- 4 Rosa is on _____ at the beach.
- 5 After getting married, Jerry and Mila went to Barcelona for their _____.
- 6 The _____ attended several meetings during his trip.
- 7 Mr. Quail does not want to think about work; he only wants to _____.
- 8 Gregory traveled for _____ and relaxed on his holiday.

4 Choose the answer that has the same meaning as the underlined word.

- 1 holidaymaker
A trip B vacationer C leisure
- 2 conference
A meeting B honeymoon C trip
- 3 vacation
A meeting B holiday
C business traveler

5 Listen and read the article again. What three types of travelers are there?

Listening

6 Listen to a conversation between a guest and a hotel worker at the Luxe Hotel. Then answer the questions.

- 1 What is the woman's home country?
A Germany C England
B America D Spain
- 2 The woman is in Berlin _____.
A for her honeymoon
B on business
C to celebrate
D on holiday

7 Listen again. Fill in the blanks.

Worker: Good evening, ma'am. 1 _____ to the Luxe Hotel.

Guest: Hello.

Worker: Is this your 2 _____ in Berlin?

Guest: Yes. I'm very happy to be here.

Worker: 3 _____ are you visiting from?

Guest: I'm from the 4 _____.

Worker: I see. And what 5 _____ you to Germany?

Guest: I'm here 6 _____ . I'm going to a conference.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Where are you visiting from?

Where are you from?

What brings you to this country?

Student A: You are the worker at the Luxe Hotel. Ask Student B questions to find out:

- home country
- hometown
- reasons for travel

Student B: You are a guest at the Luxe Hotel. Answer Student A's questions. Create personal information about yourself.

Writing

9 Use the dialogue in Task 8 to fill in the information about your partner.



Guest Book

Guest Name: Phillip Gregor

Home country: Sydney

Hometown: Australia

Reasons for Travel: I am traveling for leisure.

Guest Name: _____

Home country: _____

Hometown: _____

Reasons for Travel: _____

2 On the phone

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why does a business need a telephone service?
- 2 Name the duties of a telephone operator.



2 PBX



Reading

2 Listen and read an advertisement in the job section of a newspaper, and then choose the correct answers.

- 1 What is the advertisement about?
 - A new hotel in town
 - An available job
 - A telephone operator
 - A new telephone system
- 2 Which of the following is NOT a duty of a PBX operator?
 - Answer calls
 - Put callers on hold
 - Tell callers about the job
 - Connect callers with guests
- 3 What is probably true about people who get the job?
 - They use many different computers at work.
 - The hotel teaches them to use the PBX.
 - They work from home sometimes.
 - They work for Janie Kemp.

Now Hiring: PBX Operators

Are you **professional** and **courteous**? Do you want to help people? Then join the team at the Luxe Hotel. We want to hire **PBX operators**.

Operators have the following duties:

- answer and greet **incoming** callers
- **direct** and **transfer** calls
- ask callers to **hold** on the line
- **connect** callers with different departments

Every day, PBX operators help many callers. Operators help callers book rooms or get in contact with guests. You do not need experience for this job. We train you to use the PBX system. For more information, please call Janie Kemp at 891-2321.



3 on hold

4 direct

5 professional

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1	— operator	5	— connect
2	— transfer	6	— professional
3	— line	7	— incoming
4	— courteous		

A	being skilled and talented
B	a telephone connection
C	being polite and nice
D	to let a caller communicate with someone else
E	to move a call to another telephone
F	a telephone worker
G	a phone call that comes into a place from somewhere else

4 Check (✓) the response that answers the question.

- 1 Are you familiar with PBX systems?
A Yes, I'll take a message.
B I use it at work. I am an operator.
- 2 Please hold while I try to contact Mr. Peters.
A OK. I don't mind waiting.
B I'll place it on the shelf.
- 3 How may I direct your call?
A Yes, it was very interesting.
B May I speak to Mr. Johnson, please.

5 Listen and read the text. How many duties do operators have?

Listening

6 Listen to a conversation between a guest and a PBX operator. Then answer the questions.

- 1 What does Rhonda do for the caller?
A She gives him directions to the hotel.
B She holds on the line for him.
C She transfers him to Ms. Kemp's office.
D She tells him about the operator job.
- 2 What is probably true about the caller?
A He wants the operator job.
B He works as an operator, too.
C He does not read the newspaper.
D He is a guest in the hotel.

7 Listen again. Fill in the blanks.

PBX Operator: Thank you for calling the Luxe Hotel. This is Rhonda. How may I 1 _____?

Caller: Good 2 _____. I'm calling about an ad in the newspaper.

PBX Operator: Do you want to know about the operator job?

Caller: That's right. I want that 3 _____. Who can I speak to about that?

PBX Operator: You need to talk to Janie Kemp. She's the 4 _____ of the department.

Caller: Okay. Could you please 5 _____ me to Ms. Kemp's office?

PBX Operator: Certainly. Please 6 _____.

Caller: Thank you. You are very helpful.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

How may I direct your call?

I'm calling about...

Could you please transfer me to ...?

Student A: You are the operator. You get a phone call from Student B.

- Answer the call
- Greet the caller
- Direct Student B's call

Student B: You are the caller. Tell Student A

- what the call is about
- who you want to speak to

Writing

9 Use the dialogue in Task 8 to write the information in the hotel's call log.

PBX Department Call Log

Call Time: 9:52 AM About: PBX job

Action Taken: I put the caller on hold and then I transferred the call

Call Time: _____ About: _____

Action Taken: _____

Call Time: _____ About: _____

Action Taken: _____

