

Republic of Iraq

Ministry of Education

General Directorate of Vocational Education

English for Tourism  
Hotel Accommodation – Hospitality and Food Services  
Book 2

Fifth Preparatory Grade

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## Introduction

Dear teachers and students,

This is Book Two of the series *English for Tourism and Hotel Management*. It is composed of six units. Each of the units (1, 2, 3 & 4) has four lessons whereas units (5 & 6) have three lessons for each, thus, the total number of lessons is (22). Each lesson is supposed to be taught and studied within three lesson periods, i.e. one week. Three units are to be covered in each semester.

The general aim of Book Two is to develop the learners' general and professional language skills in terms of the specific content relevant to their field of study. The topics introduced in Book Two deal with *the front office, housekeeping, tourism management, food and beverage services, food production* and *tourism activities*. Each lesson includes grammatical, meaningful and communicative practices, in which the activities are presented in a simplified way to help learners comprehend the given knowledge, and then develop their performance.

## The Book Map

Unit	Title	Dialogues	Pronunciation	Readings	Grammar	Writing
1	The Front Office	<ul style="list-style-type: none"> <li>- Accepting a Booking</li> <li>- Booking a Single Room</li> <li>- Booking a Suite</li> <li>- Why should I confirm my reservation?</li> </ul>	The Vowel Sounds	<ul style="list-style-type: none"> <li>- Reservation Enquiry Card</li> <li>- How to Design a registration card</li> <li>- Amazing Experience</li> <li>- A Confirmation Letter</li> </ul>	<ul style="list-style-type: none"> <li>- Imperatives</li> <li>- Polite Requests</li> <li>- Describing Places</li> <li>- Adjective Clauses</li> </ul>	<ul style="list-style-type: none"> <li>- Writing Imperatives</li> <li>- A Registration Card</li> <li>- A Confirmation Letter</li> <li>- Writing a Payment Bill</li> </ul>
2	Housekeeping	<ul style="list-style-type: none"> <li>- I'm the chambermaid.</li> <li>- English for Hotel Staff</li> <li>- Sorry to disturb you.</li> <li>- Dry Cleaning</li> </ul>		<ul style="list-style-type: none"> <li>- What do housekeepers do?</li> <li>- A Hotel Loan</li> <li>- Parts of a Bed / Making Beds</li> <li>- Hotel Laundry Services</li> </ul>	<ul style="list-style-type: none"> <li>- Responsible for/in charge of</li> <li>- so that/in order to</li> <li>- Needs &amp; Wants</li> <li>- Compound Nouns</li> </ul>	<ul style="list-style-type: none"> <li>- Responsibility</li> <li>- Aspirations</li> <li>- Making Beds</li> <li>- Filling out a Laundry Form</li> </ul>
3	Tourism Management	<ul style="list-style-type: none"> <li>- I'm the tour guide.</li> <li>- Excuse me, Sir. May I give you bits of advice?</li> <li>- On the Plane</li> <li>- Calling for Medical Emergency</li> </ul>		<ul style="list-style-type: none"> <li>- Tour Guiding</li> <li>- Talking about Skills</li> <li>- Tourism Destinations in Iraq</li> <li>- What should I do if someone is bleeding?</li> </ul>	<ul style="list-style-type: none"> <li>- Apologizing</li> <li>- Making Offers</li> <li>- Accepting and Refusing Offers</li> <li>- Giving Advice</li> </ul>	<ul style="list-style-type: none"> <li>- Writing a Letter of Apology</li> <li>- Tour Guides and Public Relations</li> <li>- Steps of Refusing an Offer</li> <li>- Giving Advice</li> </ul>
4	Food and Drinks Services	<ul style="list-style-type: none"> <li>- Seating Guests</li> <li>- Soups</li> <li>- The Lunch</li> <li>- What do you like to have for lunch today?</li> </ul>	<ul style="list-style-type: none"> <li>- Revision of the Vowel Sounds</li> <li>- Revision of the Consonant Sounds</li> <li>- /g/ &amp; /dʒ/</li> <li>- Light and dark /L/</li> </ul>	<ul style="list-style-type: none"> <li>- Seating Small Children</li> <li>- Ordering Appetizers</li> <li>- Ordering Chicken</li> <li>- Healthcare Services</li> </ul>	<ul style="list-style-type: none"> <li>- The Imperative Mood (1)</li> <li>- The Imperative Mood (2)</li> <li>- Adverbs of Manner</li> <li>- Adverbs of Place</li> </ul>	<ul style="list-style-type: none"> <li>- Rules of Writing</li> <li>- My Job in the Restaurant</li> <li>- Describing the Main Dish</li> <li>- Pictorial Description</li> </ul>
5	Food Production	<ul style="list-style-type: none"> <li>- Dice the Potatoes.</li> <li>- Lasagna or Cordon Bleu</li> <li>- The Etiquette</li> </ul>		<ul style="list-style-type: none"> <li>- Sous Chef Job Description</li> <li>- A hotel kitchen looks like a beehive.</li> <li>- This is my kitchen.</li> </ul>	<ul style="list-style-type: none"> <li>- Test your English</li> <li>- Similarity</li> <li>- Differences</li> </ul>	<ul style="list-style-type: none"> <li>- How to Make Lentil Soup</li> <li>- How to Make Lasagna</li> <li>- Describe the interior design of your kitchen.</li> </ul>
6	Tourism Activities	<ul style="list-style-type: none"> <li>- Tour Escorts</li> <li>- Tour Announcements and Advertisements</li> <li>- Ordering and Delivering Meals</li> </ul>		<ul style="list-style-type: none"> <li>- How can Jessica manage a tour package?</li> <li>- Do you prefer cycling or mounting?</li> <li>- Delivery Order</li> </ul>	<ul style="list-style-type: none"> <li>- The Passive Voice (Present Forms)</li> <li>- The Passive Voice (Past Forms)</li> </ul>	<ul style="list-style-type: none"> <li>- The Iraqi Airways</li> <li>- Parts of Speech</li> <li>- Ordering some Goods</li> </ul>

**Unit One**  
***The Front Office***

**Lesson One**

**1. Dialogue**

***Accepting a Booking***

Read the following conversation with a partner and do Exercise A.



**Receptionist:** *Al-Sadeer hotel. How can I help you?*

**Tourist:** *I'm calling from Jordan. I'd like to book a double room.*

**Receptionist:** *Yes, when, sir?*

**Tourist:** *From the second of December for four days, please.*

**Receptionist:** *Just a moment, sir. We have a vacancy. What's the name, please?*

**Tourist:** *Ahmed Mousa.*

**Receptionist:** *Could you spell Mousa, please?*

**Tourist:** *M-O-U-S-A.*

**Receptionist:** *Mr. Ahmed Mousa, a double room from the second of December to the sixth.*

**Tourist:** *That's right. Thank you.*

**Receptionist:** *Thank you, sir. Goodbye.*

**Exercise A: Complete the following conversation.**

A: *How can I ..... you, Sir?*

B: *I'd like to ..... a double .....*

A: *When ....., Madam?*

B: *From the ..... of October to the .....*

A: *Your ....., please.*

B: *Emily James.*

A: *Is that J-A-M-E-S?*

B: *Yes. That's .....*

A: *Thank you ..... calling.*

**2. Vocabulary**

***I'm a front-office manager.***

Guess who I am.

**Read the following duties, guess the job and do Exercise B.**

I assign tasks for the staff.

I answer phone calls and provide information.

I maintain the office equipments.

I monitor front desk employees.

I perform bookkeeping and reservations.

I train new employees.



**Exercise B: Fill in each blank with the suitable verb between brackets.**

{ assigns, answers, monitors, perform, trains }

1. The tourist guide ..... the kids.
2. The boss ..... duties for the employees.
3. The housekeepers ..... housekeeping.
4. The manager ..... the staff.
5. The employee ..... all the interview questions.

**3. Pronunciation**

***The Vowel Sounds***

Look at the following table.

Short	/i/ sit	/a/ sat	/u/ put	/o/ top	/ə/ ago	/e/ egg	/ʌ/ up
Long	/i:/ seat	/a:/ are	/u:/ soon	/o:/ or	/ə:/ bird		

**Practice:** Pronounce the following words and identify the vowel sound.

{ clean, has, did, but, any, sore, moon, meet, hard, pot, cup, heard }

**4. Reading**

**Reservation Enquiry Card (REC)**

**Remember:**

The REC is a form for writing down booking details such as:

1. Name of the guest.
2. Contact number.
3. Required room type.
4. Arrival and departure date.
5. Number of persons.
6. Agreed rate.

Read the following information and fill out the Reservation Enquiry Card in Exercise C.

Mr. Frank Arnold telephoned the Babylon Hotel on the 21<sup>st</sup> of August 2022. The receptionist, Waleed Fahim, answered the call. Mr. Arnold reserved a double room for the 23<sup>rd</sup> of September 2022. He explained that he and his wife would arrive at one o'clock in the morning and would stay for five days.

Mr. Arnold also said that he worked for a British oil company. His telephone number is 044-863-9004. His address is 41 Oxford Street, London, England.

The room would cost them fifty-five dollars per night. Mr. Arnold said he would pay cash. He also asked if the hotel could put a vase of flowers in his room.

Exercise C: Fill out the following reservation enquiry card.

Reservation Enquiry Card	
Reference Number: 675	Date: ..... /8/2022
Requirements: .....	
Date of Arrival: .....	
Date of Departure: .....	
Number of Guests: .....	
Booked by: .....	
Company: .....	
Address: .....	
Telephone Number: .....	
Rate: .....	
Method of Payment: .....	
Special Requirements: .....	
Employee's Name and Signature: .....	

## 5. Grammar

### *Imperatives*

**Remember:**  
Imperatives are used to give orders, commands, warnings or instructions.

Orders	Commands	Warnings	Instructions
Do not disturb.	Clean your room.	Look out.	Add some salt.

Read the following text and do Exercise D.

***How to have a successful job interview:***

Identify the imperative forms, and state their functions.

Prepare some ideas before you go. Arrive on time and don't forget to dress nicely. Be polite and answer the questions clearly. Don't speak too loudly or too quietly. Above all, smile.

**6. Writing**

Exercise D: Look at each of the following pictures and write down the suitable imperative.



1



2



3



4

- 1. ....
- 2. ....
- 3. ....
- 4. ....

Now, join them in a paragraph.

.....  
.....  
.....

## Lesson Two

### 1. Dialogue

#### *Booking a Single Room*

Read the following conversation with a partner and do Exercise A.



**Receptionist:** *Reception. May I help you?*

**Guest:** *I want to book a single room. I'll arrive in Baghdad on the 11 of May. I'm not sure how long I'll stay.*

**Receptionist:** *Would you like a room with a bath or with a shower?*

**Guest:** *A shower, please.*

**Receptionist:** *Just a moment. I'll check. We can confirm a room from the 11<sup>th</sup> to the 16<sup>th</sup> of May, after that I'm not sure. We'll be very busy with the Baghdad International Trade Fair.*

**Guest:** *What if I stay longer?*

**Receptionist:** *We may be full. We may try to put you in another hotel. However, there may be a problem.*

**Guest:** *O.K.*

**Receptionist:** *For whom is the reservation?*

**Guest:** *Dr. Albert Winston.*

**Receptionist:** *Right, a single room with a shower from the 11<sup>th</sup> to the 16<sup>th</sup> of May for Dr. Albert Winston.*

**Guest:** *That's correct.*

**Receptionist:** *We'll see you on the 11<sup>th</sup>, Dr. Winston.*

**Guest:** *Thank you. Goodbye.*

**Remember:**  
Single rooms have single beds. Double rooms have double beds. Triple rooms have three single beds.



**Exercise A: Complete the following conversation.**

1. A: How can I help you?  
B: .....
2. A: Would you like a room or a suite?  
B: .....
3. A: .....  
B: Adnan Al-Basha
4. A: What if I stay longer?  
B: .....

## 2. Vocabulary

### ***How to design a registration card:***

Read the following card and do Exercise B.

Surname: <i>Al-Timimi</i>	First name: <i>Kamal</i>	Middle names: <i>Anwer Ali</i>	Date of birth: <i>19/6/1998</i>
Nationality: <i>Iraqi</i>	Visa number: <i>88990</i>	Passport number: <i>A 44312</i>	
Date of issue: <i>3/3/2021</i>	Date of expiry: <i>2/3/2029</i>	Place of issue: <i>Basra</i>	
Home address: <i>319/2/6</i>	Phone number: <i>07716205</i>	Wife's name: <i>Fatin</i>	
Date of arrival: <i>5/5/2022</i>	Date of departure: <i>9/5/2022</i>	Method of payment: <i>Cash</i>	
Coming from: <i>Iraq</i>	Purpose: <i>Tourism</i>	Room type: <i>Double</i>	
Guest signature: .....		Receptionist signature: .....	

Exercise B: Answer the following questions.

1. What is the guest's surname? .....
2. What is the guest's first name? .....
3. Did the guest mention his middle name? .....
4. What is the kind of the room did the guest want? .....
5. Where did the guest sign? .....

### ***What do you call a customer who .....?***

Read the following definitions and do Exercise C.

1. Never arrives: a '**no-show**' customer.
2. Fails to sleep in his room: a '**sleep-out**' customer.
3. Joins another guest: a '**joiner**' customer.
4. Makes his booking at the front desk: a '**chance**' or a '**walk-in**' customer.

Exercise C: Complete the following definitions as in (1).

1. A 'no-show' customer is a guest who never arrives.
2. A 'walk-in' customer .....

3. A 'sleep-out' customer .....
4. A guest who never sleeps in his room is called .....
5. A ..... a 'joiner'.

### 3. Pronunciation

#### ***Vowel Sounds***

Some words have different spelling, but they have the same vowel pronunciation:

/i/: English, orange, lettuce, Sunday, build, women, pretty,

/u/: full, book, could, woman

/o/: often, wander, what, false,

/ə/: England, sugar, children, father, possible, method, forget, famous, colour, supply, signature

/e/: bed, head, friend, said, says

/ʌ/: much, month, young

**Practice:** Pronounce the following words and identify the underlined vowel sounds.

{mamchine, some, full, mosque, left, minute, annoy, ugly, delete, busy}

### 4. Grammar

#### ***Polite Requests***

Remember:

You can **politely** ask someone by saying:

Can you ....., please?

Will you ....., please?

Could you ....., please?

Would you mind .....

Would you mind if .....

**Note:** Using (could) and (would) does not indicate the past time. It is used for stating a polite request.

Read the following examples and do Exercise D.

1. Can you show me your passport, please?
2. Will you pass me the salt, please?
3. Could you take this bag to my room, please?
4. Would you mind filling out this form?
5. Would you mind if I pay in US dollars?

Exercise D: Write down a polite request for each of the following situations.

