



STROKOVNA TERMINOLOGIJA V ANGLEŠKEM JEZIKU

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1. TOURISM

Answer the questions first.

- Why study tourism?
- Why have you decided to study tourism? Why does it appeal to you?
- What is the role of tourism in the Slovenian and global economy?

Now read the text and compare your ideas with the text.

TRAVEL OF ALL KINDS IS BOOMING, AND SO ARE DEGREES

Tourism at degree level is a specialised form of business degree that gives graduates a head start in one of the world's largest industries. According to the World Travel and Tourism Council, global tourism is set to grow by 4.2 % per year over the next decade. Tourism is one of the world's largest industries, employing more than 250 million people worldwide and generating some 9.2 % of global GDP. The study of tourism at degree level came into its own in the mid-80s, according to Dr Keith Wilkes, head of tourism, leisure and sport at Bournemouth University. As we travel more and more extensively, both for business and leisure, the travel industry is changing. Tourism increasingly encompasses an exciting territory. It raises a host of wide and complex issues: heritage, the environment, the effect on local communities. At a senior level, executives in tourism are taking decisions about how the world's resources are used. It is not just a question of piling high and selling cheap. Tourism is a terrifically broad and interesting subject and an exciting and dynamic field to work in. And the industry needs well-qualified graduates. So what kind of careers are launched via a tourism degree? Employment opportunities range in scale from international airlines or multinational tour operators and hotel groups to tourist boards, the public sector and economic development agencies. Events management, from the Olympics through pop concerts, local food festivals and business conferences to weddings, is a particularly buoyant growth area. (Lacey, 2006)

economy, economic, economics

- *Economy* means the relationship between production, trade and the supply of money in a particular country.
- *Economic* refers to the science of economics, or to the economy of a country. It's an adjective.
- *Economics* is the study of how a society organizes its money, trade and industry.

employ, employer, employee, employment

- *Employ* means to give somebody a job to do for payment.
- *Employer* is a person or organization that employs people.
- *Employee* is a person who is paid to work for somebody.
- *Employment* – the state of being employed.

GDP – Gross Domestic Product

revenue – the total income that an organization receives from its business

1.1 THE DEFINITION OF TOURISM

Tourism is a collection of activities, services and industries that delivers a travel experience, including transportation, accommodations, eating and drinking establishments, retail shops, entertainment businesses, activity facilities and other hospitality services provided for individuals or groups travelling away from home.

The World Tourism Organization (WTO) defines tourists as people who "travel to and stay in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited".

WTO claims that tourism is currently the world's largest industry with annual revenues of over 3 trillion dollars. (<http://www.prm.nau.edu/prm300/what-is-tourism-lesson.htm>). Tourism is vital for many countries, also for Slovenia, due to the large intake of money for businesses with their goods and services and the opportunity for employment in the service industries associated with tourism. These service industries include transportation services such as cruise ships and taxis, accommodation such as hotels and entertainment venues, and other hospitality industry services such as resorts.

1.2 MOST VISITED ATTRACTIONS

For nearly 500 years, the emperors living within Beijing's opulent Forbidden City dictated who could enter and leave. Well, the gates have opened, and tourists are pouring in to see it all for themselves. Attendance is up by 2.5 million since 2010.

The Forbidden City is a dream destination for some Americans, but most have never researched a trip to Everland or Lotte World. Yet these South Korean theme parks also rank among the world's 50 most-visited tourist attractions — beating out the Eiffel Tower (nearly 7 million), the Great Pyramids (4 million), and Stonehenge (1 million). And there are more surprises. Like it or not, theme parks clearly have worldwide appeal. France's Disneyland Park draws about the same number of visitors (10.5 million) as Sacré Coeur, and four of the world's 20 most-visited tourist attractions are Disney parks.

Many inspiring and iconic places can't quite keep up. The Smithsonian National Air and Space Museum narrowly missed the top 50, as did the Eiffel Tower (nearly 7 million), the British Museum in London (6.7 million), the Metropolitan Museum of Art in New York (6.3 million), the Roman Colosseum (5.1 million), the Great Pyramids (4 million), and Stonehenge (1 million).

Accessibility can be a factor. It takes extra effort to reach Yellowstone National Park (3.2 million) or the Terracotta Army in Xi'an, China (4.8 million). And Peru's Machu Picchu has restricted tourism to help maintain the site's integrity; only 2,500 can enter per day, or 912,500 per year.

So what is the most-visited tourist attraction in the world in 2016? And can 91 million people be wrong? The Methodology: To tally up the world's most-visited attractions, the most recent data supplied by the attractions themselves or from government agencies, industry reports, and reputable media outlets has been gathered. In most cases, it was 2013 data. Attractions that don't sell tickets gave estimates as best they could.

"Tourist attractions" are defined as cultural and historical sites, natural landmarks, and officially designated spaces. Wealthy people have always travelled to distant parts of the world to see great buildings and works of art, to learn new languages, to experience new cultures, and to taste different cuisines.

No. 1 **Grand Bazaar, Istanbul** - Annual Visitors: 91,250,000

Hand-painted ceramics, lanterns, intricately patterned carpets, copperware, gold Byzantine-style jewellery, and more eye-catching products vie for your attention within this 15th-century bazaar's vaulted walkways. It has since expanded and become increasingly touristy, but locals, too, are among the millions of bargain hunters. To haggle like a pro, lowball your starting offer and don't be afraid to walk away. And if it all gets overwhelming, break for a succulent doner kebab or strong cup of Turkish coffee.

No. 2 The Zócalo, Mexico City - Annual Visitors: 85,000,000

Formally known as the Plaza de la Constitución, the enormous Zócalo thrums with activity. It hosts military parades, cultural and political events, concerts, exhibitions, fairs, and public art installations. Metropolitan Cathedral and the National Palace flank this historic public square, and an imposing Mexican flag, raised and lowered daily, waves over the scene.

No. 3 Times Square, New York City - Annual Visitors: 50,000,000

Tourists flock to New York's neon heart for the flashing lights, Broadway shows, megastores, and sheer spectacle—including costumed characters eager to pose for photo ops. Pedestrian-only areas with café tables introduced a few years ago have made it easier and more appealing to hang out here. Times Square can even be a convenient, if chaotic, base, thanks to hotels at every price point and easy access to public transportation: subways, rails, buses, and more yellow taxis than you can count.

No. 4 (tie) Central Park, New York City - Annual Visitors: 40,000,000

New York has larger green spaces, but none is more famous than Central Park, which stretches across nearly 850 acres of prime Manhattan real estate—an oasis for both tourists and locals. You can ride in one of the horse-drawn carriages, check out the modest-size zoo, climb to the top of 19th-century Belvedere Castle, or take a break from pounding the pavement to sprawl on the Great Lawn, gazing at the skyscrapers above.

No. 4 (tie) Union Station, Washington, D.C. - Annual Visitors: 40,000,000

Opened in 1907, this busy station shuttles some 12,500 passengers daily in and out of the city. But it also handles millions of tourists who pass through to take in the impeccably mixed architectural styles throughout the colossal building: from Classical to Beaux-Arts to Baroque. More than 70 retail outlets make Union Station a shopping destination, and it's also a jumping-off point for many D.C. tours.

No. 6 Las Vegas Strip - Annual Visitors: 30,500,000

In 2013, 77 percent of Vegas tourists—30.5 million—chose to stay at hotels right on the four-mile-long Strip. And why not? Roll out of bed and onto the Strip to catch the Bellagio fountains in action, shop, gamble, and, of course, people-watch (which can get especially fun later at night). For a cool new vantage point, hop aboard the High Roller, a 550-foot-tall Ferris wheel that debuted in March 2014. It's part of Linq, a flashy 300,000-square-foot shopping and entertainment complex by Caesars.

No. 7 (tie) Meiji Jingu Shrine, Tokyo - Annual Visitors: 30,000,000

Built more than 100 years ago to honour the divine souls of Emperor Meiji and Empress Shoken, this Shinto shrine in bustling Tokyo is a peaceful haven surrounded by a holy forest of more than 100,000 trees. Seasonal gardens feature spring azaleas, summer irises, brilliant autumn leaves on Japanese maples and ginkgos, and black pines dusted with winter snow.

No. 7 (tie) Sensoji Temple, Tokyo - Annual Visitors: 30,000,000

Tokyo's oldest temple was dedicated to the Bodhisattva Kannon, the most compassionate Buddha, in 628. Dramatic night-time illumination highlights vermilion and crimson detailing in the Five-Storied Pagoda. Continuing centuries-long tradition, stalls along the temple's Nakamise Street sell food and goods to pilgrims, whose numbers swell around New Year's.

No. 9 Niagara Falls, New York and Ontario - Annual Visitors: 22,000,000

Straddling the border of the U.S. and Canada, three massive waterfalls, together called Niagara Falls, spill about 6 million cubic feet of water—from a maximum vertical drop of 165 feet—every minute. While there are about 500 taller waterfalls in the world, Niagara Falls is spectacular for its sheer power. It's also more accessible than many major falls, a short flight or drive for millions of regional tourists.

No. 10 Grand Central Terminal, New York City - Annual Visitors: 21,600,00

Unlike harried commuters, visitors take their time in the main concourse of this Beaux-Arts landmark, pausing to view its glittering ceiling painted with a map of the constellations from the night sky. Shops, an annual holiday market, special events, and restaurants also attract attention. Two of the grandest venues are the Campbell Apartment, serving craft cocktails, and the historic Oyster Bar—featured on AMC's *Mad Men*—which shucks 2 million fresh bivalves a year.

No. 11 Basilica of Our Lady of Guadalupe, Mexico City - Annual Visitors: 20,000,000

The Old Basilica, begun in the 16th century and completed in 1709, stands in stark contrast to the massive new basilica, designed by the Mexican architect Pedro Ramírez Vázquez, which was built in the mid-1970s and looks like a sports arena. It is, in fact, intended to hold 50,000 people, who come for mass—celebrated several times a day—and to see an image of the Virgin Mary that is said to have appeared on an apron in 1531.

No. 12 Disney World's Magic Kingdom, Orlando, FL - Annual Visitors: 18,588,000

The Most Magical Place on Earth is high on virtually every family's to-do list and remains the most-visited theme park on the earth. Expanded Fantasyland now includes the Seven Dwarfs Mine Train family-style roller coaster and a chance to meet Anna and Elsa from the smash-hit Frozen in the Princess Fairy tale Hall near Cinderella Castle. Time-tested attractions include the Jungle Cruise and Space Mountain, the daily Disney character parade down Main Street, USA, and a fireworks spectacular that lights up the sky many nights.

No. 13 Faneuil Hall Marketplace, Boston - Annual Visitors: 18,000,000

Dating back to 1742, Faneuil Hall ("the Cradle of Liberty") once hosted speeches by such greats as Samuel Adams and George Washington. Today, the downtown marketplace has more than 100 specialty shops and eateries and occupies a pedestrian-only, cobblestoned area that swarms with tourists and street performers. Each winter, Faneuil Hall also hosts Boston's tallest Christmas tree, along with festive light displays and choirs.

No. 14 Tokyo Disneyland - Annual Visitors: 17,214,000

Disney's Tokyo outpost has become the second most-visited theme park in the world (beating out Anaheim, CA's Disneyland, which held that title in 2010). It shares the sweetness of the original parks' Fantasyland with Peter Pan's Flight and Dumbo the Flying Elephant as well as Tomorrowland's Space Mountain and Star Tours—The Adventures Continue. A musical soundtrack and other renovations have improved the Adventureland classic: Jungle Cruise Wildlife Expedition, while a new after-dark night cruise promises more surprises.

No. 15 Disneyland Park, Anaheim, CA - Annual Visitors: 16,202,000

Though not as massive as its Orlando counterpart, the original Disney Park, which occupies about 85 acres of land, has retro charm and some better features. Here the Pirates of the Caribbean attraction lasts almost twice as long and ends in a humid southern bayou with fireflies (instead of a gift shop). The Indiana Jones Adventure ride careens over lava, past swarms of beetles, and under that 16-foot rolling boulder. Thrill-seekers will also appreciate that the Big Thunder Mountain Railroad has reopened.

No. 16 Forbidden City, Beijing - Annual Visitors: 15,340,000

It doesn't have a street address—which is only fitting for a place that was once considered the centre of the universe. Nowadays, tourists swarm this 178-acre walled compound of opulent halls, gardens, and winged pavilions. Attendance is up by 2.5 million since 2010. It can easily take half a day to explore the grounds, and history buffs will appreciate the self-guided audio tour—or a hired guide.

No. 17 Golden Gate National Recreation Area, San Francisco - Annual Visitors: 14,289,121

Beaches, cliffs, hills, forts, and towering redwood trees make up the Golden Gate National Recreation Area, easily accessible from San Francisco. Many visitors come to embrace the outdoors, whether hiking, biking, swimming, birding, riding horses, or whale-watching. But this scenic area is also rich in history and includes landmarks like Alcatraz prison and the Presidio, an 18th-century military post. You can even base yourself within the recreation area; Cavallo Point's rooms and suites occupy restored turn-of-the-20th-century Colonial Revival buildings that overlook San Francisco Bay.

No. 18 Tokyo DisneySea - Annual Visitors: 14,084,000

DisneySea, the companion park to Tokyo Disneyland overlooking Tokyo Bay, took inspiration from aquatic myths, legends and the lore of the sea. Divided into seven "ports of call," the park emphasizes water attractions with Venetian gondolas, a Mermaid Lagoon, a journey to 20,000 Leagues under the Sea and an Aquatopia with quirky boats in a sea of rocks, whirlpools and water spouts. But it's not all fountains and bubbles—the park also has scary rides like the Tower of Terror, Journey to the Centre of the Earth, and Indiana Jones Adventure: Temple of the Crystal Skull.

No. 19 Notre Dame Cathedral, Paris - Annual Visitors: 14,000,000

A masterpiece of Gothic architecture—all soaring buttresses, crouching gargoyles, and magnificent rose windows—Notre Dame has survived attacks of Huguenots, sansculottes, occupying armies, and questionable renovations since its completion in 1345. In spite of its often violent past, visitors flock to the cathedral for the hushed peace and reflection it provides, even in the midst of Paris.

No. 20 Golden Gate Park, San Francisco - Annual Visitors: 13,000,000

Cascading three miles from the Panhandle down to the Pacific, Golden Gate Park serves as playground and haven for this diverse city. The park's offerings include museums (the de Young Museum and the Academy of Sciences), botanical wonders (the Conservatory of Flowers, the Japanese Tea Garden, a rhododendron forest, and more than 75,000 trees, among others), sporting fields and courts, playgrounds, and even a small herd of buffalo.

