

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**YABANCI DİLDE İLETİŞİM
(İNGİLİZCE)
222YDK115**

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-
- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
 - Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
 - **PARA İLE SATILMAZ.**

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EXPLANATION

KOD	222YDK115
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı- Kat Hizmetleri Elemanı- Operasyon Elemanı- Rezervasyon Elemanı
MODÜLÜN ADI	Yabancı Dilde İletişim
MODÜLÜN TANIMI	Yabancı dilde temel iletişim kalıplarının ve değişik konularda dinleme, okuma, yazma, konuşma ve iletişim kurma yeterliklerin verildiği derstir.
SÜRE	40/32
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Değişik konularda fikirlerini ifade ederek, yazılı ve sözlü tartışmak
MODÜLÜN AMACI	Genel Amaç Uygun ortam sağlandığında yabancı dilde iletişimde kullanılacak temel kalıpları söyleyebilecek ve farklı konularında fikirlerini ifade edebilecek, okuma, dinleme, anlama, yazma yapabilecek ve iletişim kurabilecektir. Amaçlar <ol style="list-style-type: none">1. Yabancı dilde iletişimde kullanılacak temel kalıpları okuma, dinleme, anlama, yazma yapabilecektir.2. Yabancı dilde farklı konularında fikirlerini ifade edebilecek, okuma, dinleme, anlama, yazma yapabilecek ve iletişim kurabilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.



LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you will be able to learn expressions used in daily communication and be able to apologize, ask and give permission, make requests, give orders and congratulate the others.

SEARCH

- You can try to watch TV series or films to make sure you can understand dialogues between people
- You can also look for special expressions used in daily life for

1. BASIC STRUCTURES USED IN COMMUNICATION



Picture 1.1: Communication

1.1. Words to Learn:

Wonder(v) :
Refuse(v) :
Mind(v) :
Prefer(v) :
Pour(v) :
Borrow(v) :
Apologize(v) :
Complain(v):

Forgive(v) :
 Accept(v) :
 Grateful(adj) :
 Interrupt(v) :
 Spell(v) :
 Instruct(v) :
 Suggest(v) :
 Congratulate(v):

1.2. Asking Permission



Picture 1.2 : Asking permission

I wonder if... Would you mind if I Would it be alright if...	}	+ simple past
Do you mind if... Is it alright if...	}	+ simple present

May I + V1?
 Can I + V1.....?
 Could I (possibly)?
 Do you think I could (possibly) + V1.....?
 Would it be possible for me to + V1.....?

Giving Permission:

Yes, that's OK.
 Of course / certainly
 O.K.
 ➤ Yes, please do.
 ➤ Sure, go ahead.
 ➤ Sure.
 ➤ No problem.
 ➤ Please feel free

Refusing Permission:

I'm afraid not
I'm sorry you can't + explanation
No, please don't
I'm sorry, but that's not possible

Refusing to give permission:

- No, please don't.
- I'm sorry, but that's not possible.
- I'm afraid, but you can't.

* No, not at all please do
No, of course not
Go ahead
No, that would be fine.

Employee : I wonder if you would mind if I took tomorrow morning off to the to go to the dentist's?

Employer : No, I don't mind at all. That's quite all right. (very polite)

***Make the sentences using the following structure:**

- Would you mind - give me a lift
open the window
cook dinner tonight
bring me the menu
take the children to school
make some tea

- Would you mind giving me your address?
Not at all. I'm afraid. I haven't got a card.

- Would you write it down, pls.
I'm sorry. I can't find my pen. Could you lend me one.
Yes, of course.

Expressions- Permission

To ask permission

Possible responses

Is it OK if :	I really wish you wouldn't.
Do you mind if:	No, I don't mind. Go ahead
May I :	Sure, no problem.
Would it be a problem if :	No problem at all.
Would it be OK if:	No, please don't
I would prefer that you didn't	



Picture 1.3 : Asking permission

Liza, eight years old, is asking her mother for permission to use the computer.

Liza	: Please mum, can I use the computer?
Her mother	: No, dear you can't. It's time to go to bed.
Liza	: May I read a story before I sleep?
Her mother	: Sure! But try to sleep early.
Liza	: Thanks a lot, mummy.

Dialogue;

Staff	: May I pour you more soda, ma'am?
Guest	: Sure.
Staff	: Do you mind if I clean the room now, sir?
Guest	: Actually, would it be possible for you to come back in half an hour?
Staff	: No problem, ma'am.
Guest	: May I borrow you pen.
Staff	: Absolutely sir, here you go.
Guest	: Would it be a problem if I left my luggage here for a few minutes?
Staff	: No problem at all, sir. I'll, keep on eye on it.

