

**T.C.  
MİLLİ EĞİTİM BAKANLIĞI**

# **KONAKLAMA VE SEYAHAT HİZMETLERİ**

**YABANCI DİLDE KİŞİ VE YER TANITIMI  
(İNGİLİZCE)**

**222YDK104**

**Ankara, 2012**

- 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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# AÇIKLAMALAR

|  |   |
|--|---|
| <b>KOD</b>                                     | <b>222YDK104</b>  |
| <b>ALAN</b>                                    | <b>Konaklama ve Seyahat Hizmetleri</b>  |
| <b>DAL/MESLEK</b>                              | <b>Önbüro Elemanı-Kat Hizmetleri Elemanı- Acenta Elemanı</b>  |
| <b>MODÜLÜN ADI</b>                             | Yabancı Dilde Kişi ve Yer Tanıtımı  |
| <b>MODÜLÜN TANIMI</b>                          | Kişinin kendini, sosyal hayatını, mesleğini tanıtmaya ve yol adres tarifi yapmanın yabancı dilde eksiksiz olarak anlaşılabilir ve konuşmanın öğretildiği bir öğrenme materyalidir.  |
| <b>SÜRE</b>                                    | 40/24   |
| <b>ÖN KOŞUL</b>                                | Ön koşul yoktur.  |
| <b>YETERLİK</b>                                | Mesleği ile ilgili yabancı dilde kişi, yer, ulaşım ve yerleşim yerleri hakkında bilgi vermek  |
| <b>MODÜLÜN AMACI</b>                           | <b>Genel Amaç</b><br>Uygun ortam sağlandığında yabancı dilde sosyal hayatı ve mesleği ile ilgili konularda okuma, dinleme, anlaşılabilir, yazma, konuşma ve tanıtım yapabilecektir.<br><b>Amaçlar</b><br>1. Yabancı dilde kendini tanıtabilecektir.<br>2. Yabancı dilde yol ve adres tarifi yapabilecektir. |
| <b>EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI</b> | <b>Ortam:</b> Sınıf<br><b>Donanım:</b> Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler   |
| <b>ÖLÇME VE DEĞERLENDİRME</b>                  | 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 are going to introduce yourself and others and you can ask, understand and answer personal questions correctly. You are going to talk about your social life and your profession.

## RESEARCH

- You can listen to the dialogues between the people around you in your daily life and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

## 1. INTRODUCING YOURSELF

### 1.1. Words to Learn

- Assume(v) :
- Customary(adj) :
- Exchange(v) :
- Formal(adj) :
- Informal(adj) :
- Introduce(v) :
- Responsibility(n) :
- Occupation(n) :
- Coordinator(n) :
- Efficiently(adv) :
- Schedule(n) :
- Outgoing(adj) :
- Equipment(n) :
- Employee (n) :
- Qualification :
- Interact (v) :
- Representative :
- Supervisor :
- Instead (adv) :

## 1.2. Introducing Yourself

In normal social situations, to continue an interaction after a greeting, it is customary for people to introduce each other by giving their names (assuming of course they are meeting for the first time). But remember, that not all hotel employees would normally exchange names with a guest. For example, a bell man would not usually tell a guest his name, but a waitress in a restaurant may, as part of the standard restaurant greeting (such as “Welcome to the Beef House. My name is Rebecca and I’ll be your waitress tonight”). Guest service representatives who interact with VIP guests may be more inclined to make a formal introduction as part of the extended service provided VIP’s.

| Expression   | Response   |
|--|--|
| Hello, I’m...  | Hello, Ms/Mr XX . I’m .....                              |
| My name is ....  | Nice to meet you Mr. ...., I’m Mrs. ....                 |
| I’m (... xxx. What's your name)?   | My name is .....<br>It’s a pleasure to meet you Mr. .... |
| Allow me to introduce myself. My name is...<br>May I introduce myself. My name is... | I’m delighted to meet you Mr.... My name is..            |

### 1.2.1. Telling your name. Read to the dialogues below. And act out similar dialogues with your partner.

#### ➤ Sample 1

**Staff** : Hello, I’m Ms. Grey.  
**Guest** : Hello, Ms. Grey, I’m Susan Sheldon.

#### ➤ Sample 2

**Guest** : My name is James Apple  
**Staff** : Nice to meet you Mr. Apple, I’m Mrs. Engin.

**Note** :(Nice to meet you) is only used at a first meeting, not after that. Instead the person could say “Nice to see you again”.

#### ➤ Sample 3

**Guest** : I’m Jason Earnest. What’s your name?  
**Staff** : My name is Suzie, Suzie Smith. It’s a pleasure to meet you Mr.Earnest



➤ **Sample 3 - Formal Introduction**

**Guest** : Allow me to introduce myself. My name is Frank Jefferson  
**Staff** : I'm delighted to meet you Mr. Jefferson. My name is Mark Herry.

**Note** : This last example is a very formal introduction and would not be used unless meeting a very, very important person in a very formal situation (such as a ball in the government mansion while meeting the governor).

When meeting someone formally for the first time, we shake their hand and say "*How do you do?*" or "*Pleased to meet you.*" "*How do you do?*" isn't really a question; it just means "*Hello*".

➤ **Introducing Others**

On occasion, you may find yourself in a situation where you have to introduce one person to another. Look at these possible expressions that are used for this.

