



CONTENTS



PART

1

BEFORE THE TRIP

UNIT 1	Planning Your Trip	4
UNIT 2	Confirming Your Flight	14



PART

2

AT THE AIRPORT

UNIT 3	Departure Procedures	22
UNIT 4	Boarding the Plane	32



PART

3

BEING ONBOARD

UNIT 5	Before Takeoff	38
UNIT 6	During the Flight	44
UNIT 7	Before Landing	50



PART

4

ARRIVAL

UNIT 8	Going Through Immigration	58
UNIT 9	Airport Services	66



PART

5

ACCOMMODATION

UNIT 10	Checking In	76
UNIT 11	Using Hotel Services and Facilities	84
UNIT 12	Checking Out	92

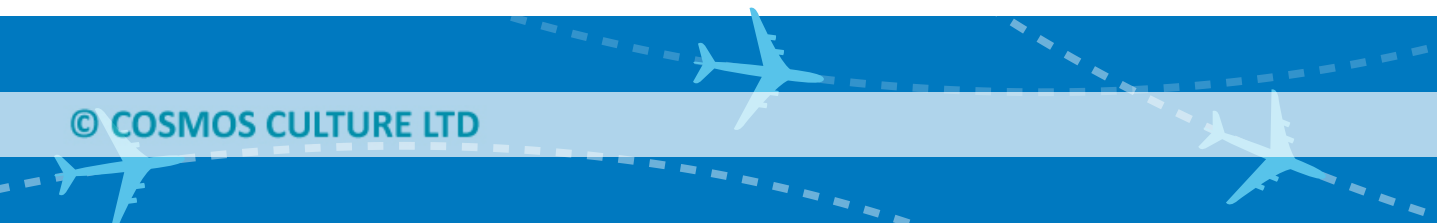


PART

6

TRANSPORTATION

UNIT 13	Taking a Taxi	98
UNIT 14	Taking the Bus	106
UNIT 15	Taking the Train or the Subway	112
UNIT 16	Renting a Car	120





RESTAURANTS

UNIT 17	Making Restaurant Reservations	130
UNIT 18	Ordering a Meal	136
UNIT 19	Problems and Requests While Dining	144
UNIT 20	Paying the Bill	150
UNIT 21	Eating at a Fast-Food Restaurant	156



SHOPPING

UNIT 22	Clothes and Shoes	162
UNIT 23	Jewelry and Accessories	170
UNIT 24	Cosmetics	176
UNIT 25	Electronic Appliances	182



ENTERTAINMENT

UNIT 26	Sightseeing	188
UNIT 27	Cultural Events	194
UNIT 28	Amusement Parks	202
UNIT 29	Attending a Sporting Event	208
UNIT 30	Casinos and Nightclubs	214



COMMUNICATION

UNIT 31	Making a Phone Call	220
UNIT 32	At the Post Office	226



PROBLEM SOLVING

UNIT 33	Medical Problems	232
UNIT 34	Lost or Stolen Property	240

PART 1 BEFORE THE TRIP

1 Planning Your Trip

001

Key Terms

book (v.)
round-trip
return (v.)
frequent (a.)

mile (n.)
flight (n.)
preference (n.)
high season

tax (n.)
cancel (v.)



Travel Agent



Amanda Wang

002

On the telephone



▶ Good morning, Aloha Travel. How may I help you?



▶ Good morning. I'd like to **book** a **round-trip** ticket to Auckland, please.



▶ Sure, when would you like to fly?



▶ I'd like to leave on June 25th and **return** on July 3rd.



▶ OK. Do you belong to a **frequent** flyer program?



▶ Yes, I earn **miles** when I fly with EVA Air.



▶ Well, EVA Air has two **flights** leaving for Auckland on June 25th: one at 10:40 a.m. and the other at 11:45 p.m. Do you have a **preference**?



▶ The morning flight, please.



▶ OK, and your last name, please?



▶ My last name is Wang: W-A-N-G. And my first name is Amanda.



▶ OK, Ms. Wang. Your flight is all booked, but your ticket is only good for one month. Also, since you are traveling during **high season**, the ticket price is a little higher than it would be otherwise: \$1,100 including **tax**. And please make sure you pay by June 11th, or your ticket will be **canceled**.



▶ OK, I understand.



► Great. Now may I please have a contact number?



► Sure. My home phone number is 2255-5519.



► Thank you, Ms. Wang. I'll give you a call prior to your flight to remind you of the details. Have a great day.