Staff : Is it OK if I make a copy of your passport?
Guest : Sure, whatever you need.

1.3. Apolozing



Picture 1.4: Apolozing

When you do something wrong, you can save yourself a lot of trouble by apologizing first- before someone complains to you.

Excuse me for....
I apologize for...
I must apologize for...
I'd like to apologize for...
I shouldn't have...
It's all my fault.
I'm ashamed of...
I'm terribly sorry for...
Pardon me for this...
Please, forgive me for...
Please, accept my apologies for...
You can't blame me for...
So sorry for....
I'm sorry to+ V1 / to have + V3
I'm not quite sure how to put this, but...
I've got a bit of an apology to make, you see...
I'm afraid I've got something to tell you...
Um, this isn't easy to explain, but... / I'm sorry but I'm busy tonight.
I've got a confession to make. / I'm afraid I haven't got time.
Really/ extremely/ so
I'm terribly sorry / I do apologise / I'd like to apologise for...

Appolozing more profusely:

Oh dear, I'm most awfully sorry./ I'm terribly sorry.
I can't tell you how sorry I am / I can't apologize enough
I'm so sorry, I didn't realize (that).
I just don't know what to say.
I'm ever so sorry.
I promise it won't happen again / sorry!

Excuse me, there's a problem.
I'd like to make a complaint.
It's not good enough.
Look! It's terrible /awful/ a mess

Accepting apologies:

- *That's all right.
- *Never mind.
- *Don't apologize.
- *It doesn't matter.
- *Don't worry about it.
- *Don't mention it.
- *That's OK.
- *I quite understand.
- *You couldn't help it.
- *Forget about it.
- *Don't worry about it.
- *No harm done.

Example Dialogues

- Person 1 : Excuse me; do you know what time it is?
Person 2 : Yes, it's two o'clock.
- Person 1 : I beg your pardon. Would you mind helping me a moment?
Person 2 : Certainly. What can I do to help?

1.4. Requests



Picture 1.5: Request

(please) will + you + V1 , (please)?
Can
Would
Could

I wonder if + you + would + V1.....?
could

Can you + (possibly) + V1.....?
Could

- Yes, of course.
- Yes certainly.
- Okay! / Certainly!
- Yes, I'd be happy to/ I'd be glad to
- Of course
- All right / sure

Do / would you mind + Ving.....?
(Present or future meaning)

- No, of course not
- I'd be happy to
- Not at all, I'd be glad to
- No, help yourself.

-Shut the door, please
Would you/ could you?
Won't you/ will you?

- I wonder if you could / would help me. / Can you open the door?
- Will you please lend me your book? / Would you mind calling a taxi for me?
(I don't want to cause you any trouble,
but would you please...)

* Hey, I need some change for the phone
-Oh, dear, I haven't got any change for the phone.
-I don't see to have any change on me.

** You hasn't got 10 p, have you?
Have you got 10 p, by any chance?

*** You couldn't lend me 50 p, could you?
Do you think you could lend me 50 p,?
I wonder if you could lend me 50 p?

****Would you mind lending me £ 1?
If you could lend me £ 1, I'd be very grateful.

***** Could you possibly lend me your typewriter?
Do you think you could possibly lend me your typewriter?

I wonder if you could possibly lend me your type-writer.

***** I hope you don't mind my asking, but I wonder if it might be at all possible for you to lend me your car.

* Emily : Do you mind if I leave half an hour early?

I need to meet my mother from hospital.

Employer : Of course not, Emily. (Still polite, not such a big request)

*A : Could I possibly interrupt? – It's urgent

B : Yes / OK / Go ahead / If you have to / Not at all (polite but more direct)

* Manager : Can I see you for a moment, please?

Assistant : Yes, of course. (More casual)

Son : Can/ could I borrow your car, Dad? (More casual)

Father : No, you can't. I'm going to use it myself.

* may is more formal than can.

A : Would you mind lending me this pen? (= dislike)

B : No, help yourself?

A : Do you mind (= have any objection) if I open the window?

B : No, I don't, please open it.

Mind : Look after. Will you please mind the baby while I'm out?

Mind : Warning : mind! (Mind your head!) = Be careful.

Mind : Replying to an offer.

A : What would you like to drink?

B : I wouldn't mind a cup of tea.

A : What would you like to do?