Source: <http://www.travelandleisure.com/slideshows/worlds-most-visited-tourist-attractions#19>

Most visited cities in 2016: Source: <http://en.wikipedia.org/tourism>

Rank	City	Country	International tourist arrival
1	Bangkok	Thailand	21.47 million
2	London	United Kingdom	19.88 million
3	Paris	France	18.03 million
4	Dubai	United Arab Emirates	15.27 million
5	New York City	United States	12.75 million
6	Singapore	Singapore	12.11 million
7	Kuala Lumpur	Malaysia	12.02 million
8	Istanbul	Turkey	11.95 million
9	Tokyo	Japan	11.70 million
10	Seoul	South Korea	10.20 million

TASK 1-1: Write a paper about the most-visited tourist attractions and cities according to the previous lists.

Consider those questions:

- Why on your opinion well known attractions like Roman Colosseum or Metropolitan Museum of Art in New York missed the top places?
- What has changed over last decade or two?
- What does that list shows us about an average modern tourist?
- How do those numbers of tourists affect local people and their lives?

1.3 SPECIAL FORMS OF TOURISM

For the past few decades other forms of tourism, also known as niche tourism, have emerged and are becoming more and more popular. The expression refers to special interests, culture and activity based tourism involving small number of tourists in authentic settings.

Exercise 1-1: How would you define the following types of tourism?

Match the descriptions of different types of tourism to the expressions 1 – 10.

- | | |
|--|------------------------|
| 1. ecotourism | 6. sport tourism |
| 2. medical, health or wellness tourism | 7. countryside tourism |
| 3. heritage tourism | 8. educational tourism |
| 4. culinary tourism | 9. adventure tourism |
| 5. MICE tourism | 10. cultural tourism |

_____ is a type of niche tourism involving exploration or travel to remote areas, where the traveller expects the unexpected. It is rapidly growing in popularity as tourists seek unusual holidays. Mountaineering expeditions, trekking, bungee jumping, rafting and rock climbing are examples of this type of tourism.

_____ refers to travel to destinations for the purpose of participating in activities, events or attractions not available in urbanized areas. This year-round type of tourism is based on local production and recipes, and it is supported by high-quality wine and beer.

_____ includes urban tourism, visiting historical or interesting cities, such as Berlin, London, Paris, Cracow, Rome, Prague, Beijing, Kyoto, Warsaw, and experiencing their cultural heritages. This type of tourism may also include specialized cultural experiences, such as art museum tourism where the tourist visits many art museums during the tour, or opera tourism where the tourist sees many operas or concerts during the tour.

_____, also known as ecological tourism, is sustainable tourism that has minimal impact on the environment. It represents responsible travel to fragile, pristine, and usually protected areas. It helps educate the traveller; provides funds for conservation; directly benefits the economic development and political empowerment of local communities; and fosters respect for different cultures and for human rights.

_____ or food tourism is defined as the pursuit of unique and memorable eating and drinking experiences.

_____ may involve travelling to an education institution, a wooded retreat or some other destination in order to take personal-interest classes, such as cooking classes with a famous chef or crafts classes.

_____ is defined as travelling to experience the places and activities that authentically represent the stories and people of the past. It includes visiting historical or industrial sites, such as old canals, railways, battlegrounds, etc.

_____ is one of the main sectors within the MICE industry (Meetings, Incentives, Conferences, and Exhibitions). It refers to all those activities associated with planning, travel to and participation in conferences and meetings, both domestic and international.

_____ focus on medical treatments and the use of healthcare services. It covers a wide field of health-oriented, tourism ranging from preventive and health-conductive treatment to rehabilitational and curative forms of travel. Wellness tourism is a related field.

_____ refers to travel which involves either viewing or participating in sporting events such as skiing, golf, scuba diving, etc.

Adapted from <http://www.experiencefestival.com/a/Tourism/id/1897534>

Exercise 1-2: Define the following types of tourism.

Example: Professor Martins attended the first international conference on sustainable tourism in Prague. – MICE tourism

1. Peter and his family spent a week at a farmhouse in Wales and rode bicycles round the countryside.

2. We're interested in art so we went to Florence and visited many galleries and museums.

3. More and more young people spend a month in England to practise their English.

4. Paul and Mary went skiing in Italy last winter. _____

5. Last summer we went rafting and rock-climbing. It was an unforgettable experience.

6. Robert suffers from arthritis and he needs to lose some weight, so he is going to a spa for a month.

7. I thought the Railway Museum and British Museum were fascinating. _____

8. Elena and her husband went on a trip to an idyllic Slovene village to look at the fantastic alpine flora, birds and butterflies. _____

9. Doctor Wilkins is attending a three-day international conference on Aids education in Glasgow.

Study the following words to help you talk about tourism.

Mass tourism – refers to large-scale tourism that sees huge numbers of tourists visiting certain popular destinations, commonly beaches and historic cities.

A package tour – is a holiday at a fixed price that includes travel, accommodation and often meals too. It's also known as a package holiday. For example, "it was a package tour, so everything was included".

Independent travel – the opposite of a package holiday is known as independent travel. This means the tourist has made all of the arrangements by themselves.

A backpacker/backpacking – a person who travels from place to place without a fixed plan and with all of their possessions in a rucksack is called a backpacker. This type of holiday is called backpacking.

A holiday maker – a person on holiday is known as a holiday maker. For example, "the airport was full of holiday makers".

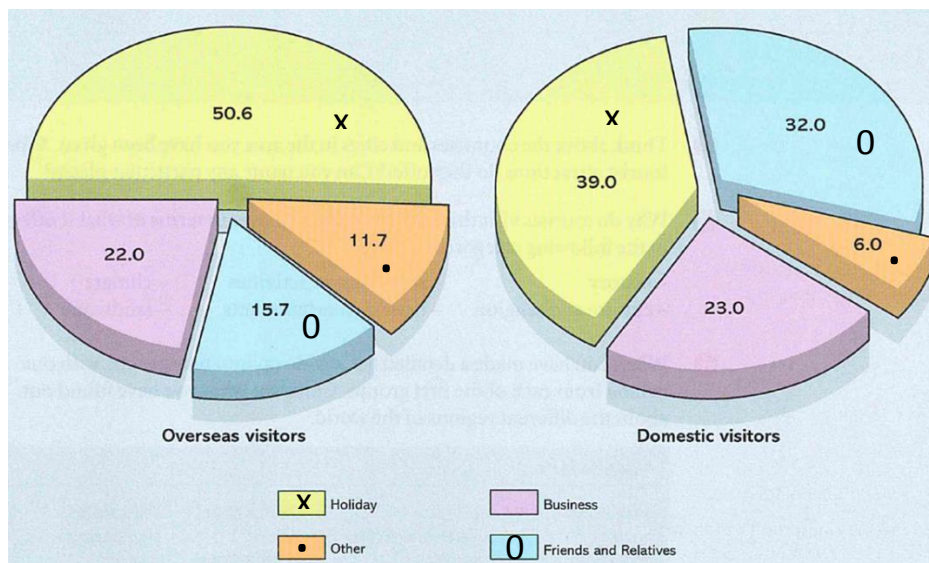
Touristy – is used to describe a place that is overcrowded with tourists. It's used to talk negatively about somewhere spoiled by mass tourism. To describe a place that is overcrowded with tourists, you can use the adjective touristy. For example, "The seaside towns are very touristy now".

Tourist trap – a crowded place that provides entertainment or things to buy for tourists, often at high prices.

A tripper – someone who visits a place briefly, often with a large group of people. For example, "Many day trippers go to the seaside".

1.4 WHY DO PEOPLE TRAVEL

Look at these charts showing the reasons why people visited London in one year.



Source: Harding, Keith. Going International – English for Tourism. 1998.

1. What are the main points shown by the charts?
2. The „other“ section is quite large. What do you think it could include?
3. Do you think the charts would be very different for your city or country?

TASK 1-2: Think of four people – family or friends – that you know well. Make a list of all the places they have travelled to in the past two years, and have stayed for at least one night. You are interested in their reasons.

In groups of three or four, put your lists together and make a chart similar to the ones previously shown. Compare them with the other groups.

1.4.1 Displaying statistical information

The following three graphs and charts give different statistical information related to tourism and travel.

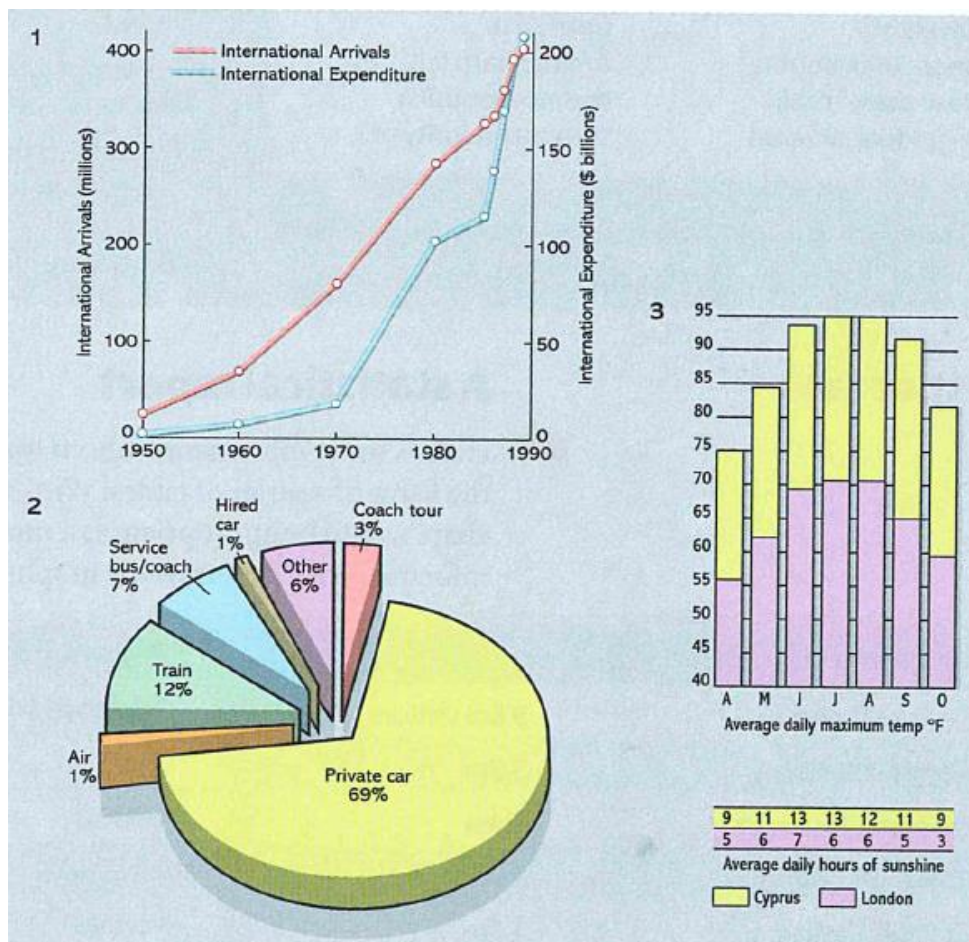
Which one is a) **a pie chart**, b) **a block graph**, and c) **a line graph**?

Decide what is the most important fact shown in each graph or chart. Why is the information presented in these different ways?

Now answer these questions:

1. What was the total international expenditure¹ on tourism in 1985?
2. Which decade saw the biggest increase in international arrivals?
3. What is the most popular form of transport used by tourists in Britain?
4. Which is the hottest month in Cyprus?
5. In which month is there the greatest difference between the temperature in Cyprus and the temperature in London?

¹ spending, paying out, wasting



Source: Harding, Keith. Going International – English for Tourism. 1998.

Describing graphs and statistics

Exercise 1-3: Now describe previous three graphs and charts. Use the words and expressions from the list to complete the sentences.

- went up gradually
- levels of
- more than double
- rose dramatically
- a gradual increase
- a small percentage of
- from ... to ...
- a fairly sharp fall
- the most popular
- the vast majority of

There was _____ in international arrivals between 1950 and 1960
_____ 25.3m _____ 69.3m.

International expenditure on tourism _____ from 1950 to 1970 and then
_____ from 1970 to 1980.

_____ tourists in Britain travel by car.

_____ tourists in Britain travel by coach.

_____ mode of transport in Britain is by private car.

There is _____ in the temperature in Cyprus in October.

The temperature in Cyprus _____ in July and August at 95 degrees.

The number of hours of sunshine in Cyprus in July is _____ that in London.

1.4.2 A statistical report

TASK 1-3:

Here is some information about tourism in Britain. At the moment it is in the form of a series of tables. Decide which type of graph or chart would be appropriate as a more visual way of presenting the information. Draw 3 graphs or charts (one for data in table A, one for B and the third one for C).

Write the brief report to accompany your graphs or charts. The report should include all the important information. Use phrases from the previous exercise and be ready to present one of your graphs or charts to the class.

