

GREETING A VISITOR (3)

Organizing a trip (04)

IN CONTEXT 5 - 8 min

What activity would you organize to greet a foreign colleague in your country?



Invite the visitor to your house



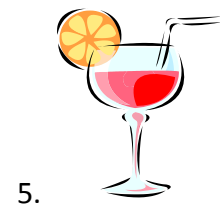
Organize a small party at work to welcome the visitor



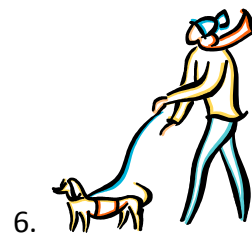
Have dinner at a local restaurant



Go see your grandmother. (She rocks!)*
*She rocks.. = She is the best.



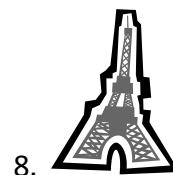
Invite the visitor for a cocktail to a local bar with colleagues



Invite the visitor for a walk with your dog Blacky.



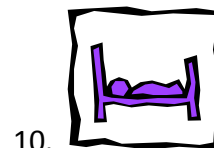
Visit local attractions / historical places



Drop the visitor at a famous landmark and leave him/her alone



Rent a limousine for transportation



Reserve a cheap motel in a noisy industrial area

VOCABULARY 5 - 8 min

Observe:

To put together - to organize, to construct.

A companion - used to refer to a person traveling or going to a place with another one.

An accommodation - used to refer to lodging, a place to sleep at.

A laundry service - work done to clean your clothes for a fee/payment

Amenities - services that make your stay in a hotel easier.

Full and half board - refers to the numbers of meals offered in a hotel or in a traveling package. Half board includes breakfasts and dinners.
Full board includes breakfast, lunches and dinners.

A shuttle - a bus or vehicle that goes from and to a place.

A flight - a trip made by an airplane.

Facility - a structure or building built for a specific purpose as a gym, a spa or a playground.

Complete the phrases with the vocabulary above:

1. When I go backpacking, I often use the _____ to get my dirty clothes washed in a hotel.
2. What a great _____ this hotel is!
3. My _____ and I are going to see a movie tonight.
4. Excuse-me stewardess, where is the _____ for the Ill Tone Hotel?
5. The _____ number is AF861 from the airline company: Air France.
6. The travel agency _____ a great package to travel to Russia.
7. This camping _____ offer many services including a snack bar, a swimming-pool and an activity program for children.
8. There are two choices for meal plans in this Ill Tone hotel _____.

LANGUAGE TIP Facility or Amenity? 3 – 5 min

Facility:

This word usually refers to a building or structure that makes it possible to do something (as exercise in this case the facility would be a gym in a hotel or a kitchen in an apartment) for a purpose/function.

Example:

Facility	Place:
Gym	in a hotel
Kitchen	in an apartment
Playground	in a park

Amenity:

Refers to a nice addition that adds to a facility that makes it more desirable / comfortable. (it adds comfort and convenience to the client)

Example:

Amenity	Place:
Chocolate on pillows or mini-bar	in a hotel
Jacuzzi	in a hotel room
An upgrade from economy to first class	in a flight

ORGANIZING A TRIP 10 - 12 min

Dialogue: Organizing a trip

Abe Jones is in charge of coordinating a trip for his Russian colleagues. He is calling his travel agent he has worked with several times.

Travel Agent - Real BEZEE Tours, Ericka speaking how may I help you?

Mr. Jones - Hi Ericka, this time I need **to put together a trip** for my associates from Russia.

Travel Agent - Always busy Mr. Jones! So how many people will be on this trip?

Mr. Jones - Well there will be five of my colleagues and their **companions** coming for four days. The mornings will be for **workshops** and meetings. So you'll need to take care of the **accommodation** and the activities for the whole group in the afternoon and things to do for the companions for each morning.

Travel Agent - Okay, do they have plane tickets?

Mr. Jones - Yes. I'll send you the **flight** information by fax. They'll need a comfortable hotel.

Travel Agent - Hmmm, for the **accommodation** I have a real good hotel which just opened. It is a three star hotel and it offers great **amenities** such as **wireless internet***, conference room, spa, fitness center, **laundry service** and **shuttle** from and to the airport.

Mr. Jones - That sounds really good. Do you have any information or brochure?

Travel Agent - Sure, I'll send you their website by e-mail.

Mr. Jones - Send me also a first proposal for the activities, things to do, place to visit and an estimated cost for **full board** and **half board**.

Travel Agent - Ok always a pleasure working with you Mr. Jones.

* Wireless internet is also referred as WIFI.

Observe and answer the questions:

A seat - the place where you sit in a plane

Window - an airplane seat location near the window of the plane.

Aisle - an airplane seat location near the corridor of the plane

FAX

To	Ericka , Real BEZEE Tours	Fax	1 646 123 4242
From	Abe Jones, Law & Co, NYC	Date	February 16th
CC		Pages	1
Re	4 day Trip		

Ericka,

After our recent conversation on the phone, I enclosed the flight information regarding my Russian associates coming to New York for a 4 day business trip.

Flight information

Date: May 20th 2015

Depart: 5:10 am

Seat: aisle C32

Moscow, Russia DME airport

Arrive: 6:30 am 05/20

Dusseldorf, Germany DUS airport

Flight: Air Russia 8452 – Boeing 777

Duration: 8hrs 20 min

Depart: 1:10 pm

Seat: window A28

Dusseldorf, Germany DUS airport

Arrive: 3:50 pm

New York, USA JFK Airport.