► Thank you. Bye.



In-Depth Travel

First things first: book your ticket. Try to reserve your ticket well in advance. That way it'll be cheaper than if you book it at the last minute! Traveling in **low season** rather than **high season** will also greatly reduce the cost of your trip. And **direct flights** are usually more expensive than ones that require you to transfer. You can book your ticket online or through a travel agent. Booking online is quick and easy, and it may offer the cheapest ticket options. A travel agent, on the other hand, will usually be able to find you good deals on **travel packages** that include tickets and accommodations.

Also, if you are a budget traveler, **budget airlines** (also called **low-cost carriers, LCCs**) can be a good choice. Many of their services, such as in-flight meals, seat selection, and luggage check-in, are separately charged. It means that you can save a lot of money if you just don't need them!

If you don't travel often, booking a **package tour** might be a good idea. Flight tickets, accommodation, and transportation are often all included in the price of the tour. **Travel insurance** may or may not be included in the tour package, but it's always better to arrange your own insurance anyway. That way you can choose the insurance package that best suits your needs. Ask your travel agent to recommend a good travel insurance company.

One very important thing to remember before you travel is to prepare your **visa**. For many countries, you won't need a visa for a short holiday. In recent years, most European countries have greatly relaxed their visa rules, as has the United States. However, you should always make sure beforehand because these rules are often subject to change. Besides, you might still need to show other documents, such as your return flight ticket or travel itinerary. Therefore, be prepared, and bon voyage!





Useful Expressions

004

A Booking a Ticket

- 1 A How may I help you?
B I'd like to book a one-way/round-trip ticket.
- 2 A When would you like to leave/return?
B ① I'd like to leave on March 10th.
② I'm not sure about the return date.
③ Is it possible to book an open return ticket?
- 3 A Would you prefer a morning or an evening flight?
B I'd like a morning flight, please.



- 4 A Is that a direct flight to Paris?
B Yes. It's a direct flight.
- 5 A Will I need to take a connecting flight?
B You'll need to transfer in Amsterdam.
- 6 A Would it be possible to fly with a different company?
B There are no available seats with any other companies.
- 7 A Your ticket has been booked.
B Thank you for your help.



B Participating in a Tour Group

- 1 A Hello, I'm interested in joining one of your group tours.
B Which tour are you interested in?
- 2 A Does the price cover accommodation?
B Accommodation is included in the price.
- 3 A Does the tour fee include insurance?
B You'll have to arrange your own insurance.



C Booking a Hotel Room

- 1 A I would like to reserve a double room for three nights starting on February 5th.
- B ① We still have one room available for those dates.
- ② I'm afraid there are no vacancies during that period.
-
- 2 A Is breakfast included in the price of the room?
- B Breakfast costs an extra 10 euros per person.



PART
1

BEFORE THE TRIP



Planning Your Trip

Booking Flight Tickets Online

- | | |
|------------------------|---------------------|
| ① Round Trip | ⑥ Departure |
| ② One Way | ⑦ Return |
| ③ Multi-city/Stopovers | ⑧ Class |
| ④ Departure City | ⑨ Passenger Details |
| ⑤ Destination City | |

The screenshot shows a flight booking interface with the following elements labeled with numbers:

- 1: Round Trip (selected radio button)
- 2: One Way (radio button)
- 3: Multi-city / Stopovers (radio button)
- 4: Departure City * (TAIPEI (TAOYUAN) - TPE)
- 5: Destination City * (LONDON (HEATHROW) - LHR)
- 6: Departure * (Sep. 01, 2021)
- 7: Return * (Sep. 15, 2021)
- 8: Class * (Economy Class)
- 9: Adults * (12+) (1)
- Children * (2-11) (0)
- Infants * (<2) (0)

A Search button is located at the bottom.

Types of Hotels



hotel



inn/tavern



B&B (bed and breakfast)



(youth) hostel



capsule hotel



apartment hotel



villa



motel



resort hotel



spa hotel



Types of Hotel Rooms



single room



double room



twin room



suite



triple room



family room

Booking Hotel Rooms Online

The screenshot shows a hotel booking interface with the following labeled elements:

- Destination:** Points to the search bar containing "London".
- Check-in Date:** Points to the date field showing "3 Feb 2021".
- Check-out Date:** Points to the date field showing "4 Feb 2021".
- Number of Guests and Rooms:** Points to the dropdown menu showing "1 adult" and "1 room".
- Budget per Night:** Points to the "Your budget" filter button.
- Star Rating:** Points to the "Stars" filter button.
- Location:** Points to the "Location" filter button.