A Top ten attractions in London		C Recent trends in tourism			
British Museum	5.8m visitors	Visitors to London			
National Gallery	3.8m		1992	1994	1996 (millions)
Madame Tussaud's	2.4m	Visits			
Tower of London	2.3m	domestic	7.0	7.5	8.0
St Paul's Cathedral	1.9m	overseas	10.0	7.5	8.0
Tate Gallery	1.8m	all	17.0	18.2	19.5
Natural History Museum	1.7m				
Chessington World of Adventure	1.5m	Nights			
Science Museum	1.3m	domestic	19.4	19.0	18.5
Victoria and Albert Museum	1.1m	overseas	68.7	74.0	80.0
		all	88.1	93.0	98.0
B Tourist spending breakdown					
Accommodation	£6,520m	Expenditure (£)			
Eating out	£4,388m	domestic	640	900	1,325
Shopping	£3,576m	overseas	4,150	4,825	5,700
Travel within the UK	£2,564m	all	4,790	5,725	7,025
Entertainment	£1,008m				
Services, etc.	£497m				
Total	£18,553m				

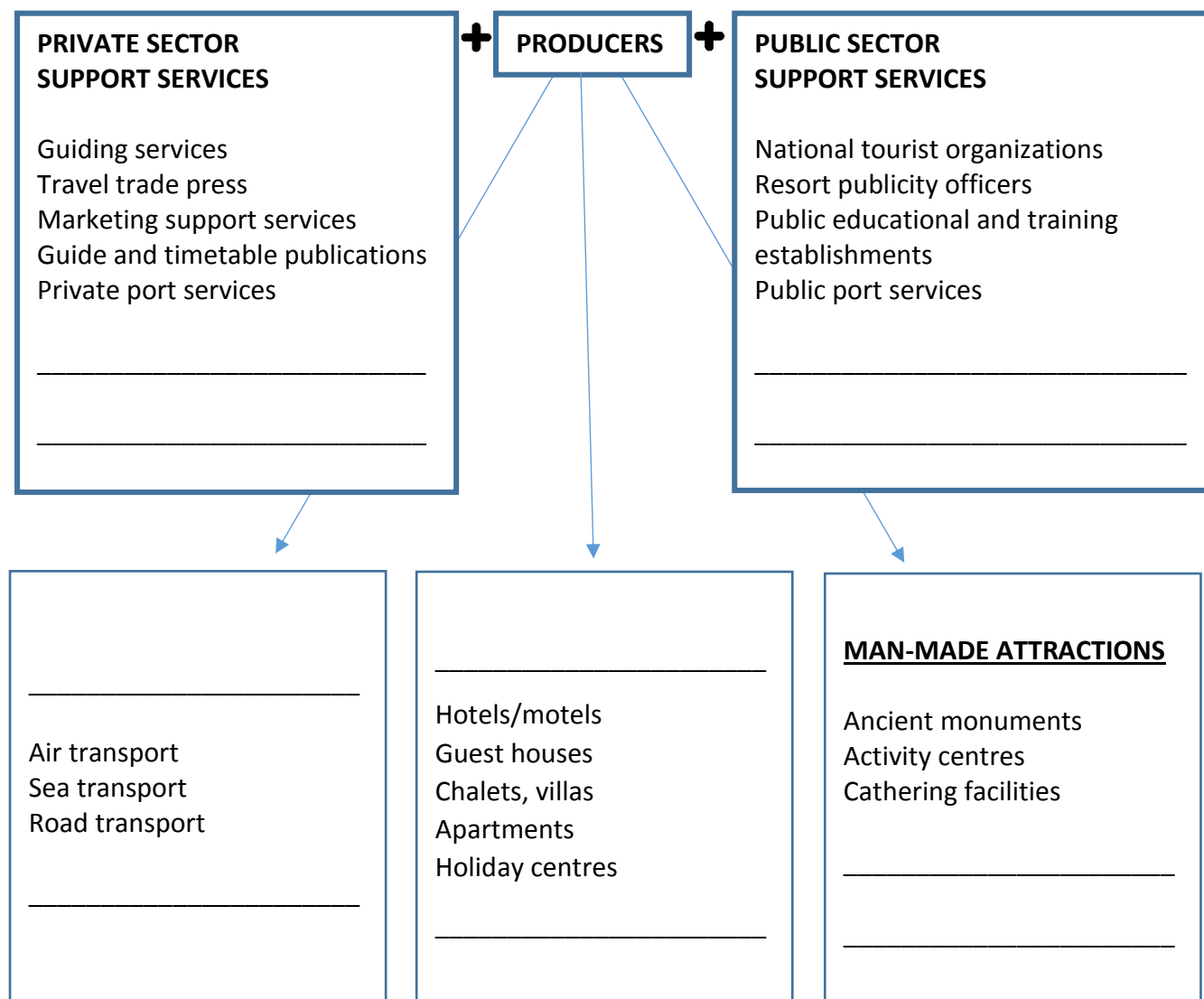
Source: Harding, Keith. Going International – English for Tourism. 1998.

1.4.3 The structure of the tourism industry

Answer these questions.

1. What are the different sectors of the tourism industry? Make a list.
2. Is tourism an "industry"?
3. In what ways is tourism a "product"?
4. How is this "product" distributed to the consumer?

This diagram from J. Christopher Holloway's **The Business of Tourism** shows the structure of the tourism industry. Fill in the gaps with words and phrases from the list below.



Adapted from: Harding, Keith. *Going International – English for Tourism*. 1998.

- accommodation
- camping and caravan sites
- carries
- rail transport
- regional tourist organizations
- stately homes²
- theme parks
- travel insurance and finance services
- visa and passport offices
- private education and training establishments

² A stately home is a very large old house, especially one that people can pay to visit

2. CAREERS IN TOURISM AND HOSPITALITY

The term “hospitality” means food, drink or services that are provided by an organization for guests, customers, etc. The hospitality industry includes travel, tourism, and culinary arts, hotel management, restaurant management, and food service management.

The common factor in all these hospitality jobs is interest and concern for helping customers and clients to enjoy their leisure time or outings.

The majority of the jobs in tourism have one thing in common: **contact with the public**. Anyone who has chosen a career in tourism should enjoy working with people and be tolerant of their vices, since the irritations of travel can bring out the worst qualities in some people. In many of the jobs in which it is necessary to deal with people, language skill is necessary. Jobs of this kind include travel agency employees, ticket and reservations agents, airline flight personnel, front-desk employees in hotels, tour conductors or guides, waiters, barmen and so on. The degree of language skill may vary, from using special terms in catering service jobs to speaking fluently among travel agents and tourist guides.

2.1 PERSONNEL STRUCTURE IN HOTELS

The difference in **quality** between hotels is not only a matter of **equipment** or **furnishings**. The **proportion of employees to guests and guest rooms** is also a matter of great importance.

In a luxury hotel, there may be three employees for every guest room. A large commercial hotel usually employs one employee per guest room, a small motel may only have three employees, often a husband and wife who own and manage the hotel and a maid to do the housekeeping chores. The larger and more luxurious the hotel, the greater is the variety of jobs that it offers.

Hotel staff falls into **two main categories**: the front of the house and the back of the house.

- Jobs in **the front of the house** include management, the various jobs behind the front desk (the check-in desk), accounting, sales and promotion, baggage handling, car attendants, and special services.
- Jobs in **the back of the house** include food and beverage preparation and service, housekeeping, laundry and valet service, engineering, maintenance and grounds keeping.

FRONT-OF-THE-HOUSE JOBS

MANAGER

The head of a hotel may have a variety of different titles, such as **general manager, managing director, or resident manager**. He is responsible for establishing the policies and procedures of operation for the hotel and for seeing that they are carried out. He is, in other words, the boss. The way to obtain the position of manager is through education and experience. In earlier times, experience alone, in as many departments of a hotel as possible, was considered the appropriate background. Today, however, many universities and special schools give courses in hotel management and administration.

Some of the responsibilities of a hotel manager include:

- | | |
|--|---|
| - organizing and directing the hotel's services | - meeting with customers, contractors and suppliers |
| - overlooking concierges | - hiring, training, reviewing and overseeing staff members |
| - overlooking reception staff | - attending to problems or customer complaints and comments |
| - controlling budget and formulating financial plans | - addressing maintenance and upkeep |
| - security | - meeting safety, health and licensing regulation |
| - marketing and advertising | |
| - promoting the business | |
| - reservations, catering | |

Many hotels also employ one or more **assistant managers**, who deal with routine problems such as unsatisfactory room assignments or over bookings. They refer more serious problems to the manager or the appropriate department head. The assistant managers are usually in training for more responsible jobs in hotel management.

FINANCIAL PERSONNEL

A large hotel employs a **chief/head accountant**, who is in charge of all the hotel's financial records. A small hotel usually employs an outside accountant to check its books periodically.

Bookkeepers post the transactions in the various ledgers and guest accounts.

Cashiers provide financial services to the customers at the front desk, including receiving payment for bills, and exchanging foreign currency. Cashiers in the various restaurants, bars, and shops in the hotel may also be responsible to the accounting office.

The night auditor checks the accuracy of the records.

Almost all the employees who work at the front desk have frequent contact with the public.

THE FRONT DESK is the counter where guests register, pick up their keys and mail, request information, deposit their valuables, and pay their bills. It is also called the reception area and is located in the lobby of the hotel near the main entrance.

RECEPTIONIST

The employee who checks in arriving guests is the **room clerk/receptionist**. When the guest arrives, the room clerk checks his reservation or the availability of rooms if the guest does not have a confirmed reservation. The guest fills in the registration card with his name, home address and other information. The room clerk fills in the room number and the rate the guest will pay. One copy of the registration card is sent to the cashier's office and another to the telephone switchboard. In recent years the check-in procedure has been simplified due to the use of credit cards.

BELLMAN

When the check-in or registration procedure is completed, the room clerk calls a **bellman (bellboy/bellhop)**, who gets the room key from the room clerk and escorts the guest to his room. The head of this service is the **bell captain**, who usually has a station near the front desk. The bellman also shows the guests where to find the light switches and other equipment, how to use air conditioners, television sets, and other appliances in the room.

PORTER

A few hotels have separated the functions of the bellman and **the porter**. In such cases, the baggage is given to a porter at the entrance and brought to the room by him. This procedure is usual in luxury hotels.

DOORMAN

The hotel **doormen** are usually considered front desk employees. They are stationed at the entrance to the hotel and help the guests or other visitors in and out of cars and taxis. They also call taxis, and in many hotels they carry baggage from the street into the lobby. They may also need to give instructions and directions for reaching local places that the guests wish to visit. Doormen often wear colourful uniforms that are meant to give the hotel an elegant note.

CONCIERGE

The employee in charge of keys and information is often called **the concierge**. Like the bellman, he must be able to answer questions about the hotel's services. He is also expected to provide information about local entertainment, events, and sights of interest.

BACK-OF-THE-HOUSE JOBS

From the point of view of the customer, the most important part of the hotel is the guest room. This makes the housekeeping department of primary importance in the operation of any hotel, from the smallest motel to the most deluxe establishment.

HOUSEKEEPING PERSONNEL

The **head or executive housekeeper** is in charge of all the items that are found in a normal hotel room or are used to keep it clean and attractive (cleaning materials, bed linens, pillows, towels, paper products, ashtrays, stationery, etc.)

Under her, as it is most often a woman, several **assistants** may be in charge of work assignments, uniforms for the staff, linen supplies, cleaning supplies, the laundry and sewing rooms.

The **chambermaids** perform the actual cleaning, and caring for the guest rooms. Their duties include making and changing beds, dusting furniture, cleaning floors and carpets, washing bathrooms, replacing towels, and supplying rooms with items that are specified by management. In addition, they are expected to report any signs of damage that may make repairs necessary.

Some large hotels have an **interior decorator**, who is responsible for the appearance of the hotel and its rooms. He decides on the style of the furniture, the colour scheme, the draperies, the pictures on the wall, the lighting, and so on. The interior decorator works closely with the housekeeper to choose materials and equipment that are inexpensive and easy to clean and maintain.

MAINTENANCE PERSONNEL

Hotel personnel constantly do repair and maintenance work. This includes painting rooms and public areas, repairing worn or damaged furniture, repairing plumbing and lighting fixtures, etc.

In some hotels, **engineering** is separate from **maintenance**. In these cases, the engineering department is responsible for the mechanical equipment such as air-conditioning systems, elevators, escalators, electricity, plumbing, etc. Technicians in all of these specialties are employed under the supervision of the chief engineer. Their real job is not so much to repair damage as to prevent it, as a guest room, which is out of service, cannot produce any income for the hotel.

GROUNDKEEPING PERSONNEL

Some hotels, particularly those in the resort category, have exterior grounds, which must be maintained as carefully as the hotel's interior. For these hotels, the **head groundskeeper** has a staff of **gardeners** and **maintenance men** who water lawns, cut grass, plant and tend flowers, and carry out other necessary tasks.

All these jobs belong to the back of the house. They are usually performed out of the sight of the hotel guests, but they are vital components in a smooth and efficient hotel operation.

Shift: A work period, often for eight hours. Because hotels operate twenty-four hours a day, many jobs are scheduled on a morning, evening, or night shift basis.

Switchboard: The control point for a telephone system.

Linens: Articles traditionally made of linen, but today more often made of cotton: sheets, pillowcases, towels etc.

Laundry and Valet Service: Laundry service includes washing and valet service includes dry cleaning and ironing. In many hotels the laundry and valet service takes care of the needs of the guests and the hotel itself.

VIP: A very important person. In a hotel it might be either a celebrity or a regular guest.

Answer the questions

1. Why do guests often stop by the front desk of a hotel?
2. What is the manager of a hotel responsible for?

3. What do assistant managers do?
4. What does the night auditor do in a hotel?
5. What does the bellman do?
6. Where are hotel doormen stationed? What are their duties?
7. Why is the housekeeping department of vital importance in any hotel operation?
8. Who is in charge of housekeeping in a large hotel? Who works under this person?
9. Who does the cleaning of the guest rooms? What are the duties of these employees?
10. What maintenance work is necessary in a hotel?

Adapted from E. J. Hall: The Language of Hotels in English (1976)

2.2 PERSONNEL STRUCTURE IN THE FOODSERVICE INDUSTRY

The restaurant and catering industry employs millions of people throughout the world. The foodservice and accommodations industries are major employers and play a principal part in the regional economy, particularly in tourist areas.

Ranging from dishwashers in a kitchen to executives in international chains, there is a wide variety of work to be done in the restaurant and catering business.

1. Positions can be divided into three categories: management, production, and merchandising.

Management personnel set and carry out policies for the business. Production people are responsible for the product - in this case, the food that comes out of the kitchen. Merchandising personnel sell the product. In a restaurant this includes creating a pleasant atmosphere so that customers want to return.

MANAGEMENT JOBS in a restaurant are mainly administrative. They include the owner or manager, the cashier, bookkeeper, accountant, purchasing agent, and storekeeper.

The owner or manager establishes the overall policies and sees that they are carried out. In most restaurants the owner or manager plays a direct part in the daily operations such as menu planning, purchasing, merchandising, financial record-keeping, and supervising the personnel. Many owners or managers act as captains or hostesses in their own restaurants.

The other management personnel in a restaurant have jobs directly or indirectly connected with the financial aspects of the business.

PRODUCTION JOBS in a restaurant are those in the kitchen. The head of production is the chef, whose assistants are the assistant and specialty chefs, dieticians, kitchen helpers and dishwashers.

The chef is the boss of the kitchen. He/she is always the head cook and may sometimes take charge of menu planning and purchasing. In some cases he or she is more manager than cook and is therefore called an **executive chef**. An executive chef is one whose duties are primarily managerial. He/she also supervises the kitchen staff. In many independently owned restaurants, the chef is the owner so the reputation of the restaurant often depends on his or her cooking or business skills.

The cooks are ranking below the chefs. Cooks get orders ready for the waiters and prepare various dishes.

Most restaurants also employ one or more **kitchen helpers** whose duties include cutting vegetables, stirring, cleaning and other such chores. The helpers are to the kitchen what the bussers are to the dining room.

Even when the restaurant has automatic dishwashers it is necessary for **dishwashers** to scrape and sort the dishes and to load and unload the machines and there are always cooking pots to be scrubbed by hand.

Larger restaurants also employ a **storekeeper** who is in charge of storing and issuing equipment and food supplies.