B : I wouldn't mind going for a walk.

* Is smoking permitted here?

You don't mind if I smoke, do you?

Do you object to me smoking?

All right if I smoke?

* I'd rather you didn't smoke, if you don't mind.

Excuse me, but could I ask you not to smoke

Would you mind not smoking?

Thank you for not smoking?

Put that cigarette out, (please)

- If you wish to
- As you please
- It's up to you
- Would you? That's very kind of you.
- I'd be delighted to
- No, I'm afraid.

- I'm going to...
- I thought I might...
- I'd like to...
- Alright if I...
- Do you mind if I...?
- Is it alright if I...?
- Would it be alright if I...?
- Would you mind if I?

I wonder if you could possibly....?

I hope you don't mind, but would it be at all possible for me to...?

Example Dialogues

A) Guest: Instead of herbal tea, do you happen to have Earl Grey?

Staff : I'm sorry ma'am, but herbal tea is all we have at the moment.

B) Guest: Could I get some more weights added to this machine. This is no challenge at all.

Staff : I'll get more weight right away. How much more?

C) Guest: Could you fill out the form for me. I hurt my writing hand?

Staff : Of course sir. First, how do you spell your family name?

1.5. Giving Instructions



Picture 1.6: Giving instructions

When giving instructions or explaining things it is useful to use sequence markers, words which guide the listener or reader through the instructions. It is also important to keep the instructions or explanations short and simple. Some of the more common sequence markers are listed below.

Asking for Instructions

- How do you (do this)?
- How do I . . . ?
- What is the best way to . . . ?
- How do I go about it?
- What do you suggest?
- How do you suggest I proceed?
- What is the first step?

Giving Instructions

- First, (you) . . .
- Then, (you) . . .
- Next, (you) . . .
- Lastly, (you) . . .

Sequencing

first	second	third	forth
after that	next	before that	then
you begin by	the last step is		now
			finally

Before you begin, (you should. . .)
The first thing you do is. . . .
I would start by. . .
The best place to begin is. . .
To begin with,

Starting out

After that,
The next step is to. . .
The next thing you do is. . .
Once you've done that, then. . .
When you finish that, then. . .

Continuing

The last step is . . .
The last thing you do is . . .
In the end,
When you've finished,
When you've completed all the steps,

Example Dialogue

Guest : How do I send a FAX?
Staff : First, put the paper into the feeder. Then, enter the phone number it is being sent to. Finally, hit send.

1.6. Congratulations



Picture 1.7 : Congratulations

Pleasure and congratulations

A : I've passed my exam! / I've got the job I told you.

B : That's great!
How marvelous!
What wonderful news!
Congratulations!
Good for you!
Well done!

David : I'm dying to hear your news.

Ken : Hold on now... I'm getting married!

David : NO! You said you'd never get married. I can't believe it.

Ken : That was then and this is now. You've got to meet Andrea, she's heaven.

David : So come on. This is all news to me. I didn't even know you were dating.

Ken : We weren't. We've just been dating for two weeks now.

David : ... and you're getting married?!

Ken : I know, I know. I can't help it. I'm just completely head over heels in love with Andrea.

David : Well, congratulations my friend! That is fantastic! This calls for a beer!

Ken : Thanks David, I'm glad to hear you feel that way. I thought you might be surprised.

David: Jack! Two pints of your best over here!

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information and words to ask for permission, make requests, give orders and congratulate the others.	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Prepare dialogue on permission, apologizing, requests and instructions	➤ Arrange the parts of your dialogue and select the expressions used; be careful with the words and spelling.
➤ Role play the dialogue with your partner	➤ Role play the dialogue with your classmates in class. Be sure you understand everything.

At the end of this activity you will be able to learn expressions used in daily communication and be able to apologize, ask and give permission, make requests, give orders and congratulate the others.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you ask and give permission?		
4. Can you make requests?		
5. Can you give instructions?		
6. Can you congratulate people on their success?		
7. Do you know meaning of the words and expressions you use?		
8. Do you pronounce the words correctly?		
9. Do you use the expressions in meaningful sentences?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

- Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.
- Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.
 - Permission by Staff**
 - Move some luggage out of the passage way
 - Open a window
 - Refill a coffee cup
 - Pull down a shade
 - Get their room key or card
 - Permission by guest**
 - Leave bags behind a counter
 - Smoking in a restaurant
 - Borrow a pen
 - Take newspaper from lounge to read in room
 - Leave a message for a friend
- Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.
 - Guest requests a changing table for a baby
 - Guest requests that a rental car to be arranged
 - Guest requests a birthday cake with nine candles
 - Guest requests an omelet with red peppers, Tabasco sauce, and diced carrots
- Work with a partner. Write questions using the phrases in the box. Use *Can/Could you..... ?/ Can/Could I.....?* Then ask your partner the questions.
 - iron my trousers
 - carry my suitcase
 - have a coffee
 - use your computer
 - take a photo of the house
 - wash the dishes
 - ask a question
 - speak to Mr Brown
- Read the dialogue below and complete it with the words below
 - Baking
 - Speak
 - This is
 - Watching
 - Like

Tracy : Hello, can I (1).....to Alex.
Alex : This is Alex, who is speaking?
Tracy : Hi,(2) Tracy.
Alex : Hi Tracy. What are you doing?
Tracy : Oh, I'm just (3)..... TV. What are you doing?
Alex : Well, I'm cooking dinner.
Tracy : What are you cooking?
Alex : I'm (4)..... some potatoes, boiling some carrots and (5)..... a
steak.
Tracy : It sounds delicious.
Alex : What are you doing for dinner tonight?
Tracy : Well, I don't have any plans...
Alex : Would you (6)..... to come over for dinner?
Tracy : Oh, I'd love to. Thanks.
Alex : Great. Mary and Jack are also coming. They are arriving at seven.
Tracy : OK, I'll be there at seven, too.
Alex : OK, see you then. Bye.
Tracy : Bye.

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-2

AIM

If suitable conditions are provided you are going to be able to communicate with the people and talk about your emotions, shopping, holidays, times.

SEARCH

- You can practice with your friends what you have learned so far in English by making small dialogues
- You can memorize the words and structures by writing them down.

2. TALKING ABOUT DIFFERENT TOPICS

2.1. Words to Learn

Kiosk (n) :
Counter(n) :
Hardware (n):
Container(n):
Cost(v) :
Route (n) :
Annoy(v) :
Anger(n) :
Fear (n) :
React(v) :
Control(v/n):
Feeling (n) :
Pond(n) :
Follow(v) :

2.2. Shopping



Picture 2.1: Open market

Shops Selling Food:

Grocer : a shopkeeper who sells dry and preserved foods like flour, coffee, sugar, rice and other things for the home such as matches and soaps.

Grocery : a grocer's business or shop.

Groceries : things sold by a grocer

- He got coffee at the grocer's

- There's a big new grocery store opening in the High Street soon.

Greengrocer : a shopkeeper who sells veg. & fruit

She bought her vegetables at the local greengrocer's

Delicatessen : a shop that sells special, usually foreign foods, esp. those which are ready to eat when sold.

You can get Italian food at the delicatessen

Butcher : a person who (kills) sells animals for food.

She bought some meat at the butcher's

Fishmanger : a person who owns, runs or works in a shop which sells fish.

Baker : a person who bakes bread and cakes/ who keeps a shop

Bakery : a place where the baking of bread, cakes etc, is done.

Dairy : a shop where milk, butter, cheese and sometimes eggs and other food products are sold. (dairy products) - a farm, - a place.

Sweet shop= candy store : **shop selling sweets**

Tuck shop : a shop esp. near or in a school, where kids buy sweets, etc.

Tobacconist : a person who owns, runs or works in a shop that sells mainly tobacco and cigarettes.

Drugstore : a pharmacy, esp. one which sells not only medicine, beauty products etc., but also simple meals.

Tailor : a person who makes other garments esp. for men

- Draper** : a person who sells women clothes, cloth, curtains
Hosier : a person who sells socks and men's underclothes
Haberdasher : a person who sells pins, sewing, thread, and other small things used in dressmaking. (men' hats)
Bookshop : bookstore, a shop that sells books.
Bookseller : a person who sells books or runs a booking
Stationer : a person who sells writing paper, pens, office materials.
Newsagent : a person who newspapers and magazines.
Newsstall / newsstand : a kiosk for selling newspapers
Florist : a person who keeps a shop for selling flowers
Dry goods : soft goods- articles of clothing, soft funnishing
Ironmanger : hardware store, a person who sells metalgoods
Shopkeeper : a person usually the owner, in charge of a smallshop.
Dealer : a person usually stated type of business.
Stockist : a person usually keeps certain goods for sale.
Shop asistant : sales clerk- a person who serves buyers in a shop.
Salesman : a skilled shoop assistant – saleswoman
Salesgirl : a young female shop assistant
Saleslady : a female shop assistant.

