

passport



plane ticket



boarding pass



departure card



arrival card



travel insurance policy



debit card



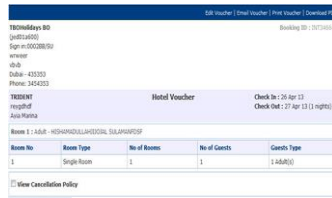
credit card



visa



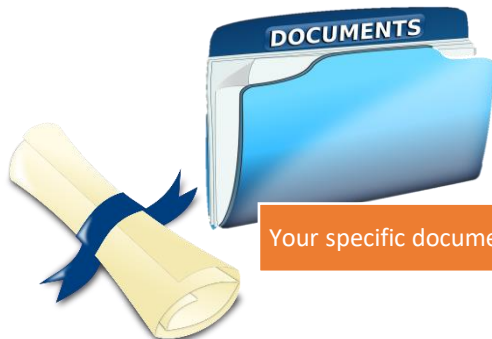
driver's license



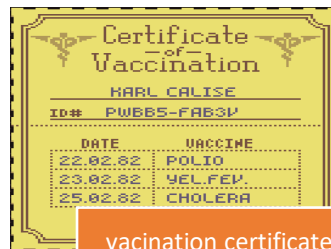
hotel voucher



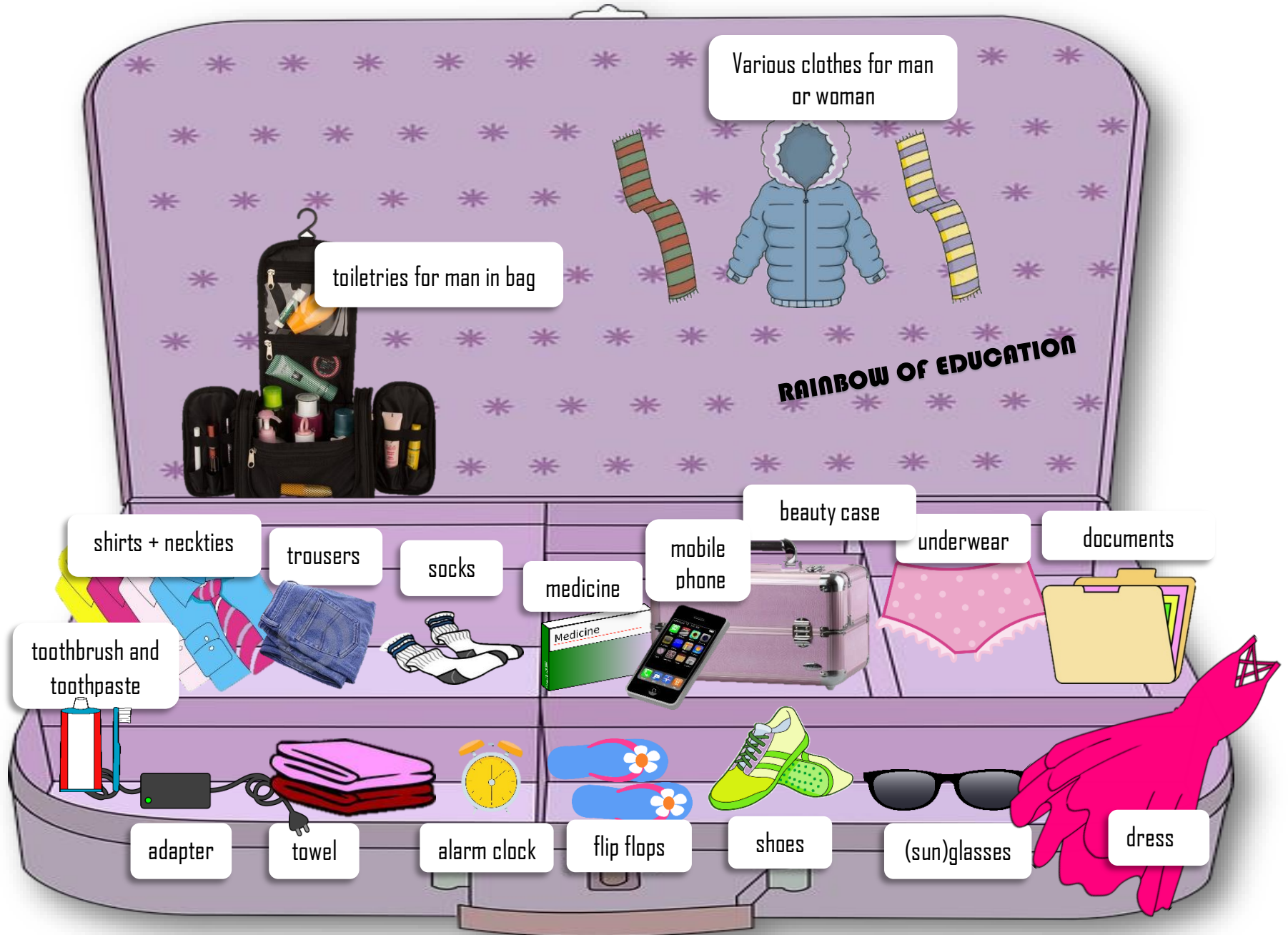
copies of important documents



Your specific documents



















vaccination certificate





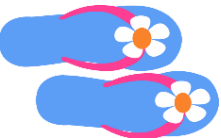



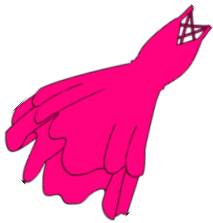






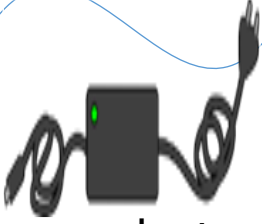
mobile phone, towels, shirts and neckties, shoes, alarm clock, trousers, man's toiletries, documents, underwear, flip flops, socks, adapter, beauty case, medicine, dress, various clothes

 1.	 2.	 3.	 4.
 5.	 6.	 7.	 8.
 9.	 10.	 11.	 12.
 13.	 14.	 15.	 16.



 			
			
			
<p>medicine</p>	<p>toothpaste and toothbrush</p>	<p>adapter</p>	<p>mobile phone</p>
<p>beauty case</p>	<p>underwear</p>	<p>man's toiletries</p>	<p>travel documents</p>
		<p>sunglasses</p>	<p>shoes</p>

 			
			
		<p>shirts and neckties</p>	<p>flip flops</p>
<p>towels</p>	<p>alarm clock</p>	<p>dress</p>	<p>socks</p>
<p>trousers</p>	<p>camera</p>	<p>sunscreen</p>	<p>cap</p>



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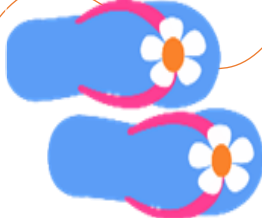
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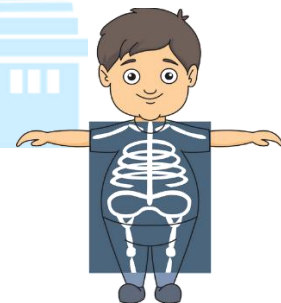
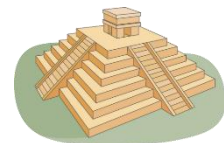
Fields of interest



1. Geography (land and landscape)
2. Weather/temperature (swimming/skiing)
3. Religion (visiting temples, churches etc.)
4. Population (meeting local people)
5. Language and communication (practice languages)
6. Tourist hotspots (seeing highlights)



7. Accommodation (nice hotel, room etc.)
8. Getting around (touring, transport)
9. History (old sites)
10. Culture
11. Entertainment
12. Healthcare, doctors, hospitals
13. Business
14. Spa holiday
15. Cruise holiday
16. Camping holiday
17. Beach holiday