MERCHANDISING JOBS in a restaurant are those in the dining room. The headwaiters and hostesses, the waiters and waitresses, the bartenders, and the bussers are all responsible for providing the kind of service and atmosphere that will make the customer want to return.

The job of the **headwaiter or hostess** is to welcome and seat the guests and to arrange reservations. In many cases the headwaiter or hostess also takes drink orders from the guests after they have been seated. Their most important job is to supervise the work of all personnel in the dining room so that everything runs smoothly. They usually thank the guests when they leave. The headwaiter is also known as the **captain** or as the **maitre d'** - short for the French maitre d'hotel.

Waiters and **waitresses** also play an important part in merchandising because they have more contact with the customers than any other restaurant employee. They must be attentive to the wishes and needs of the guests, and they should be able to describe unfamiliar dishes, as well as make recommendations about dishes.

Another group of dining room employees are the **busboys** or **busgirls**. Their duties include setting the tables, removing extra covers after the guests have been seated, pouring water, and serving bread and butter. They also remove used dishes when the guests have finished eating. When the customers leave, the bussers are responsible for resetting the table.

2. Another way to categorize the variety of restaurant jobs is through the categories of skilled, semi-skilled, and unskilled.

SKILLED WORK requires special training, education, or experience. The training may be obtained at school or through apprenticeship.

Management positions in restaurants are skilled jobs. For many owners and managers, the skills are acquired over a long period of time by working at a number of different restaurant jobs. Today there are many schools that offer special courses in the hotel and restaurant field.

Chefs are skilled workers who also need natural aptitude. Many of the best cooks in the world come from Europe, particularly from France and Switzerland, where people who wish to become cooks often begin work as apprentices at an early age. No one can become a chef without practical experience; some go through a long apprenticeship followed by years as cooks or specialty chefs; others are trained in special restaurant schools. In recent years there has been so much competition for first-class chefs that they are among the highest paid of all workers and many go into business for themselves taking their reputation with them.

Accountants are essential for financial control and management. Independently owned restaurants use accountants at regular intervals to examine their records and to assist with financial planning; some larger companies and hotels employ accountants on a full-time basis.

Dieticians are foodservice workers with special training in all aspects of nutrition. They are especially important on the staffs of hospitals and institutions.

SEMI-SKILLED WORK also requires training, but the duties are usually such that they can be learned through on-the-job training or a short vocational course.

Office and secretarial workers receive training in vocational or commercial schools.

Waiters/waitresses and **bussers** are usually trained on the job. The rapid growth of the restaurant business resulted in a shortage of experienced waiters. In Europe many waiters take courses in restaurant schools, but the demand in most places is so great that waiters must be trained while they work. Waiters with a good background, special skills and personality can expect to make a good living, especially because of the extra income from tips. In some countries the tip is added to the bill as a ten or fifteen percent service

charge but in the United States the tip is usually at the discretion of the customer. It may vary from ten to twenty percent of the bill.

UNSKILLED WORK demands little or no training.

The unskilled group of restaurant workers includes **kitchen helpers**, **dishwashers**, and **cleaning personnel**. All these employees are supervised by experienced personnel who give them necessary training and instructions.

Food and Beverage Manager: The customary title for the individual in charge of foodservice in a large hotel.

Apprentice: A beginner who works under a trained and experienced person until learning a skill; many chefs go through a long apprenticeship before they qualify as head cooks.

Wages and salaries: Payment for work. Wages are paid on an hourly, daily or weekly basis; salaries are calculated on a weekly, monthly, or yearly basis.

Answer the questions

1. What is skilled work? Give an example of a skilled worker in a restaurant.
2. What is semi-skilled work? Give an example.
3. What is unskilled work? Give an example.
4. Who is an apprentice?
5. What are the bussers' duties?
6. What is the difference between wages and salaries?
7. What kinds of duties does an executive chef have?
8. What does a kitchen helper do?
9. Who are dishwashers and pot washers?
10. What is the storekeeper responsible for?
11. What is the difference between a chef and a cook?
12. What are the duties of the headwaiter or hostess?
13. How do waiters and waitresses contribute to the merchandising effort?
14. Why is it necessary to have people handle dishes even when there are automatic dishwashing machines in the kitchen?
15. Why can experienced waiters and waitresses expect to make a good living?

Adapted from E. J. Hall: The Language of Hotels in English (1976)

2.3 OTHER CAREERS IN TOURISM

Tour Operator

A **tour operator** buys the separate elements of transport, accommodation, and other services, and combines them into a package.

A **travel agent** sells this product and other services to the public, and provides a convenient location, such as a shop or office, for the purchase of travel.

The tour operator is like the factory where the different pieces of the car are assembled. The travel agent is like the car showroom, which sells the finished product.

Therefore, a tour operator will have to decide what tours and holidays to organize - it might be inclusive tours, or independent holidays. They will probably investigate and research new markets to find out what people actually want. When they are putting together a tour, they negotiate with the various airline companies and hotels and other principals, in order to get good bulk purchase deals. They will probably charter aircrafts, recruit and train staff to be resort representatives, guides, and so on. When they have

signed contracts with the principals, they concentrate more on promotion - designing and printing a brochure, and planning an advertising campaign. So a tour operator does not usually have so much direct contact with the customer.

Adapted from: Keith Harding: Going International, English for tourism (1998)

Travel Agent

Travel agents are in direct contact with the customer, advising on resorts, carriers, and travel facilities in general, helping to plan itineraries for customers etc.

Constantly changing airfares and schedules, thousands of available vacation packages, and a vast amount of travel information on the Internet can make travel planning frustrating and time-consuming. To sort out the many travel options, tourists and business people often turn to travel agents, who help them make the best possible travel arrangements.

Travel agents give advice on destinations, make arrangements for transportation, hotel accommodations, car rental, tours, and recreation. They advise on weather conditions, restaurants, and tourist attractions, provide information on customs regulations, required papers (passports, visas, and certificates of vaccination), and currency exchange rates.

Travel agents consult a variety of published and computer-based sources for information on departure and arrival times, fares, and hotel ratings and accommodations. They may visit hotels, resorts, and restaurants to evaluate their comfort, cleanliness, and the quality of food and service so they can base recommendations on their own travel experiences or those of colleagues or clients. They also promote their services, using telemarketing, and the Internet. They make presentations to special interest groups, and arrange advertising displays. During vacation seasons and holiday periods they may be under a great deal of pressure.

Adapted from Internet: Occupational Outlook Handbook, 2000-01 Edition <http://www.umsl.edu/services/govdocs/ooh20002001/1.htm>

Tour Guide

Perhaps the most distinctive and difficult job in the entire industry belongs to the tour guide or conductor.

There are in fact **two types of tour guides**, one in charge of local sightseeing - **guide**, and the other accompanying a group throughout its travels and making all the arrangements for the group – **tour conductor/tour manager**.

The **sightseeing guide** must of course be familiar with the points of interest that he/she is showing to the visitors. He/she usually gives a **prepared talk** that describes the points of interest, but he/she must also be prepared to answer a lot of questions. And of course he/she has to deal with any problems that occur during the tour or excursion. These may include unsatisfactory hotel accommodations, fatigue, bad weather, interpersonal problems that arise among the members of the group, sudden illness, an accident - it would be impossible to name everything that might happen. He/she is, in other words, almost as much of a psychologist as a travel expert.

A sightseeing guide needs two qualities above all - **an outgoing personality and language skill**.

The guide or conductor who stays with a group throughout its trip - a **tour conductor/tour manager** needs these **same two qualities**. He/she also needs to have a thorough knowledge of all kinds of transportation systems and of the regulations that the tourists will meet when going from one country to another. His/her jobs involve handling the baggage for his/her group, easing them through government formalities, as well as making sure they get the kind of accommodations, food, and entertainment they have paid for. The guide often has to display the qualities of a diplomat, not only in dealing with the tourists themselves, but also with all the officials, baggage handlers, hotel clerks, and the many other people who are constant figures on the travel scene.

Social Director/Animator

Many resort hotels and nearly all cruise ships employ a person who is in charge of the activities that are supposed to entertain and amuse the customers. The social director not only has to organize these activities, he must also involve the willing and the reluctant guests in the fun and games. An extroverted person is essential to a job of this kind; a good social director should really enjoy the games and parties that are planned for the guests.

In addition to social directors, resorts employ people to supervise activities in which the resorts specialize - golf and tennis pros, or swimming, skiing, and scuba diving instructors.

Adapted from Keith Harding: Going International, English for Tourism

Internet: Occupational Outlook Handbook, 2000-01 Edition <http://www.umsi.edu/services/govdocs/ooh20002001/1.htm>

Flight Attendant

As airlines operate flights at all hours of the day and night, some workers often have **irregular schedules**. Flight and ground personnel may have to **work at night or on weekends or holidays**.

Flight crews, especially those on international routes, often suffer from jet lag - disorientation and fatigue caused by flying into different time zones. Because employees must report for duty well rested, they must allow sufficient time to rest during their layovers.

Job duties are learned through **intensive formal training** after being hired.

- At least 1 hour before each flight: flight attendants are briefed by the pilot on emergency evacuation procedures, length of flights, expected weather conditions, and special passenger problems. Flight attendants make sure that first aid kits and other emergency equipment are aboard and in working order and that the passenger cabin is in order, with adequate supplies of food, beverages, and blankets.
- As passengers board the plane: flight attendants greet them, check their tickets, and instruct them on where to store coats and carry-on items.
- Before the plane takes off: flight attendants instruct all passengers on the use of emergency equipment and check if seat belts are fastened, seat backs are in upright positions, and all carry-on items are properly put away.
- In the air: Flight attendants generally serve beverages and other refreshments, heat and distribute pre-cooked meals or snacks. They answer questions about the flight; distribute reading material, pillows, and blankets; and help small children, elderly or disabled persons, and any others needing assistance. They may administer first aid to passengers who become ill, reassure passengers during strong turbulences, direct passengers who must evacuate a plane following an emergency landing,
- After the plane has landed: flight attendants take inventory of headsets, alcoholic beverages, and money collected. They also report any medical problems passengers may have had, and the condition of cabin equipment.

The combination of free time and discount air fares provides flight attendants the opportunity to travel and see new places. However, the work can be demanding. Short flights require speedy service if meals are served and turbulent flights can make serving drinks and meals difficult. Flight attendants stand during much of the flight and must remain pleasant and efficient regardless of how tired they are or how demanding passengers may be. Occasionally, flight attendants must deal with troublesome passengers. They are susceptible to injuries because of the job demands in a moving aircraft. In addition, medical problems can occur from irregular sleeping and eating patterns, dealing with stressful passengers, working in a pressurized environment, and breathing recycled air. Since airlines operate around the clock year round, flight attendants may work nights, holidays, and weekends. They may be away from their home base at least one-third of the time. During this period, the airlines provide hotel accommodations and an allowance for meal expenses.

Answer the questions:

1. What is the difference between a tour operator and a travel agent?
2. How do tour operators organize packages?
3. Why is the tour guide's job a difficult one?
4. What problems may a traveler have when trying to make arrangements for his own trip?
5. What are the advantages and disadvantages of the flight attendant's job?
6. Why do flight attendants often have medical problems?
7. Which of the careers do you find attractive? Why?

Adapted from Internet: Occupational Outlook Handbook, 2000-01 Edition <http://www.umsi.edu/services/govdocs/ooh20002001/1.htm>

2.4 EXERCISES

Exercise 2-1: Decide whether the following statements are true (T) or false (F) and correct the false ones.

1. ____ Jobs in restaurants can be grouped in categories of management, production, and merchandising.
2. ____ The manager of an independently owned restaurant is seldom involved in the day-to-day operations of the establishment.
3. ____ Chefs are concerned only with cooking and do not have managerial responsibilities.
4. ____ Dining room personnel in a restaurant are responsible for providing good service and a pleasant atmosphere.
5. ____ Waiters and bussers can receive their training on the job.
6. ____ The cook trainees who attend restaurant schools usually have a talent for cooking.
7. ____ All restaurants employ full-time accountants.
8. ____ Dieticians do not need any special training.
9. ____ The experience gained from working at different jobs in a restaurant can often lead to the skill and opportunity necessary to start an independent operation.

Exercise 2-2: Assuming the most formal kind of French service, indicate the employees who would perform each of the jobs listed below.

1. Accepting reservations by telephone. _____
2. Deciding on the size, number, and arrangements of tables. _____
3. Setting the tables with covers. _____
4. Meeting the guests and escorting them to their tables. _____
5. Taking the guests' food orders. _____
6. Supervising the work of the other employees in the dining room. _____
7. Removing used dishes from the table. _____
8. Thanking the guests as they leave the restaurant. _____

Exercise 2-3: Name the employees who would perform the jobs in a large restaurant kitchen.

1. _____ Planning the menu.
2. _____ Cutting up the vegetables.
3. _____ Washing used pots.
4. _____ Supervising all personnel and activities in the kitchen.

5. _____ Preparing sauces.
6. _____ Issuing foodstuffs to the kitchen staff.
7. _____ Making desserts.
8. _____ Unloading dishes from the dishwashing machine.
9. _____ Scraping waste food from used dishes.

Exercise 2-4: What do you think the following people do? Match the descriptions to their job titles:

- | | |
|------------------------------|--|
| A. food and beverage manager | E. hotel manager |
| B. chambermaid | F. housekeeper |
| C. concierge | G. hotel receptionist |
| D. general manager | H. bellhops (also pageboy) and porters |

Peter Hobbs has been appointed _____ of the Blue Hotel in Malaysia. He is responsible for the overall operation of the hotel establishment. He holds ultimate authority over the hotel operations and reports directly to the hotel owner.

Karen Miller has moved into the position of _____ at the Blue hotel. She oversees all aspects of running the hotel, from housekeeping and general maintenance to budget management and marketing. She is also involved in the day-to-day running of the hotel, often dealing directly with guests.

Mark Anderson has moved to the new role of _____. He is responsible for a variety of tasks dealing with the serving and preparation of food. He ensures customer's demands are met and meals are served in a timely and satisfactory manner. He decides what products are to be purchased. He also has to ensure that everything is in accordance with local and national safety standards in order to keep high food safety.

Jason Hill got the job in the hotel industry as a _____. He is sometimes referred to as a desk clerk. He is responsible for making guests feel welcome. He deals with room bookings, cancellations and payments, and handles general requests made by guests during their stay. He works at the front desk of the hotel – in the main area of the hotel lobby.