Things in a shop : counter: a narrow table or flat surface on which goods are shown or at which customers are served

Shelf : a flat, long narrow board fixed against a wall, or in a frame, for placing things on.

Trolley : a container on wheels= cart

Cash- register : a business machine used in shops for calculating and recording

Cash- desk : the desk where payments are made

Check out : a cash desk in a self – service store

Store front- shop front: the front, including the door, window and name of a shop.

Shop window : the window of a shop.

Costing a lot of money:

Dear	}	It's too dear. I can't afford it.
High		He bought her a lot of costly jewels.
Expensive		That shop is too pricy for me,
Pricy/ pricey		Their prices are pretty steep, I can't buy anything in that shop
Costly		
Steep		

Exorbiant : much greater than is reasenable

Prohibitive (of a price) : too high to be afforded

Extortionate (of a demand) very high, much too high

That hote charges exorbiant prices

I complained about the extortionate cherges at the hotel

Not costing a lot of money

Cheap- on the cheap : cheaply- cheapness

Free : costing nothing

For nothing : for no money

Low : costing less than one expects

Economical : not wasteful

A bargain : costing less than one would expect or be willing to pay

I got the book for £1, it was a (real) bargain.

She is an economical housekeeper and feeds her family carefully

I got this bicycle for nothing

These prices are surprisingly low, aren't they?

Dialogue

A : Can I help you?

B : Yes, I'm looking for a T-shirt.

A : What size are you?

B : I'm a medium.

A : What color would you like?

B : A blue one.

A : Here you are.

B : Thank you. Can I try it on?

A : Certainly, the changing room is over there.

B : Thank you.

A : How does it fit?

B : It's fantastic. I like it.

A : Yes it looks nice on you.

B : Thank you. I'll buy it.

A : OK, how would you like to pay?

B : Do you take credit cards?

B : Yes, we do.

A : OK, here's my credit card.

B : Thank you. Have a nice day!

A : Thank you, goodbye.

2.3. Giving Directions



Picture 2.2: Giving directions

As happens in strange and new places, people may get disoriented and need help finding their way, so guests may frequently ask you for directions. They may ask directions to a restaurant in the hotel complex, the nearest restroom, or a nearby historical site. There are a multitude of expressions that are used when asking for and giving directions. Look at the examples below.

Asking for directions

- *Could you tell me how to get to (... the pool)?
- *How do I find (...StarBucks Coffee Shop)?
- *Pardon me, I'm lost, how do I get to the (...the main lobby)?
- *Which is the best route to (...Pamukkale Town)?
- *Could you direct me to (...the beach)?
- *Which way do I go to get to (...the hospital)?

Giving directions

- *Take this passageway Go up /down the steps
- *On your right /left turn right /left
- *Take the elevator. It's on the third floor
- *Follow this path Turn right /left at the corridor
- *It's about 50 meters Go above 3 kilometers
- *Cross the street. It on your right/left
- *It's in the middle of the block. It's on the corner
- *Drive south on 4233
- *It's next to/ across from/between/in front of
- *Drive to Jackson Street and turn left/right

Prepositions of location used when giving directions

go straight	go to	right	left
cross	on your right	on your left	beside
next to	behind	across from	in front of

on the corner of (to be very specific NE, SE, NW, SW corners)

Point to remember (suggestions for giving directions)

-Giving street directions is really very easy when you remember to follow these points.

-When giving directions you are actually giving two sets of instructions.

-In the first set- “Go To” – you are telling the listener what street to go to or how far to go.

- In the second set- “Then”- you are telling the listener what to do when they get there. (turn right/left, go straight, on the left, etc.)

Giving even very complicated directions is just a repetition of these two basic steps. Another good idea is to use easily identifiable landmarks; instead of the amount of time to get someplace (time is relative, after all). Easily identifiable landmarks are street lights, stop signs, parks, tall building standing alone, etc.

Additional Vocabulary

sidewalk	footpath	no through way (road)
pedestrian	main road	street
avenue	boulevard	round about
dead end	cul de sac	pavement

Land marks

art gallery	bridge	castle	temple
cathedral	cinema	zoo	department store
museum	opera	post office	police station
fire station	railway	bus station	train station
traffic light	stop light	stop sign	T-junction

Dialogues

A)

Guest : Could you tell me how to get to the Spa?

Staff : Take this passage-way and go down the steps on your right. At the bottom of the steps there is a wooden bridge. Go over the bridge and turn right. Follow the path until you get to the Spa. It's about 40 meters from the bridge.