18. Hiking holiday







**aisle:**  
the long empty space where you can walk



**aisle seat:**  
the seat that is next to the aisle



**window seat:**  
the seat that is next to the window



**baggage/luggage**



**boarding pass:** ticket that allows you to go into the plane



**cabin:**  
interior of an airplane



**captain:**  
the person who is in charge of the airplane



**cockpit:**  
the part of the plane where the captain and his co-pilot sit



**emergency exit:**  
door that opens in the case of an accident



**life vest/jacket:**  
blow up and put on in an emergency over water



**seat belt**  
device that holds passengers in their seats



**refreshments:**  
drinks and snacks



**oxygen mask:**  
provides air in case of cabin air pressure loss



**steward (male) and stewardess (female) flight attendant, airhost:**  
provides services in plane



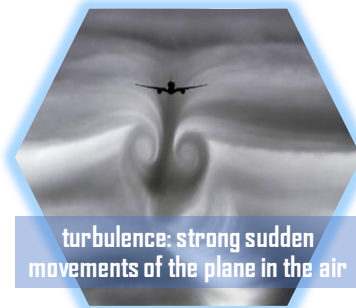
**take off:**  
when the plane leaves the ground



seat number: the number of your airplane seat



comfortable: feel good physically, able to relax



turbulence: strong sudden movements of the plane in the air



first class: more expensive seating, with better services



economy class: cheapest seating, basic service



headset/earphones device that allows to listen to music/movie



row: a number of seats beside each other



carry-on baggage: baggage you are allowed to take into the cabin



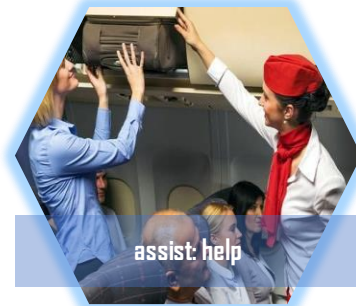
baggage/luggage claim: place where you pick up your baggage after arrival



emergency/attendant button: push the button for help from attendant



blanket: warm covering



assist: help



excess baggage: heavier than allowed



jet lag: tiredness after travelling through different time zones



motion sickness: a bad feeling during a rough flight



visa check in aisle seat passport international ticket baggage domestic  
seat assignment boarding pass baggage claim flight carry on  
reservation flight number window seat gate