➤ **Expressions:**

- I'd like you to meet my colleague ....
- This is my friend...
- May I introduce ... to you? (formal)
- Have you met ..... before?
- This is.....

➤ **Sample 1**

**Peter** : Sam Kellogg, I would like to introduce Miss Helen Cranston.  
**Sam** : Hello Miss Cranston, nice to meet you.  
**Helen** : Nice to meet you too Mr. Kellogg.

➤ **Sample 2**

**Bob** : Min Ju, this is my friend Betty Watson.  
**Min Ju** : Hi Ms. Watson, a pleasure to meet you.  
**Betty** : Same here.

➤ **Sample 3**

**Alice** : Harry, let me introduce my supervisor, Mr. Lee.  
**Harry** : Mr. Lee, it's good to meet you.  
**Mr. Lee** : Good to meet you too. But please, call me Sammy.

➤ **Speaking Activity**

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.

### 1.2.2 Talking about Education

➤ **Qualifications**

- I have a driver's license
- I have an identity card as a bodyguard
- I have a first level of English
- I have a first level of German

➤ **Talking about your background**

- Originally I'm from....
- I was (born and) brought up in...
- I come from a (sporty/musical) family.
- My proudest moment was...-ing
- I've always dreamt of -ing/ wanted to +verb

➤ **Listen to the dialogue below**

Guest : What qualifications do you have?/Tell me about your qualifications  
Staff : I graduated with an honours degree in Hospitality Department, just 6 months ago.  
Guest : Well, which school did you attend before university?  
Staff : I went to a public school from Kindergarten until year five and I went to another public school from year 5 to 12 / I went to a private, non-boarding school /public school  
Guest : And now you are here. What are your responsibilities in this department?  
Staff : I'm in charge of Front Office.  
Guest : It's been a pleasure meeting you  
Staff : Nice to meet you, sir

### 1.2.3 Talking about Jobs



Picture:4

➤ **Useful Expressions**

- What do you do?
- What's your job?
- What's your occupation?
- What do you do for a living?

**Note:** Once a person knows what your job title is, they may want to know a little bit about your specific job duties. Sometimes it is hard to tell exactly what a person does just from the job title. Look at the expressions below that can be used to inquire about job duties.

- What are your job duties?
- What exactly do you do?
- What does your job entail?

➤ **Extra Dialogues**

• **Sample 1**

**Guest** : What do you do?

**Staff** : I'm an events coordinator for a hotel

**Guest** : What exactly does an events coordinator do?

**Staff** : Well, we arrange and set up all the things needed for a conventions and conferences for various groups. We try to ensure that every thing runs smoothly and efficiently during the event. For example, we schedule rooms, arrange for the set up of any needed equipment required (such as audio-visual equipment, microphones, etc.), and solve problems that may come up.

**Guest** : That's sounds interesting.

**Staff** : Yes, it is

- **Sample 2**

**Guest** : What's your job?  
**Staff** : I'm a chef.  
**Guest** : Are you a head chef?  
**Staff** : Well, I'm the head pastry chef.  
**Guest** : Sounds sweet. Where do you work?  
**Staff** : At the XXX Hotel.

- **Sample 3**

**Guest** : What do you do for a living?  
**Staff** : I'm your bell boy.  
**Guest** : So you take people's luggage to their rooms.  
**Staff** : Yes that, but I also arrange things like taxis for guests. One of my most important functions is to be a source of information. I provide a lot of information to guests, such as the kinds of facilities and their location in the hotel, places to eat in the area, and places to go and see on the island.  
**Guest** : Just out of curiosity- do guests tip well?  
**Staff** : Some do, some don't.

➤ **Speaking Activity**

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.

### 1.2.4. Hobbies and Interests

➤ **Questions you can ask**

- What do you like doing?
- What sort of hobbies do you have?
- What do you get up to in your free time?

➤ **How to reply**

- In my free time I...
- When I have some spare time I...
- When I get the time, I...
- I relax by (watching TV)
- I'm interested in (+ noun / gerund)
- I'm keen on (+ noun / gerund)
- I'm into (+ noun / gerund)
- I enjoy/like (+ noun / gerund)

**Note:** You can add "really" or "quite" after "I'm..." for emphasis.

**Ex:** I'm **really keen** on football.

➤ **Giving a longer reply**

- You can give more information about your hobbies and interests:
  - I like *arts and crafts*. I'm a creative / practical person, and like doing things with my hands.
  - I'm an outgoing person, and like socialising / hanging out with friends
  - I enjoy being physically active, and spend a lot of time playing sports and team games.

➤ **Talking about hobbies**

**Listen to the dialogue below and answer the questions:**

**Todd** : OK, let's talk about hobbies. What do you like to do in your free time?

**Roe** : I like windsurfing. That's my number one hobby, and surfing I'm in progress, and I like skateboarding but I'm getting old, so it is kind of tiresome. What else do I like? I like going to restaurants, going out, bars, restaurants, bar hopping.