Guest : How do I find the Thai Thai restaurant?

Staff : Just follow the pathway to the left of the reception desk in the Andaman lobby. The walk-way will take you directly to the Thai Thai Restaurant.

B)

Guest : Which way do I go to get to the beach?

Staff : From the Bell Desk in the Andaman Lobby, turn left and follow the path on the right and go past the pond and up the steps. From there, walk straight across the beach road, the beach will be right in front of you.

Directions to the Museum (On the street corner)

Tourist : Excuse me, can you help me? I'm lost!

Person : Certainly, where would you like to go?

Tourist : I'd like to go to the museum, but I can't find it. Is it far?

Person : No, not really. It's about a 5 minute walk.

Tourist : Maybe I should call a taxi ...

Person : No, no. It's very easy. Really. (pointing) I can give you directions.

Tourist : Thank you. That's very kind of you.

Person : Not at all. ... Now, go along this street to the traffic lights. Do you see them?

Tourist : Yes, I can see them.

Person : Right, at the traffic lights, turn left into Queen Mary Avenue.

Tourist : Queen Mary Avenue.

Person : Right. Go straight on. Take the second left and enter Museum Drive.

Tourist : OK. Queen Mary Avenue, straight on and then the third left, Museum Drive.

Person : No, it's the SECOND left.

Tourist : Ah, right. The second street on my left.

Person : Right. Just follow Museum Drive and the museum is at the end of the road.

Tourist : Great. Thanks again for your help.

Person : Not at all.

2.4. Talking about holidays



Picture 2.3 : Talking about holidays

Ways of spending a holiday:

Sea side resort
 Camp- site
 Self- catering flat (you cook for yourself)
 Guesthouse (cheaper than a hotel)
 Youth hostel (cheap accomodation for young people (in bunk beds))
 Holiday camp (little chalets or flats with restaurants, bars, pools)
 Time- share apartment (you have right to stay there for 2 weeks)
 Rent an apartmaent or villa
 Spa
 Motel
 Boarding house

What people do on holidays;

Sunbathe / swim/ do some or go sightseeing / ski or go skiing
 Go for a drive / hike or go hiking / tour or go touring
 Go on an excursion / climb or go climbing / mountaineering
 Camp or go camping / canoeing / wind- surfing / sailing / fishing/ cycling
 - Have you ever been skiing?
 - He's been wind- surfing (in his life he has done this)
 Scuba diving / scenery / picturesque
 Put their feet up/ get away / go for a stroll / take photos / have a look round/ get lost /
 spend money

Holiday words:

Balcony	package tour	cuisine
Beauty spot	phrase- book	trip
Brochures	resort	unspoilt
Cruise	breathhtaking	get a suntan= sunbathing
Excursion	view	destinations
Foreign currency	visa	dishes
Guidebook	bays	palm
Holiday- makers	beaches	rough
Itinerary	coast	steep
Sunburn	guide- book	go on a sightseeing tour
Sun tan lotion	lively place	touristy= too much tourism

At the seaside:

Beach	deck- cahair	lifeguard	sea
Beach hut	harbour	lighthouse	seawall
Beach ball	horizon	pier	spade
Bucket	hotel	sand	swimmer
Cliff	kite	sandcastle	wave

Public holidays and special occasions:

- Bank holiday** : an official non- religious public holiday
- Boxing day** : December 26th.
- Christmas day** : December 25th.
- Easter** : a religious festival, usually during April
- New Year’s Day** : January 1st.
- New Year’s Eve** : December 31st.

2.5. Expressing Emotions



Picture 2.4: Expressing emotions

There are many words and expressions you can use to talk about your emotions

➤ **Annoyance and Anger:**

A.

I get annoyed mad furious	When/ if someone rings me up late at night.
It annoys me infuriates	
It makes me mad drives crazy	

B. Yes, that sort of thing can be *annoying*, but you should try not to let it upset you.
maddening
infruiating

➤ **Worry and fear:**

A.

I get worried Scared frightered	When I have to answer the door bell late at night.
It worries me scares frighters	
It makes me frightered scared	

B. Yes, that sort of thing can be *worrying* , but you
frightening
terrifying

Should try to keep calm / to control your feelings
/ not to let it worry / upset you

Questions:

- How did you feel?
- How did you react?
- What was your reaction?
- Were you afraid of...?
- Were you scared of...?
- Were you terrified of...?