1. A trip on an airplane is called a \_\_\_\_\_.
2. A flight within one country is called a \_\_\_\_\_ flight.
3. A flight between different countries is called an \_\_\_\_\_ flight.
4. The letters and numbers which identify an airplane making a specific flight are called a \_\_\_\_\_.
5. Ordering a ticket to be held for you on the day you want to travel is called making a \_\_\_\_\_.
6. A printed piece of paper which allows you to travel on an airplane is a \_\_\_\_\_.
7. The first thing to do at the airport is \_\_\_\_\_, which means to register as a passenger for a flight.
8. A document which identifies you as a citizen of a certain country and which allows you to travel to other countries is called a \_\_\_\_\_.
9. A stamp in your passport which allows you to travel to another country is called a \_\_\_\_\_.
10. The selection of a specific seat for a trip on an airplane is called \_\_\_\_\_.
11. A seat next to the window in an airplane is called a \_\_\_\_\_.
12. A seat next to the passage between the rows of seats in an airplane is called an: \_\_\_\_\_.
13. The suitcases and bags which contain your belongings are called \_\_\_\_\_.
14. A bag which you carry with you on the airplane is called a \_\_\_\_\_ bag.
15. A printed card which allows you to get on an airplane is called a \_\_\_\_\_.
16. A door which leads from the airport building into an airplane is called a \_\_\_\_\_.
17. The area where you pick up your luggage after your flight is called \_\_\_\_\_.



1



2

3



4



5



6

7



8



9



10

11



12



13

14



15

### Check-in Assistant

- Can I see your ticket, please?
- Do you have your passport with you?
- I'm afraid your passport has expired.
- Do you have a second piece of identification?
- I'll need to see your child's birth certificate.
- How many bags are you checking?
- Will you be bringing a carry-on bag?
- I'm afraid that bag exceeds the size restrictions.
- Did you pack your bags yourself?
- Would you like an aisle or a window seat?
- Would you like a wheelchair?
- You'll board at Gate 7.
- Please be at the gate thirty minutes before your scheduled flight.
- Did you need any tags for your luggage?
- Your flight is expected to take off on time.
- Your flight has been delayed by one hour.
- Flight 87B to Toronto has been canceled.
- I'm afraid you're too late to check-in.
- Your flight is overbooked. Would you be interested in giving up your seat?
- Enjoy your flight.



**Passenger**

- I'm not sure which of these papers is my ticket.
- Is it possible to get an aisle seat?
- I requested a vegetarian meal. Can you check to confirm?
- Can I take my child through security?
- Is the flight on time?
- Will they be serving a meal today?
- Will they be showing an inflight movie?
- Where can I get a luggage cart?
- Can I use my laptop on board?
- 

**Sample Conversation**

**Check-in Assistant:** Hello. Are you flying to St. Martin today?

**Passenger:** Yes, I have my ticket here.

**Check-in:** Great. I'll need to see your passport as well.

**Passenger:** I have an e-ticket. Uh...is this the part you need?

**Check-in:** Actually I just need your name and I can find you on the computer.

**Passenger:** Oh okay. It's Bates. Frank Bates.

**Check-in:** Great. Here we are. Oh, you're travelling with an infant today.

**Passenger:** Yes, my daughter Mia. She's 14 months.

**Check-in:** Okay. I'll need to see your daughter's birth certificate to prove that she is under two years of age.

**Passenger:** Here you are. Say, would we be able to get an aisle seat? I may have to walk her around if she gets fussy.

**Check-in:** Sure. I'll put you near the washroom too.

**Passenger:** Thanks. Can I take my stroller to the gate?

**Check-in:** Yes, we'll check it in the over-sized luggage after you board. Are you just checking these two bags today?

**Passenger:** Yes, I'll take my knapsack as my carry-on.

**Check-in:** Did you pack these bags yourself?

**Passenger:** Yes.

**Check-in:** Okay. Here is your boarding pass. Be at the gate one hour prior to boarding time. You will be able to preboard because you are traveling with an infant. Our flight crew will have some special instructions for take-off and landing.