**Todd** : Cool, yeah, Let's go back to the windsurfing, um, how long have you been windsurfing?

**Roe** : Since 26, so that's 4, 5, 7 years.

**Todd** : 7 years! Yeah, where did you first begin windsurfing?

**Roe** : **Malibu.**

**Todd** : Oh, in Malibu. That's a beautiful place.

**Todd** : So, did somebody teach you to windsurf?

**Roe** : Yeah, my brother.

**Todd** : OK, yeah, maybe I'll have to try windsurfing one of these days. I've always wanted to try that and surfing. It looks like a lot of fun.

**Roe** : Come. I have my board and my surfboard too.

**Todd** : Oh, that's right, you have two boards, so, hey OK.

➤ **Self Check**

- What does Roe like doing in his free time?
- How long has he been windsurfing?
- Who taught him windsurfing?
- What else does he do in his free time?
- Where did he begin windsurfing?

## 1.2.5 Personal Questions

### ➤ Expressions for Well Being

- **IF GOOD**

- How are you? Great.
- How's it going? Couldn't be better.
- How has your day been? Fantastic.

- **IF SO-SO**

- How have you been? Could be worse.
- How's the family? Fair to middling.
- Did you have a good day? I can't complain.

- **IF BAD**

- How do you feel? Not too good.
- How was your day? I've had better days.
- Have you had a good day? No, it was lousy.

### ➤ Chitchatting

You have greeted the guests, completed the necessary business (such as checked the guests in, asked them to have a seat while their table is being prepared in a restaurant, or given them their order at the bar). Now What?

People, being the social animals they are, many times feel uncomfortable just standing around and not interacting in anyway. Let's face it, almost nobody likes to be ignored. But how do you continue social interactions during these awkward moments? Chit chatting is the solution.

Chit chatting is a natural and very common form of communication between strangers, but chit chatting becomes a little more difficult. It is harder to find common areas of interest. Avoid asking personal questions as follows:

- Are you married?
- How much money do you make?
- What is your religion or political affiliation?

So what can you talk about? Below are a few safe suggestions.

- Is this your first trip to (...Turkey)?
- Are you enjoying your stay so far?
- How do you like the weather?

- What country are you from?
- What's the weather like in your country?
- What have you done so far since being here?
- Are you getting a lot of good photographs? (if the person has a camera)
- Have you been to any interesting places since you arrived?
- Have you had any local dishes that you particularly like?
- Have you purchased many souvenirs yet?
- Have you been to many (...beaches? Which was your favorite?
- How was the flight here? (for a guest first arriving, but don't ask this if they have been in the hotel for a few days)

To continue a conversation in a natural manner it is important to listen to the other person very carefully. Many times, what they say will give you ideas or suggestions about what you should say or ask next. Look at the following dialogues.

➤ **Sample 1**

- Staff** : How do you like the weather on the island?  
**Guest** : It's very hot, much hotter than I expected.  
**Staff** : So, what's the weather like now in your country?  
**Guest** : It's cold and snowy.

\* Note that the staff's second question was a natural follow-up to what the guest first said.

➤ **Sample 2**

- Staff** : (seeing a guest with numerous shopping bags): Did you have a good time shopping?  
**Guest** : Yes, I spend all morning in Patong.  
**Staff** : Were you buying souvenirs for the folks back home?  
**Guest** : That, and a few personal items.

➤ **Speaking Activity**

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.

➤ **Dialogue: Introducing**

**Listen to the dialogue below and answer the questions.**

- Esra** : Ahmet, this is Kate and Philip.  
**Ahmet** : Nice to meet you

**Kate and Philip** : Nice to meet you Manuel  
**Ahmet** : Are you British?  
**Kate and Philip** : Yes, we're from London.  
**Esra** : I love London!. It's a wonderful city  
**Philip** : Where are you from?  
**Ahmet** : We are from İzmir, a city in the western part of Turkey  
**Kate** : Yeah, I know İzmir. We've been there once.  
**Esra** : Yes, it is  
**Philip** : Are you students?  
**Ahmet** : No,I'm not, but Esra is studying Hotel Management at university  
**Kate** : How nice? What's your job here?  
**Ahmet** : I'm the assistant receptionist.  
**Philip** : Did you have a formal education for that?  
**Ahmet** : Yes, I studied Hotel Management, too.  
**Kate** : Do you like working here?  
**Esra** : Yes, it's a good place to work for both of us.  
**Kate** : It was pleasure to meet you.  
**Ahmet** : Nice to meet you.

➤ **Shelf Check:**

- 1) Where is Kate from?
- 2) What's Ahmet's job?
- 3) What does Esra study?
- 4) Is Ahmet a student?
- 5) Do Esra and Ahmet like working there?



## APPLICATION ACTIVITY

- Use vocational phrases when necessary.

| Steps of Process   | Suggestions  |
|--|--|
| <ul style="list-style-type: none"> <li>➤ Collect all the necessary information for the dialogue</li> </ul> | <ul style="list-style-type: none"> <li>➤ First read the dialogue 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</li> </ul> |
| <ul style="list-style-type: none"> <li>➤ Perform the dialogue</li> </ul>                                   | <ul style="list-style-type: none"> <li>➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation..</li> </ul>  |
| <ul style="list-style-type: none"> <li>➤ Build up your own dialogue</li> </ul>                             | <ul style="list-style-type: none"> <li>➤ Change the venues</li> <li>➤ Change the dates</li> <li>➤ Change the preferences</li> <li>➤ Change the duration</li> <li>➤ Change the persons</li> </ul>   |

At the end of this activity you will be able to express the main definitions and terms about introducing yourself and others as well as talking about interests and hobbies.