➤ **Responses:**

I was	Terrified, spooked, petrified...
	Afraid of...
	Frightened of... Scared of...
It was a	Terrifying ordeal.
It	Scared the hell out of me. Sent shivers out of me. Frightened the life out of me. Gave me goosebumps.
I	Jumped out of my skin. Shook with fear.

Leila is talking about her fear when she saw the criminal

Nancy : How did you feel when you saw the criminal?

Leila : I jumped out of my skin.

➤ **Surprise:**

A. I've won the pools!

The taxman says he owe me some money

B. How extraordinary!

That's absolutely amazing!

Fantastic!

Incredible!

What a surprise!

He made me angry / happy/ tired

make : cause to be + adj.

Get : become + adj.

: become + adjectival past part

I got angry / ill / hungry

I got scared / lost

2.7. Telling the Time



Picture 2.5 : Telling the time

There are two common ways of telling the time in English.

For 2:40 you can use one of these two ways.

- **Digital:** the easier way - "**Two forty** "
- **Classical:** you say the minutes first then the hour - "**twenty to three**"

Asking about the time:

What	time is it?
	Time do you make it?
	' s the time?
Have you got	The right time?

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information and words about shopping, holidays, your emotions, times and asking and giving directions. 	<ul style="list-style-type: none"> ➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Prepare dialogues on shopping, holidays, your emotions, times and asking and giving directions 	<ul style="list-style-type: none"> ➤ Arrange the parts of your dialogue and select the expressions used; be careful with the words and spelling.
<ul style="list-style-type: none"> ➤ Role play the dialogue with your partner 	<ul style="list-style-type: none"> ➤ Role play the dialogue with your classmates in class. Be sure you understand everything.

At the end of this activity you will be able to communicate with the people and talk about your emotions, shopping, holidays, times.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you ask and give directions?		
4. Can you talk about your emotions?		
5. Can you talk about holidays?		
6. Can you ask and tell the time?		
7. Do you know meaning of the words and expressions you use?		
8. Do you pronounce the words correctly?		
9. Do you use the expressions in meaningful sentences?		
10. Did you find out the words that you don't know?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

Read the questions below and answer them

- 1) Imagine you're going on a month's holiday travelling around Europe by train. What problems might you encounter? What precautions, would you take? More than one answer is possible.

Problems

1. Finding a place to sleep
2. Deciding how much luggage to take
3. Deciding how many places to visit
4. Having money stolen
5. Running out of money
6. Being ill
7. Being attacked
8. Being ripped off (cheat, mislead)

Precautions

- a. Take a sleeping bag
- b. Only take essentials
- c. Plan route
- d. Keep money in different places
- d. Take traveller's cheques
- e. Plan a sensible schedule.
- f. Have injections
- g. Take maps
- h. Take telephone numbers of friends
- i. Make sure someone knows where you are.
- j. Beware of criminals.

- 2) Read the dialogues below and complete them with the words below;

Take/Lost/Route/staircase/beach/bottom

Guest : Pardon me, I'm (1)....., how do I get to the gym?

Staff : From the main lobby, walk away from the (2) and take the first staircase on your right down. The (3)..... is next to the portrait center. The gym is on your right at the (4)..... of the stairs.

Guest : Which is the best (5)..... to the Aspendos City?

Staff : Get on the road to Antalya and drive north on the 4233. At the end of the beach road in Antalya, turn right on the 4029 and drive east. (6)..... the 4029 about 4 kilometers and turn right on the 4020. That road will take you into Aspendos.

- 3) Conversation Practice

Pretend you are buying something from a store.

Role play a conversation between a clerk (A) and a customer (B).

Ask for help in finding the item you want to buy.

Find out price and any other information you need.

Pay for the item at the checkout counter.

For Example,

A : May I help you?

B : Yes, do you have any brooms?

A : Yes, they're over there by the wall.

B : Thank you.

B : How much is this sweater? / are these sandals?

A : It's \$_____. / They're \$_____.

A : Is that all for today?

B : Yes, I think so.

A : That comes to \$_____.

B : Here you are.

A : Thanks.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the module evaluation.

MODULE EVALUATION

1) Read the dialogue and then answer the questions.