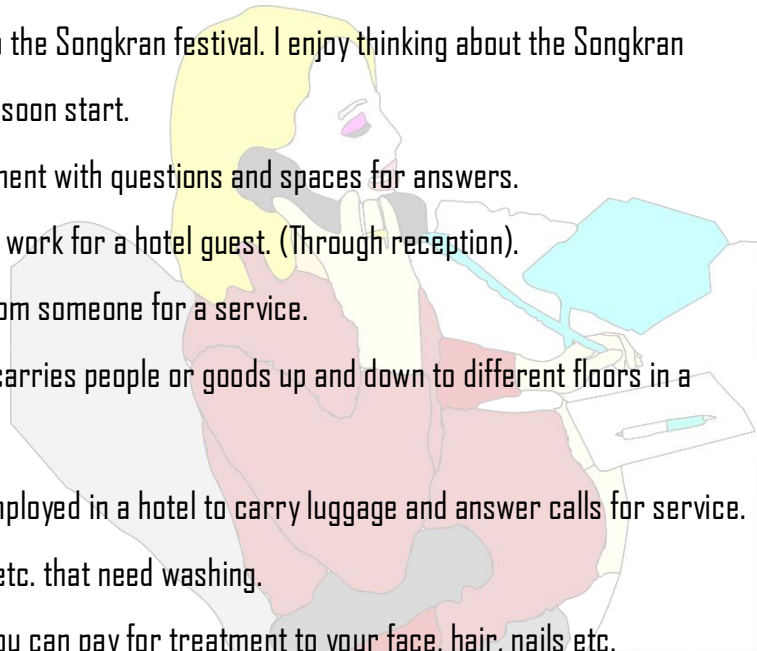
room service, museum, receptionist, amusement park, bed sheet, discount, safe, comfortable, mini-bar, money exchange, reception, non-smoking, zoo, remote, guide, cruise, wake-up call, view

1. If you want to see a beautiful painting, you can go to a \_\_\_\_\_.
2. You use a \_\_\_\_\_ control for your TV.
3. Disneyland is an \_\_\_\_\_.
4. A telephone call from the hotel reception to wake you up in morning is a \_\_\_\_\_.
5. A small refrigerator (fridge) filled with drinks in your hotel room is a \_\_\_\_\_.
6. A holiday on a luxury ship (boat) is called a \_\_\_\_\_.
7. A place where you can see animals after paying entrance fee is a \_\_\_\_\_.
8. Exchange money to money of another country is called: \_\_\_\_\_.
9. A hotel room where you are not allowed to smoke is a \_\_\_\_\_ room.
10. A sheet that you sleep on in your bed is a \_\_\_\_\_.
11. From my hotel room on the 8<sup>th</sup> floor, I have a beautiful \_\_\_\_\_ on the mountains and the Mae Ping River.
12. When I go out, I leave my money, documents and jewelry in my room \_\_\_\_\_.
13. Furniture and clothes that give you a good feeling are \_\_\_\_\_.
14. The place where a hotel guest goes after entering the hotel is called the \_\_\_\_\_. A person who works there is a \_\_\_\_\_.
15. When you can call the reception and ask to bring food or drinks to your room, this is called: \_\_\_\_\_.
16. A person who leads a group of tourists and tells them what they see is a \_\_\_\_\_.