1. Ask a guest to give you his identity card (ID). {Use: Can}  
.....
2. Ask a guest to sign the reservation form. {Use: Would you mind}  
.....
3. Ask a receptionist to wake you up at 7: 00 am. {Use: Will}  
.....
4. Ask a guest to smoke outside. {Use: Would you mind if}  
.....
5. Ask a receptionist to give you the city map brochure. {Use: Could}  
.....

5. Writing

**A Registration Card**

**Remember:**  
A reservation card refers to booking a room for a guest for a period of time. (Lesson 1)  
A registration card refers to recording the guest's information for official purposes.

*Excuse me, Sir. You forgot to write your surname.*

Read the information in the following box and do exercise E.

A: Please fill out this registration card.  
B: Can you help me? I can't read without my glasses. I forgot them in the taxi.  
A: Yes, Sir. Write your family name here then write your first name. After that, put your date of birth. Next, write your nationality and passport number. On the bottom line put your home address. Sign your name at the bottom.  
B: OK. Thank you.

Exercise E: Fill out the following registration card.

Surname: .....	First name: .....	Middle names: .....	Date of birth: .....
Nationality: .....	Visa number: .....	Passport number: .....	
Date of issue: .....	Date of expiry: .....	Place of issue: .....	
Home address: .....	Phone number: .....	Wife's name: .....	Children's names ..... .....
Date of arrival: .....	Date of departure: .....	Method of payment: .....	
Coming from: .....	Purpose: .....	Room type: .....	
Guest signature: .....		Receptionist signature: .....	

## Lesson Three

### 1. Dialogue

#### ***Booking a Suite***

Read the following conversation with a partner and do Exercises A and B.

Receptionist: *Reception. How can I help you?*

Guest: *I want a suite from June 3<sup>rd</sup> to July 8<sup>th</sup>.*

Receptionist: *Would you like a presidential, standard or junior suite?*

Guest: *What is a presidential suite?*

Receptionist: *There are two bedrooms, a dining room, a large sitting room and a kitchenette.*

Guest: *And what exactly is a standard suite?*

Receptionist: *A standard suite has one or two bedrooms and a sitting room.*

Guest: *And the junior suite?*

Receptionist: *It's a large studio.*

Guest: *A junior suite is all my wife and I need.*

Receptionist: *From which date will you need the suite?*

Guest: *From June the 3<sup>rd</sup> to July the 8<sup>th</sup>.*

Receptionist: *Your name, please?*

Guest: *Elvis Briskly.*

Receptionist: *Very good, Mr. Briskly. I have reserved a junior suite from the 3<sup>rd</sup> of June to the 8<sup>th</sup> of July.*

Guest: *Thank you very much. Goodbye.*

**Remember:**

Guests may ask for extra beds. They say:

- *We'll need another bed.*
- *Could you put another bed in the room?*
- *Can you bring an extra bed?*

Ask them:

- *Would you like a rollaway bed?*
- *Would you like a sofa bed?*
- *Do you need a baby bed?*
- *Would you like a baby cot?*

Note: (Could) and (would) are used to state the request politely.

**Exercise A: Do the necessary changes as in the example:**

**Example: I booked a room by phone.**

1. .... a suite .....
2. .... by email.
3. I reserved .....
4. She ..... Telegram.
5. He ..... a single room .....

**Exercise B: Do the necessary changes as in the example:**

***Would you like to book a suite with a kitchenette?***

1. .... book a junior ..... with a sitting room?
2. .... book a presidential ..... with a sea view?
3. .... book a VIP ..... a balcony?
4. .... book a standard suite with a city .....

## 2. Vocabulary

Read the following questions and do Exercise C.

*What do you call a suite which .....*

1. ... looks like a large studio?
2. ... has one or two bedrooms with a sitting room?
3. ... has two bedrooms, a dining room, a large sitting room and a kitchenette?



Presidential Suite



Standard Suite



Junior Suite

Exercise C: Answer the following questions.

1. What is a presidential suite? .....
2. What is a standard suite? .....
3. What is a junior suite? .....

### 3. Pronunciation

#### *The Vowel Sounds*

Identify the vowel sound in each group of words.

1. /..... /: sit, it, fit, hit, ill, is, fill, will
2. /..... /: seat, eat, feet, heat, meal, ease, feel, wheel
3. /..... /: sat, bad, man, stamp, had, fan, at, am
4. /..... /: cart, heart, bath, far, half, calm, arm, part
5. /..... /: full, look, pull, cook, bull, should, look
6. /..... /: fool, pool, use, food, soup: soon

### 4. Reading

Read the following paragraph and do Exercises D.

#### *Amazing Experience*

*I had to attend a business meeting in Erbil and stayed at the Rotana Hotel in Gulan Street. I had a **wonderful** stay at the hotel. The staff was friendly and helpful and the check-in was quick and easy. My room was comfortable and clean. It was a real pleasure to stay at the hotel in a safe and secure location in the city. The food was wonderful especially the **terrific** breakfast. This was one of my best hotel experiences. Even that the prices were very high, the good service of the hotel with free Wi-Fi was worth it.*

Exercise D: Use each of the following expressions in a sentence as in the example:

Example: **My father bought me a Swiss watch.**

{ a Swiss watch, an attractive destination, fresh food, a crowded city, a dangerous adventure, beautiful landscapes, foreign tourists, an Indian fashion }

## 5. Grammar

### **Describing Places**

Remember the following adjectives.

{*wonderful, friendly, helpful, quick, easy, comfortable, clean, real, safe, secure, terrific, best, high, good, free*}

Pick up each adjective with the noun it defines from the paragraph above.

Example: ... *a wonderful stay*

Exercise E: Fill in each blank with the suitable adjective from “*Amazing Experience*”.

1. The local people were very ..... to the visitors.
2. I called the porter but he wasn't very .....
3. You will feel more ..... with the room.
4. That is such ..... news. Congratulations.
5. Hotel tax rates will be very ..... next year.

Exercise F: Complete the following paragraph with the suitable adjective between brackets.

{historic, largest, international, tourist, English and Italian, Middle, exceptional}

Erbil Rotana Hotel is located ten minutes away from Erbil ..... airport. It is adjacent to the ..... villages while overlooking Sami Abdul Rahman park; one of the ..... parks in the ..... East. The hotel ..... location gives guests the opportunity to explore ..... sites such as the ..... Citadel of Erbil.

## 6. Writing

### **A Confirmation Letter**

Read the following reservation confirmation letter and do Exercise F.

Four Seasons Hotel  
Beirut / Lebanon  
To: Prof. Henry Jackson  
Florida / USA / 001-532-40-16

*Dear Professor,*

*Thank you for choosing the Four Seasons Hotel. We are pleased to confirm your reservation on (the 25<sup>th</sup> of April) in room number (717) for (3) nights. We hope that it meets your desire.*

*Your confirmation number is (16/399).*

*Please, remember that check-in time is (after 12 pm) and check-out time is before (12 pm).*

*You can read our cancellation policy on ([www.fourseasonshotel.com](http://www.fourseasonshotel.com)).*

*We are looking forward to seeing you.*

*Sincerely,*

*Adam Smith*

*The manager*

Exercise F: Write a reservation confirmation letter to Mrs. Ricardo Mardini of Brazil. Tell her that (Marriott Amman Hotel) is the best choice to stay during the summer holiday. Her room will be (109/ sea view). The date of reservation will be from (the 11<sup>th</sup> to the 21<sup>st</sup> of June). Send the letter via the Telegram on (+55-30-777-00).

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## Lesson Four

### 1. Dialogue

#### *Why should I confirm my reservation?*

Read the following conversation with a partner and do Exercise A.



Mother: *James?*

James: *Yes, Mom.*

Mother: *Have you confirmed your hotel room reservation?*

James: *What do you mean, Mom?*

Mother: *You have to confirm your reservation before travelling.*

James: *Oh, I don't have any idea about that. I'll call the travel agent right now.*

Travel Agent: *This is Moonlight Travel Agency. How can I help you?*

James: *Good evening. I'm James Bond. I have reserved my hotel room at Antalya Hilton Resort for the 17<sup>th</sup> and 18<sup>th</sup> of this month. Could you please send me the confirmation for my reservation?*

Travel Agent: *Yes, sir. We'll do that for you a day or two before travelling. I'll send you the confirmation letter and you have to carry a copy along on the trip.*

James: *Thank you very much.*

Exercise A: Answer the following questions about James.

1. What did James' mother ask him to do?

-----

2. Did James have any idea about that?

-----

3. Which travel agency did James call?

-----

4. Where did James reserve a hotel room?

-----

5. What did the travel agent tell James?

-----

2. Vocabulary

**Payment Methods**

**Remember:**

A payment method is the way the customers pay for a product or service.

Look at the following pictures of payment methods.



A. Cash



B. Check



C. Credit Card



D. Mobile Payment



E. Electronic Bank Transfer

Exercise B: Match each picture with one of the following explanations.

- It is the immediate payment with paper money or coins.
- It is the payment of money through a tablet or cell phone.
- It is the electronic transfer of money from one bank account to another.
- It is a document that orders a bank to pay money from your account.
- It is a plastic card that you can use to pay for goods or services.

Exercise C: Complete the following sentences about payment methods.

1. A cash payment is -----
2. The check is -----
3. The transfer of money from one bank to another is called -----
4. A credit card is -----
5. Mobile payment means -----

### 3. Reading

#### **A Confirmation Letter**

**Remember:**

If you confirm a reservation, you inform someone who has booked a room at a hotel that the reservation is definite.



This is a confirmation letter sent by the travel agency to Miss. Sarah. Mr. Bond received all the necessary information about his stay at the hotel.

**Exercise D: Read and find out the following information:**

{the city, the date, the room, the accommodation, the nights, the cost and the phone number to contact with the hotel}

**Business Name:** *Antalya Hilton Resort*

**Print Date:** 29/7/2022, **Time:** 13:52:18, **Page:** 1

**Invoice number:** 3773, **Reservation Number:** 1, **Room:** *Single Room*

**Tour Operator:** *Moonlight Travel Agency*

**Accommodation:** 17/08/22-18/08/22, **Nights:** 2

**Guest Name:** *Miss. Sarah Barkly*

**Price:** 140 \$, **Extras:** 0, **Transfer:** 0, **Rent a car:** 0, **Total Price:** 140\$

Please, call (+242-10604211956) for more information.

Exercise E: Fill in the following reservation confirmation letter with the missing information.

-----: *Antalya Hilton Resort*  
-----: 29/7/2022, -----: 13:52:18, -----: 1  
-----: 3773, -----: 1, -----: *Single Room*  
-----: *Moonlight Travel Agency*  
-----: 17/08/22-18/08/22, -----: 2  
-----: *Mr. James Bond*  
-----: 140 \$, -----: 0, -----: 0, -----: 0, -----: 140\$  
----- (+90-10604211956) -----.

#### 4. Pronunciation

##### ***The Vowel Sounds***

Identify the vowel sound in each group of words.

1. pot, shot, fox, boss, spot: /..... /
2. ball, storm, north, salt, sport: /..... /
3. upon, award, above, doctor: /..... /
4. bird, hurt, word, work, turn: /..... /
5. bell, wet, bed, help, neck: /..... /
6. love, fun, cut, son, sun: /..... /

#### 5. Grammar

##### **Adjective Clauses**

Remember:

- The adjective clause adds more information to a noun or a pronoun.
- It begins with a relative pronoun.
- Relative pronouns are: who, whom, whose, when, where, why, which, that and how.

Read the following sentences and identify the adjective (relative) clause.

- Mr. Karl, *who taught me English*, bought a yacht.
- The man, *whom we met in the park*, is the owner of this hotel.
- He is the man *whose opinion I respect*.
- I can't remember the date *when I first went to Europe*.
- I know a restaurant *where the food is excellent*.
- Do you know the reason *why the shops are closed today*?
- Where is the bus *which goes to the city centre*?
- Did you read the message *that I sent you yesterday*?
- I appreciate the way *how you deal with problems*.

Exercise F: Complete each sentence in List A with the suitable adjective clause in List B.

List A		List B		Answer	
1	The man, ----, looked very pale.	A	where she checked his HB	1	
2	He was sitting in a room -----.	B	when he had pain	2	
3	The nurse ----- was merciful.	C	who was sick	3	
4	The nurse took him to a room -----.	D	why the man felt better	4	
5	The man took an injection -----.	E	whom he called	5	
6	That was the reason -----.	F	which was very crowded	6	
7	The man didn't know -----.	G	how to take the medicine	7	

## 6. Writing

### Writing a Payment Bill (Invoice)

Read the following invoice and do Exercise G.

Company Name	<i>Al-Hilal Hotel</i>			
Street Address	<i>Al-Sadoon St.</i>			
City	<i>Baghdad</i>	Country	<i>Iraq</i>	
Email	<i>alhilalhotel@gmail.com</i>			
Paid by:				
Guest Name	<i>Mr. Murad Anwar</i>			
Street Address	<i>Alwatan St.</i>			
City	<i>Basra</i>	Country	<i>Iraq</i>	
Email	<i>murad222@gmail.com</i>	Phone Number	<i>07772977929</i>	
Invoice Number	-----	Date of Issue (day/month/year)	<i>08/18/1998</i>	
Description	Cost	Quantity	Nights	Amount
Deluxe room	<i>105\$</i>	<i>2</i>	<i>2</i>	<i>420\$</i>
Extra baby bed	<i>10\$</i>	<i>1</i>	<i>2</i>	<i>20\$</i>
VIP Car Rent	<i>30\$</i>	<i>1</i>	<i>2</i>	<i>60\$</i>
		Subtotal		<i>500\$</i>
		Discount		<i>0%</i>
		Tax Rate (%)		<i>4%</i>
		Tax		<i>20</i>
		Invoice Total		<i>520\$</i>

Exercise G: Design a payment bill (invoice) for painting supplies.

Description	Brand	Cost	Quantity	Amount
Brush	PURDY			
Tray	TOLSUN			
Filler	RONSEAL			
Gallon of Paint	JOTUN			
Sponge	BRILLO			
Tape	ABRO			
Blade	TRAVOL			
Primer	NIPPON			
Roller	RAINBOW			
		Subtotal		
		Discount		
		Tax Rate (%)		
		Tax		
		Invoice Total		

**Unit Two**  
***Housekeeping***

**Lesson One**

1. Dialogue

***I'm the chambermaid.***



The chambermaid knocked at the door in response to Mrs. Anderson's request.

Read the following dialogue with a partner and do Exercise A.

The chambermaid: *May I come in, madam?*

Mrs. Anderson: *Yes, thanks for coming so quickly.*

The chambermaid: *Certainly, madam. How can I help you?*

Mrs. Anderson: *I'd like some clean towels in the suite when I get back this evening.*

The chambermaid: *I'll get them immediately. Would you like me to change the bed sheets?*

Mrs. Anderson: *Yes, that would be nice.*

The chambermaid: *Do you have some laundry I can take to be cleaned?*

Mrs. Anderson: *Yes, I do have some clothes in the laundry bag.*

The chambermaid: *I'll open the window while you are away and close it before you return.*

Mrs. Anderson: *Are you going to vacuum the carpet of my suite?*

The chambermaid: *Certainly, madam. We vacuum all the rooms and suites every day.*

Mrs. Anderson: *Good. Well, it's time for me to see my friends. Today we're visiting a vineyard.*

The chambermaid: *Enjoy your time, madam.*

Exercise A: Answer with Yes or No about the chambermaid duties.