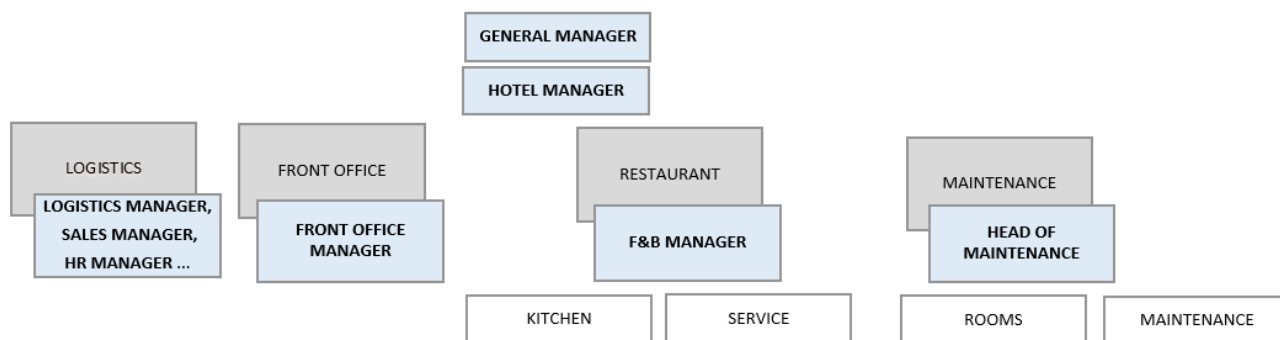
_____ and _____ usually work in hotels rather than motels. In some hotels the duties of both are similar; however, _____ usually work inside the hotel, whereas _____ work outside. They help guests with their luggage while checking in and out, open doors, show guests to their rooms, and make sure that everything in the room is in order. They check the lights, ventilation, and heating and show guests how to use the air conditioner, television, and telephone. If any equipment is not working properly, they report this to the maintenance department so that it can be repaired as soon as possible. In large hotels _____ are supervised by a bell captain.

Mary Ko is a _____. She cleans the hotel rooms.

Rosemary Kerr is a _____. She is the manager of all the chambermaids in the hotel. She is responsible for organising the staff to make sure that all the rooms are kept clean, tidy and welcoming.

John Primmer joined the hotel as a _____. He deals with any request a guest may have. He makes reservations, arranges spa services, recommends restaurants, night life hot spots, books transportation (limousines, airplanes, boats, etc.), and assists with various travel arrangements and tours of local attractions. Actually, he has to make the impossible possible.

Exercise 2-5: Look at the organization chart of a medium-sized hotel. Write each job listed below under the appropriate hotel department.



baggage handler
banquet coordinator
barista
bartender
bellhop
chambermaid
concierge
dishwasher
event manager

financial accountant
floor supervisor
florist
handyman
head waitress
housekeeper
janitor
laundry worker
linen supervisor

marketing consultant
night audit
pastry chef
porter
receptionist
reservation agent
sous chef
valet driver
waiter

Exercise 2-6: Personal qualities

Say which, in your opinion, are

a - always good,	b - sometimes good,	c - always bad.

approachable, arrogant, enthusiastic, domineering, well-informed, highly intelligent, friendly, aggressive, confident, untrustworthy, rude, ambitious, attractive, shy

Exercise 2-7: Decide whether the following statements are true (T) or false (F) and correct the false ones.

1. ____ The manager of a hotel is never responsible for establishing operating policies.
2. ____ The only way to become the manager of a hotel is by working one's way up through different departments in a hotel.
3. ____ A student in a hotel school usually studies courses in business administration and in hotel operations.
4. ____ Assistant managers are often trainees for more responsible management positions.
5. ____ It is not important to post the charges on a guest's bill as soon as possible, because the guest does not mind waiting for his bill to be calculated.
6. ____ An auditor who usually works on the night shift checks postings on guest bills and financial records for accuracy.
7. ____ A large hotel has an accountant on the staff to prepare financial statements; a small hotel usually hires an outside accountant to perform this function at regular intervals.
8. ____ Cashiers at the front desk settle the guest bills, make change, and exchange foreign currency.
9. ____ Front-desk employees in a hotel have very little contact with the guests.
10. ____ The front desk is usually located far from the main entrance to the hotel.
11. ____ Room clerks can assign rooms only to guests who have confirmed reservations.
12. ____ Children can usually be accommodated on extra beds placed in their parents' room.
13. ____ Room clerks make room assignments for arriving guests and handle advance reservations.
14. ____ The bellman escorts the guest to his room, shows him how to use the appliances, and answers the guest's questions about the hotel's services.
15. ____ Telephone service is free in all hotels.
16. ____ A hotel doorman is only an ornament for the hotel and has no real duties.
17. ____ Housekeeping is very important in a hotel because the product of the hotel is, in a sense, a clean and attractive room.
18. ____ Housekeeping is a very simple operation that requires only a few chambermaids, even in a large hotel.
19. ____ The head of the housekeeping department is usually a woman.
20. ____ Chambermaids are not expected to report any damage or wear that they notice in the rooms they clean.
21. ____ Performing work for individual guests is the most important part of the job of a hotel laundry and valet service.
22. ____ Hotel VIPs are not only celebrities, but also regular and frequent guests of the hotel.
23. ____ Having several guest rooms out of service at the same time is not important to the management of the hotel.
24. ____ The most important aspect of engineering work in a hotel is to prevent damage or breakdown.
25. ____ Most of the functions in the back of the house are out of sight of the guests.
26. ____ Hotels never need a night housekeeping shift, because all work can be done efficiently during the day.

Exercise 2-8: Describe what people with these jobs do and who they report to:

- a concierge
- a hotel receptionist
- a hotel manager
- a head housekeeper

Exercise 2-9: Name the **department** or/and the **person** who would perform the chore.

Example: Housekeeping, chambermaid - making beds in guest rooms.

1. _____ - replacing a worn out carpet.
2. _____ - changing a light bulb in a lamp in a guest room.
3. _____ - replacing the stationery in a guest room.
4. _____ - washing hotel bathroom, bedroom, and dining room linens.
5. _____ - making preventive inspection of the elevator mechanism.
6. _____ - repairing the damaged leg of a chair.
7. _____ - watering the hotel lawn.
8. _____ - painting a guest room.
9. _____ - planting flowers outside the hotel.
10. _____ - repairing the heating system.
11. _____ - cutting the grass outside the building.
12. _____ - repairing a damaged air-conditioning unit.
13. _____ - selecting the style of furniture to be used in the hotel guest rooms.
14. _____ - dusting the furniture.
15. _____ - establishing hotel policies.

Exercise 2-10: Match the words with the definitions below

- | | | | |
|------------------|----------------------|---------------------|------------------|
| 1. pick-up point | 4. gratuity ("grat") | 7. hospitality desk | 10. rooming list |
| 2. voucher | 5. pax | 8. commission | |
| 3. transfer | 6. incentive tour | 9. panoramic tour | |

- a) abbreviation for "passengers" in the travel industry _____
- b) place, usually at a hotel or conference, where visitors can get help and advice _____
- c) place where the guide and coach meet the passengers _____
- d) a percentage paid to someone for bringing customers to a shop or other service _____
- e) written details of which rooms visitors are staying in at a hotel _____
- f) a general sightseeing trip _____
- g) a ticket which a guide can use instead of cash to take a group into a famous place _____
- h) a trip offered to a group of employees as a reward for good work _____
- i) taking a group of visitors from their place of arrival to their hotel _____
- j) money given to someone to say "thank you" for good service _____

Exercises are adapted from: Hall, Eugene. J. *The Language of Tourism in English*. (1976) and Keith Harding, *Going International – Workbook* (1998)

2.5 READING

2.5.1 Mission: Possible! – A day in the life of three top hotel concierges

Joseph Winders, head concierge at The Balmoral Hotel, a Rocco Forte property in Edinburgh, Scotland:

Last week, we had two guests who flew out from Edinburgh to Nice on a private flight, for a meeting. They'd flown out very early in the morning and left the make-or-break documents for their meeting in the hotel safe. One member of our team, Rob, flew down after them with the papers and met them at their private villa. It wowed them.

Randy Ross, assistant head concierge at the Four Seasons Hotel, New York:

One day, I came to work, and I was going to a concierge function, so I dressed up and put on a suit, tie, everything. This poor guy, from who knows where, was staying with us for a meeting being held in the hotel, but no one had told him it was a formal meeting. He walked in, realized the dress, got super embarrassed and came down to me. I went, "Well, I'm a little bigger than you, but I'm sure it's better than nothing." I gave him everything – shoes, pants, shirt, tie and jacket. It wasn't perfect, but he made it into the meeting!

Frederick Bigler, head concierge at the Ritz-Carlton New York, Central Park:

We get a lot of questions from people visiting the country – odd items they can't get in their own countries. I had a prime minister visiting once who wanted Orville Redenbacher Caramel popcorn. We didn't know it, but it's only sold in certain sections of New Jersey. We sent a page out in a limo, and he wasted so much time searching all the New York City grocery stores; it became a huge day-long event. Finally, we called Orville Redenbacher and found these New Jersey stores that sold it, about an hour and a half outside the city. We bought out a few shelves of the product at each store for his family – we probably located about ten cases at four different stores. The limo for the day, at \$600, was more expensive than the popcorn.

Adapted from http://www.forbes.com/2006/08/17/hotel-concierge-tips_cx_sb_0818guide.html

Exercise 2-11: Write sentences to explain the following vocabulary from the text.

1. make it
2. dress up
3. prime minister
4. head concierge
5. assistant head concierge
6. make-or-break documents
7. grocery store

TASK 2-1: Discuss these questions in a short paper.

- What personal attributes are needed to be a concierge?
- In your opinion, what kind of education is required to become a concierge?
- If you were a concierge, what would you like/dislike the most?

2.5.2 Tour manager

Fill in the gaps with the correct form of the verbs in brackets, using either present tense, past tense or -ing form. But before completing the text, translate the expression "tour manager".

Cathy's current employer, Last Frontiers, _____ (specialise) in tailor-made holidays to Latin America. She _____ (get) the job by answering an advertisement in Wanderlust Magazine. Before getting this job, she _____ (work) for Trailfinders, a large travel agent, and then for Guerba, a smaller tour operator that specialised in group holidays. The advice she would give for _____ (get) a job in travel is to gain as much knowledge as possible by _____ (travel). First-hand experience is invaluable. Her main responsibility in her present role is _____ (organise) tailor-made holidays to Latin America. Her day-to-day work _____ (include) speaking to clients, _____ (book) flights, _____ (make) hotel reservations, providing detailed quotations and final itineraries, liaising with overseas agents and _____ (issue) airline tickets. One of the most important parts of the job is also _____ (travel) overseas to research new areas so that she can provide up-to-date, first-hand information. The parts of her job that she _____ (like) most are _____ (have) the opportunity to travel, and _____ (work) in a small team with like-minded colleagues who all share the love of travel. The less enjoyable aspects of the work are some of the general administration tasks, _____ (sit) behind a computer, and _____ (deal) with awkward clients.

Adapted from http://ww2.prospects.ac.uk/p/types_of_job/tour_manager_case_1.jsp

Exercise 2-12: Answer the questions.

1. Who does Cathy work for?
2. Why does she think that travelling is an important part of the job?
3. What is she responsible for?
4. Why does she feel that being a tour manager is an interesting job?
5. What are the most tedious aspects of her job?
6. Does working as a tour manager appeal to you? Why? Why not?

Exercise 2-13: Match the words to their definitions.

- | | |
|----------------------|---|
| A. tailor-made | 1. a statement of how much something will cost _____ |
| B. itinerary | 2. specially made for a particular purpose _____ |
| C. quotation (quote) | 3. a detailed plan or route of a journey _____ |
| D. liaise | 4. to speak to people in other organizations in order to exchange information with them _____ |
| E. issue | 5. to produce or provide something official _____ |
| F. overseas | 6. in, from or to other countries ____ |

Exercise 2-14: Practise these words by filling in the gaps.

1. The tour operator will arrange transport and plan your _____.
2. Most low-cost carriers don't _____ paper tickets.
3. First I called my local travel agency. They gave me a _____ of £2,390 for two people. I went to another agency, because I was sure I could get a better price.
4. _____ means exactly what it says – where you travel, how you travel, and what you do when you get there, is entirely up to you.
5. Tour operator jobs can be an exciting career choice. Among other things, tour operators _____ with hotels, airlines and other transport companies.
6. Slovenia is popular with skiers and Slovenia is actively promoting this industry to _____ visitors as well.

2.6 APPLYING FOR A JOB

Wherever you apply for a job inside any member state of EU, one of the most important issues is to be able to present your qualifications and skills clearly and to make them easily understood to your potential employer.

Brussels is promoting a standardized CV format known as Europass to make it easier to secure a job in other EU states. Europass is also used by people who wish to enter education and training programmes. Europass consists of five documents.

The first two documents can be completed by yourself:

- Europass Curriculum Vitae (CV)
- Europass Language Passport.

The other three are filled in and issued by competent organizations on behalf of the individual.

- Europass Certificate Supplement
- Europass Diploma Supplement
- Europass Mobility.

A CV (Curriculum Vitae) – *US term: resume* – is a list of your personal details, education history, qualifications, experience and interests - in other words: a story of your life from a professional point of view.

Required categories:

- personal details
- education
- professional qualifications
- work experience
- international experience/exchange
- languages
- interests and hobbies
- references

Personal Statement

It is good to have a clear bold paragraph that grabs the reader and makes them want to find out more. It should be positive and serious but show you are well prepared and a good fit for the job. It should help you stand out from the crowd and convince an employer you want the role. This may also be titled 'Personal Profile', 'Capability Statement', 'Career Objective', etc. Choose whichever heading is most suitable. It may also be combined under one heading with your Career Overview. It is important that it relates to the job ad.

Career Overview

A career overview or snapshot is a summary of your core skills, experience and competencies, usually for people who have been working in a profession for many years. It outlines in a snapshot, what you have to offer. It might also be titled 'Profile', 'Summary of Skills & Experience', 'Career Summary', etc. It may also be combined under one heading with your Personal Statement.

Education

- Provide details of your education with most recent first.
- Include your academic and professional qualifications.
- The full name of the course you studied.
- The full name of the institution you studied with.
- What skills you learned from the course.
- Your achievement - results in the course if the achievements good.

Employment History

- List the most recent employment first and work through your employment history job by job. For each:
 - List the period of employment.
 - Name the company that you worked for.
 - Include the title of your position.
- Describe your achievements and responsibilities. Use brief bullet points and use quantifiable measures. This allows the reader to scan and match your experience to the role easily.
- If you have a long employment history, just include those jobs in your history that are relevant to the job you are apply for.

Skills and strengths

- List out your skills in different areas:
- Computer literacy. List software that you are proficient in.
- Written and communication skills – give brief detail.
- Foreign languages and level of fluency.
- Key 'soft' skills or competencies with some brief examples (eg people management, business development, project management etc).
- Awards received.
- Membership of professional associations or relevant bodies.
- Accreditations attained by relevant professional organisations.