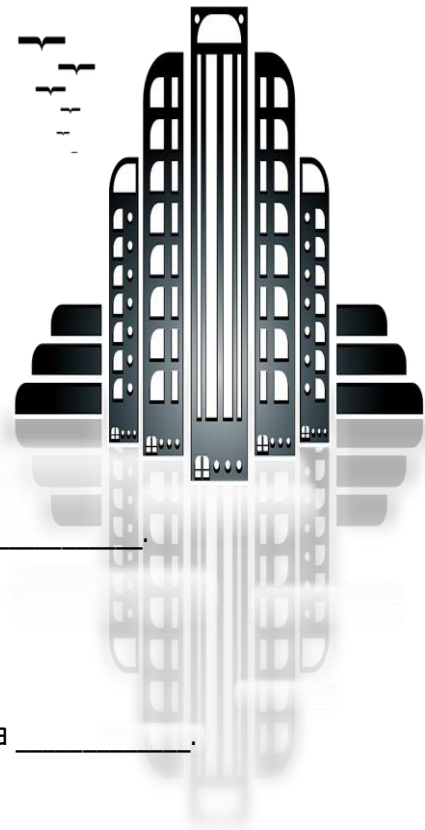
**Vocabulary:**

to reserve:	An area made available for use by somebody.
inconvenience:	Trouble or problems; especially concerning what you need.
maintenance:	Keeping something good.
apologize:	To say that you are sorry doing something wrong or causing a problem.
festival:	A religious or other celebration.
tax:	money to be paid to the government by people.
non-smoking room:	In this kind of hotel room you are not allowed to smoke.
look forward to:	I look forward to the Songkran festival. I enjoy thinking about the Songkran festival that will soon start.
form:	An official document with questions and spaces for answers.
room service:	Helping or doing work for a hotel guest. (Through reception).
charge:	To ask money from someone for a service.
elevator:	A machine that carries people or goods up and down to different floors in a building.
bellboy (boy):	A man or boy employed in a hotel to carry luggage and answer calls for service.
laundry:	clothes, sheets etc. that need washing.
beauty salon:	A place where you can pay for treatment to your face, hair, nails etc.
balcony:	An area of seats upstairs, outside the wall of the building.
wardrobe:	A large cupboard for hanging clothes.
safety deposit box:	A metal box for storing valuable things in a hotel or bank.
enjoy:	To get pleasure from something.
lounge area:	Hall at main entrance of a hotel with reception and seats.
landmark:	A building that is historically important.
upfront:	In advance. (paying before using it)



guide, sheets, wake-up call, control, landmark, changed, zoo, cost, view, safe, room, bridge, castle, cruise, maker, mini, upfront, service, discount, bring, locked, museum, comfortable, bus, amusement park, free, reception, included, exchange, noisy.

1. A place where you can see art is a \_\_\_\_\_.
2. Can you send someone to \_\_\_\_\_ our bags to our room?
3. Can I get a \_\_\_\_\_ at 6:30am please?
4. Are the sheets \_\_\_\_\_ every day?
5. We didn't take anything from the \_\_\_\_\_-bar.
6. A reduction in the price of a ticket is a \_\_\_\_\_.
7. I \_\_\_\_\_ my key in my room.
8. Can I leave my room key at the \_\_\_\_\_ desk?
9. Our (bed) \_\_\_\_\_ are dirty. Could you please change them?
10. A voyage on a ship is a \_\_\_\_\_.
11. How much does it \_\_\_\_\_ to make a call to Thailand?
12. A building that is historically important is a \_\_\_\_\_.
13. Do I have to pay \_\_\_\_\_? (= in advance)
14. Is there a bank here where I can \_\_\_\_\_ money?
15. A structure that spans a river is a \_\_\_\_\_.
16. The coffee-\_\_\_\_\_ doesn't work.
17. The fan is really\_\_\_\_\_. Can I turn it off?
18. A place where animals are kept is a \_\_\_\_\_.
19. Is this service \_\_\_\_\_, or do I have to pay for it?
20. A place with rides, shows and other entertainment is an \_\_\_\_\_.
21. The \_\_\_\_\_ is fantastic. We can see the whole city.
22. Is breakfast \_\_\_\_\_ in the price?
23. Do you have a room \_\_\_\_\_?
24. A solid structure that was usually fortified against an attack is a \_\_\_\_\_.
25. The remote \_\_\_\_\_ doesn't work.
26. A vehicle that is used for transportation of people on land is a \_\_\_\_\_.
27. What's the combination for the \_\_\_\_\_?
28. This \_\_\_\_\_ is too noisy.
29. Our bed is very \_\_\_\_\_.