1. The chambermaid will change the towels and the bed sheets.
2. The chambermaid will vacuum the room and suite.
3. The chambermaid is a housekeeper staff member.
4. The chambermaid is a laundry woman.

2. Vocabulary

***Allergy to feather pillows***

Read the following conversation and do Exercise B.

A guest telephoned the receptionist and told him: *I have a problem. I'm allergic to feather pillows.*

The receptionist said: *Please telephone the housekeeping department. Just dial 6.*

The guest dialed 6 and asked: *Hello, housekeeping?*

The housekeeper replied: *Yes, Sir, this is housekeeping.*

The Guest: *I'm allergic to feather pillows. Could you supply me with a non-allergic pillow?*

The Housekeeper: *Your name and room number, Sir?*

The Guest: *My name is Roberto Maldini. I'm in room 545.*

The Housekeeper said: *I'll send you a non-allergic pillow right now, Sir.*

The Guest: *Thank you very much.*

The Housekeeper: *You are welcome.*

Exercise B: Use each of the following expressions to fill in the conversation below.

{ a shoe shine cloth, eau de cologne, some soap and shampoo, a pan }

- This is housekeeping. How can I help you?
- Excuse me, I need .....
- Yes, Madam. I'll send ..... to your room, Madam.
- Thank you very much.
- You're welcome.

### 3. Reading

#### *What do housekeepers do?*

Read the following paragraph and do Exercises C.

Housekeepers are responsible for cleaning and reporting any safety hazards to the manager in charge. They must complete tasks like vacuuming, sweeping, emptying trash cans, dusting shelves, cleaning windows and mopping floors. Some housekeepers change linens, wash dishes and do the laundry.

Exercise C: What are the persons in the pictures below responsible for?



### 4. Grammar

#### *Responsible for / in charge of*

- We are not responsible for any loss.
- I'm in charge of the housekeeping department.

Read the following dialogue and do Exercise D.

Guest: *This is Ms. Louis, room 112. I can't find my gold ring. Have you found it?*

Housekeeper: *No, Madam. We have looked everywhere.*

Guest: *I'm sure the ring was stolen from my room.*

Housekeeper: *In future, keep your belongings in the safe box.*

Guest: *Do you mean the hotel is not responsible?*

Housekeeper: *No, Madam. We cannot be responsible for things left in rooms.*

Exercise D: Use the following words to fill in the conversation below:  
{jewelry, passports, gold, money }

- The hotel is responsible for the loss of my .....
  - I'm sorry. We cannot be responsible for ..... left in rooms.
- Gold, passports and money should be kept in the safe box.

## 5. Writing

Exercise E: Complete the following paragraph with the suitable words from Lesson 1.

Can you please tell me who is ..... of hiring. I'd ..... to apply for a job as a ..... I know everything about ....., ..... and ..... I worked for some hotels and I was in ..... of the housekeeping staff. I was also ..... for training the employees.

## Lesson Two

### 1. Dialogue

#### *At the Hotel*



A guest wants some information from you. Choose the best response.

Read the following dialogue with a partner and do Exercise A.

**Guest:** *It gets very hot in the room.*

**Chambermaid:** *Would you like me to turn on the conditioner?*

**Guest:** *It was very cold in the room last night.*

**Chambermaid:** *There are extra blankets in the closet.*

**Guest:** *When will you clean our room today?*

**Chambermaid:** *I will be there in about an hour.*

**Guest:** *Where is the light switch for the bathroom?*

**Chambermaid:** *It's right there.*

**Guest:** *This faucet doesn't work.*

**Chambermaid:** *I'll see what's wrong. It's tightly closed.*

**Guest:** *Please don't use so much cleaner. The smell is too strong.*

**Chambermaid:** *OK.*

**Guest:** *Can we take these towels to the beach?*

**Chambermaid:** *No, sir. I'll get you some beach towels.*

**Guest:** *The bathroom shower is clogged.*

**Chambermaid:** *OK, I'll call the plumber right now.*

Exercise A: What is your response to each of the following situations?

1. It gets very hot in the room.
2. It was very cold in the room last night.
3. When will you clean our room today?
4. Where's the light switch for the bathroom?
5. The bath shower is clogged.

## 2. Vocabulary

### **The Hotel Bathroom**

*What do you find there?*



Exercise B: Choose (Yes) or (No) for bathroom contents.

Item	Yes	No
Towels		
Pillows		
Toilet paper		
Trousers		
Hand soap		
Chair		
Shower		
Mirror		
Hair dryer		
Washing basin		

### 3. Reading

#### **A Hotel Loan**



Read the following passage and do Exercise C.

*A hotel loan is a credit that is given by a bank to help your business. The bank provides the money so that you can create a new hotel business. The loan amount depends on the size of your hotel and your cash flow. You can also borrow a loan to remodel your hotel or to buy equipment like printers and computers.*

*First, you need to apply, present your financial records and explain the reasons for asking for the credit.*

*Once you have been approved, you'll receive the money in your bank account so that you can start using the capital. When you start earning back the money from your investment, you can start paying back the money in payments.*

Exercise C: Answer with True or False.

1. A loan helps the bank to borrow money from others.
2. A hotel owner can ask for a loan so that he/she can start his business.
3. The amount of the loan depends on the size of the investment only.
4. The investor should present his financial records and the reasons for asking for the loan.
5. You should pay the capital before starting the business.

## 4. Grammar

### {‘so that’ / ‘in order to’}

Remember:

- ‘so that’ and ‘in order to’ are conjunctions that we use to talk about the purpose of something.
- ‘so that’ is followed by a clause.
- ‘in order to’ is followed by an infinitive verb.

Read the following examples and do Exercise D.

- I’ve made some sandwiches so that we can have a snack on the way.
- I’ll go by car so that I can take a lot of luggage.
- I’ll do my best in order to learn English.
- He got up early in order to catch the plane.

Exercise D: Use ‘so that’ or ‘in order to’ to join the following pairs of sentences.

1. The hotel gives you some money. You can establish a new project.  
.....
2. You can borrow a loan. You can renew your house or buy one.  
.....
3. You can pay back the loan. You have to save money.  
.....
4. She booked two extra nights. She could complete her research.  
.....

## 5. Writing

Exercise E: Write a paragraph about the purposes of the bathroom contents. Use ‘so that’ and ‘in order to’ where necessary.

.....  
.....  
.....

## Lesson Three

### 1. Dialogue

*Sorry to disturb you.*



The housekeeping supervisor knocked at a guest's door.

Read the following dialogue and do Exercise A.

**Supervisor:** *Good afternoon, sir. I'm the housekeeping supervisor. Sorry to disturb you.*

**Guest:** *(Yawning), what time is it?*

**Supervisor:** *It's five o'clock in the afternoon. Would you like your room cleaned?*

**Guest:** *No, not really.*

**Supervisor:** *Is everything all right?*

**Guest:** *Yes, thank you.*

**Supervisor:** *Would you like your towels changed?*

**Guest:** *No, thank you.*

**Supervisor:** *Thank you, sir.*

Exercise A: Make sentences similar to the examples below.

Example:

A- Would you like your towels changed?

B- Yes, please. / No, thank you.

{Use: blanket, pillowcase, sheets }

Example:

A- Would you like your room cleaned?

B- Yes, please. / No, thank you.

{Use: bathroom, mirror, wardrobe, desk }

Example:

A- Shall I bring a sewing kit?

B- Yes, please. / No, thank you.

{Use: shaving cream, a toothbrush, razor blades, aspirin }

## 2. Vocabulary

### **Hotel Waste Removal**



### ***What is your disposal program?***

Hotels produce a lot of waste. Good waste disposal and recycling program is crucial to reduce waste in the city. You can decrease the cost of waste disposal by applying these procedures:

1. Use refillable dispensers for soaps and shampoos.
2. Use washable products instead of disposable ones.

3. Use water filters instead of plastic bottles.
4. Use LED lights instead of halogen lights.
5. Use a collection of bins for waste recycling.

Exercise B: Fill in each blank with the suitable word from the list.

**{increase, produce, disposal, reduce, decrease, instead of, collection}**

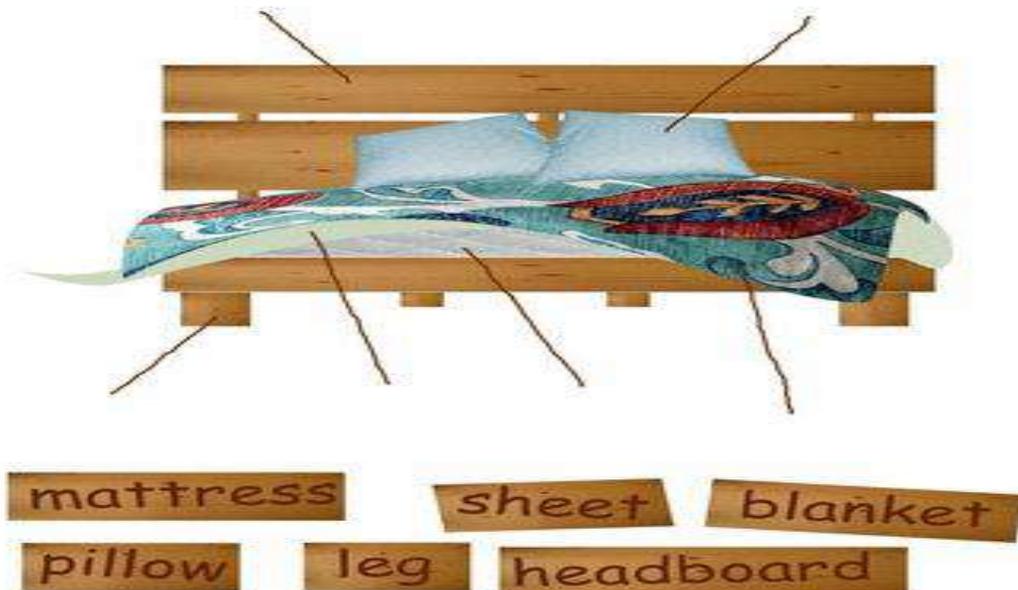
1. LED lights ..... power consumption.
2. Hotels ..... a lot of waste.
3. Daily physical activities ..... the risk of heart attack.
4. Men shaved themselves with ..... razors.
5. Hotel profits ..... in summer.
6. The hotel lobby has a ..... of wonderful paintings.
7. Use a bike to get to work ..... a car.

### 3. Reading

#### **A- Parts of the Bed**

Look at the following chart and match the parts with the words below?

Cut out the names of each part of the bed, then glue them into a picture.



## B- Making Beds



Read the following paragraph and do Exercise C.

**A:** *Hello Madam. Can you tell me how you make up beds?*

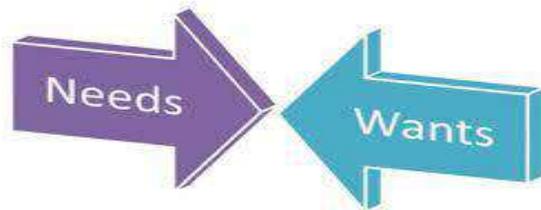
**B:** *Sure. Let's start with the steps one by one. Make sure you have enough clean pillowcases, covers, etc. Make sure that there is no dirt or dust on the mattress. Place the mattress pad on the top of the mattress. Put on the fitted bottom sheet. Lay down the flat sheet. Place the cover on the bed. Fold in all of the corners. Place the pillows in their pillowcases, fluff and flatten. Now, it's your turn. Show me how you do that.*

Exercise C: Complete the following sentences with parts of the bed from the above paragraph.

1. Make sure that you have enough clean.....
2. Place the ..... on the top of the .....
3. Put on the fitted ..... and lay down the .....
4. Place the ..... on the bed and fold in all the corners of the .....
5. Fluff and flatten the ..... after placing them in their .....

## 4. Grammar

### Needs and Wants



#### Remember:

'Need' refers to necessity whereas 'want' refers to desire.

#### Examples:

Needs	Wants
We all need water.	I want some more milk.
I don't need to go shopping.	I want to eat pizza.
You need to consult a doctor.	I don't want to come back here again.

#### Exercise D: Fill in the blanks with (need) or (want).

1. I don't ..... to spend the rest of my life here.
2. My shoes are too old and small. I ..... new ones.
3. She doesn't ..... to talk about it.
4. She ..... a baby sitter for her kids.
5. You don't ..... to lose weight.
6. This is a new kind of fruit juice. Do you ..... to try it?

## 5. Writing

Exercise E:

Answer the following questions in a form of a paragraph.

1. Who is responsible for making your bed?
2. How often does she/he make your bed?
3. What are the parts of the bed that she/he regularly changes?
4. Which kind of pillows do you prefer; cotton or wool?

.....

.....

.....

.....

## Lesson Four

### *Laundry and Ironing Services*

#### 1. Dialogue

##### *Dry Cleaning*



Read the following dialogue and do Exercise A.

Lauren: *I have an emergency. I spilled coffee on my dress and I need it dry cleaned as soon as possible.*

Dry Cleaner: *When do you want it?*

Lauren: *Tonight.*

Dry Cleaner: *That is a very short notice. We have a lot of customers this week.*

Lauren: *It is my wedding anniversary and I really like to wear this dress.*

Dry Cleaner: *Wow! That is a big stain.*

Lauren: *I am desperate. I'll pay extra money.*

Dry Cleaner: *You have been a good customer for many years. I'll do it for no extra charge.*

Lauren: *Thank you so much. I'll tell all my friends about this place.*

Dry Cleaner: *Thank you, too. It will be ready by 4.00 pm.*

Exercise A: Answer the following questions.

1. What did Lauren spill on her dress? .....
2. When she want to dress it? .....

3. Why did she like to wear the dress? .....
4. What was the dry cleaner's excuse? .....
5. What did Lauren offer to pay? .....
6. Why didn't the dry cleaner charge extra charge? .....
7. When was the dress ready? .....

## 2. Vocabulary

### **Hotel laundry Management Guide**

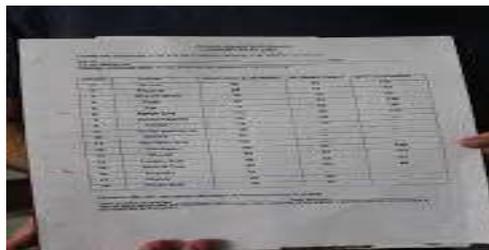
Exercise B: Read the following laundry operations and complete each step by the suitable verb {**press, weigh, collect, iron, load, sort**}

#### Operations:

1. .... linens from guest rooms.
2. .... the linens by the type of fabric and colours.
3. .... the load to ensure it fits the washing machine capacity.
4. Manually ..... the linens into the washing machine.
5. .... the 'Wash and Rinse' button.
6. .... and fold the items or place them on a hanger.