- Mrs. Jackson : Najmi, have you finished washing the dishes?
Najmi : Yes, I have mom.
Mrs. Jackson : Would you like to go to the shop and buy some ketchup? It's gone.
Najmi : I just brought it last night.
Mrs. Jackson : I couldn't find it. Where did you put it?
Najmi : Wait for a minute mom. I am coming down (after a few minutes). Here you are, mom.
Mrs. Jackson : Oh, you put it there. You should put it at its usual place. Can you help me to cook?
Najmi : Surely, mom. What do you want me to do now?
Mrs. Jackson : Get some chicken from the refrigerator, cut it into small pieces and wash it, okay?
Najmi : Yes, mum. (after a few minutes)
I am through, mum. Here you are.
Mrs. Jackson : Could you help me to set the table? Your father may be at home soon.
Najmi : Are we going to have dinner at home? He usually doesn't.
Mrs. Jackson : He said he would be home for dinner today.
Najmi : Alright. I'll do it (the telephone is ringing)
Hello, this is Najmi. Who is calling, please?
Hilal : Don't you recognize my voice? This is Hilal.
Najmi : Hi, Hilal. What happen?
Hilal : Well, nothing special. Well, actually I want you to go with me to a book fair.
Najmi : Not at the moment, please. I am now busy helping my mom preparing for dinner.
Hilal : What a dilligent girl. Okey I understand. How about if we go in this afternoon at 3 or 4 p.m.?
Najmi : Wait for a moment. I'll ask my mom first, okay? Mom, can I go with Hilal to a book fair this afternoon?
Mrs. Jackson : Don't you have any lectures?
Najmi : I'm free and have no lecture this afternoon.
Mrs. Jackson : If so, of course you may go. But, be at home before 7 p.m.
Remember, we're having dinner together tonight.
Najmi : Thanks mom. Hello Hilal, are you still there?
Hilal : Does your mom let you go with me?
Najmi : Yes, she does. Can you pick me up?
Hilal : I'll be there at three, okay?
Najmi : Okey. Don't be late.
Hilal : Bye.
Najmi : Bye.

Questions:

1. What has Najmi just done?
2. What does her mother want him to do?
3. Does she go to the shop to buy the ketchup? Why?
4. Why couldn't her mother find where it was?
5. What else does her mother want him to do?
6. Who is calling while Najmi setting the table?
7. Why does she call?
8. Can Najmi go? Why?

2) Read the sample dialogue below and make similar shopping dialogues with your friends

- A) Can I help you?
B) Yes, I'm looking for a sweater.
- A) What size are you?
B) I'm an extra large.
- A) How about this one?
B) Yes, that's nice. Can I try it on?
- A) Certainly, the changing rooms are over there.
B) Thank you.
- A) How does it fit?
B) It's too large. Do you have a large?
- A) Yes, here you are.
B) Thank you. I'll have it, please.
- A) OK, how would you like to pay?
B) Do you take credit cards?
- A) Yes, we do. Visa, Master Card and American Express.
B) OK, here's my Visa.
- A) Thank you. Have a nice day!
B) Thank you, goodbye.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1

MEASURING AND EVALUATION

1	Students' own answer
2	Students' own answer
3	<p>I wonder if you could bring me a changing table for the baby?</p> <p>Could you possibly arrange a rental car for me?</p> <p>Will you bring me birthday cake with nine candles?</p> <p>Would you make me an omelette with red peppers, Tabasco sauce and diced carrots?</p>
4	<p>Answers (in any order):</p> <p>1 Can/Could you iron my trousers, please?</p> <p>2 Can/Could you carry my suitcase, please?</p> <p>3 Can/Could I have a coffee, please?</p> <p>4 Can/Could I use your computer, please?</p> <p>5 Can/Could I take a photo of the house, please?</p> <p>Can/could you take a photo of the house, please?</p> <p>6 Can/could you wash the dishes, please?</p> <p>7 Can/could I ask a question, please?</p> <p>8 Can/could I speak to Mr Brown, please?</p>
5	<p>1. speak</p> <p>2. this is</p> <p>3. watching</p> <p>4. baking</p> <p>5. watching</p> <p>6. like</p>

LEARNING ACTIVITY-2

MEASURING AND EVALUATION

1	1)a/h 2)b 3)g/c/e 4)d 5)d 6)f 7)i 8)j
2	1. lost 2. beach 3. staircase 4. bottom 5. route 6. take
3	Students' own answers based on the model dialogue

MODULE EVALUATION

1	1)He has finished washing the dishes 2)He wants him to help her? 3)No, she does not, because Najmi brought it last night. 4) Because he did not put the lettuce in its usual place. 5) She wants him to set the table 6) While Najmi is setting the table Hilal is calling 7)She wants him to go to a book fair with her 8)No he can't because he is helping his mother
2	Students' own answers

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