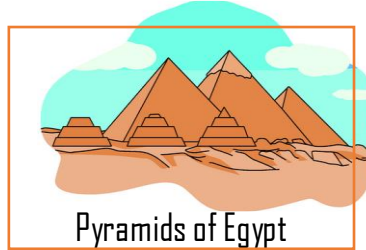
Great Chinese Wall



Sydney Opera House



Eiffel Tower Paris France



Pyramids of Egypt



Taj Mahal Agra India



Colosseum Rome



Leaning Tower of Pisa



Angkor Siem Reap Cambodia



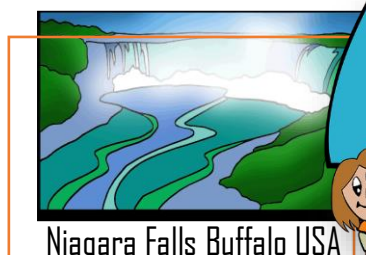
St. Basil Cathedral Moscow



Borobudur Indonesia

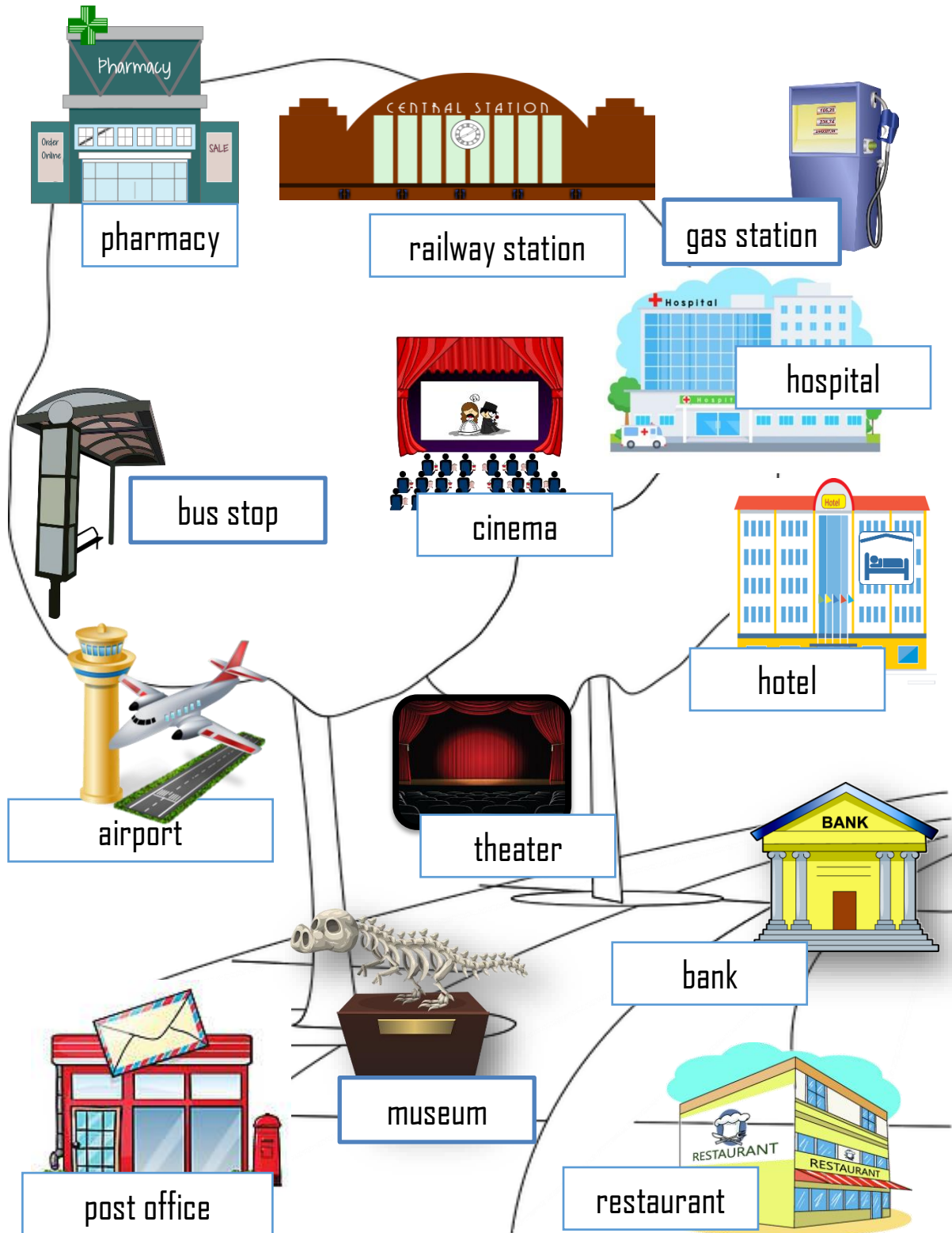


Disneyland California USA



Niagara Falls Buffalo USA





railway station, hospital, museum, airport, theater, restaurant, bus stop, cinema, bank, hotel, pharmacy, post office, gas station, market



1. For bed and breakfast I will go to a \_\_\_\_\_.



2. For money I will go to a \_\_\_\_\_.



3. For looking a movie I will go to a \_\_\_\_\_.



4. For posting a letter I will go to a \_\_\_\_\_.



5. For travelling by airplane I will go to an \_\_\_\_\_.



6. For medicine I will go to a \_\_\_\_\_.



7. For health care I will go to a \_\_\_\_\_.



8. For travelling by train I will go to a \_\_\_\_\_.



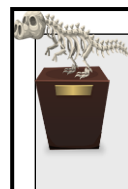
9. For having dinner I will go to a \_\_\_\_\_.



10. To see drama I will go to the \_\_\_\_\_.



11. For fuel I'll go to a \_\_\_\_\_.



12. For seeing art I'll go to a \_\_\_\_\_.



13. For travelling by bus I'll go to a \_\_\_\_\_.



14. For buying vegetables I'll go to a \_\_\_\_\_.

Exercises with 'go'. Use 'go' or 'goes'.



1. I would like to \_\_\_\_\_ (go) to the temple tomorrow.



2. Angela always \_\_\_\_\_ (go) to the supermarket alone.



3. Francis never \_\_\_\_\_ (go) camping with his parents.



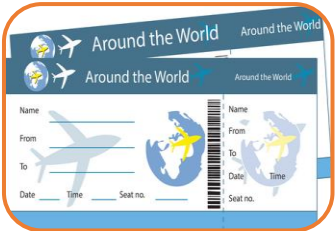
4. Justin sometimes \_\_\_\_\_ (go) to school with his friend.