Flight: Air USA 7318 – Airbus A320

Duration: 3hrs 20 min

1. In which flight the passenger can look outside?

☐ Air Russia 8452 ☐ Air USA 7318

2. In which flight the passenger have room to extend/stretch his legs?

☐ Air Russia 8452 ☐ Air USA 7318

VOCABULARY 8 - 12 min

Fill in the blank.

1. A **trip** made by an **airplane** is a _____
2. The word used to refer to **lodging, a place to sleep at** is an _____
3. This word refers to the **numbers of meal offered in a hotel** or in a traveling package. It is a _____ or _____.
4. The work done to **clean your clothe** for a fee/payment is done by _____
5. A synonym to the verb to **organize, to construct** is the verb _____
6. Services that makes **your stay** in a hotel **easier** are called _____
The person going with another **one traveling or going to a place** is a _____
7. A bus or vehicle **that goes from and to a place** is called a _____

Complete the sentences with the words:

window - half board - companion - amenities - a shuttle - accommodation - wireless
- laundry service - aisle - service - seat - put together - flight

My _____ is A42. It's near the _____. Great I love looking outside when the plane take off*

I prefer to sit near the _____ in a plane. I'm tall so I like to stretch and extend my legs.

My _____ leaves early in the morning from the airport.

My friend _____ a great trip for us to visit South of France in June.

On this trip, there will be 10 business people accompanied by 7 _____.

I'm not sure which _____ to choose either a camping site or a bed and breakfast.

This airport VIP lounge has great _____. There are complementary drinks, beds, entertainment room computer access and many more.

Does this hotel provide _____ internet? I'd like to check my e-mails on my lap top.

Excuse me, is there a _____? I need to get my clothes cleaned.

I think _____ would be better for this trip. So we don't have to get lunch at the hotel and visit more places during the day.

At what time the _____ leaves the hotel for the airport?

* A plane takes off means that the airplane is leaving the airport ground to go in the air.

WRITING 12 - 15 min

Fill in the blank with the correct word choice.

1. I need _____ things to do for my colleagues coming to visit the company next week. (to get together / to put together)
2. I can't believe the _____ was cancelled. (trip / travel)
3. What a nice _____ just near the emergency door where there is a lot of room for my legs. (sit/ seat)
4. The _____ I enjoy the most is the VIP lounge in this airport. (amenity / facility)
5. The airport _____ is not well design. It's hard to get around the airport by car. (amenities / facility)

Rearrange the words to write sentences

1. time / my / this / need to / China. / coordinate / Hi Joe, / trip / associates / from / I / a / for
2. 12 / for / Well, / there / be / my / and of / colleagues / companions / 7 days. / will / their / coming
3. need to / together / whole group / accommodation / activities / for / So you'll / the / the / the / and / and / things to / for / the / do / companions. / put
4. board accommodation. / a first / Send me / including / and an / also / proposal / the / for / trip program / estimated cost / full board and half

SPEAKING 5 – 8 min

Practice the conversation below with your teacher.

Situation: Call your travel agent. Give the details below from the fax you received about the trip you need to organize. Ask your travel agent for a document that will summarize your request and give you an estimated cost.

FAX

To <learner's name>	Fax	1 352 456 7878
From	Lisa Sampson, Public Relation.	Date <today's date>
CC		Pages	1
Re	7 day Trip to Italy		

Please be advise and reminded that you will be coordinating the arrival and trip of your foreign colleagues coming to visit us soon.

Thank you to send us as soon as possible a first proposal for their visits.

TRIP INFORMATION

Date: May 16th to May 23rd

Number of persons: 24 associate and 12 companions.

Trip requirements:

- Keep mornings free for the 24 foreign colleagues for meetings
- organize activities for companions
- include a welcoming event, local historical visits or point of interests, meals in local restaurants

QUIZ 12 – 15 min

1. Match the words with the definitions

- | | |
|----------------------|--|
| 1. To put together | a) 2 meals offered in a hotel or in a traveling package. |
| 2. An amenity | b) a bus or vehicle that travels from and to two places. |
| 3. A laundry service | c) A service or apparel with no cable |
| 4. An accommodation | d) A seat in flight located near the corridor |
| 5. A facility | e) services that makes your stay in a hotel easier. |
| 6. Half board | f) work done to clean your clothe for a fee/payment. |
| 7. A shuttle | g) To organize or construct |
| 8. A seat | h) A place to stay at when travelling |
| 9. An Aisle | i) The place you sit in a plane |
| 10. wireless | j) a structure or building built for a specific purpose |

2. Read the questions:

1. What additional services would you like to access when staying in a hotel?
2. Which means of transport do you prefer most to travel to your destination?
3. What would you like to see when visiting a new destination, and what are your interests in such places?
4. In what type of place would you like to stay during your trip ?
5. Would you like to have a seat near a window or aisle?
6. Would your group need a conference room included in the hotel?
7. Do you need a shuttle from the airport to the hotel?
8. Would you like full board included in your package?

Classify them in the correct category

- a) Accommodation
- b) Amenities
- c) Facilities
- d) Transportation
- e) Activities

3. Read the phrase

Mark with a X the sentences you would use to organize a trip with your travel agent.

1. There are some availability in the morning from the international airport.
2. Please send me also a first proposal for the activities, things to do, place to visit and an estimated cost for half board.
3. I need to put together a trip for my colleagues to go to London where our headquarters are located.
4. Sun Tours, Josie speaking how may I help you?
5. I need to choose the best accommodation for the whole group.
6. Do you have the seats already reserved?
7. The ideal would be a morning flight to arrive in Nice early in the day to meet the Director of the plant.
8. I have a real good hotel. It is a three star hotel and it offers great.
9. Do you have any information or brochure?

Use some of the sentences above to complete the dialogue