## CHECKLIST

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

| <b>Evaluation Criteria</b>                                     | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| Did you find out the words that you don't know?                |            |           |
| Did you look up the meanings of the words from the dictionary? |            |           |
| Did you make necessary sentences for the dialogue?             |            |           |
| Do you know all of the words that you speak about?             |            |           |
| Do you pronounce them correctly?                               |            |           |
| Do you use the suitable tenses in your sentences?              |            |           |
| Can you understand the guests that you speak?                  |            |           |
| Can you give the right answers to the questions?               |            |           |
| Can you introduce yourself and the others?                     |            |           |
| Can you talk about your job and interests?                     |            |           |
| Can you understand and use expressions of introduction?        |            |           |

## EVALUATION

Please review your "No" answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

## MEASURING AND EVALUATION

1. Kayl Adams has arrived for another meeting. Read the dialogu and give short answers to the questions.

- Dana Kramer** : Kyle ! Come in, come in. I ' d like you to meet Sam Witmore.  
**Kyle Adams** : How do you do, Sam?  
**Sam Witmore** : I' m very well, thank you. It' s nice to meet you.  
**Dana Kramer** : Sam is our company lawyer. She' s taking care of the contracts.  
**Sam Witmore** : I see.  
**Kyle Adams** : I hear you' re from Canada.  
**Sam Witmore** : Yes, that' s right.  
**Kyle Adams** : How long will you be staying in the States?  
**Sam Witmore** : Oh, abouth three months.  
**Kyle Adams** : How do you like it here so far?  
**Sam Witmore** : It' s great. Really enjoying it.  
**Kyle Adams** : Well, if you' ll excuse me, Ihave to go. It was nice meeting you.  
**Sam Witmore** : Thanks, nice meeting you, too. Hope to see you again sometime.

- 1) What is Sam' s job?
- 2) How long will Sam be staying in the States?
- 3) Why is Sam there?
- 4) Where was Sam before coming to the States?

2. Read the following dialogues and underline the correct answer.

- 1-  
A : Good morning/Good night. I am Jane Smith  
B : Good night/Nice to meet you. My name is Tim Jacobs

- 2-  
A : Is you name /your name Mr. Jackson?  
B : No, I' m/is Mrs. Woo.

- 3-  
A : Good afternoon/ Hi Mr.President. How do you do?  
B : Goodbye/Good afternoon, Peter

- 4-  
A : Are/Is you Mr. Heinemann? Good morning, I am Mike Harrison.  
B Hi/Pleased to meet you

- 5-  
A : I' d like /I want to introduce you to Susan Ascott  
B : Good afternoon / What do you do? I' m Ashley O' Hara

- 6-  
A : Here is / This is Mr.Garry, the Restaurant Manager  
B : Happy you see you/Pleased to meet you

3. Complete the personal data below.

Name :  
Address :  
Nationality :  
Date of Birth :  
Place of Birth :  
Telephone Number:  
Occupation :  
Age :  
Marital Status :

4 Read the following resume of a young man and answer the questions below:

**C.V (Curriculum Vitae/Resume)**

Richard Moore  
**Date of Birth** : 05.04.1986  
**Place of Birth** : Germany  
**Address** :1234, West 67 Street, Carlisle, MA 01741,  
**Phone** :(123)-456 7890.

**OBJECTIVE:**

Seeking a managerial position within the Front Desk Department of a hotel

**EXPERIENCE:**

\*Sunshine Hotel, California-Public Relations Officer  
January - August 2011

\*Douglas Tourism Co. Ltd., Cambridge-Receptionist  
June – Sept 2010

**EDUCATION:**

\*Boston University, Boston, MA  
2009 – 2010  
MA in Publis Relations, Honours Degree.

\*Johnson and Wales University,Florida, BA  
2004 –2009  
BS in Tourism and Hotel Management

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### **RELEVANT INFORMATION:**

Proficient in Microsoft Word, Excel, Access, PowerPoint, Auto-CAD and Java.  
Participated in a two-week course in Hospitality, June 2000.  
Hobbies include Football, Hockey, Swimming and Reading.

- 1) Where was he born?
- 2) What is telephone number?
- 3) Where did he first start to work?
- 4) What is the name of university he graduated from?
- 5) What was his major at university?
- 6) Does he like swimming?
- 7) What was his job at Douglas Tourism?
- 8) What type of position does he look for?

### **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, pass to the next learning activity

# LEARNING FACILITY-2

## AIM

If suitable conditions are provided you are going to understand the dialogues between the guest while they are staying at the hotel and you will also respond them in a correct way and you are also be able to ask and give directions.

## SEARCH

- You can visit some accommodation establishments and listen to the dialogues of the guests with the staff. Make mini dialogues after listening and then act out the dialogues.
- You can investigate about tourist attractions in your surrounding area to give directions.