Interests

Include things you like to do, particularly if they are employment-related. It is not a 'must' in the resume. The resume can give your reader a more rounded picture and something more personal may distinguish you.

References

This section should be placed at the end of the resume. It is not necessary to list referees on your resume. You should state that referees are available on request. A referee is someone you worked for or with who knows the quality of your work. If it is your first job, this might be someone who is a teacher or mentor. Make sure they are easy to contact if they are included and provide their contact details.

The following web-page offer samples of CV's and other documents, which are coordinated at the European level.

<http://europass.cedefop.europa.eu/>

Sample CV:

PERSONAL INFORMATION



Pe Petra Novak

Ulica in številka, 2000 Maribor (Slovenia)

(+386) 123 456

petra.novak@mail.si

Sex Female | Date of birth 10/10/1991 | Nationality Slovenian



JOB APPLIED FOR

HOTEL MANAGER

WORK EXPERIENCE

JOB RELATED ONLY!

3 Mar 2015–Present

Front office manager

Hotel HABAKUK, *****
Pohorska ulica 59, 2000 MARIBOR Maribor (Slovenia)
www.term-maribor.si

- head of front office,
- responsible for room bookings, cancellations and payments,
- in charge of 5 receptionists, concierge, trainees and interns,
- job involves promoting the hotel facilities and arranging spa services for costumers,
- cooperate with F&B manager,
- cooperate with human resources.

Business or sector Accommodation and food service activities

1 Sep 2010–2 Mar 2015

Receptionist

Mercure Maribor City Center**** (ex Piramida)
Ulica heroja Štandra 10, 2000 MARIBOR Maribor (Slovenia)
www.term-maribor.si

- responsible for room bookings and cancellations,
- always dealing directly with guests,
- organising housekeeping activities,
- booking transportations and congress activities.

Business or sector Accommodation and food service activities

EDUCATION AND TRAINING

01/10/2007–26/05/2010

Associate degree in hospitality and tourism

CHT Maribor (COLLEGE OF HOSPITALITY AND TOURISM MARIBOR)
Cafova ulica 7, 2000 MARIBOR Maribor (Slovenia)
www.vsgt.si

Business Communication and Management

Applied Economics

Legal Norms

Enterprise Economisc

Cultural heritage

Marketing

EQF level 5

Project Management
 Foreign Terminology in English, German and Italian languages
 Theme Event Organisation
 Food & Beverages

1 Sep 2004–26 Jun 2007

General secondary programme graduate

3. gimnazija Maribor, Maribor (Slovenia)

EQF level 4

Add separate entries for each relevant course you have completed, starting from the most recent.

PERSONAL SKILLS

Mother tongue(s) Slovenian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
German	C1	C1	C1	C1	B2
Spanish	B1	B1	B1	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills Name some.

Organisational / managerial skills Name some.

Job-related skills Name some.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Basic user	Basic user	Basic user

Digital skills - Self-assessment grid

EQF - European Qualifications Framework is not the same as SQF - Slovenian Qualifications Framework

	SQF	EQF
Basic school leaving certificate with lower educational criteria	1	1
Basic school leaving certificate	2	2
Final examination certificate - short upper secondary vocational education	3	3
Final examination certificate - upper secondary vocational education	4	4
Vocational matura certificate	5	4
General matura certificate	5	4
Master craftsman's examination certificate	5	4
Diploma – short-cycle higher vocational education	6	5
Bachelor's degree (Professional /VS/ or Academic /UN/)	7	6
Master's degree	8	7
Research master's degree	9	8
Doctorate	10	8

Read the advertisement below.



Front-of-House Manager

For over a century The Ritz has been the benchmark by which other hotels are measured. To stay at The Ritz is to enjoy the ultimate in style, service and sophistication. Comprising 137 bedrooms, we offer five types of suite, all with beautiful, fully restored period interiors and most with the facility to connect further rooms to each suite. As Front-of-House Manager you will report directly to the Rooms Division Manager ensuring that your team are trained to the highest levels of customer service and that all systems and procedures are carried out effectively and accurately. Working closely with other departments such as Reservations and Housekeeping you will make sure high occupancy levels and SOPs are met consistently. You will be an approachable and assertive individual with a view to maintain and build internal and external relationships. You will already be a Front of House Manager or assistant Front of House Manager ready to take your next step, with the proven ability to lead and manage a large team within a quality five star deluxe operation.

Entry Requirements:

- Front-of-House management experience
- Experience in a 4-star deluxe or 5-star environment, with 130+ rooms
- Excellent leadership skills
- Excellent customer service skills
- Possess the ability to work under pressure and have strong organisational skills
- Excellent command of the English language, both spoken and written.

Exercise 2-15: Read the advertisement again and match the expressions from the text to their explanations.

- | | |
|------------------|--|
| 1. a benchmark | A. to make something certain to happen |
| 2. period (adj.) | B. a style of a particular time in history |
| 3. meet | C. something which can be used as a standard when comparing other things |
| 4. to ensure | D. standard operating procedures |
| 5. comprise | E. to consist of |
| 6. SOP | F. to fulfil, satisfy |

Exercise 2-16: Make up sentences using the words from 1 - 6 to describe an imaginary hotel answering the following questions:

- What does the hotel comprise?
- Is it a period-style or modern hotel?
- Does the hotel ensure a comfortable stay?
- How does the hotel meet the needs of its guests?

Some key tourism abbreviations

AIT – air inclusive tour

ARR – average room rate

B&B – bed and breakfast

BABA – book-a-bed-ahead

F&B – food and beverage

(F)IT – (fully) inclusive tour

QA – quality assurance

T&T – tourism and travel

TIC – tourist information centre

TIP – tourism information point

VAT – value added tax

WHS – world heritage site

WTO – world tourism organization

STB = STO – Slovenian Tourist Board/Slovenska turistična organizacija

TASK 2-2: Read the advertisement again and apply for the job.

- Write a cover letter (you can find a sample on page 92).
- Download a template from the website and create your own Europass CV.



Have in mind that you are applying for a skilled job that you are not qualified for yet. Invent all the necessary job requirements and skills necessary to become the best candidate.

3. SLOVENIA

3.1 COUNTRY, PEOPLE, FACTS

Geographical position: Slovenia, officially the Republic of Slovenia, is a coastal Alpine country in southern Central Europe bordering Italy to the west, the Adriatic Sea to the southwest, Croatia to the south and east, Hungary to the northeast, and Austria to the north.

Brief history: Throughout Slovenia's history, the country has been part of the Roman Empire, the Duchy of Carantania (only Slovenia's modern northern part), the Holy Roman Empire, Austria-Hungary, the State of Slovenes, Croats and Serbs, the Kingdom of Serbs, Croats and Slovenes (renamed the Kingdom of Yugoslavia in 1929) between the World Wars, and the SFR of Yugoslavia from 1945 until gaining independence in 1991. Slovenia became a member of the European Union on 1 May 2004. Slovenia is also a member of the Council of Europe and NATO.

3.1.1 History

Slavic ancestors of the present-day Slovenians settled in the area in the 6th century. The Slavic Duchy of **Carantania** was formed in the 7th century. In 745, Carantania lost its independence, being largely subsumed into the Frankish empire. Many Slavs converted to Christianity.

The **Freising manuscripts**, the earliest surviving written documents in a Slovenian dialect and the first ever Slavic document in Latin script, were written around 1000 AD. During the 14th century, most of Slovenia's regions passed into ownership of the Habsburgs whose lands later formed the **Austro-Hungarian Empire**, with Slovenians inhabiting all or most of the provinces of Carniola, Gorizia and Gradisca, and parts of the provinces of Istria, Carinthia and Styria.

In 1848 a strong program for a United Slovenia (*Zedinjena Slovenija*) emerged as part of the Spring of Nations movement within Austria.

With the collapse of the Austro-Hungarian monarchy in 1918, Slovenians initially formed part of the State of Slovenes, Croats and Serbs, which shortly joined the Kingdom of Serbs, Croats and Slovenes, later renamed (1929) the Kingdom of Yugoslavia. Following the re-establishment of Yugoslavia at the end of World War II, Slovenia became a part of the Socialist Federal Republic of Yugoslavia, officially declared on 29 November 1945. Present-day Slovenia was formed on 25 June 1991 upon its independence from Yugoslavia, defeating the Yugoslav Army in the Ten-Day War. Slovenia joined NATO on 29 March 2004 and the European Union on 1 May 2004. Slovenia will hold the Presidency of the Council of the European Union in the first half of 2008, being the first "new" member state to do so.

3.1.2 Politics

The Slovenian head of state is the president, who is elected by popular vote every 5 years. The executive branch is headed by the prime minister and the council of ministers or cabinet, which are elected by the parliament.

Questions for discussion:

- Who is the current prime minister? What is his/her role?
- Who is the current president? What are his/her best achievements?

3.1.3 Geography

Four major European geographic regions meet in Slovenia: the Alps, the Dinarides, the Pannonian plain, and the Mediterranean. Slovenia's highest peak is Triglav (2,864 m; 9,396 ft); the country's average height above the sea level is 557 metres (1,827 ft). Around one half of the country (10,124 km²; 3,909 sq mi) is covered by forests; this makes Slovenia the third most forested country in Europe, after Finland and Sweden. Remnants of primeval forests are still to be found, the largest in the Kočevje area. Grassland covers 5,593 square kilometres (2,159 sq mi) of the country and fields and gardens 2,471 square kilometres (838 sq mi). There are also 363 square kilometres (140 sq mi) of orchards and 216 square kilometres (83 sq mi) of vineyards.

Its climate is Submediterranean on the coast, Alpine in the mountains and continental with mild to hot summers and cold winters in the plateaus and valleys VSGT to the east. The average temperatures are -2°C (28°F) in January and 21°C (70°F) in July. The average rainfall is 1,000 millimetres (39.4 in) for the coast, up to 3,500 millimetres (138 in) for the Alps, 800 millimetres (31.5 in) for south east and 1,400 millimetres (55 in) for central Slovenia.

Ethnic composition of Slovenia:	Religion
Slovenians: 83 %	Roman catholic: 57 %
Bosnian: 1.98 %	Muslim: 2,3 %
Serb: 1.98 %	Eastern orthodox: 2,3 %
Croat: 1.81 %	Protestant: 0,9 %
Other: Hungarian, Albanian, Roma, Italian ...	Non-declared: 22 %

(Source: Statistični urad RS)

Slovenia's main ethnic group is Slovenians (83 %). Nationalities from the former Yugoslavia (Serbs, Croats, Bosniaks & Muslims by nationality) form 6.3 % and the Hungarian, Italian and Roma minorities 0.6 % of the population. Ethnic affiliation of 8.9 % was either undeclared or unknown. Life expectancy in 2003 was 72.2 years for men and 80 years for women.

With 99 inhabitants per square kilometre (256/sq mi), Slovenia ranks low among the European countries in population density (compare with 320/km² (829/sq mi) for the Netherlands or 195/km² (505/sq mi) for Italy). The Notranjsko-kraška region has the lowest population density while the Osrednjeslovenska region has the highest. Approximately 51 % of the population lives in urban areas and 49 % in rural areas.

The official language is Slovenian, which is a member of the South Slavic language group. Hungarian and Italian enjoy the status of official languages in the ethnically mixed regions along the Hungarian and Italian border.

3.1.4 Administrative divisions

Traditional Regions



Slovenia is traditionally divided into eight regions.

- Upper Carniola (*Gorenjska*) (denoted on the map by U.C.)
- Styria (*Štajerska*) (S)
- Prekmurje (T)
- Carinthia (*Koroška*) (C)
- Inner Carniola (*Notranjska*) (I.C.)
- Lower Carniola (*Dolenjska*) (L.C.)
- Goriška (G)
- Slovenian Istria (*Slovenska Istra*) (L)

The last two are usually considered together as the Littoral Region (*Primorska*). White Carniola (*Bela krajina*), otherwise part of Lower Carniola, is usually considered a separate region, as is Zasavje, which is otherwise a part of Upper and Lower Carniola and Styria.

Natural Regions



- the Alps (visokogorske Alpe)
- the Prealpine Hills (predalpsko hribovje)
- the Ljubljana basin (Ljubljanska kotlina)
- Sub-mediterranean (Littoral) Slovenia (submediteranska - primorska Slovenija)
- the dinaric Karst of inner Slovenia (dinarski kras notranje Slovenije)
- Sub-pannonian Slovenia (subpanononska Slovenija)

3.1.5 Culture – did you know?

Slovenia's **first book** was printed by the Protestant reformer Primož Trubar (1508-1586). It was actually two books, Catechismus (a catechism) and Abecedarium, which was published in 1550 in Tübingen, Germany.

The central part of the country, namely Carniola (which existed as a part of Austria-Hungary until the early 20th century) was ethnographically and historically well described in the book The Glory of the Duchy of Carniola (Slovenian: Slava vojvodine Kranjske), published in 1689 by baron Janez Vajkard Valvasor (1641-1693).

Writers and poets: Slovenia's two greatest writers were the poet France Prešeren (1800-1849) and writer Ivan Cankar (1876-1918). The most important Slovenian painters are Ivana Kobilca and impressionist Rihard Jakopič. The most famed Slovenian architect is Jože Plečnik who worked in Vienna as well as in Prague.

Music: Slovenia is a homeland of numerous musicians and composers, including Renaissance composer Jacobus Gallus (1550-1591), who greatly influenced Central European classical music. In the 20th century, Bojan Adamič was a renowned film music composer. Contemporary popular musicians have been Slavko Avsenik, Laibach, Vlado Kreslin, Zoran Predin, Pero Lovšin, New Swing Quartet, DJ Umek, Siddharta, Magnifico, recently also Atomik Harmonik and others.

Other famous people: Slovenia's learned men include chemist and Nobel Prize laureate Friderik Pregl, physicist Jožef Stefan, philosopher Slavoj Žižek, linguist Franc Miklošič, physician Anton Marko Plenčič, mathematician Jurij Vega.

Task: Your favourite Slovene – short presentation (3 min max.)

3.2 TOURISM IN SLOVENIA

3.2.1 Ljubljana attractions

Exercise 3-1: Read the extracts from a guide to places of interest in Ljubljana. First, use the words below to complete the descriptions, then match the places (A – C) to each description.

commemorate	fort	façade	landmarks	dome	venue	national
-------------	------	--------	-----------	------	-------	----------

A – Saint Nicholas Cathedral B – Cooperative Business Bank building C – Ljubljana Castle



It has stood here since the 13th century, but the existing twin-towered building dates from the start of the 18th century. Two stunning bronze doors were added in 1996 to _____ the late Pope John Paul II's visit. It is easily identifiable by its green _____ and twin towers.