## 3. Reading

### **Hotel Laundry Services**



Read the following paragraph and do Exercise C.

Your room has a laundry bag that you can use to put your dirty clothes in. After that, you fill out a form to tell the hotel what you need to be done. The fees for each service are listed on the form. The instructions about where to drop your laundry are printed on the bag (e.g., leave it in your room or call the front desk).

Exercise C: Answer the following questions.

1. What can you use the laundry bag for?

.....

2. Why should you fill out a laundry form?

.....

3. What is listed on the form?

.....

4. What do the instructions tell you about?

.....

4. Grammar

**Compound Nouns**

A compound noun is a combination of two nouns that function as one word.

Examples:

{Package tour / Return ticket / Peak season / Weather forecast / Hotel guest }

1. We are going on a package tour to Lebanon. Would you like to come with us?
2. Your return ticket is valid for three months.
3. The hotels are always full during the peak season.
4. According to the weather forecast, it will be sunny and dry next weekend.
5. All the hotel guests can use the gym and sauna for free.

Exercise D: Match each noun in List A with the suitable noun in List B to make a compound noun.

List A		List B		Answers
1	golf	A	ring	
2	swimming	B	court	
3	boxing	C	rink	
4	bowling	D	pool	
5	tennis	E	track	
6	weights	F	alley	
7	athletics	G	course	

## 5. Writing

Exercise E: Fill in the following laundry form.

## LAUNDRY SERVICES

Items will be collected before 8:00 AM and will be returned after 5:00 PM  
from Monday to Sunday.

Guest Name:

Room No:

Date:

No of Pieces		LAUNDRY	Unit Price	Amount	No of Pieces		DRY CLEANING	Unit Price	Amount
Guest	Hotel				Guest	Hotel			
		Shirts (Short Sleeves)					Shirts (Short Sleeves)		
		Shirts (Long Sleeves)					Shirts (Long Sleeves)		
		Under Shirts					Under Shirts		
		Under Short					Under Short		
		Pajamas					Pajamas		
		Socks					Socks		
		Handkerchiefs					Handkerchiefs		
		Trousers					Trousers		
		Jackets					Jackets		
		Bathrobes					Bathrobes		
		Shorts					Shorts		
		T-Shirt					T-Shirt		
		Blouse					Blouse		
		Skirt					Skirt		
		Dresses					Dresses		
		Slacks					Slacks		
		Pajamas					Pajamas		
		Night Gowns					Night Gowns		
		Slips					Slips		
		Panties					Panties		
		Handkerchiefs					Handkerchiefs		
		Brassieres					Brassieres		
		Scarfs					Scarfs		
		Shorts					Shorts		
<b>TOTAL</b>					<b>TOTAL</b>				

No of Pieces		PRESSING ONLY	Unit Price	Amount
Guest	Hotel			
<b>TOTAL</b>				

Remarks:

- Service might not available on local/public holidays.
- Our hotel is not responsible of any shrinkage or color fastness.

Signature:

**Unit Three**  
***Tourism Management***

**Lesson One**

**1. Dialogue**

***I'm the tour guide. May I have your attention, please?***



Read the following dialogue with a partner and do Exercises A and B.

**Guide:** *Good morning everybody. I promise that you are going to enjoy your stay here in Stockholm, the capital of Sweden.*

**Passenger:** *Will you please describe the city?*

**Guide:** *It is a beautiful and quiet city where you can relax, sit by the sandy beach, enjoy great meals and feel very safe.*

**Passenger:** *Where can we go in the day time?*

**Guide:** *You can walk into the town and see the fountains or take a walk along the water.*

**Passenger:** *What kind of transport can we take?*

**Guide:** *You can also take a short bus ride from your hotel and then you can take the boat along the Klaralven River.*

Exercise A: Say where can a tourist go in Stockholm?

Exercise B: You are a tour guide.

Choose a place of interest and orally introduce your tour like the sample above.

## 2. Vocabulary

### Locations

*This is the shopping district where you can .....*

Look at the name under each picture and do Exercise C.



Shopping District



Entertainment District



Business District



Restaurants District



Exhibition



Art Gallery



Museum



Monument

Exercise C: Match each location with its definition.

Locations		Definitions		Answers
1	Shopping District	A	It is a large hall for displaying objects for a short time.	
2	Entertainment District	B	It is a statue or sculpture that is built as a memorial.	
3	Business District	C	It is a park which contains many games for amusement.	
4	Restaurants District	D	It is the area of the town where there are many stores.	
5	Exhibition	E	It is the part of the town which contains commercial offices.	
6	Art Gallery	F	It is a large building which displays historical items.	
7	Museum	G	It is a large hall which shows paintings and drawings.	
8	Monument	H	It is the area of the town where there are many places to eat.	

### 3. Reading

#### Tour Guiding

*I'll tell you all about the things you will see.*

Read the following passage and do exercise D.

Dear tourists,  
Good afternoon.

I'm Helen, your guide for this tour. I'll tell you all about the things you will see. If you have any question, please ask. It's my job to answer them. All my time is free to talk to you.

The bus ride to your hotel takes you about twenty five minutes. Please, fasten your seat belts and remain seated until we reach our destination. Enjoy the view of the Red Sea on the left hand side of the bus.

Our agent, Tony is waiting for us at the hotel to help you with your bags. Please, make sure that your bags have been taken off the bus.

On behalf of Aswan Travel Tours, I hope that you will have a wonderful vacation in Cairo, the capital of Egypt. I hope to see you tomorrow at the reception lobby.

Exercise D: Answer the following questions.

1. Who is Helen?

.....

2. Whom was she talking to?

.....

3. How did she start her speech?

.....

4. How long did the bus ride take to the hotel?

.....

5. What did she ask the tourists to fasten?

.....

6. What did she tell them to enjoy?

.....

7. Where was Tony waiting?

.....

8. What was his job?

.....

9. What was the name of the travel agency?

.....

10. Where were the tourists spending their vacation?

.....

## 4. Pronunciation

### **The Consonant Sounds**

*English has (24) consonant sounds. Fifteen consonants are voiced and nine are voiceless. See the following chart.*

Voiced	/b/, /d/, /g/, /v/, /z/, /ð/, /ʒ/, /dʒ/, /w/, /n/, /m/, /r/, /j/, /ŋ/, /l/
Voiceless	/p/, /t/, /k/, /f/, /s/, /θ/, /ʃ/, /tʃ/, /h/

**Practice:** Identify the bold sound in each of the following words.

{ **b**ay, **p**ay, **ladder**, **letter**, **g**ame, **c**ame, **of**, **off**, busy, face, **th**en, **th**in, vision, mission, **j**oke, **ch**oke, **h**elp, wing, **n**ail, **m**ail, rail, **y**ard, **s**ing, low }

## 5. Grammar

### **Apologizing**

**Remember:**  
Apologizing means expressing your excuses for something wrong.

Examples:

1. When you didn't understand what someone said, you can say:
  - I'm sorry, I didn't understand that. Can you say that again?
  - Pardon my English, but I didn't understand that. Can you say that again?
  - I'm sorry, I didn't catch that. Can you describe what you mean?
  - Pardon?
2. Some other expressions that are used at hotels are:
  - We apologize for this inconvenience.
  - Please, accept my sincere apology.
  - I'm sorry. This will not happen again.
  - Sorry for disturbing.
3. When you accept an apology, you can say:
  - That's OK.
  - Don't mention it.
  - Thanks. That's OK.
  - Never mind.

Exercise E: Write the best expression of apology for each situation.

1. You forgot to send the guest's bags to his room.

.....

2. A guest complained about lack of hot water.

.....

3. There was no Wi-Fi for two hours.

.....

4. The restaurant provided low quality food.

.....

5. The staff didn't respect the "Do not disturb" sign.

.....

6. Writing

**Writing a Letter of Apology**

*I'd like to express my sincere apology.*

Read the following letter of apology of bad service and do exercise F.

*Dear Sir,*

*On behalf of Atlantis Hotel management, I'd like to offer my sincere apology to you for the inconvenience that was caused to you and your family members during your stay at our hotel.*

*I deeply regret that our team members have failed to meet your expectations and we admit that our services were not good. I wanted you to know that the reason for the untidy rooms was due to lack of staff members.*

*Please, provide us another chance to serve you on your next stay at Atlantis Hotel.*

*Thank you for your understanding. See you next time.*

*Emily Frank*

*Hotel Manager*

Exercise F: You are a tour guide. The bus delayed for half an hour.

Write a letter of apology; say the reason and the solution. Thank the tourists for their patience.

Lesson Two  
*Tourism Guides*

1. Dialogue

*Excuse me, Sir. May I give you bits of advice?*

A tour guide gives some advice to the tourists.  
Read the following speech in front of your class and do Exercises A and B.

*Dear Ladies and Gentlemen,*

*Good evening*

*If you need to exchange your dollars into euros, please use a bank or money exchange machines. I don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants accept dollars, but it's better to pay with euros. Or, if you prefer, you can always use your credit card to avoid paying tips. Also, if you want to get around the city, I recommend that you take the local bus rather than a taxi. The bus costs about one euro and the driver can give you change if you don't have the exact amount. However, if you decide to take a taxi, make sure that you negotiate a price before you go so that you will pay fair fees.*



Exercise A: List the bits of advice that the tour guide offered.

.....

.....

.....

.....

**Exercise B: Explain the reason for each advice.**

1. Do not exchange your money at the hotel.

.....

2. I recommend that you take the local bus.

.....

3. Negotiate the price with the taxi driver.

.....

4. Use your credit card.

.....

**2. Vocabulary**

***Let's talk about the tour guide's skills.***

**Discover the key skills for a Tour Guide to succeed and do Exercise C.**

1. Knowledge of the area
2. Ability to communicate
3. Empathy and understanding
4. Charismatic personality
5. Storytelling
6. Punctuality
7. Professionalism
8. Multilingual

**Exercise C: Match each skill in List A with its explanation in List B.**

List A		List B		Answers
1	Knowledge of the area	A	He has a good experience.	
2	Ability to communicate	B	He manages the time effectively.	
3	Empathy and understanding	C	He gives clear instructions.	
4	Charismatic personality	D	He tells jokes.	
5	Sense of humor	E	He speaks more than one language.	
6	Punctuality	F	He knows the sites.	
7	Professionalism	G	He respects all the individuals.	
8	Multilingual	H	He behaves friendly with others.	

### 3. Grammar

#### **Making Offers**

#### *Can I give you a hand?*

**Remember:**

If you want to offer something or to do something for another person, you can use the phrases and expressions below.

- *Can I ...?*
- *Shall I ...?*
- *Would you like me to ...?*
- *Would you like ...?*
- *Do you want me to ...?*
- *Let me ...?*
- *I can ... if you'd like.*
- *I'd be happy to ...?*
- *May I offer you ...?*
- *I will ... if you'd like.*
- *How about ...?*

Read the following examples and do Exercise D.



- Can I give you a hand?
- Would you want me to answer the phone?
- Would you like to visit the down town?
- Let me lend you my umbrella.
- May I offer you a cup of coffee?
- How about some juice?

Exercise D: Do as required.

1. Offer some more cherries to your tour mate. {Use: Would you like}

.....

2. Make an offer to leave your seat to a lady. {Use: May I offer you}

.....

3. Use 'How about' to buy a sandwich to your friend.

.....

4. Express your offer to tie a friend's necktie. {Use: Let me}

.....

5. Express your happiness to invite a friend to your birthday party.

.....

4. Writing

*So, are you enjoying your time?*

A tour guide asks you some questions at the end of the tour.  
Read his speech and answer his questions.

*Dear Tourists,*

*Good evening.*

- *Are you enjoying your time in New Delhi; the capital of India?*
- *Tell me, what is your favorite part of the city? Why?*
- *I'm curious. Do you think this city seems friendly? How?*
- *What do you think of the food in this city?*
- *What kind of food did you like most?*

.....  
.....  
.....  
.....  
.....

## Lesson Three

### 1. Dialogue

#### *On the Plane*



Read the following dialogue with a partner and do Exercise A.

**You:** *Excuse me, would it be possible to change seats with someone. My brother and I would like to sit together.*

**Flight Attendant:** *Certainly, sir. For now, please take your seats, and once the plane takes off. I'll help with that.*

**You:** *Thank you. Could you help me put this bag in the overhead compartment?*

**Flight Attendant:** *Sure.*

(You see someone is sitting in your seat.)

**You:** *I'm sorry. I think you are in my seat.*

**Passenger:** *Oh, let me check my boarding pass. Yes, I'm sorry.*

**You:** *No problem. I'm going to move anywhere. My brother and I would like to sit together.*

Exercise A: Fill in each blank with the suitable word between brackets.  
{together, overhead, check, boarding, problem}

1. She turned on the ..... reading light.
2. What is the ..... with this seat?
3. What time does ..... start ?
4. Make sure to ..... the safety instructions.
5. My brother and I will stay ..... in the same room.

## 2. Vocabulary

*What kind of job do you prefer?*

Think about a career in a hotel. What are you good at? What do you want to be?  
Number the following jobs from 1- 6 (1 = the one you are best at).



captain .....



flight attendant .....



porter .....



concierge .....



housekeeper .....



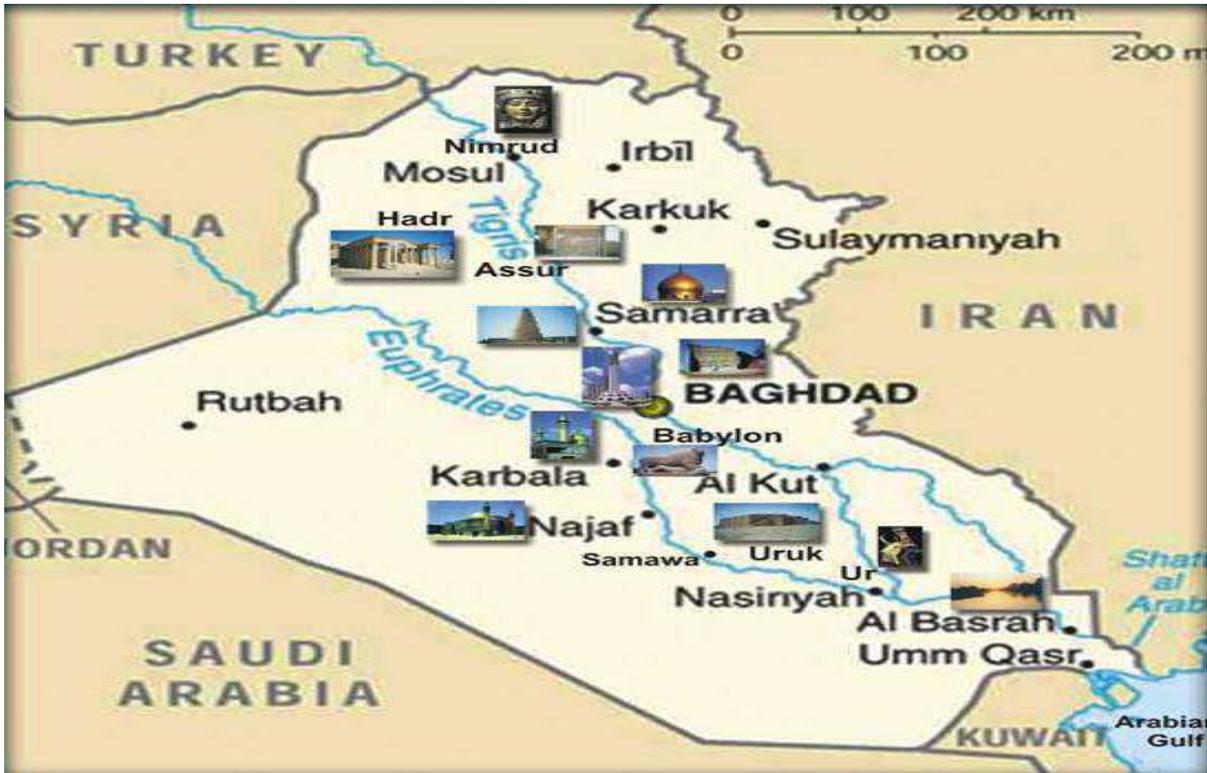
security officer .....