Other visible interface elements include a "SEARCH" button, a "Hurry! 71% of properties on our site are fully booked!" warning, a "SEE MAP VIEW" button, a "Free cancellation" badge, and a listing for "Park Plaza Westminster Bridge" with an "Excellent" rating.

Applying for a Visa

-



- 1 Issuing Post Name
- 2 Control Number
- 3 Surname
- 4 Given Name
- 5 Visa Type / Class
- 6 Passport Number
- 7 Sex
- 8 Birth Date
- 9 Nationality
- 10 Entries
- 11 Issue Date
- 12 Expiration Date
- 13 Annotation



Schengen Visa



- | | |
|--------------------------|----------------------|
| 1 Valid for | 6 Issued In |
| 2 From . . . Until . . . | 7 On |
| 3 Type of Visa | 8 Number of Passport |
| 4 Number of Entries | 9 Surname, Name |
| 5 Duration of Stay | 10 Remarks |



Exercises

1 Listen and complete the sentences.



- 1 This is not a _____ flight. You'll need to _____ in Hong Kong.
- 2 There are still some seats _____. Would you like to book this flight?
- 3 Would it be possible to fly with a different _____?
- 4 In which hotel will we be _____?
- 5 How much do you charge _____ night?
- 6 Is breakfast _____?
- 7 Do I need a _____ to travel to Switzerland?
- 8 Do I have to sit for an interview in order to _____ a visa?

2

Please read the email reservation. Then, use the vocabulary words provided to complete the confirmation email.

To

Grace Hotel

✕ - +

Subject

Reservation for a family room for 5 nights starting on 10/10

Dear Sir or Madam:

We are a Taiwanese family of four (two adults and two children) who are planning a trip to Boston next month. Does your hotel have a family room available for 5 nights starting on 10/10?

Also, I would appreciate it if you could let me know what your room rates are, which payment methods your hotel accepts, and whether there is a reservation deposit.

Thank you in advance for your reply and for any other helpful information about your establishment.

Sincerely,

Mr. Chia-hao Chang

deposit

inquiry

book

rate

hesitate

available

To

Mr. Chia-hao Chang

✕ - +

Subject

Re: Reservation for a family room for 5 nights starting on 10/10

3 Label the pictures with the words given.

credit card

flight timetable

boarding pass


passport

visa

2

Terminal A2

Departures



24 AUG 10:08

Time Zeit	Flight Flug	Destination Nach	Via Über	Check-in Check-in	Gate	Remarks Bemerkung
* 10:35	RE 1355	NEW YORK JFK	COPENHAGEN	9-12	34	GATE OPEN
* 10:45	AG 6154	LONDON HEATH		3-8	18	GATE OPEN
* 11:05	CX 4971	PARIS CDG		14-19	9	GATE OPEN
* 11:15	BI 1138	STOCKHOLM		2	17	BOARDING
* 11:30	FI 2097	HELSINKI		21-27	21	ON TIME
11:45	KL 4563	FRANKFURT		3-6	34	ON TIME
11:55	DF 7206	LISBON		15	7	DELAYED
12:10	IC 9014	AMSTERDAM		16-18	5	EST 12:20
12:25	EK 4626	TOKYO	SHANGHAI	28-31	15	ON TIME
X 12:40	UD 1740	HONG KONG	ISTANBUL	4-10	18	CANCELLED
12:55	ST 9544	LOS ANGELES		17-21	4	ON TIME
13:10	KB 3309	SINGAPORE	BANGKOK	23-25	27	DELAYED
13:25	LR 5762	BRUSSELS		7-10	19	ON TIME
13:40	UL 6239	MUNICH		12-14	3	ON TIME



3

				BOARDING PASS	
	Name of passenger: JEFFERY BROWN	Carrier: AC	Flight No: AC 2505	Class: B	Name of passenger: JEFFERY BROWN
	From: New Delhi D E L To: Los Angeles K L A X	Date: 10/12/2021	Luggage: Y	Seat: 5A	From: New Delhi D E L To: Los Angeles K L A X
	ETKT 555 1234567890				Name of passenger: JEFFERY BROWN From: New Delhi D E L To: Los Angeles K L A X ETKT 555 1234567890
GATE H22		BOARDING TIME 07:45		SEAT 5A	
DATE 10/12/2021		BOARDING TIME 07:45		GATE H22	

4



5