5. Shall we \_\_\_\_\_ (go) to the cinema at six o'clock?



6. You must \_\_\_\_\_ (go) now. It's getting late.



7. Frederik and Claire always \_\_\_\_\_ (go) to travel in April.



8. Peter and his nephew John \_\_\_\_\_ (go) to the same school.



9. Did you ever \_\_\_\_\_ (go) to that post office?



10. Patricia never \_\_\_\_\_ (go) to the church. She is Buddhist.



11. Our dog often \_\_\_\_\_ (go) to our neighbors' house.



12. Will you \_\_\_\_\_ (go) with us to Bangkok next week?





electronic toothbrush



camcorder/video camera



earphones



photo camera



smartphone



iPod



laptop



charger



kindle e-reader



batteries



memory cards



shaver



memory (usb) stick



travel memory organizer



children's game boy



alarm clock



reception



warm food services



shower



drinks available



elevator service



safe luggage locker



key deposit service



luggage trolley available



telephone services



restaurant



film/photo services



wake-up service



extra bed (sheets)  
optional



TV in room



lounge



coffee maker  
in room



Number of nights: 5, non-smoking single room, passport number IJBL 9763-22k, Name: Johannes Vermeer, born 23 August 1952, Nationality: Swedish, telephone number 086-736842, no fax email: [jvermeer82@gmail.com](mailto:jvermeer82@gmail.com), Arrival date airliner: Qatar Airways on December 30 2018 flight number A39462 Departure date airliner: Qatar Airways on January 4 2019 flight number A40116 Arrival at hotel December 30 2018 Departure from hotel January 4 2019

1. Full name: \_\_\_\_\_ Birthday: <sup>DD</sup> / <sup>MM</sup> / <sup>YYYY</sup> \_\_\_\_\_
2. Passport number: \_\_\_\_\_
3. Nationality: \_\_\_\_\_
4. Telephone number: \_\_\_\_\_ Fax number: \_\_\_\_\_
5. E-mail address: \_\_\_\_\_
6. Date and time of arrival at hotel: \_\_\_\_\_ <sup>DD</sup> / \_\_\_\_\_ <sup>MM</sup> / \_\_\_\_\_ <sup>YYYY</sup>
7. Date departure from hotel: \_\_\_\_\_ <sup>DD</sup> / \_\_\_\_\_ <sup>MM</sup> / \_\_\_\_\_ <sup>YYYY</sup>
8. Number of nights: \_\_\_\_\_
9. Arrival date Airliner: \_\_\_\_\_ <sup>DD</sup> / \_\_\_\_\_ <sup>MM</sup> / \_\_\_\_\_ <sup>YYYY</sup> Name Airliner: \_\_\_\_\_ flight number: \_\_\_\_\_
10. Departure date Airliner: \_\_\_\_\_ <sup>DD</sup> / \_\_\_\_\_ <sup>MM</sup> / \_\_\_\_\_ <sup>YYYY</sup> and flight number: \_\_\_\_\_
11. What kind of room do you have?
  - smoking room
  - non-smoking room
  - single
  - twin
  - double
  - suite



### Questions to ask at the bus stop

Which bus goes to the *airport*?

How often does bus number *30* come?

Does the downtown bus stop here?

Where do I catch the bus to the *hospital/airport/mall/library/university*?

Is this the bus that goes down *Main Street*? (when you see one coming)

### Responses you may hear

I'm sorry, I'm not from here.

The bus comes every fifteen minutes.

The bus comes once an hour.

You need bus #14.

Any bus will take you to the airport.

It will be here any minute. (very soon)



### Talking to the bus driver

Is this an express bus? (a bus that makes very few stops)

How much is the fare to ...?

What is the child's fare?

Is there a student fare?

Do I need a transfer?

May I have a transfer, please?

I need to get off at ...

Can you tell me when we get to ...?

Which is the closest stop to ...?

How far is it to the ...?

### Show some courtesy to other passengers

May I sit here?

Would you like my seat?

I'll stand.

I can move over for you.

Excuse me, this is my stop. (If someone is sitting beside you or blocking the door.)

**Useful Vocabulary**

**transfer** (verb): to go from one bus to another using the same ticket

**transfer** (noun): a piece of paper that shows you paid for a bus and lets you get on another bus going another way

**bus fare:** the amount of money to pay the driver

**bus route:** the way the bus goes; usually associated with a # or place name

**get off:** leave the bus

**get on/board:** enter the bus

**rear seats:** seating at the back of the bus

**aisle:** the long hall you walk down

**courtesy/reserved/handicapped seating:** to be used by those who need extra time or help to get on or off the bus

**public transit:** transportation that anyone can use (buses, subways, trains)

**Tip:** On some buses you are supposed to get off at the back of the bus. Sit or stand near the rear doors to avoid missing your stop. In some countries you pull a chain or ring a bell before your stop. Many drivers will only stop at official bus stops. Express buses do not stop at all stops.