It is one of Ljubljana's most famous buildings. Its richly decorated _____ makes it stand out from the surrounding buildings. It is considered to be one of the finest examples of Slovenian _____ style architecture.

It is a symbol and one of the most famous _____ of Ljubljana. There have been fortifications of one kind or another since at least Celtic times, but the existing building mostly dates back to the 16th century. The present building was built as a _____ with an extensive inner courtyard. It was also used as a prison. It is now frequently used as a _____ for concerts and other cultural events, and as a wedding hall on Wednesday, Friday and Saturday.

3.2.2 Ljubljana Marketplace

Read the description of the marketplace in Ljubljana

Ljubljana's marketplace is located in a lively part of the city centre where the Episcopal lyceum used to stand. The lyceum was demolished due to the earthquake in 1895 and it was after this that the empty space was turned into a marketplace.

The structure of the market today was designed between 1939 and 1940 by the famous Slovene architect Jože Plečnik; it spreads from Tromostovje (the Triple Bridge) to Zmajski most (the Dragon Bridge). It is considered as an architectural monument.

Most of the stallholders offer home-grown fruits and vegetables on 316 wooden stalls. They mostly grow vegetables on their own farms and bring them to the market every morning. Some sellers in this area specialise in imported food – they can be easily spotted by their metal stalls – while others sell sauerkraut and sour turnip. In this part of the market clothes, shoes and various accessories are also sold.

The stalls on Pogačarjev Square mainly offer organic food and different handicraft products. This is also the place where many thematic events take place throughout the year, such as 'The Country in the Town', 'Cheese Festival', 'Eco Holiday' and so on.

Behind Pogačarjev Square lies Dolničarjeva Street or, as it is appropriately nicknamed, Flower Street (Cvetna ulica). Here stallholders sell flowers from around the world as well as candles and assorted forest fruits.

The most stunning part of the whole market is the Plečnik's arcades by the Ljubljanica river. Designed as a tribute to the former Roman Emona, the arcades include the earlier seminary. In its premises you can now enjoy a cup of coffee, taste a loaf of freshly baked bread or sweets, buy fresh meat and dried fruits or pick up some souvenirs. And in the basement of the arcades is a fish market. (Paradiž, 2010)

Exercise 3-2: Match the underlined words from the article to their definitions.

1. _____ because
2. _____ to see or notice
3. _____ a large table or a small shop with an open front from which goods are sold in a public place

4. _____ traditional way with the hands rather than being produced by machines in a factory, or an object made by such an activity
5. _____ extremely beautiful or attractive
6. _____ consisting of various types mixed together
7. _____ a person who rents or owns a stall in a market
8. _____ a covered area or passage in which there are shops, or a covered passage joined to a building on one side and with columns and arches along the other side
9. _____ a type of educational institution, usually a type of secondary school.
10. _____ an open area in a town, usually with four sides, surrounded by buildings.

Exercise 3-3: Answer the following questions

- What are the most popular visitor attractions in your city or region?
- Name at least four of them and say whether they belong to
 - natural attractions (e.g. lakes, rivers, national parks ...)
 - man-made attractions (e.g. museums, monuments, historic buildings ...)
 - events (e.g. music and arts festivals ...)
 - entertainment and leisure (zoo, sports centre, theatre ...)

3.2.3 Events

Festivals and events are among the fastest-growing segments of tourism. Many local and national festivals have grown to attract visitors from abroad.

Kurentovanje – the most important carnival event in Slovenia



Kurentovanje is an event of ethnographic importance containing the unique carnival figures and habits from the Ptuj region. The carnival lasts for approximately eleven days, starting on Saturday, a week before Shrove Sunday, when only traditional carnival masks form a procession on the streets of Ptuj and when the Prince of the Carnival is given the honour to rule the town during the carnival period. Each day performances of masks and many other entertaining events take place on the square in front of the Town Hall and in the carnival tent. All these activities culminate in the Saturday's procession of traditional, and typically carnival masks, children's

carnival parade, the burial of Carnival and the return of power to the Mayor of the town.

At the beginning of February, the Kurenti, who jump, wear sheepskin coats, hold wooden clubs with a hedgehog skin attached at one end called "ježevke", and wear cowbells tied around their waist, begin making noise. In this way, they announce that winter is saying goodbye and that spring is coming. Traditionally, the Kurent's outfit used to be reserved only to unmarried men, but nowadays Kurent – Korant can be as well married men as children and women.

Adapted from <http://www.kurentovanje.net/about-kurentovanje>

Read the text again and answer these questions.

1. What is Ptuj, among other things, famous for?
2. When does the Kurentovanje usually start?
3. Look at the picture and describe the main carnival figure.

3.2.4 Handicrafts and other activities

Bee-keeping and beehive panels

Bee-keeping is one of the most traditional activities in Slovenia. Slovenia is the only European Union member state to have protected its native bee, the Carniolan bee. Slovenian honey is a product of protected geographical indication, ensuring the highest quality of our honey. Slovenian beekeepers have decided to use a protected Slovenian honey jar in its original form and volume of 720 ml. Slovenian beekeepers can also



boast a relatively rich selection of different honeys (flower honey, forest honey, acacia honey, linden honey, spruce honey). Another special feature of Slovenian beekeeping that has gained international recognition is the art of painting beehive panels, something not known anywhere else in the world.

Idrija lace



Another typical Slovenian activity, mostly in the Idrija region, is lace. For centuries, Idrija lace, created with needle, bobbin and thread, has been a synonym for quality, prestige and an established reputation. Cloths and napkins, curtains and bed linen, clothes and ornaments for clothes, even earrings, necklaces and gloves, as well as business gifts are all products made of Idrija lace. The traditional Idrija Lace Festival takes place in Idrija every summer in June. During the festival visitors can observe lacemakers

creating their laces. Lacemaking competitions, exhibitions and workshops are also held during the festival.

Shopping is an important part of any tourist's activities.

Many tourists are particularly interested in local handicrafts and artwork. Apart from beehive panels and Idrija lace, what else can Slovenia offer to its visitors from its rich cultural heritage?

Task 3-1: Prepare a short presentation about a diverse range of Slovenian handicrafts and its natural and cultural heritage

Discuss:

- embroidery
- hayracks
- klopotec
- wrought-iron products from Kropa
- lect-honey bread hearts
- wooden and clay handicraft products
- lake Bled
- Soča valley
- Mount Triglav
- Slovenia's karst
- Postojna cave
- Škocjan caves ...

Visit the following web pages to help you prepare the presentation:

<http://www.ljubljana.info/shopping/>

<http://eslovenia.tapirus.net/ingtradicoes.html>

Prepare a short paper (2 typed pages, script 12) about one of the Slovene towns or regions from the tourism point of view. List of possible topics will be available at the beginning of the course. Individually suggested titles to be agreed by the professor.

3.3 SLOVENIAN CUISINE

Slovenian gastronomy is as diverse as its scenery. Due to its historical and regional diversity, the dishes vary from region to region. Slovenia also borrowed recipes from its neighbors.



"Bograč" - goulash with potatoes originates from the Hungarian goulash (named after the clay cauldron called "bogracs"),

the "žlinkrofi" of Idria were adapted from Italian ravioli.



The North-Eastern part - Styria and the Mura Valley (Štajerska in Prekmurje) is famous for its low hills, vineyards, and flat lands of the Pannonian Lowland. Pumpkin oil is the area's specialty, excellent for salad dressings. Traditional meals "to be eaten by spoon" ("na žlico") are: Styrian Sour Soup, Potato Soup with Milk, Bograč, Styrian Bean Goulash, Bujta Repa (vegetable hot pot with pickled grated turnip and porridge)

On Sundays, a traditional family meal is Turkey with Mlinci (unleavened flat bread)

This region has many popular desserts: "Pogača" (round cake), "Prekmurska gibanica" (Mura Valley Gibanica) - layer pie made from filo pastry with four different fillings: walnut, cottage cheese, poppy seed, and apple, each in separate layers, Potica and Povitica (leavened dough thinly rolled, layered with walnuts, poppy seeds or tarragon)

In **the South-Western, Mediterranean area of Slovenia - the Littoral (Primorska)** people have always been influenced by the sea, which has also been the main source of food. Anchovy, bass, and grey mullet are only

a few of the many kinds of fish eaten daily in the area, along with Brodet (fish soup), served with polenta, Black Cuttlefish Risotto, Jota a popular hot pot, made from sauerkraut, cooked beans, potatoes and cured bacon.

Another special feature of the South-West is the Karst area – a windy, dry land with numerous caves famous for the salted pork leg “pršut” which is cured in the Bora wind.

The mountains of the Alpine region - Upper Carniola (Gorenjska) offered shelter to sheep, cattle and goats, so people used their milk to produce the best cheeses. In the valleys housewives prepared a great variety of buckwheat and corn dishes as accompaniment to meat. The most widely known specialty from this area is the “Kranjska klobasa” (Carniolian Sausage)

Inner Slovenia and Lower Carniola are famous for »Štruklji« (filled pastry rolls), beans, meat dishes, oven roasts are a must in this area, washed down with their patented light red wine »Cviček«, a blend of four red and white sorts of grapes (Modra Frankinja, Žametna Črnina, Kraljevina, Welsh Riesling). This region of Slovenia is famous for its Potato Polenta served with gravy, grilled or roast meat and vegetables, Bela Krajina Špehovka (rolled cake with bacon filling), and Matevž (cured pork with mashed beans and potatoes)

Some famous dishes from the **Carinthia (Koroška)** region are Mavžlji (meatballs served with sauerkraut and pickled grated turnip), Fruit Žlinkrofi (adapted from Italian ravioli - stuffed dough pockets) served with compote, and Šarkelj (sponge cake)

SOME OTHER POPULAR DISHES

Ajdova kaša	Buckwheat Porridge
Buhteljni	Sweet Leavened Buns with Jam Filling
Flancati	Crisp Deep-Fried Pastry
Kislo zelje	Pickled Cabbage
Krvavice	Black Pudding
Koruzni žganci	Hard-Boiled Corn Mush
Odojek na ražnju	Suckling Pig on the Spit
Polenta	Corn Mush
Pohorska omleta	Shortcake with Whipped Cream
Polnjena paprika	Stuffed Green Peppers
Krofi	Doughnuts
Obara	Stew
Palačinke	Crepes /Pancakes
Ričet	Barley Porridge with Pieces of Smoked Ham and Beans
Sarma	Rolled Sour Cabbage Leaves Filled with Minced Meat and Rice
Segedin	Goulash with Sauerkraut
Sirovi štruklji	Cottage Cheese Rolls
Vampi	Tripe
Zaseka	Minced Lard or Bacon
Zavitek Jabolčni/Sirov	Apple/Cottage-Cheese Strudel
Žganci	Corn or Buckwheat Mush

Adapted from: <http://www.kulinarika.net> and http://www.reference.com/browse/wiki/Slovenian_cuisine

Task 3-2: Prepare a 1-page paper on a typical Slovene meal or dish and explain how to prepare it. Report to class – 5 min presentation.

4. TRAVEL

For long-distance travel, the airplane has replaced the railroad and the ship as the principal carrier.

The **railroads** have suffered on short-distance routes as well as on long-distance routes. **Motor buses**, or **coaches** as they are called in England, have replaced railroad passenger service on many local routes. Most small towns in the United States are served only by bus.

Ships still play an important part in tourism, however, for the purpose of cruising. A cruise is a voyage by ship that is made for pleasure rather than to arrive quickly at a fixed destination.

The cruise ship acts as a hotel for the passengers as well as their means of transportation. When the tourists reach a port, they are usually conducted on one-day excursions, but return to the ship to eat and to sleep. A majority of cruise ships operate in the "warm seas," the Caribbean and the Mediterranean.

Ships play another part in modern tourism as car ferries. Particularly in Europe, the tourist who wants to have his car with him on a trip can take advantage of car ferries.

Another travel phenomenon of recent times is the **car rental agency**. If you do not want to take your own car with you, you can rent one for local travel at just about any tourist destination in the world today.

Because the **airlines** are now so prominent in the tourist industry, it is important to remember that there are in fact two kinds of airline operations, scheduled and nonscheduled.

A **scheduled airline** operates on fixed routes at fixed times according to a timetable that is available to the public. Scheduled airlines aim their services primarily at business travelers, at people visiting friends and relatives, and at others who travel alone or in small groups. A scheduled airline flight is usually filled with strangers going to the same destination.

As seating capacity increased with the introduction of newer, larger, and faster planes, the airlines were able to offer a percentage of their seats for sale through travel agents or tour operators. By means of these special fares, they were able to increase their business substantially.

A **non-scheduled airline** operates on routes and at times when there is a demand for the service. The nonscheduled airline is, in other words, a **charter** operation that rents its aircraft for groups that travel to the same destination. Groups traveling to the same place for a similar purpose are called **affinity groups**.

Cruise: A pleasure voyage by ship. It is not part of a regularly scheduled service.

Car Rental Agency: A service for renting automobiles for short periods of time. In England, the term is car hire.

CIT: Charter inclusive tour

Scheduled Airline: An airline that operates its aircraft on fixed routes at fixed times; it operates according to a timetable.

Non-scheduled Airline: An airline that operates its planes on routes and at times when there is a demand for service.

Charter Plane: An aircraft that has been rented to fly when and where the service is desired.

Load Factor: The number of seats that have been sold on an aircraft. The term also refers to the percentage of seats that must be sold before a flight is profitable.

Affinity Group: A group of people with the same purpose or interests traveling to the same destination.

Jumbo Jet: Large aircraft with a seating capacity of about 400 passengers. The term most often refers to the Boeing 747.

ITX fares: Special lower fares offered for sale by scheduled airlines through tour operators and travel agents

Adapted from: Eugene J. Hall, The Language of Tourism in English

Answer the questions

1. What is the difference between a scheduled and a nonscheduled airline?
2. What is a charter plane?
3. What does the load factor of an aircraft refer to?
4. What has become the main means of transportation for long-distance travel?
5. What are groups traveling to the same place for a similar purpose called?
6. What important part do ships still play in tourism?
7. What is another tourist business that depends on the automobile?
8. What kinds of travelers do scheduled airlines primarily try to attract?
9. What term is used for the percentage of seats sold on an airplane?