### 3. Reading

#### **Tourism Destinations in Iraq**

*This is the Republic of Iraq.*

Look at the map of Iraq and say what visitors can do in each destination.



Read the following presentation and do Exercise B.

Iraq is one of the main tourist destinations. The capital city Baghdad is the second largest city in the Arab world and the fourth largest in the Middle East. Iraq has several World Heritage Sites, dating back to ancient Mesopotamia such as Babylon, Hatra, Samarra, the marshes and Erbil Citadel.

The religious tourism is the most popular type of tourism in Iraq. Millions of tourists from several countries visit the Holy cities and places in Iraq every year. These include:

- Imam Ali Shrine in Najaf
- Imam Al-Hussein and Imam Al-Abbas Shrines in Karbala
- Imam Al-Kadhum Shrine in Baghdad
- Imam Al-Askari Shrine in Samarra
- Imam Abu Hanifa Shrine in Baghdad
- Imam Abdul-Qadir Shrine in Baghdad
- Al-Sahla Mosque in Kufa
- Sheikh Maruf Al-Karkhi Shrine in Baghdad
- Prophet Younis Shrine in Mosul

**Exercise B:**

- List five other tourism destinations in Iraq.
- Write what people can do there.

#### 4. Grammar

##### **A- Accepting a Job Offer**

***Thank you for offering me the job.***

Sami said 'Yes' to his new employer. Should he need to write a job acceptance letter? The answer is 'Yes'. He has to follow these steps:

1. Express his thanks: *Thank you for offering me the position.*
2. Accept the job offer: *I'm happy to accept your offer of employment.*
3. Clarify the salary and benefits: *I see. My salary is (300\$) with an annual bonus.*
4. Note his start date: *I'm required to serve my current employer for one week. My start date will be on Monday 22<sup>nd</sup> of June. Is that OK?*
5. Add a positive note: *I'm looking forward to starting my job.*

Exercise C: Use each of the following words in a complete sentence:

{express, accept, clarify, note, add, looking forward to, annual, positive, position}

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**B- Refusing (declining) a Job Offer**

*If you refuse a job offer, what should you say?*

- I appreciate the offer, but I think I'm not ready.

5. Writing

Exercise D: Rearrange the following steps of refusing a job offer in a logical order to form a paragraph.

- The position doesn't fit my career goals.
- I sincerely want to express my gratitude for your efforts.
- Thank you for your generous offer to work as an accountant for your company.
- Unfortunately, I have to decline this opportunity.
- I wish you all the best in finding the right candidate for the position.

.....

.....

.....

## Lesson Four

### 1. Dialogue

#### *Calling for Medical Emergency*

Read the following dialogue with a partner and do Exercise A.

You: *Help me. I need a doctor.*

The receptionist: *What's the problem, sir?*

You: *I have a severe headache.*

The receptionist: *Sir, please calm down.*

You: *I need some help right now.*

The receptionist: *I'm going to put you through to 911, sir.*

You: *Hurry up, please.*

Exercise A: Answer the following questions.

1. Why did you call the reception?
2. What was the problem?
3. What did the receptionist tell you to do?
4. What did the receptionist do after that?

### 2. Vocabulary

#### **A- First Aid**

*Why do I need a First Aid Kit?*



Look at the following chart and do Exercise B.



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Exercise B: Match each first aid item in List A with its purpose in List B.

List A		List B		Answer
1	Plasters	A	to measure body temperature	
2	Bandag	B	to reduce the chance of heart attack	
3	Gauze	C	to cover small cuts	
4	Disposable Gloves	D	to clean wounds and prevent contamination	
5	Thermometer	E	to rinse the eye	
6	Antiseptic cream	F	to protect you and the others	
7	Aspirin	G	to protect wounds and prevent infection	
8	Distilled Water	H	to take care of burns	
9	Eye Wash	I	to cover burns	

## B- Fire Threat Emergency Situation

*What should you do when the fire emergency alarm rings?*



Read and arrange the pictures in an order similar to the following steps:

1. Get out and find out if anyone was hurt.
2. Provide first aid.
3. Call 911 for an ambulance.
4. Call the police.
5. Take photos of the situation.
6. Avoid posting the accident on the Internet.



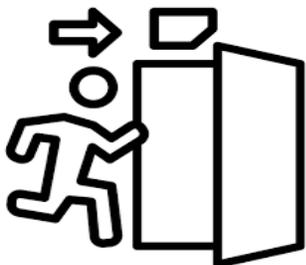
A: .....



B: .....



C: .....



D: .....



E: .....



F: .....

### 3. Reading

*What should I do if someone is bleeding?*



Read the following instructions and do Exercise C.

1. You should use the disposable gloves to reduce the risk of infection.
2. You had better check that there is nothing embedded in the wound.
3. If there is something, take care not to press down on the object.
4. Instead, you must press firmly on either sides of the object.
5. You ought to apply a clean dressing to bandage the wound firmly.
6. If bleeding continues, apply another dressing and you shouldn't remove the original one.

Exercise C: Answer the following questions.

1. Why should I use the disposable gloves?

.....

2. What should I do if something embedded in the wound?

.....

3. Why must I apply a clean dressing?

.....

4. What should I do if bleeding continues?

.....

#### 4. Grammar

##### **Giving Advice**

Read the following examples and do exercise D.

1. You should eat less sugary food.
2. You ought to eat more fruit and vegetables.
3. You must go jogging?

Note: Use an infinitive verb after (*should, ought to* and *must*)

Exercise D: Give advice for each of the following situations.

1. The guest doesn't understand what the taxi driver is trying to say.

.....

2. Someone wants to buy some souvenirs.

.....

3. It is too rainy to go to the beach. What should we do?

.....

4. Advise a child not to go close to the pool.

.....

5. Your friend looks tired.

.....

#### 5. Writing

Write a paragraph to advise your friends about the risk of using dangerous objects.

## Unit Four

### *Food and Drinks Services*

#### Lesson One

##### 1. Dialogue

##### *Seating Guests*

*A family of six people enters a restaurant.*



Read the following dialogue with a partner and do Exercises A and B.

**Waiter:** *Welcome sir. How can I help you?*

**Customer:** *Can I have a table for six people, please?*



**Waiter:** *I'm sorry. All the large tables are reserved, but we can combine two round tables of three.*

**Customer:** *That's fine.*

**Waiter:** *Then, take your seats.*

**Customer:** *It's not very comfortable. I noticed a large family just left the restaurant, can we take their table?*

**Waiter:** *Why not, we will get the table ready immediately.*

(The family takes their seats.)

**Waiter:** *What do you like to start with?*



Exercise A: Answer orally the following questions.

1. How many people entered the restaurant?
2. Was there a vacant table for six people at first?
3. Was the customer comfortable with the arrangement of the 2 round tables?
4. Was the waiter friendly and helpful?

Exercise B: Work in pairs and play the role of a waiter and a customer. Let your partner ask you the following questions and you answer them.

- Do you have a reservation, sir?
- How many people will join you, sir?
- Would you like a round or square-shaped table, sir?
- Do you need a high chair for your baby, sir?
- Would you like to see the kids' menu, sir?
- Would you like to start with a drink, sir?



Now, swap the roles with your partner.

## 2. Vocabulary

Look at the following pictures and illustrations, then do Exercise C.



Waiter



Setting the table



Interior design



Indoor play area



Baby high chair



Cutlery

Exercise C: Fill in each blank with the suitable words above.

1. I like this place very much, it's ..... is very beautiful.
2. This restaurant has an ..... where the kids can play.
3. A ..... is a child's chair with long legs and a feeding tray.
4. A ..... is someone whose job is to serve customers at their tables in a restaurant.
5. Amira arranged the plates and the ..... on the table.
6. Fatima is ..... because the guests will arrive soon.

### 3. Reading

#### **Seating Small Children**

Read the following passage and do exercise D.



Last Friday, Rami and Linda went to a restaurant with their children to have lunch. The restaurant was a bit old, but they wanted to try it out. The restaurant had an amazing view and an interior design. The waiter was considerate enough to have brought out two baby chairs for their children, Rand and Rawan, before Rami even asked them to. Then, the waiter brought two kid menus with some toys and balloons. The children could barely decide what to eat because there were so many food options. While waiting for their order, Rawan's high chair broke and she almost fell. The waiter immediately apologized and brought a new baby chair. After the family finished eating and drinking, the restaurant manager informed them that the kid's meals were free due to the broken baby chair.

**Exercise D: Rearrange the following words to form complete sentences.**

1. meals / pay / didn't / the family / for / the kids

.....

2. the interior design / was amazing / was a bit / but / old / the restaurant

.....

3. that day / a lot of / Rand / fun / and Rawan / had

.....

4. Rawan's chair / she / fell / almost / and / broke

.....

5. there / so / were / food / options / many

.....

**4. Pronunciation**

**Revision of the Vowel Sounds**

The chart below summarizes all the vowel sounds.



SHORT VOWELS		LONG VOWELS	
sound	examples	sound	examples
i	ship, myth, dim	i:	brief, sea, meal
e	bed, said, shelf	ɑ:	spa, ma, calm
a	cat, pan, ham	o:	ought, all, hawk
ʌ	cut, bung, hum	u:	two, flu, goose
u	put, should, wood	ɜ:	burn, worm, turn
ə	astray, agree, tomato		
o	pot, hot, watch		

## Practice

Read the words in the left column. Listen to the underlined vowel sound in each word. Label the sound as **Long** or **Short**.

Words	Short	Long
st <u>ai</u> rs		
l <u>ou</u> gh		
l <u>ea</u> ve		
T <u>e</u> ddy		
pi <u>l</u> ot		
ch <u>oo</u> se		
st <u>i</u> r		
C <u>ou</u> rs <u>e</u>		
D <u>u</u> ck		
F <u>i</u> ne		

## 5. Grammar

### The Imperative Mood (1)

Remember:

The imperative mood is the verb form used in giving requests, directions, orders and advice.

In this lesson, only a request and direction will be discussed, as shown in the figure below, while the last two will be covered in the next lesson.

	<p><b>As Request</b></p> <p>Can you help me please Please return to your seats Pack enough clothes</p>
	<p><b>As Directions</b></p> <p>Go straight on pine street Take a U-turn from the roundabout Turn right from the cinema</p>

Exercise E: Read each sentence and use the verbs between brackets to form an imperative sentence.

1. The floor is filthy. (sweep)

.....

2. The bookstore is at the end of al-Mutanabi Street. (go straight)

.....

3. The classroom is hot. There is a fan. (turn on)

.....

4. The whiteboard is dirty. (clean)

.....

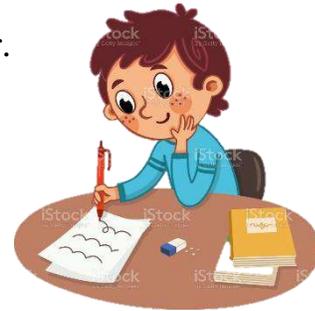
5. The lights in your class are on. (turn off)

.....

6. Writing

**Remember:**  
These are some general writing rules. Read the following rules and rewrite them.

- ✓ Always begin the new sentence with a capital letter.
- ✓ Always end a sentence with a full stop.
- ✓ Use correct punctuation.
- ✓ Do not over-use the same words or phrases.
- ✓ Use interesting verbs.



.....  
.....  
.....  
.....  
.....

## Lesson Two

### 1. Dialogue

#### *Soups*

Read the following dialogue with a partner and do Exercise A.

**(Lina enters a soup restaurant.)**



**Waiter:** *Good evening, madam. Please, have a seat. Are you a vegetarian? We have two menus; according to your eating preference.*

**Lina:** *No, I'm not a vegetarian.*

**Waiter:** *Very well then. Our most popular soups are chicken soup and vegetable soup. Would you like to order one of them?*

**Lina:** *I have actually tasted them both. I would like to try something different. Can I have an onion soup?*

**Waiter:** *I'm sorry. We've just run out of onion soup. I personally recommend the white noodle soup even if it's in our vegetarian menu, it's still very tasty.*

**Lina:** *Ok, I guess I can try it.*

**(20 minutes later)**

**Waiter:** *I'm sorry. It took too long. Enjoy your meal.*

**Lina:** *No problem, thanks.*



Exercise A: Answer the following questions according to the text above.

1. Who entered the soup restaurant?

.....

2. Is the guest a vegetarian or a non-vegetarian?

.....

3. What are the restaurant's most popular soups?

.....

4. What kind of soup does the restaurant not have?

.....

5. What kind of soup does the waiter recommend?

.....

2. Vocabulary

**Some Kinds of Food**

Match the pictures to their words using the definitions to help.



.....



.....



.....



.....



.....



.....

**Grilled food:** Cooked under a very hot surface in a cooker.

**Vegetarian:** A person who doesn't eat meat or fish.

**Fried food:** Cooked in hot fat or oil.

**Side dish:** A food served separately along with the main course.

**Vegan:** is someone who does not use, consume or eat any animal products like (egg, milk, leather, fur, etc...)

**Onion rings:** a fried ring-shaped slice of onion coated in breadcrumbs.

Exercise B: Fill in the blanks with the suitable type of food.

1. I will have a piece of ..... fish because I don't like oily food.
2. We'll have a ..... of hummus.
3. I'm a ..... so, I eat cheese and eggs.
4. My Mum mixed the ..... with pepper, onion and tomato.
5. Fatima is a ....., she doesn't eat or wear anything derived from animals.

### 3. Reading

#### **Ordering Appetizers**

(Ahmed was telling his mother about his experience in trying a new restaurant.)

Read the following passage and do Exercise C.