**Survival Challenge:** The bus stop is a great place to practice your English. What are some ways to start small talk at the bus stop?



### Asking someone to call you a taxi

Would you call me a taxi, please? I'm going to \_\_\_\_\_ (your destination).

OR

Could you give me the number for a taxi service?

### Calling a taxi yourself

When the dispatch operator answers you will hear something like "Circle Taxi. How can I help you?" or "Yellow Taxi. Where are you located?"

You will need to provide the address of where you are (your location) and where you are going (your destination).

For example:

Can I get a taxi to the airport? I'm at the Crown Hotel.

### Questions for a taxi dispatch operator:

Can I schedule a taxi pick up for 5am tomorrow?

Is there a flat rate to the airport from here?

What will it cost me to go from *my hotel* to *the airport*?

How long is the wait for a taxi right now?



### Flagging down a taxi

In some locations you don't need to call a taxi. You can just wave your hands at one as it drives close to you. This is called "flagging" or "hailing" a taxi down. Stand close to the road and wave your arm out. An empty taxi will pull over for you. Many people get in the back of a taxi instead of the front passenger seat. A taxi without its light on is likely already on a taxi run for someone else.

### Questions the driver may ask you

Where are you heading?

How will you be paying? (cash, credit card, debit, foreign exchange)

Do you want a flat fee?

Do you need a receipt?

### Telling the driver your destination

Can you take me to the airport, please.  
 I'm going to the Star Motel downtown.  
 Do you know where the Brick St. Pub is?  
 I'm going to 501 Main St. please.

### Questions for your taxi driver

Would you mind making a quick stop? (if you need to pick someone or something up on the way-the driver will likely keep the meter running even if you are not in the car)  
 What's your exchange rate? (f you have foreign money)  
 Do you have a flat fee to the airport?  
 Do you accept debit?  
 Do you accept credit cards?  
 What do I owe you?



### Words you may need to know

**location:** *your current place*

**destination:** *where you are going*

**meter:** *the machine that reads the distance and calculates the cost*

**fare:** *the amount you must pay*

**tip:** *the extra money you offer for safe, friendly, and prompt service*

**car seat:** *a seat for a child*

**luggage:** *your bags and suitcases*

**cab:** *short form for a taxi cab*

**flag or flag down:** *to indicate that you want a taxi or bus to stop*

**pick up:** *the taxi picks you up at your current location*

**drop off:** *the taxi drops you off at your destination*

**van:** *a larger taxi that has more seats*

B17.01.03

1 man's toiletries 2 beauty case 3 medicine 4 adapter 5 flip flops 6 dress 7 documents 8 underwear 9 shirts and neckties 10 towels 11 mobile phone 12 shoes 13 trousers 14 socks 15 alarm clock 16 various clothes

B17.01.04

1=A 2=I 3=L 4=G 5=E 6=K 7=O 8=C 9=M 10=N 11=F 12=B 13=Q 14=H 15=D 16=P 17=J

B17.02.04

1 flight 2 domestic 3 international 4 flight number 5 reservation 6 ticket 7 check in 8 passport 9 visa 10 seat assignment 11 window seat 12 aisle seat 13 baggage 14 carry on 15 boarding pass 16 gate 17 baggage claim

B17.02.05

1 ticket 2 departure hall 3 boarding pass 4 check in 5 passport 6 passport control 7 vaccination certificate 8 security check 9 departure card 10 concourse 11 arrival card 12 gate 13 credit/debit card 14 travel insurance policy 15 airplane door

B17.03.01

1 museum 2 remote 3 amusement park 4 wake-up call 5 mini-bar 6 cruise 7 zoo 8 money exchange 9 non-smoking 10 bed sheet 11 view 12 safe 13 comfortable 14 reception, receptionist 15 room service 16 guide

17.03.03

1 museum 2 bring 3 call 4 changed 5 mini 6 discount 7 locked 8 reception 9 sheets 10 cruise 11 cost 12 landmark 13 upfront 14 exchange 15 bridge 16 maker 17 noisy 18 zoo 19 free 20 amusement park 21 view 22 included 23 service 24 castle 25 control 26 bus 27 safe 28 room 29 comfortable 30 guide

17.03.06

1 hotel 2 bank 3 cinema 4 post office 5 airport 6 pharmacy 7 hospital 8 railway station 9 restaurant 10 theater 11 gas station 12 museum 13 bus stop 14 market

17.03.08

1 go 2 goes 3 goes 4 goes 5 go 6 go 7 go 8 go 9 go 10 goes 11 goes 12 go

17.04.02

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6 30 12 2018 7 04 01 2019 8 5 9 30 12 2018 10 04 01 2019 A 40116 11 non-smoking single