## 2.ASKING AND GIVING DIRECTIONS

### 2.1. Words to Learn

- sidewalk
- pedestrian
- avenue
- dead end
- no through way (road)
- street
- pavement
- round about
- footpath
- cul de sac
- boulevard
- main road
  
- **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
- Prepositions of location used when giving directions
- go straight
  - go to
  - right
  - left
  - cross
  - on your right
  - on your left
  - beside
  - next to
  - behind
  - cross from
  - in front of
  - on the corner of (to be very specific NE, SE, NW, SW corners)

## 2.2. Welcoming Guests

### 2.2.1 Greetings

- **Expressions on Greetings**
- ***Formal Expressions***
    - *Good morning (sir/ma'am)*
    - *Good afternoon (sir/ma'am). Welcome to (name of hotel/shop, etc)*

- *Good evening (sir/ma'am)*
- *How are you this morning (afternoon, evening, today)?*
- *How's everything going?*
- *I trust that everything is well*

- ***Less Formal Expressions***

- *Hello*
- *Hi*
- *What's up?*
- *How's it going?*
- *How are you doing?*
- *How are things?*

- **Greeting a person you haven't seen for a long time**

- ***Formal***

*It has been a long time*  
***It's always pleasure to see you***  
*How long has it been?*  
***I'm happy to see you again.***

- ***Informal***

*Long time no see.*  
***It's been such a long time***  
*How come I never see you?*  
***It's been ages since we last met***

➤ **A couple of standards that can be used in the hotel industry are:**

- *How can I help you today Ma'am (sir)?*
- *Can I be of assistance?*
- *How may I assist you?*
- *May I assist you with anything?*
- *What can I do for you today?*

➤ **Read to the dialogues**

➤ **Sample 1**

**Staff** : Good morning Ma'am. Welcome to the (...Spa)  
**Guest** : Thank you.



➤ **Sample 2**

**Staff** : How can I help you today?

**Guest** : I'm here for a (...massage).

**Note** : Remember that one of the best ways to improve your English skills is to use the language over and over again. It may sound boring and tedious but it works to make the language readily accessible for use when needed.

## 2.3. Asking and Giving Directions

### 2.3.1 Expressions for Directions

➤ **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.

➤ **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 (...Phuket 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's 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

### 2.3.2 Dialogue on Directions

#### ➤ Sample 1

**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.

#### ➤ Sample 2

**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.

#### ➤ Sample 3

**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.

#### ➤ Sample 4

**Guest** : Pardon me, I'm lost, how do I get to the gym?

**Staff** : From the main lobby, walk away from the beach and take the first staircase on your right down. The staircase is next to the portrait center. The gym is on your right at the bottom of the stairs.

#### ➤ Sample 5

**Guest** : Which is the best route to the Phuket City?

**Staff** : Get on the road to Patong and drive north on the 4233. At the end of the beach road in Patong, turn right on the 4029 and drive east. Take the 4029 about 4 kilometers and turn right on the 4020. That road will take you into Phuket city.

## 2.4 Saying Good-bye/Farewells

After the introductions it is only natural to continue the conversation in some way. Many people inquire about your well being, especially with friends, acquaintances, and co-workers. Several expressions can be used for this, and the responses to these inquiries depend on how you actually feel.

Look at these examples:

### ➤ Useful Expressions

- **More Formal expressions**

- *Goodbye*
- *Thank you for coming. Have a pleasant day.*
- *Goodbye, please come again.*
- *Goodbye, I hope to see you again.*

- **Less Formal Goodbyes**

- *See you later (soon)*
- *So long*
- *Good bye*
- *Bye*
- *I have to run*
- *I have to be going now*
- *Catch you later*
- *Later*
- *See you again*
- *Please come again*
- *Stay in touch*

- **Informal Goodbyes**

- *Bye*
- *See you*
- *Talk to you later*
- *Catch up with you later*
- *Nice seeing you*

The informal expressions above can be used among friends and co-workers, but would be too informal to use with guests.

**Note:** Bye-Bye is an expression that very young children use when they are first beginning to talk, or on rare occasions by women, but almost never by adult males.

### 2.4.1. Dialogue on Good-bye

(Pete, Sarah, Lisa and Jonh are talking at the lobby after the conference)

#### ➤ Sample 1

Pete : I'm afraid it gets late. I really must to go.  
Sarah : OK. It was a great conference wasn't it?  
Pete : Fantastic. Especially, John's speech.  
Sarah : Yes. Don't forget to email me the transcript.  
Pete : I won't. Take care Sarah. It was good to see you. Bye.  
Sarah : Yes it was good to see you too. Say hello to Simon for me. Tell him I will call him.  
Pete : Of course. He will be pleased to hear from you. See you then and goodbye, Lisa.  
Lisa : Goodbye, Pete. Have a good travel. It was great to meet you.  
Pete : Bye all!

#### ➤ Sample 2

Lisa : So Sarah, when you leave?  
Sarah : Well not for a while as yet...my flight is at eight o' clock.  
Lisa : Well please to visit us here again one day. John! Hi.  
Sarah : I would like to say...Thanks everything. It was a fantastic speech.  
John : Thank you. You are too kind. Will you be in New York next month?  
Sarah : Yes. I am really looking forward to it.  
John : Great.I'll send you the schedule next week. See you then. All the best!  
Sarah : Thank you. See you soon. Take care. Bye.

#### • Shelf check

- 1) Where are they?
- 2) Whose speech did they listen to?
- 3) When does Sarah leave?
- 4) Will Sarah be in new York next month?