*Yesterday my sister Reem and I tried a new restaurant, but I was worried that it would be expensive because it looked so fancy. Once we were seated, the waiter brought us a menu just for appetizers. The menu contained all kinds of appetizers, French fries, onion rings, and soups; you could also order your own salad. Once we read the menu, we ordered the*

*green salad and some French fries. We were so full after the appetizers were finished that we weren't sure if we wanted a main course.*

*Nevertheless, we decided to take two small beef burgers. When the burgers arrived, we were shocked at how small they were, so we ate them. Finally, we were so full that we couldn't even order desserts. The prices weren't that expensive, and my sister was really happy that we spent some time together.*



Appetizers



Beef Burger

Exercise C: Circle the correct answer.

1. Ahmed **was/wasn't** worried that the restaurant was going to be expensive.
2. The restaurant had a separate menu just for **appetizers/vegetarians**.
3. Ahmed and Reem were **hungry/full** after the appetizers.
4. They decided to order two small **chickens/beef burgers**.
5. Ahmed and Reem were really **sad/happy** because they **spend/didn't spend** time together.

#### 4. Pronunciation

##### **Revision of the Consonant Sounds**

Remember:

In English, there are 24 consonant sounds, including voiced and voiceless sounds. The figure below clarifies the voiced and voiceless consonant sounds.

Voiced consonants mean you feel the vibration of your vocal cords, and no push of air can be felt like: /b, d, g, j, l, m, n, ŋ, r, th (as in the word "then"), v, w, y, and z/.



Exercise D: Say a word for each sound.

### 5. Grammar

#### The Imperative Mood (2)

**Remember:**  
As said in Lesson One, imperative mood is used in four cases; the third and fourth uses are for giving order and advice, as shown in the figure below.

Read the following chart and do Exercises E and F.

<b>As Order</b>	
	<p><b>Give</b> me the pencil  <b>Stop</b> chewing so loudly  <b>Wash</b> your hands before you eat</p>
<b>As Advice</b>	
	<p><b>Don't</b> eat junk food  <b>Consider</b> quitting smoking  <b>Consulate</b> the doctor</p>

**Exercise E: Fill in the blanks using the imperatives.**

1. .... (not speak) so loudly.
2. .... (not play) in the street.
3. .... (pay) attention to the head teacher.
4. .... (study) harder or you will fail the English exam.
5. .... (not forget) your bag.

**Exercise F: Write the suitable imperative sentence for each picture.**



A.



B.



C.



D.



E.



F.

- A. ....
- B. ....
- C. ....
- D. ....
- E. ....
- F. ....

6. Writing

**My Job in the Restaurant**

**Remember:**  
A restaurant worker may do a number of different tasks.

Read the following tasks and do Exercise G.

- Clean the tables
- Seat the tables
- Wash the dishes
- Seat the customers
- Cook the food
- Assist the chef in the kitchen
- Put the customer’s money into the cash register.
- Serve the customers

Exercise G: Write the suitable sentence for each of the following jobs.

1. Chef Assistant

.....

2. Cash Register

.....

3. Chef

.....

4. Waiter

.....

5. Dish Washer

.....

## Lesson Three

### 1. Dialogue

#### ***The Lunch***

(May and Suhair are at the mall.)

- Share with a partner the following dialogue.
- Identify the expressions said by the waiter.
- Do Exercise A.



May: *What time is it, Suhair?*

Suhair: *It's 2:00 pm.*

May: *I'm hungry; Do you want to go to the food court to grab something to eat?*

Suhair: *Why not, let's go.*

(They arrive at the food court.)

May: *There are so many options to choose from. What do you want to eat?*

Suhair: *I haven't decided yet but, I think I'll order a pizza.*

May: *We can go to Pizza Hut. They make great pizzas.*

Suhair: *That's true, but it is really crowded and I don't want to wait in line.*

May: *How about going to Burger King?*

Suhair: *That sounds good.*

Waiter: *Welcome to Burger King, what can I get for you?*

Suhair: *Hello, can we get two large burgers and fries for each?*

Waiter: *Okay, would you like something to drink?*

Suhair: *One iced tea, please.*

Waiter: *Your order will be ready after 20 minutes. Enjoy your time.*

Suhair: *Thank you.*



Exercise A: Answer the following questions with information from the dialogue.

1. Where were May and Suhair?  
.....

2. Who was hungry?  
.....

3. Why didn't they go to pizza hut?  
.....

4. Where did they end up ordering?  
.....

5. What did they order?  
.....

6. When will their food be ready?  
.....

## 2. Vocabulary

Exercise B: Match the following words with the suitable picture.

**{food court, tip, wait in line, shredded chicken, crowded, dessert}**



1. ....



2. ....



3. ....



4. ....



5. ....



6. ....

### 3. Reading

#### **Ordering Chicken**

Read the following passage and do Exercises C and D.



Nisreen and Shireen entered a restaurant in Istanbul. The restaurant was mainly known for its delicious chicken. The waiter welcomed them in and gave them the menu. They had a bit of trouble communicating with the waiter, but they have learned a bit of Turkish so the situation was under control. They told the waiter that they wanted chicken with rice. The waiter asked them if they wanted their chicken grilled or fried. They ordered the grilled chicken since they were both on a diet and fried chicken isn't really healthy. They also ordered two large bowls of salad. Once their food arrived, the chicken looked really delicious. They finished their salad and then started with the main course. They were very happy with their meal. After the waiter picked up the dishes and cleaned the table, he asked if they wanted any dessert. So, they asked if there were any healthy options. The waiter replied that there weren't any, but there is a new sweet shop across the street that sells really delicious and healthy sweets. Nisreen and Shireen were really thankful to the waiter, so they gave him a large tip and wished him a good day.



Exercise C: Answer the questions according to the text above.

1. Where was the restaurant that Nisreen and Shireen went to?

.....

2. What was the restaurant known for?

.....

3. Why did they want grilled chicken not fried?

.....

4. Why didn't they order dessert?

.....

5. Why did they give the waiter a large tip?

.....

Exercise D: Write true (T) or false (F) for the following statements.

1. Nisreen and Shireen entered a restaurant in Isparta. ( )
2. Nisreen and Shireen were on a diet. ( )
3. The waiter welcomed them in and gave them dessert. ( )
4. Nisreen and Shireen ordered grilled chicken because they wanted to gain weight. ( )
5. Nisreen and Shireen did not like the waiter so they didn't give him a tip. ( )

#### 4. Pronunciation

##### **Consonant Sounds**

In this lesson, two consonant sounds will be discussed; /g/ & /dʒ/

1. Usually, the letter (g) is pronounced as /g/ sound as in {green, long, bag, great, good, game, gun, gate, hog, rug, and mug}.
2. There are five cases to sound /dʒ/:
  - The letter (j) sounds as /dʒ/ such as jacket, jump, and job.
  - The letter (g) sounds as /dʒ/ such as giant, hydrogen, and gentle.
  - The letters (dge) sounds as /dʒ/ such as bridge, fudge, and lodge.
  - The letters (ge) sounds as /dʒ/ such as wage, privilege, and mirage.
  - The letter (d) sounds as /dʒ/ such as schedule, graduate, and gradual.

Exercise E: Read the following words loudly and then tick the right sound for each word.

/g/	word	/dʒ/
	vegetables	
	giraffe	
	fridge	
	goat	
	procedure	
	ghost	
	jungle	
	revenge	
	ginger	
	badge	
	individual	
	soldier	

## 5. Grammar

### Adverbs (Part 1)

Remember:

An adverb is a word which describes the status of a verb, an adjective, or another adverb and it usually answers the questions; *How? When? Where? How often?* and *In what way?*

The figure below illustrates how to recognize an adverb.

ADVERBS

An **adverb** describes a verb, an adjective or another adverb.  
 It tells us how, where, when, how much and with what frequency.  
 An adverb can tell...

<div style="text-align: center; font-weight: bold; color: #008080; font-size: 1.1em;">HOW?</div> <ul style="list-style-type: none"> <li>quietly</li> <li>peacefully</li> <li>carefully</li> <li>slowly</li> <li>badly</li> <li>closely</li> <li>easily</li> <li>well</li> <li>fast</li> <li>quickly</li> <li>cheerfully</li> </ul>	<div style="text-align: center; font-weight: bold; color: #800080; font-size: 1.1em;">WHERE?</div> <ul style="list-style-type: none"> <li>above</li> <li>abroad</li> <li>far</li> <li>away</li> <li>back</li> <li>here</li> <li>outside</li> <li>backwards</li> <li>behind</li> <li>below</li> <li>down</li> </ul>	<div style="text-align: center; font-weight: bold; color: #800080; font-size: 1.1em;">WHEN?</div> <ul style="list-style-type: none"> <li>now</li> <li>yesterday</li> <li>soon</li> <li>later</li> <li>tomorrow</li> <li>yet</li> <li>already</li> <li>tonight</li> <li>today</li> <li>then</li> <li>last year</li> </ul>	<div style="text-align: center; font-weight: bold; color: #008000; font-size: 1.1em;">HOW MUCH?</div> <ul style="list-style-type: none"> <li>quite</li> <li>fairly</li> <li>too</li> <li>enormously</li> <li>entirely</li> <li>very</li> <li>extremely</li> <li>rather</li> <li>almost</li> <li>absolutely</li> <li>just</li> </ul>	<div style="text-align: center; font-weight: bold; color: #FFA500; font-size: 1.1em;">HOW OFTEN?</div> <ul style="list-style-type: none"> <li>always</li> <li>sometimes</li> <li>often</li> <li>frequently</li> <li>normally</li> <li>generally</li> <li>usually</li> <li>occasionally</li> <li>seldom</li> <li>rarely</li> <li>never </li> </ul>
--	--	--	---	---

## Types of Adverbs

In English, there are six main types of adverbs, namely: manner, place, time, frequency, degree, evaluation, and conjunctive, as shown in the figure below.

### Adverbs of Manner (2)

Here are the cases of forming adverbs of manner with examples. Read and do Exercises F and E.



# ADVERBS OF MANNER

ENGLISH  
GRAMMAR



An adverb of manner is an adverb (such as strongly or slowly) that describes how and in what way the action of a verb is carried out.



### FORMING ADVERBS FROM ADJECTIVES:

	ADJECTIVE	ADVERB
<b>1</b> In a large number of the cases, the adverb can be formed by simply adding '-ly' to the adjective.	Cheap	Cheaply
	Quick	Quickly
	Strong	Strongly

	ADJECTIVE	ADVERB
<b>2</b> If the adjective ends in with 'y', replace the 'y' with an 'i' and add '-ly'.	Ready	Readily
	Merry	Merrily
	Easy	Easily

	ADJECTIVE	ADVERB
<b>3</b> If the adjective ends with '-le', replace the 'e' at the end with 'y'.	Understandable	Understandably
	Forcible	Forcibly
	Possible	Possibly

	ADJECTIVE	ADVERB
<b>4</b> If the adjective ends with '-ic', add '-ally'. An exception: public -> publicly	Idiotic	Idiotically
	Tragic	Tragically
	Basic	Basically

	ADJECTIVE	ADVERB
<b>5</b> Some adjectives do not change form at all.	Fast	Fast
	Straight	Straight
	Hard	Hard

**6** In a large number of the cases, the adverb can be formed by simply adding '-ly' to the adjective.

Exercise F: Fill in each blank with the suitable adverb of manner between brackets.

(quickly, happily, carefully, regularly, silently, well, badly)

1. The thief walked ..... in the house, so he was not noticed by anybody.
2. When Mahmood saw the dog, he started running very .....
3. Rand has just heard some news. She is smiling .....
4. Ahmed fell off a tall tree, so he hurt his leg .....
5. The weather was rainy, so he drove his car .....
6. I know her ..... She cannot be a liar.
7. Hala does her homework ....., so her teacher always praises her.

Exercise G: Match the adverb in the first row with its opposite meaning.

- |            |                |
|------------|----------------|
| a. Gladly  | 1. Expensively |
| b. Easily  | 2. Slowly      |
| c. Cheaply | 3. Hardly      |
| d. Quickly | 4. Sadly       |

## 6. Writing

### Describing the main dish in a restaurant

Exercise H: Write a dialogue between a waiter and a customer talking about the fish menu.



- What are the types of fish does the restaurant have?
- Which type of fish has the least bones?
- Which type of fish has thick/thin bones?
- How do you want the fish to be cooked?

.....

.....

.....

.....

## Lesson Four

### 1. Dialogue

#### ***What do you like to have for lunch today?***

(Rawan and Khadeeja enter the school cafeteria.)

- Share with a partner the following dialogue.
- Identify the expressions said by the waitress.
- Do Exercise A.



**Rawan:** *What do you like to have for lunch today? I'm famished.*

**Khadeeja:** *I'm not really sure; I think I want chicken nuggets.*

**Rawan:** *I really like their nuggets; they crisp them very well.*

**Khadeeja:** *Yes, they do. Let's eat.*

**Lunch Lady:** *Good evening, today we have got chicken with rice for lunch and chocolate cake for dessert.*

**Khadeeja:** *Wait. I thought we had chicken nuggets here before.*

**Lunch Lady:** *No, you're mistaken. We won't serve chicken nuggets until next week.*

**Rawan:** *Oh.... it's okay, but can you please make the chicken grilled, not boiled? I don't like the taste of boiled chicken.*

**Khadeeja:** *And can I have a fried chicken, please?*

**Lunch Lady:** *Of course, but it will cost you a bit extra. Is that all you want for today?*

**Rawan:** *Yes, thank you.*

**Khadeeja:** *Can I also have this piece of chocolate cake, please?*

**Lunch Lady:** *Coming right up...*



Exercise A: Answer the following questions with information from the dialogue.

1. What did Khadeeja like to have for lunch?
2. Why does Rawan like their chicken nuggets?
3. What did Rawan and Khadeeja order?
4. Why did Rawan want grilled chicken not boiled?
5. Did they both order dessert?



## 2. Vocabulary

### Healthcare Information

Match each word below to its definition then match it to the picture below.

List A		List B		Answer
1	famished	A	Someone having extreme difficulty in breathing because of a lack of air or an obstructed or constricted throat	
2	appetite	B	It is obtaining or providing the necessary food for growth and health	
3	nutrition	C	Extremely hungry	
4	choke	D	A natural desire to satisfy the bodily need, especially for food	
5	Keep an eye on	E	To modify something to suit a particular task or individual	
6	customize	F	Keep someone/something under careful observation	



.....



.....



.....



.....

.....

.....

### 3. Reading

#### **Healthcare Services**

**Remember:**

Some hotel guests may need healthcare services.

Read the following passage and:

- Say how the hotel manager can help the guest.
- Do Exercises B and C.



