



ENGLISH FOR THE TRAVEL AND TOURISM INDUSTRY

1. DIFFERENT KINDS OF PEOPLE

Working in travel and tourism

Being friendly and helpful

When in Rome..

Dealing with enquiries

2. INTERNATIONAL TRAVEL

Different ways of travelling

Asking questions

Taking a booking

The best way to get there

Around the world

Organizing a trip

3. PHONE CALLS

Using the phone

How may I help you?

Answering enquiries

Taking messages

4. FOOD AND DRINK

Good morning!

Explaining dishes

May I take your order?

Drinks, snacks and desserts

Eating habits

Welcome to our restaurant!

5. CORRESPONDENCE

Responding to enquiries

Confirming reservations

Avoiding mistakes

We are very sorry...

6. ACCOMMODATION

Reservations

Checking in

Facilities: enjoy your stay!

Giving information

The best hotel for you...

The perfect hotel...

7. MONEY

How would you like to pay?

Changing money

Explaining the bill

Is service included?

8. TRAVELLING AROUND

To and from the airport

Local knowledge

Offering and requesting

Car rental

Motoring

The best way to get there

9. PROBLEMS

Is there anything I can do?

Dealing with complaints

Better safe than sorry

Difficult customers

10. ATTRACTIONS AND ACTIVITIES

Seeing the sights

Making suggestions and giving advice

Sun, sea and sand?

History and folklore

A nice day out

The future of tourism