- **Complete the dialogues with the expressions in the box:**

-If you're ever in Istanbul, you should come and see us  
-And we'll see you again next year?  
-I hope the hotel was OK.  
-I'm in a hurry. I have a plane to catch.  
-It will only take a moment.

**A)**

**Guest** : Well, good-bye, Ryan. Don't forget,.....

**Ryan** : I will. ....?

**Guest** : Of course,

**Ryan** : .....

**Guest** : Oh, yes. It was fine.

**B)**

**Bell Captain** : Excuse me, Mr. Smith!

**Guest** : Ah, yes?

**Bell Captain** : The Front Desk Manager wants to speak to you before you leave, sir

**Guest** : .....

**Bell Captain** : ....., sir. There's something about a cleaning charge for your carpet.....

## APPLICATION ACTIVITY

- Use vocational phrases when necessary.

| Steps of Process   | Suggestions  |
|--|--|
| <ul style="list-style-type: none"> <li>➤ Collect all the necessary information for the dialogue</li> </ul> | <ul style="list-style-type: none"> <li>➤ First read the dialogue 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</li> </ul> |
| <ul style="list-style-type: none"> <li>➤ Perform the dialogue</li> </ul>                                   | <ul style="list-style-type: none"> <li>➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation..</li> </ul>  |
| <ul style="list-style-type: none"> <li>➤ Build up your own dialogue</li> </ul>                             | <ul style="list-style-type: none"> <li>➤ Change the venues</li> <li>➤ Change the dates</li> <li>➤ Change the preferences</li> <li>➤ Change the duration</li> </ul>   |

At the end of this activity you will be able to express the main definitions and terms about the time spent at the hotel.

## CHECKLIST

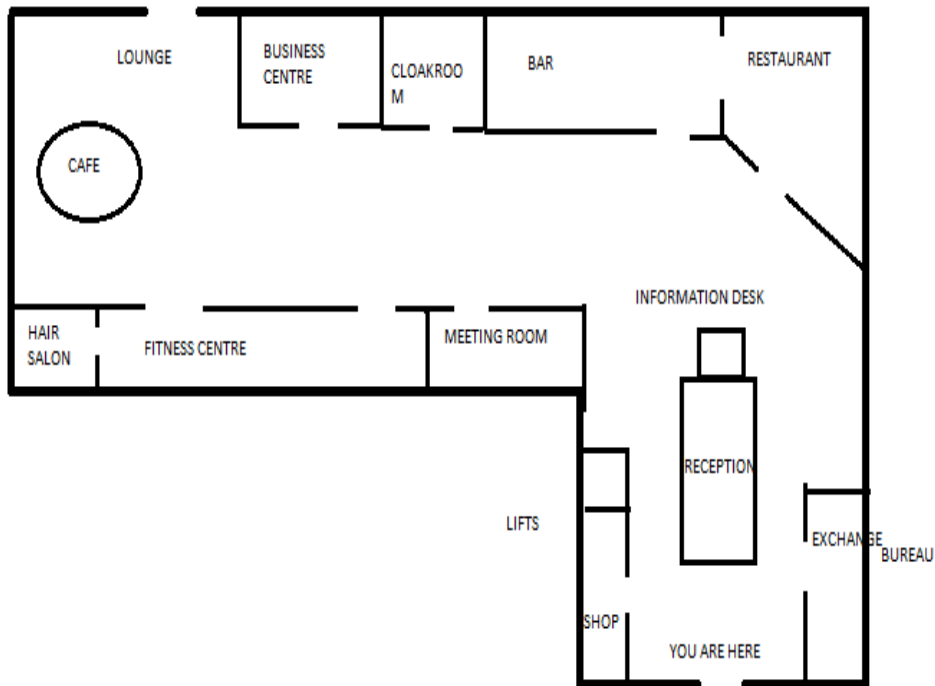
If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

| <b>Evaluation Criteria</b>  | <b>Yes</b> | <b>No</b> |
|---|------------|-----------|
| Did you find out the words that you don't know?                         |            |           |
| Did you look up the meanings of the words from the dictionary?          |            |           |
| Did you make necessary sentences for the dialogue?                      |            |           |
| Do you know all of the words that you speak about?                      |            |           |
| Do you pronounce them correctly?  |            |           |
| Do you use the suitable tenses in your sentences?                       |            |           |
| Can you understand the guests that you speak?                           |            |           |
| Can you give the right answers to the questions?                        |            |           |
| Can you help the guests staying at the hotel?                           |            |           |
| Can you give directions to the guests staying at the hotel?             |            |           |
| Can you understand and use expressions of asking and giving directions? |            |           |
| Can you understand the requests of the guests staying at the hotel?     |            |           |

## EVALUATION

Please review your "No" answers in the form at the end of evaluation. If you do not see enough yourself, be repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

## MEASURING AND EVALUATION



**1. Look at the drawing and choose the correct answer. Tick the correct box.**

- |    |   |                               |                                |
|----|---|-------------------------------|--------------------------------|
| 1  | The shop is opposite the exchange bureau.     | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 2  | The bar is next to the restaurant             | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 3  | The cafe is in the business centre            | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 4  | The fitness centre is opposite the restaurant | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 5  | The information desk is behind reception      | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 6  | The meeting room is on the ground floor       | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 7  | The lifts are next to the shop                | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 8  | The cloakroom is next to the lounge           | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 9  | The hair salon is in the fitness centre       | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 10 | The swimming pool is on the ground floor      | <input type="checkbox"/> True | <input type="checkbox"/> False |