A hotel guest named Abdullah had just undergone a surgery in a hospital. The procedure was complicated and dangerous. The recovery time was approximately seven weeks. Abdullah had to stay in the hospital for four days so he could be monitored by the doctors. During his 4-day stay in the hospital, his food would be customized according to his own needs. The doctor told him he won't be able to have any fat or carbohydrates like butter, fries, or any junk food. He is also not allowed to eat big meals and instead opts for smaller meals throughout the day, and the food should be nutritious with protein. This diet wasn't hard to follow as, after surgery, patients usually don't have an appetite to eat. After four days at the hospital, Abdullah returned to the hotel where he could spend a couple of weeks for recovery. He needed to lose weight by eating healthy food for the last couple of weeks. This inspired him to start a healthy lifestyle, quit eating junk food and start exercising. By the help of the hotel manager, he recovered much faster than the doctors had hoped for.



**Exercise B: Fill in the blanks with information from the passage.**

1. Abdullah was in the hospital because he had .....
2. After the surgery, he had to stay at the hospital for ..... days.
3. He returned to the hotel in order to .....
4. The diet wasn't hard to follow because .....
5. Abdullah stayed at the hotel where he .....

**Exercise C: Match each statement in List A with the suitable data from List B.**

List A		List B		Answer
1	Abdullah avoided eating food such as ...	A	butter and fries	1. ...
2	He has to keep on exercising in order to ...	B	recover fast	2. ...
3	The hotel manager helped Abdullah to ...	C	lose weight	3. ...

**4. Pronunciation**

**The /l/ sound**

**Remember:**

The /l/ sound varies significantly based on its position in the word.  
There are two kinds of the /l/ sound; **light** and **dark**.

- Light /l/: when the letter (l) comes before the vowel or at the beginning, as in:

{love, light, life, language}.

- Dark /l/: when the letter (l) comes after the vowel or at the end, as in:

{ball, hall, able, hill}

In some cases, when (l) comes between a vowel and consonant, it will not pronounce and is called silent l, as in:

{talk, half, should chalk, psalm}.



Exercise D: Put the following words under the suitable column.

(life, Albert, culture, family, calf, monkey, black, illustrate, palm, ugly, Wales, spleen, plumber, field, literature, golf, comb, legitimate, helmet, could, life, and phoneme)

Dark L	Light L	Silent L

## 5. Grammar

### Adverbs of Place

Read the chart below. Each sentence has an adverb of place.



## Examples of Adverbs of Place

1. Today, Jagdish books a cab to go somewhere.
2. He went somewhere in Delhi for his business meetings.
3. Put your volume down when you stand here.
4. My friend's home is nearby the station.
5. There has to be some way we can help them.
6. When I look back in my life, I see many ups and downs.
7. Put your guns down.
8. I used this place to spend most of my quality time.
9. You stay there with the luggage while I find a cab.
10. Do you know if there are any rooms for rent?
11. What time do you think it is over there now?
12. You just want to speed everywhere, right?
13. The young lady at reception sent me up here.
14. I walk into the hen house, hens running everywhere.
15. Recently, I have completed my graduation.
16. Finally, we reached home and saw peace everywhere.
17. During his college days, he visited many places.
18. There was a rat in the deep end but we got him.
19. I wanted to say thank you for getting us out of there.
20. The shipment headed northwards to the Indian Ocean.



Exercise E: Match each adverb of place in List A with the suitable sentence in List B.

List A	List B
ups and downs	..... has to be some way we can help them
stay there	When I look back in my life, I see many .....
this place	Put your gun .....
somewhere	Finally, we reached home and saw peace .....
nearby	I used ..... to spend most of my quality time
down	You ..... with the luggage while I find a cab.
many places	My friend's home is ..... the station
there	He went ..... in Antalya for his business meeting
everywhere	During his college days. He visited .....

## 6. Writing

### Pictorial Description

**Remember:**  
Pictorial Description presents information through pictures.

Exercise F: Look at the picture below and write a paragraph describing the main dish and the side dishes.



.....

.....

.....

**Unit Five**  
***Food Production***

**Lesson One**

**1. Dialogue**

***Dice the potatoes.***



Commis chefs are junior chefs who assist senior chefs in food preparation.

Read the following dialogue with a partner and do Exercise A.

Commis Chef: *What shall I do, Sir?*

Chef: *Get me a sack of potatoes.*

Commis Chef: *Shall I wash them?*

Chef: *Yes, and scrub them with a brush.*

Commis Chef: *And then?*

Chef: *Peel them.*

Commis Chef: *And after that?*

Chef: *Dice the potatoes.*

Commis Chef: *Are we going to make soup with potatoes?*

Chef: *That's right.*

Exercise A: Match the commis chef's questions in List A with the chef's answers in List B.

A		B		Answer
1	<i>What are we going to do?</i>	A	<i>Of course.</i>	
2	<i>What shall we start with?</i>	B	<i>Trim off both ends.</i>	
3	<i>What shall I do first?</i>	C	<i>Split the onions.</i>	
4	<i>And then?</i>	D	<i>The spring onions.</i>	
5	<i>Anything else?</i>	E	<i>Wash the spring onions.</i>	
6	<i>With my knife?</i>	F	<i>We are going to make a salad.</i>	

## 2. Vocabulary

Read, match, prepare and do.

A-

					
1	2	3	4	5	6
A. Boil the corn.	B. Prepare the garlic.	C. Crush the garlic.	D. Grind the garlic.	E. Add salt.	F. Mix the garlic with butter.

B-

					
1	2	3	4	5	6
A. Remove the seeds.	B. Stuff the peppers.	C. Poach the artichokes.	D. Slice the eggplants.	E. Soak the cauliflower.	F. Dice the carrots.

### 3. Reading

#### **A- Sous Chef Job Description**

Read the following passage and do Exercise B.



A sous chef is an important member of any kitchen staff. He works under the head chef to ensure that all the food that leaves the kitchen is of the same high quality. He also manages the kitchen staff, creating workflow and making sure that everyone has the tools that he needs.

Juliana was looking for a job as a sous chef, and she described her experience as follows: *“I worked as a line cook at a small restaurant for three years before coming here. I also cooked meals for my family every night when I was growing up, so I’m very good at cooking. My favourite work in the kitchen is creating new dishes with different ingredients.”*

Exercise B: Answer the following questions.

1. What does the sous chef have to ensure?  
.....
2. Whom does he manage?  
.....
3. What are his other responsibilities?  
.....
4. Why did Juliana describe her experience?  
.....
5. What was her favorite work in the kitchen?  
.....

**B- The employer tested Juliana’s English.**

Exercise C: Fill in each blank with the suitable verb between brackets.  
{wash and drain, sift, use, put, hand}

1. .... the flour with a sieve.
2. .... the roast in a pan.
3. .... the skewers for the shish kebabs.
4. .... the chef a roasting fork.
5. .... the rice in a colander.



**Sieve**



**Pan**



**Colander**

4. Grammar

**Negative Forms**

Exercise D: Change the following sentences into negative forms.

1. Juliana is very good at cooking.  
.....
2. She described her experience quite well.  
.....
3. She could manage the kitchen staff.  
.....
4. She creates new dishes with different ingredients.  
.....

## 5. Writing

### How to Make Lentil Soup

#### Exercise E:

- Answer the following questions with information between brackets.
- And then write your answers in one paragraph.



1. What should you do first? (Fry the onion in oil until soft.)
2. What is the next step? (Stir the lentil, cumin, carrot and potato.)
3. What about the heat degree? (Reduce the heat until the lentils are soft.)
4. What else? (Mix with a blender and serve.)

.....

.....

.....

.....

.....

## Lesson Two

### 1. Dialogue

*Lasagna, Cordon Bleu or Beef Stroganoff, which one do you suggest?*



Lasagna



Cordon Bleu



Beef Stroganoff

Read the following dialogue with a partner and do Exercises A, B and C.

**Assistant Chef:** *Good morning, Sir. What do you suggest for today's main dish?*

**Head Chef:** *I suggest lasagna, cordon bleu and beef stroganoff.*

**Assistant Chef:** *Can I suggest grilled beef instead of beef stroganoff?*

**Head Chef:** *That's a good idea but keep it to the evening dish.*

**Sous Chefs:** *Shall I prepare many kinds of soups, Sir? What is your suggestion?*

**Head Chef:** *My suggestion is that we make lentil, onion, tomato and chicken soups.*

**Assistant Chef:** *I think we'd better offer sugar-free pastry.*

**Head Chef:** *I agree with you. Let's start working.*



Exercise A: Play the roles of the following kitchen staff members with your classmates and complete the roles.

- I'm the **head chef**. I'm the bee who is responsible for food production.
- I'm the **pantry chef**. I'm ..... cold food.
- I'm the **sous chef**. I'm the bee who assists the head chef.
- I'm the **sauce chef**. I'm the bee who prepares sauces.
- I'm the **fish cook**. I'm the bee ..... fish dishes.
- I'm the **vegetable chef**. I'm the bee ..... vegetables
- I'm the **roast cook**. I'm ..... roasted meat.
- I'm the **pastry chef**. I'm the bee who ..... and desserts.
- I'm the **expediter**. I ..... who takes orders from the waiters and passes them to the cooks.

Exercise B: Use each of the following expressions in a sentence.

**{I suggest, Can I suggest, Shall I, My suggestion is that, We'd better}**

.....  
.....  
.....  
.....  
.....

**Why don't you agree?**

Exercise C: Read the following dialogue and write your opinion by using:

***'I agree.'* Or *'I don't agree.'***

A- What makes vegetables lose their vitamins?

B- Cutting them into small pieces.

.....

A- What makes vegetables lose their colour?

B- Overcooking them.

.....

A- What is the best way to cook vegetables?

B- In small quantities in a pressure cooker.

.....

A- What makes fruits and vegetables rotten?

B- Keeping them in a fridge.

.....

## 2. Vocabulary

Exercise D: Write the names of the following vegetables in the table below.



1



2



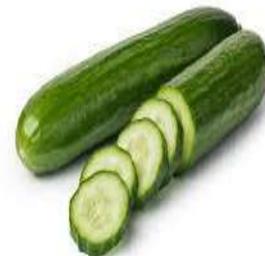
3



4



5



6



7



8



9

1.	2.	3.
4.	5.	6.
7.	8.	9.

### 3. Reading

#### **Cooking**

Read the following paragraph and do Exercise E.

Cooking is a process of making food ready to eat by heating. Raw food is food that is not cooked. Some foods are good to eat raw. Other foods are not good for the body when they are raw, so they must be cooked. Some foods are good to eat either raw or cooked.

Cooking is often done by using a stove or an oven. It can be also done over a fire, for example, over a campfire or on a barbecue.

There are several ways to cook food. Boiling cooks food in hot water. Frying cooks food in hot butter, fat or oil. Baking and roasting cook food by hot air.

Exercise E: Answer the following questions.

1. What is cooking?

.....

2. What is raw food?

.....

3. How is cooking often done?

.....

4. What are the ways of cooking food?

.....

#### 4. Grammar

##### **Similarity**

**{look like}, {similar to}, {the same ... as}, {as ... as}**

Read the following examples and do Exercise D.

1. Our team looks like a beehive. It doesn't look like a tortoise walk.
2. The sous chef's job is similar to the head chef's job. It's not similar to the sauce chef's job.
3. All the cooks should wear the same uniform as the chef's.
4. The expediter doesn't wear the same uniform as the chef's.
5. The fish cook is as old as the roast chef. He isn't as active as the pastry chef.

Exercise D: Complete each of the following sentences with the suitable expression of similarity.

1. The lettuce is ..... rich of vitamins ..... the spinach.
2. The inner leaves of the lettuce have ..... colour ..... the corn.
3. The mushroom ..... the parasol.
4. The carrot is ..... to the cucumber.
5. The onion and the radish have ..... roots ..... the watercress.

## 5. Writing

### **How to Make Lasagna**

Exercise F: Rearrange the following steps of making Lasagna in a paragraph.

1. Mix the cheese with an egg.
2. Brown the onion, garlic and meat in a pot on the stove.
3. Add the pasta sauce and tomato paste and simmer them a few minutes.
4. Layer the meat sauce and cheese mixture with noodles and bake until bubbling.

.....

.....

.....

.....

## Lesson Three

### 1. Dialogue

#### **A- The Etiquette of Using Forks**

Read the following dialogue with a partner and do Exercise A.

Spoon: *Another busy day in the cafeteria, isn't it?*

Fork: *Yes, people are constantly eating out these days.*

Spoon: *Tell me about it. What's on the menu today?*

Fork: *Well, it looks like fried chicken with rice.*

Spoon: *Good. I guess I will be used today.*

Fork: *Umm, not so fast spoon. Forks can be used for rice too.*

Spoon: *Yes, but with spoons you can get a bigger mouth full.*

Fork: *That's right, but with a fork you can scoop your food.*

Spoon: *Oh, you're right, but I'm still right.*

Exercise A: Mention the uses of spoons and forks.

**B- A knife is used to cut food.**

Exercise B: Match the equipment in A to its purpose in B by using: *'is used to'*.

List A		List B		Answers
1	A food processor	A	whip the cream	
2	A peeler	B	extract juice from fruit and vegetables	
3	A whisk	C	cut food into small pieces	
4	A slicer	D	chop, slice, grind and puree	
5	A grater	E	pick up food	
6	A juicer	F	remove the peel or skin	
7	A tong	G	mix liquids and soft food	
8	A cutting board	H	blend ingredients	
9	A blender	I	slice meat, cheese, etc.	
10	An electric mixer	J	place food on for cutting	

Exercise C: Change your answers of Exercise B by using *'used for'*.  
Example: *A knife is used for cutting the food.*

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....
9. ....
10. ....

## 2. Vocabulary

*Hold the fork with your left hand.*

### **Types of Forks**

Table Fork	
Dessert Fork	
Fish Fork	

Fruit Fork	
Salad Fork	
Ice Cream Fork	

### 3. Reading

***“This is my kitchen”, Elizabeth said.***

Read the following passage and do Exercises D.

*I like to keep my kitchen clean and tidy. I changed the interior design of my kitchen six months ago. I hired an interior designer who made a new appearance to my kitchen.*

*It has white cabinets with two double doors. I prefer keeping bowls, cups, saucers, dishes and other utensils in the cabinet on one side, and spices, tea, sugar on the other side in big boxes. The sink is on the left hand side of the cabinets. I usually put the dirty dishes after having lunch in the sink. At the bottom of the cabinets, there are small cabinets where the trays and cutting boards are stored. There are four drawers next to it where I store my cutlery, utensils and tablecloth. On the top, there are four small open cabinets where lots of glasses are kept for different drinks. To the left of the bottom cabinets, there are couples of cabinets to store the frying pans, tea pans, colanders and the griddles.*



Exercise D: Answer the following questions.

1. Who changed the interior design of Elizabeth's kitchen?

.....

2. What does Elizabeth mean by 'utensils'?

.....

3. Where is the sink located?

.....

4. Where does she store the trays and cutting boards?

.....

5. Does she store the glasses in the drawers?

.....

## 4. Grammar

### **Differences**

**{differ}, {differ from}, {different from}, {difference}**

*Can you explain the difference between ...?*

Read the following sentences and do Exercise E.

1. My brother and I differ in many ways.
2. The Hitachi fridge differs from the Samsung fridge in the type of the compressor.
3. Our tastes differ from each other.
4. My style of cooking is different from my mothers'.
5. What is the difference between a hotel and a motel?

Exercise E: Fill in each blank with the suitable expression of differences.

1. Do you know the ..... in meaning between apricot and fig?
2. Date palms are ..... from banana palms in shape.
3. Cooking rice ..... from cooking bulgur.
4. The electric oven and the microwave ..... in purpose.
5. What makes you ..... from others?

## 5. Writing

Exercise F: Write a composition describing your kitchen interior design.

.....

.....

.....

.....

.....

**Unit Six**  
*Tourism Activities*  
**Lesson One**

1. Dialogue

*A ticket to London*

Read the following dialogue with a partner and do Exercise A.

**Raymond:** *What time does the next train to London leave?*

**Tickets Seller:** At 16:35, from platform 8.

**Raymond:** Is it a direct train to London?

**Tickets Seller:** No, you have to change trains at Birmingham.

**Raymond:** I see. Give me one ticket to London, please.

**Tickets Seller:** Single or return, sir?

**Raymond:** Single, please.

**Tickets Seller:** 65 pounds, please.

**Raymond:** Here you are.

**Tickets Seller:** Here's your ticket, sir.

Exercise A: Select the best choice between brackets and say the sentences.

1. This train has only sleeping {rooms / compartments}.
2. This train does not {run / go} on Tuesdays.
3. Would you like a {free / one-way} ticket or a round-trip ticket?
4. You'll have to {stop / change} trains in Liverpool.
5. There is no {servant / service} to the city.
6. Tickets are sold at the {counter / corridor}.
7. I need to see your passport or any other form of {identification / definition}.
8. How do you {speak / spell} your last name?

## 2. Vocabulary

### ***Managing a Tour Package***

Read the following training tips and discuss them with your teacher.



1. Search for similar tours.
2. Figure out the timing.
3. Customize the tour.
4. Decide on the pricing.
5. Use images.
6. Explore partnership opportunities.

## 3. Reading

### ***How can Jessica manage a tour package***

Read Jessica's lesson and do Exercise B.

*When you decide to start a tour business, you will need to know everything about your job. Base your ideas on the tourists' interests and on others' experiences.*

*You have to take into account the duration, departure times and tour frequency in order to make sure that your trips will be sustainable and profitable.*

*List the activities that you'd like to include in the tour package. Give the guests a map so that they can feel independent.*

*You can offer group discounts in order to encourage people to book in groups.*

*Be sure to include photos and videos to help sell your tour packages. In addition, encourage web visitors to read reviews of your tours. It's important to partner with tour operators who can offer complimentary activities. For example, if you operate a boat trip, you can connect with a local boat operator to see if he can offer guided tours.*

*Use the language that attracts people and asks for feedback in order to make your offers better.*

**Exercise B: Answer the following questions with information from Jessica’s passage.**

1. What does Jessica mean by “*search for similar tours*”?

.....

2. How can a tour operator figure out the timing?

.....

3. What does Jessica mean by “*customize the tours*”?

.....

4. How can you encourage the tourists to book in groups?

.....

5. Why should you use photos and videos?

.....

6. How can a partnership help offer complimentary activities?

.....

7. What does Jessica mean by “*promote your tours*”?

.....

**4. Grammar**

**The Passive Voice**

***The Tickets are sold at the ticket counter.***

Read and notice the difference between each of the following pairs of sentences.

Active Voice	Passive Voice
1. The escort leads the tourists to their rooms.	The tourists are led to their rooms by the escort.
2. Most companies send buses to different destinations.	Buses are sent to different destinations by most company.
3. Most hotels provide free Wi-Fi.	Free Wi-Fi is provided by most hotels.
4. Summer tour packages offer many activities.	Many activities are offered by Summer tour packages.
5. Modern technology makes travelling easy.	Travelling is made easy by modern technology.

**Remember:**

- For passive voice, the sentence starts with the object followed by a verb to be and the past participle form of the verb.
- The verb to be represents the tense of the original active voice sentence and matches the number of the object.
- For the present simple tense, use {am, is or are + p.p verb}.

**Exercise C: Change the following sentences into passive voice.**

1. Passengers need a tour escort in each trip.

.....

2. The boat captain wears a white uniform.

.....

3. Nineveh hosts the annual Spring festival.

.....

4. A bus tour provides cheap trips.

.....

5. *Western Union* transfer money to all countries.

.....

5. Writing

**The Iraqi Airways**



Exercise D: Change the following paragraph into passive voice.

The Iraqi Airways operate domestic and regional flights. They offer online check-in for their flights. The seats offer seat-back monitors and headphone jack. They serve good meals and snacks onboard. This company does not offer inflight Wi-Fi. Passengers earn points when they fly regularly with the Iraqi Airways. They redeem those points as rewards.

.....

.....

.....

.....

.....

## Lesson Two

### 1. Dialogue

#### *Tour Announcements and Advertisements*

Exercise A: Stand before your class and say the following announcements.



*The Iraqi Airways are delighted to announce the resume of the flight services from London Gatwick airport to Baghdad, Erbil and Sualymaniyah airports. The first flight will be on the 19<sup>th</sup> of December from Baghdad and Erbil.*

## **Boarding**



“Ladies and gentlemen, the Captain has turned on the Fasten Seat Belt sign. If you haven’t already done so, please stow your carry-on luggage underneath the seat in front of you or in an overhead bin. Please take your seat and fasten your seat belt. And also make sure your seat back and folding trays are in their full upright position.”

## 2. Vocabulary

Tourism advertising helps the visitor to get familiar with the place even before visiting it personally.

Exercise B: Which advertisement do you think suitable for each of the following tours?



Own your path in the Alps.



Remain the fastest. Become the greatest cyclist.



Unforgettable experience to fly over the city.



Save 15% off / Day Rafting Trips

### 3. Reading

#### ***Do you prefer cycling or mounting?***

Read the following two paragraphs and do Exercises C.

*A- Take a cycling holiday in Spain to enjoy the beautiful villages and hilltop towns, fascinating history and delicious food. Our small group cycling tours in Spain use mountain bicycles. Most riders are led by a local leader with expert knowledge about the area. The leader will guide you along the route and organize things, such as group meals, transfers and optional excursions, and making your cycling holiday run smoothly.*

*B- Bring your group to the Mount of Mercy for a memorable visit. Our guides share their knowledge of the beauty and history of the mountain. Discounted rates apply to groups of 10 or more people. Advance reservations are required. Arrangements can be made for lunch and other refreshments.*

Exercise C: Answer the following questions.

1. Where does Spain cycling take you?  
.....
2. What kind of bicycles is used?  
.....
3. What does the cycling leader do?  
.....
4. What does a mount tour let you know?  
.....
5. What are the rules of the mounting tour?  
.....

## 4. Grammar

### **The Passive Voice (Continuous Forms)**

Read the following sentences.

1. My room is being cleaned.
2. My room was being cleaned.
3. The rooms are being painted.
4. The rooms were being painted.

#### **Remember:**

- For the present continuous passive voice, the sentence starts with the object followed by a verb to be (am, is or are) + being + the past participle form of the verb.
- For the past continuous passive voice, the sentence starts with the object followed by a verb to be (was, or were) + being + the past participle form of the verb.

Exercise D: Change the following sentences into passive voice.

1. The cook is preparing the lunch.  
.....
2. They are making the reservations.  
.....
3. Somebody was making my bed when I came in.  
.....
4. They were fixing the cameras.  
.....

## 5. Writing

Exercise E: Fill in the following table with words from the reading paragraph.

Nouns	Verbs	Adjectives	Adverbs

## Lesson Three

### 1. Dialogue



*Fried chicken and French fries please.*

Read the following dialogue with your classmate and do Exercise A.

**Rachel:** *We grew up in Texas. We ate fried chicken and steak all the time. I didn't eat fish until I was 20.*

**Davis:** *I'm from Georgia and grew up eating chicken. I'm obsessed with all forms of fried chicken, like chicken briskets and chicken sandwiches.*

**Viola:** *There are two types of fried chicken here in California. One is burning in salted water and the other is soaking in buttermilk or milk. I like the two.*

**Kelly:** *In order to have good fried chicken, you should wash and season the bird the morning you are preparing it for dinner. Throw it in the refrigerator and give it a chance to soak up all the salt and pepper. I'm talking from Washington.*

**Bernard:** *Let's order Kentucky. It's the best meal in Detroit.*

Exercise A: Fill in each blank with the suitable word between brackets.

{**grow up / obsessed / burning / season / soak up**}

1. Dolly is very ..... with sushi.
2. Good chicken ..... at large.
3. Use ..... water to cook beans.
4. Don't forget to ..... the steak with salt and black pepper.
5. Let the chicken meat ..... the salt.

## 2. Reading

### **Delivery Order**

Read the following letter and do Exercise B.

*To the Order Manager*

*Delivery number (4607)*

R01 gypsum

R02 dimmer

R03 door frame

R04 door frame

R05 crack treatment paste

*The above-referenced order was delivered to my house on Nov. 22<sup>nd</sup>. At that time, I noted that two of the items were damaged. Please, see the attached delivery order form.*

*The driver informed me that replacements for those items would arrive within the next three to four days. To date, I have not received them. I telephoned your store on the 25<sup>th</sup> and the person I spoke with said that my order was in process and would be delivered soon.*

*In addition to the damaged items, I am waiting for two more door frames which have not been sent in the initial delivery.*

*I would greatly appreciate your attention to this matter, as I need these items to start my house improvement project. Could you please phone me at 0662346622 as soon as possible?*

*Thank you,*

*Lionel Bradley*

Exercise B: Choose the correct choice.

1. Which item was not fully delivered?  
a. R01   b. R02   c. R03   d. R04
2. What was the purpose of the letter?  
a. to connect   b. to complain   c. to remind   d. to suggest
3. The word 'informed' in line 4 has the same meaning as .....  
a. appreciate   b. told   c. Improved   d. spoke
4. The word 'receive' in line 5 has the opposite meaning of .....  
a. order   b. inform   c. send   d. need
5. Lionel sent the letter to .....  
a. the driver   b. his house   c. the order manager   d. his phone

3. Grammar

**The Passive Voice (The Past Form)**

Read and notice the difference between each of the following pairs of sentences.

Active Voice	Passive Voice
1. The restaurant delivered the order in time.	The order was delivered in time.
2. The chef soaked the beans in hot water.	The beans were soaked in hot water.
3. I received all the order items.	All the order items were received.
4. The teacher informed us that unit 2 is important.	We were informed that unit 2 is important.
5. We left the bag in the corridor.	The bag was left in the corridor.

**Remember:**

- For passive voice, the sentence starts with the object followed by a verb to be and the past participle form of the verb.
- The verb to be represents the tense of the original active voice sentence and matches the number of the object.
- For the past simple tense, use {was or were + p.p verb}.

**Exercise C: Change the following sentences into passive voice.**

1. The father drove his family to the restaurant.

.....

2. The tour agency sent the tickets online.

.....

3. The staff cleaned all the hotel rooms.

.....

4. The chef announced that the dinner is ready.

.....

5. Mr. Samuel taught us the passive voice.

.....

**4. Writing**

**Exercise D: Write a paragraph about ordering some goods that you need in your work.**

.....  
.....  
.....  
.....

## Mini Dictionary

Word	Meaning	Word	Meaning	Word	Meaning
A loan	قرض	Earning back	استرجاع	Inconvenience	إزعاج
An injection	حقنة	Embedded	يتضمن	Infection	عدوى
Anniversary	ذكرى سنوية	Empathy	تعاطف	Ingredients	مكونات
Annual bonus	مكافأة سنوية	Employees	موظفين	Interior design	تصميم داخلي
Appetite	شهية - رغبة للأكل	Equipment	معدات- وسائل	Investment	استثمار
Appetizers	مقبلات	Exhibition	معرض	Issue	إصدار
Appreciate	يُقدّر	Fair	معرض	Junior	صغير
Approximately	بحدود	Famished	جائع	Junk food	وجبات سريعة
Assign	أسند	Faucet	حنفية	Kitchenette	مطبخ صغير
Attractive	جذاب	Fees	أجور	Knowledge	معرفة
Barley	بالكاد	Filling out	ملء	Lack	نقص
Beef	لحم بقر	Filthy	قذرة	Laundry	غسيل
Beehive	سلحفاة	Financial records	سجلات مالية	Leaves	أوراق
Benefits	مزايا	Firmly	بقوة	Lentil	عدس
Blade	شفرة	Fountain	نافورة	Lettuce	خس
Boiled	مسلق	Fried	مقلي	Linens	بياضات
Bookkeeping	ادارة حسابات	Gauze	شاش	Lobby	بهو
Bowls	اطباق	Grater	مبشرة	Luggage	أمتعة
Brochure	كتيب	Grilled	مشوي	Maintains	يحافظ
Candidate	مرشح	Grind	يطحن	Mesopotamia	بلاد ما بين النهرين
Chambermaid	خادمة	Heart attack	نوبة قلبية	Multi-lingual	متعدد اللغات
Choke	خنق	Heritage	تراث	Monument	نصب
Drugs	عقاقير	Immediate payment	دفع فوري	Monitor	يراقب

Word	Meaning	Word	Meaning	Word	Meaning
Measure	قياس	Ride	يقود	Washing basin	حوض غسل
Negotiate	يتفاوض	Risk	خطر	Waste	نفايات
Nuggets	قطع دجاج	Sack	كيس	Whisk	خفاقة
Nutritious	مفيد للجسم	Salary	راتب	Workflow	سير العمل
Opts	يختار	Scrub	يقشر	Wounds	جروح
Pale	شاحب	Seeds	بذور	Wardrobe	خزانة ثياب
Pan	مقلاة	Sense of humor	حس الدعابة	Yawning	يتثاءب
Peel	يقشر	Sheets	اوراق		
Pillowcase	كيس وسادة	Sieve	منخل		
Plugged in	موصول	Signature	توقيع		
Plumber	سبّاك	Slicer	قطاعة		
Pool	مسبح	Standard	قياسي		
Popular	شعبي	Surgery	جراحة		
Porter	حمّال	Surname	لقب		
Presidential	رئاسي	Sweep	يمسح		
Procedure	اجراءات	Temperature	درجة حرارة		
Punctuality	التزام بالمواعيد	Terrific	رائع		
Razors	شفرات حلاقة	Tip	بقشيش-اكرامية		
Receptionist	موظف استقبال	Towels	منشفة		
Recommend	ينصح	Tray	علبة		
Radish	فجل	Undergone	يخضع		
Recovery	شفاء	Utensils	اواني		
Reduce	يخفض	Vacant	شاغر		
Refillable	اعادة تعبئة	Vacuum	مكنسة		
Registration	تسجيل	Vegetarian	نباتي		
Reservation	حجز	Vacancy	شاغر		