**2. Underline the correct alternative**

- 1- Go *up / past/ down* the restaurant and the lifts are on the left.
- 2- You can walk *down / round / straight on* the hotel to get to the rose garden at the back.
- 3- Walk *round / onto / along* the coorridor beside the conference room.
- 4- Follow the sign *onto/ up/ to* reception.
- 5- When you come to the swimming pool, continue straight *on/ past/ right* to green door.
- 6- This door will take you *into / along / up* the fitness centre.
- 7- You can get to the terrace *along / into/ through* the conference room.
- 8- As you come *down / across/ out of* the hotel, the car park is on your right.



**3. Read the dialogue below and give short answers to the questions:**

**Receptionist** : Hello , ITM Enterprises.

**Mr Jackson** : Hello, I have an appointment at eleven with your sales director, but I don' t know the way to ITM Enterprises. Can you give me directions to your offices, please?

**Receptionist** : Is that by car or public transport?

**Mr Jackson** : By car.

**Receptionist** : And where are you now?

**Mr Jackson** : In my hotel in the city centre.

**Receptionist** : Oh, take the M12 out of the city. Then take the first exit. Go over two big crossroads. Then turn left at the traffic lights. Then it' s the second on your left.

**Mr Jackson** : Thanks a lot.

**Receptionist** : You' re welcome.

- 1) How does Mr.Jackson go to the company?
- 2) Where is he now?
- 3) Which road should he take?
- 4) Why does he got to ITM Enterprises?

**4. Read the sentences below and underline the correct verb**

- 1) *Get/Take /Follow* the signs fort he fitness centre
- 2) You can *take/follow/ go* the lift or stairs to the fourth floor
- 3) *Go/See/Follow* accross the terrace if you want a drink in the bar
- 4) *Continue /Take/Turn* along the corridor and the fitness centre is on your right
- 5) As you *follow/come/turn* out of the changing rooms, the hair salon is on your left
- 6) *Take/Follow/Turn* left outside the hotel to get to the car park
- 7) As you enter the hotel, you'll *get/turn/see* the lifts on your right
- 8) Walk along the path until you *see/come/go* to the garden
- 9) After the business center, *take/go/leave* the second door on the right

**5. Complete the sentences with the correct preposition in the books.**

|             |        |    |         |
|-------------|--------|----|---------|
| off         | across | up | outside |
| straight on | over   | on | towards |

- 1-Turn right and walk ..... the big hotel
- 2-Take the second left.Go ..... and then turn right
- 3-Go ..... the bridge and ..... the hill.
- 4-Park the car ..... the bank
- 5-You get on the train at Victoria and get ..... at Oxford.
- 6-Go..... the road and the cinema is ..... your right.

6. Use each word in the box once to complete the text.

|             |                 |             |
|-------------|-----------------|-------------|
| theatres    | travel          | gallery     |
| underground | railway station | bus station |
| cinema      | museums         | outside     |

To .....<sup>1</sup> around the city and to visit places .....<sup>2</sup> the city, you can take a bus from the .....<sup>3</sup>. The .....<sup>4</sup> is really quick for city centre travel. The .....<sup>5</sup> has trains to all part of the country as well as international services. In the evenings you can see the latest films at the .....<sup>6</sup>, and if you prefer a play or a show there are three or four .....<sup>7</sup>. There are a lot of interesting .....<sup>8</sup> which explain our history, and if you like art, there is a wonderful .....<sup>9</sup> which has pictures by İbrahim Çallı and Osman Hamdi and other contemporary artists.

### 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, pass to the next learning activity

# MODULE EVALUATION

**1. Write to questions to the following answers:**

- 1) .....? Her name is Sandra.
- 2) .....? She's a waitress.
- 3) .....? My name is Ahmet.
- 4) .....? His name is John
- 5) .....? I'm a waiter
- 6) .....? He is a receptionist.

**2. Complete the following dialogue using the phrases below;**

Turn left / go along / go out of / on your left / it's not far

Guest: Good morning, can you help me? I'm looking for a travel agent, as I need yo change my ticket.

Staff: Certainly, .....<sup>1</sup> from here. ....<sup>2</sup> the hotel and .....<sup>3</sup> and .....<sup>4</sup> Ataqürk Boulevard for about 100 metres, and there are two travel agent's .....<sup>5</sup>.

**3. Which situation is formal , which situation is informal?**

Choose a greeting: Hello, everyone / Hi, ladies and gentlemen/ Good morning, ladies and gentlemen

- 1) After work:
- 2) At a conference

**4. Greet the following people**

- 1) Your class
- 2) Your teacher
- 3) Colleagues at a seminar
- 4) Friends at a party

**5. Complete the dialogue with suitable words and expressions.**

Waiter: .....<sup>1</sup>Luigi's.  
Customer: Yes, a table for two, .....<sup>2</sup>, please.  
Waiter: And what name, .....<sup>3</sup>adam?  
Customer: Ms Sanchez. That's S-A-N-C-H-E-Z  
Waiter: Right. A table for two at eight  
Customer: .....<sup>4</sup>Goodbye.  
Waiter: .....<sup>5</sup> Madam.

**6. Complete the following dialogues with these expressions; *downstairs/ down the corridor / on the first floor /on the left***

- 1) A: Is there a hairdressing salon in the hotel?  
B: Yes, it's .....
- 2) A: Where's the reception, please?  
B: .....
- 3) A: Where can I get a cup of coffee?  
B: In the coffee shop.....
- 4) A: Is there a car hire service in the hotel, please?  
B: Yes, it's .....

**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, pass to the next learning activity

# ANSWER KEY

## LEARNING ACTIVITY-1 SELF CHECK

|       |                                     |
|-------|-------------------------------------|
| 1.2.4 | 1-He likes windsurfing              |
|       | 2-For 7 years                       |
|       | 3-His brother                       |
|       | 4-He likes skateboarding, going out |
|       | 5-In Malibu                         |
| 1.3   | 1-She is from London                |
|       | 2-He is the assistant receptionist  |
|       | 3-She studies Hotel Management      |
|       | 4-No, he isn't                      |
|       | 5-Yes, they do                      |

## LEARNING ACTIVITY-1 MEASURING AND EVALUATION

|    |                                       |
|----|---------------------------------------|
| 1. | 1-She is the company lawyer           |
|    | 2-About 3 months                      |
|    | 3-She is taking care of the contracts |
|    | 4-Canada                              |
| 2. | 1-good morning/Nice to meet you       |
|    | 2-I'm                                 |
|    | 3-Good afternoon/Good afternoon       |
|    | 4-Are/Pleased to meet you             |
|    | 5-I'd like/Good afternoon             |
|    | 6-This is/Pleased to meet you         |
| 3. | Students' own answers                 |
| 4. | 1-He was born in Germany              |
|    | 2-456 78 90                           |
|    | 3-At Douglas Tourism Co.Ltd           |
|    | 4-Johnson and Wales University        |
|    | 5-Tourism and Hotel Management        |
|    | 6-Yes, he does                        |
|    | 7-He was the receptionist             |
|    | 8-A managerial position               |

## LEARNING ACTIVITY-2 SELF CHECK

|              |                                       |
|--------------|---------------------------------------|
| <b>2.4.1</b> | <b>1-At the lobby</b>                 |
|              | <b>2-John’s speech</b>                |
|              | <b>3-(Her flight is) at 8 o’clock</b> |
|              | <b>4-Yes, she will</b>                |

## LEARNING ACTIVITY-2 MEASURING AND EVALUATION

|           |                                 |
|-----------|---------------------------------|
| <b>1.</b> | <b>1. True</b>                  |
|           | <b>2. True</b>                  |
|           | <b>3. False</b>                 |
|           | <b>4. False</b>                 |
|           | <b>5. True</b>                  |
|           | <b>6. True</b>                  |
|           | <b>7. True</b>                  |
|           | <b>8. False</b>                 |
|           | <b>9. False</b>                 |
|           | <b>10. False</b>                |
| <b>2.</b> | <b>1. up</b>                    |
|           | <b>2. down</b>                  |
|           | <b>3. along</b>                 |
|           | <b>4. to</b>                    |
|           | <b>5. on</b>                    |
|           | <b>6. into</b>                  |
|           | <b>7. Through</b>               |
|           | <b>8. out of</b>                |
| <b>3.</b> | <b>1. By car</b>                |
|           | <b>2. n his hotel</b>           |
|           | <b>3. M12 out of the city</b>   |
|           | <b>4. He has an appointment</b> |
| <b>4.</b> | <b>1. Follow</b>                |
|           | <b>2. Take</b>                  |
|           | <b>3. Go</b>                    |
|           | <b>4. continue</b>              |
|           | <b>5. Come</b>                  |
|           | <b>6. Turn</b>                  |
|           | <b>7. See</b>                   |
|           | <b>8. come</b>                  |
|           | <b>9. take</b>                  |
| <b>5.</b> | <b>1. Towards</b>               |

|    |                    |
|----|--------------------|
|    | 2. straight on     |
|    | 3. over/up         |
|    | 4. outside         |
|    | 5. off             |
|    | 6. Across/ on      |
| 6. | 1. travel          |
|    | 2. outside         |
|    | 3. Bus station     |
|    | 4. underground     |
|    | 5. Railway station |
|    | 6. cinema          |
|    | 7. theatres        |
|    | 8. museums         |
|    | 9. gallery         |

### MODULE EVALUATION

|    |  |
|----|--|
| 1. | 1.What's her name?<br>2. What is her job?<br>3. What is your name?<br>4. What is his name?<br>5. What is you job?<br>6. What is his job? |
| 2. | 1. it's not far<br>2. go out of<br>3. turn left<br>4. go along<br>5. on your left  |
| 3. | 1. Hello, everyone<br>2. Good morning, ladies and gentlemen  |
| 4. | 1. Hi,everyone<br>2. Good morning Mr.Smith<br>3. Hello.Nice to see you<br>4. Hi, great to be here.                                       |
| 5. | 1. Hello<br>2. for eight<br>3. please<br>4. Thank you<br>5. Goodbye  |
| 6. | 1. downstairs<br>2. on the left<br>3. on the first floor<br>4. down the corridor   |

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