TRAVEL VOCABULARY

accommodations	Places at which travelers can obtain a bed (and usually food) while on a trip.
amusement park	A recreational attraction featuring mechanical rides and other forms of active entertainment. See also theme park.
check-in	A procedure whereby a hotel guest or airline passenger is registered as having arrived.
check-out	A procedure whereby a hotel guest formally leaves the hotel and settles his or her bill.
check-out time	In hotels, the latest time a guest may leave without being charged for another night's lodging
coach	A bus specifically designed for touring, with large windows and a large luggage compartment. May include toilet facilities.
commuter	n. A person who travels to work each day.
complimentary	Free. Without charge.
convention	A meeting at which people usually within the same field or business exchange their ideas, experiences and specialized knowledge.
cruise	Traveling by boat/ship for pleasure, visiting a number of places.
curator	The person in charge of one or more of a museum's collections.
destination	The place that you are traveling to.
double booking	Booking and confirming two reservations, when only one will be used.
dutiable	Subject to duty.
duty	A tax; most often applied to imported goods.
entree	In the U.S., the main dish of a meal. In France, the appetizer course.
excess baggage	Luggage that exceeds the allowed limits for weight, size, or number of pieces. Carriers usually charge extra for excess baggage, and may have to ship it later.
fare	The price charged for transportation.
ferry	A ship that carries automobiles and passengers.
landmark	A famous historical building or location.
layover	A stop on a trip, usually overnight and usually associated with a change of planes or other transportation.
liner	A large passenger-carrying ship.
low season / off-peak / off-season	A time of the year when demand for a destination decreases and prices go down.
meeting planner	A person who specializes in the planning and organization of conventions and other business meetings.
meeting rate	Special rate offered by a hotel for guests attending a meeting being held at the hotel.
motel	A type of hotel in which parking is provided at or near the room and the room door gives out onto the parking lot.
motorboat	A power boat with an inboard or outboard gasoline or diesel engine.
national park	An area set aside by a country for preservation and recreation due to its outstanding natural beauty.
non-refundable	Of a ticket, no money will be returned should the trip be cancelled
open ticket	A valid ticket that does not specify flight numbers, dates, or times. The holder of the ticket makes arrangements at a later date.
personal accident insurance	Individual coverage for accidents.
resort	1. A city or other destination known for its leisure attractions.

	2. A hotel with a broad range of amenities, sports facilities, and other leisure attractions, designed to provide a total vacation experience.
roundtrip, round trip	A trip, as on an airline, to a single destination and back.
soft class	In certain Far Eastern countries, a designation for first class
spa	1. A resort town or area centered around mineral springs believed to have restorative powers; named after the town of Spa in Belgium. 2. An area in a hotel offering steam baths, saunas, massage, and so forth.
supplement	An additional charge or payment
theme restaurant	A restaurant designed around a particular sport, era, style of music, or entertainment industry personality with as much attention paid to decor and memorabilia as to the food. E.g. The Hard Rock Cafe
tour conductor	An employee of a tour operator who accompanies and is in overall charge of a group of tourists. (also tour escort/ tour leader/ tour manager)
tour documents	A packet of tickets, vouchers, itineraries, instructions, and other information sent to a passenger by a tour company.
tour operator	A company that assembles the various elements of a tour.
travel agent	Any person who sells travel products on a commission basis.
travel consultant	1. An alternative term for travel agent. 2. A person with specific knowledge of the travel industry hired on a contract basis to provide advice, guidance, or services to a company.
upscale	Appealing to or designed for a wealthier clientele.
vacancy	An empty room at a hotel or motel.
value added tax. VAT	A common tax in Europe, which can often be refunded to foreign visitors
voucher	A coupon or other document, either prepaid or given free, entitling the bearer to certain goods, services, or discounts upon presentation.
waiver	A document used by a travel agency and signed by the customer indicating that certain forms of insurance have been offered.
yacht	A luxury sail or powered vessel.

Adapted from The intrepid traveler - Travel Industry Dictionary <http://www.hometravelagency.com/dictionary/ltrs.html>

4.1 TRAVEL AGENCY

A travel agency is a retail business that sells travel related products and services, particularly package tours, to end-user customers, on behalf of third party travel suppliers, such as airlines, car rentals, cruise lines, hotels, railways, sightseeing tours and tour companies. In addition to dealing with ordinary tourists, most travel agencies have a separate department devoted to making travel arrangements for business travelers, and some travel agencies specialize in commercial and business travel only.

As the name implies, a travel agency's main function is to act as an agent, that is to say, selling travel products and services on behalf of a supplier. Consequently, unlike other retail businesses, they do not keep a stock in hand. A package holiday or a ticket is not purchased from a supplier unless a customer requests that purchase. The holiday or ticket is supplied to them at a discount. The profit is therefore the difference between the advertised price which the customer pays and the discounted price at which it is supplied to the agent. This is known as the commission. A British travel agent would consider a 10-12% commission as a good arrangement.

In some countries, airlines have stopped giving commission to travel agencies. Therefore, travel agencies are now forced to charge a percentage premium or a standard flat fee, per sale.

Tour operator

A tour operator typically combines tour and travel components to create a holiday. The most common example of a tour operator's product would be a flight on a charter airline plus a transfer from the airport to a hotel and the services of a local representative, all for one price. Niche tour operators may specialise in destinations e.g. Italy, activities and experiences e.g. skiing, or a combination thereof.

The Internet threat

With general public access to the internet, many airlines and other travel companies began to sell directly to passengers. As a consequence, airlines no longer needed to pay the commissions to travel agents on each ticket sold.

Many travel agencies have developed an internet presence of their own by posting a website, with detailed travel information. Full travel booking sites are often complex and require the assistance of outside travel technology solutions providers such as Travelocity.

Some online travel sites allow visitors to compare hotel and flight rates with multiple companies for free. They often allow visitors to sort the travel packages by amenities, price, and proximity to a city or landmark.

Often tour operators have hotel contracts, allotments and free sell agreements which allow for the immediate confirmation of hotel rooms for vacation bookings.

Careers

With the many people switching to self-service internet websites, the number of available jobs as travel agents is decreasing. Most jobs that become available are from older travel agents retiring.

4.2 AIRPORT

An airport is a facility where aircraft such as airplanes and helicopters operate. An airport minimally consists of one runway or helipad (for helicopters), for take offs and landings, and usually buildings as hangars, terminal buildings and a control centre.

Airport zones:

Pre-Security	- check-in counters - retail stores and restaurants
Post Security	- Duty Free stores - retail stores and restaurants - airport lounges - airport customs - baggage claim

Ground transportation

Many small and mid-size airports typically have a single two or three-lane one-way loop road which is used by local private vehicles and buses to drop off and pick-up passengers.

The typical international airport may have two grade-separated one-way loop roads, one for departures and one for arrivals. It may have a direct rail connection by regional rail, light rail, or subway to the downtown or central business district of the closest major city. The largest airports may have direct connections to the closest freeway. Finally, there are usually many car rental agencies and taxi companies operating in and around the airport terminals.

Among the world's busiest airports:

Hartsfield-Jackson Atlanta International Airport, Atlanta, Georgia, United States

- world's busiest airport since 1998
- largest number of passengers annually. (over 100 million)
- most arrivals and departures ("operations") annually.

London Heathrow Airport, Hayes, Greater London, United Kingdom

- the busiest airport in Europe (nearly 78 million passengers in 2017)

Hong Kong International Airport, Hong Kong, People's Republic of China

- world's busiest airport by cargo traffic (nearly 5 million tonnes in 2017)

Frankfurt International Airport, Frankfurt am Main, Germany

- most international destinations served (2017, Frankfurt Airport serves more than 300 destinations in 5 continents)

Sources: https://en.wikipedia.org/wiki/List_of_busiest_airports_by_passenger_traffic,
https://en.wikipedia.org/wiki/List_of_busiest_airports_by_cargo_traffic, https://en.wikipedia.org/wiki/Frankfurt_Airport

EXERCISE 4-1: What does these signs tell you?



1 international flights



2 check-in



3 transit lounge



4 baggage claim



5 customs



6 tax-free shops



7 domestic flights



8 left luggage



9 information desk



10 passport control

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

9 _____

10 _____

You can check your explanations here →

- a you collect your bags after your flight
- b you catch a plane to a different country
- c you can wait for a connecting flight
- d you must say if you are carrying alcohol, tobacco, or luxury goods
- e you go to show your ticket and get your seat on the plane
- f your passport is checked before you enter a country
- g you can buy things at a reduced price
- h you catch a plane to a different part of the same country
- i you can leave your bags for a few hours
- j you can get information about transport, accommodation, etc.

AIR TRAVEL VOCABULARY



aisle	Corridor in airplane between the seats [there are usually one or two]
affinity charter	A charter (of an airplane, ship, etc.) arranged by or for an affinity group
affinity group	A group of people linked by a common bond, such as ethnicity or membership in an organization.
air courier	A person who accompanies time-sensitive cargo being shipped as passengers' baggage, usually in exchange for a deep discount on the air fare.
air rage	A phenomenon in which airline passengers become uncontrollable or violent toward crew members or fellow travelers
air traffic controller	Person in the control tower of an airport who monitors and directs the takeoff and landing of planes.
airport tax	A local tax imposed on air tickets and passed along to passengers, supposedly used to fund airport maintenance and expansion
airport transfer	Transportation provided by a tour operator to a passenger to/from an airport, usually to/from a hotel
air sickness	Nausea or other discomfort caused by the motion of an aircraft.
baggage claim	A place where passengers go to find their luggage (cases etc) at the end of a flight
board	1. To get on a plane, train, or ship. 2. Meals, as in a hotel stay.
boarding pass	A special ticket showing that passenger has checked in and may board plane.
bulk fare	A fare available only when buying blocks of seats.
business class	A relatively new class of airline service, positioned in marketing as between first-class and coach. Designed to appeal to the business traveler.
cabin	1. The passenger compartment of an airplane. 2. A ship's stateroom. 3. A rustic hotel room separate from the main building.
cargo	Freight carried by a ship or airplane.
check in	To register for a flight, inc. checking of tickets, passports, luggage
confirmation	Passenger's telephone validation of reservation; reconfirmation
checkpoint	A place on a road or at a terminal at which vehicles or people are stopped for inspection
coach	1. The economy class on an airline. Also referred to as "economy" or "tourist." 2. A motor coach.
cockpit	The pilot's compartment in a plane.
commercial airline	An airline that carries passengers
connecting flight	A flight that requires a passenger to change from one plane to another.
crew	All the members of the staff of a ship, airplane, or other form of transportation.
departures board	Large display in airport showing times, destinations etc of departing flights.
domestic	National, entirely within one country
duty free	Products: cigarettes, perfume etc. not taxable; exempt from customs taxes
direct flight	Any flight between two places that carries a single flight number. Unlike a nonstop, a direct flight may make one or more stops between the two places. The passenger may have to change planes or even change airlines.
domestic airline	An air carrier that provides service within its own country. Also called a domestic carrier.
excess baggage	Luggage that is more than the permitted or allowed weight.
flight	An airplane scheduled to fly a certain route at a certain time.
flight attendant	1. A trained person who is responsible for looking after the passengers on an aircraft. 2. A gender-neutral alternative to "steward" or "stewardess".
flight deck	On a commercial airliner, the cockpit of the airplane.
flight number.	A unique alphanumerical designator that identifies a specific airplane journey from one destination to another in a single direction, sometimes with intermediate stops.
fuselage	The main body of an aircraft to which the wings, tail, and landing gear are attached.
hand luggage	Light bags, briefcases etc that may be carried on board by passengers, often defined and limited by airline regulations.
gate	The point in an airport at which a particular flight arrives and departs

immigration/customs officer	Government official responsible for checking passengers' passports
in-flight	Describing goods or services provided during an airline flight, as in-flight magazines, in-flight duty-free shopping, and so forth.
interline connection	A change of planes that also involves a change of airlines.
intermodal	Combining two forms of transportation. For example, air and sea.
jet lag	Extreme tiredness etc after a long flight between extreme time zones
non-scheduled	Of an airline or other carrier, having no fixed timetable of operations. Non-scheduled carriers may have lower fares than scheduled ones.
non-transferable	Cannot be used by anyone other than the person to whom it was issued, as a ticket.
pilot	1. The person in control of an aircraft. 2. The person who steers a ship.
premiere class	First-class. The precise definition varies according to supplier.
reconfirm	To check again, as an airline reservation. Some reservations may be cancelled unless reconfirmed.
runway	The strip on which planes land and take off
scheduled carrier	An airline or other carrier that operates according to a regular and published timetable.
skyjacking	The forcible takeover of an airplane, as by terrorists. Air piracy
sleeperette	1. On an aircraft, a seat designed to recline nearly horizontally so as to approximate a bed. 2. On a train, a small sleeping compartment.
stewardess	Name given to flight attendants in the days when all flight attendants were women.
stopover	A planned break for a day or two or overnight on an international flight
terminal	An airport, train station, or bus station.
transit	A transit passenger is one stopping at an airport that is not his destination
upgrade	To move to the next higher category, as to upgrade a passenger from tourist to business class.

Adapted from The intrepid traveler - Travel Industry Dictionary <http://www.hometravelagency.com/dictionary/ltrs.html>

Experiences of flying

TASK 1: Have you ever travelled in an aeroplane?

Divide into two groups: people who have flown before and people who haven't.

The people who have flown before should discuss these questions:

1. Who has had the longest flight?
2. Who has flown the most times?
3. Who gets bored and who gets excited on flights?
4. What part of the flight do you enjoy/dislike most?
5. Has anyone had any frightening experiences on a flight?

The people who haven't flown before should discuss these questions:

1. Would you like to fly?
2. What would you like/not like about flying?
3. Which part of the flight do you think would be most exciting? Which part would make you most nervous?
4. What would be the best place to sit in an aeroplane – aisle seat, window seat, or the middle of a row? At the front or the back of the plane?

TASK 2: Which job would you like most - pilot, flight attendant, or air-traffic controller? Why? Which is the most difficult?

AIRPORT ANNOUNCEMENTS

Announcements over the public address system of an airport are very frequent.

Announcement 1

Passengers are reminded that smoking is not permitted in any part of the terminal building.

Announcement 2

Will passenger Eckber from Miami please go to Airport Information where your tour leader is waiting. Passenger Eckber to Airport Information. _____

Announcement 3

This is a staff call. Will Roger Broom please go to the Baggage Hall immediately. Roger Broom to the Baggage Hall.

Announcement 4

This is the final call for flight IB763 to Madrid. Will any remaining passengers please proceed immediately to gate number 14 where the aircraft is about to depart.

Announcement 5

British Airways regret to announce the delay of flight BA008 to New York. Passengers should report with their boarding cards to the BA desk where vouchers for refreshments will be given. We would like to apologize for any inconvenience.

Announcement 6

This is a security announcement. Passengers are reminded not to leave baggage unattended at any time. Any unattended baggage will be removed and may be destroyed.

EXERCISE 4-2: As you read the above announcements, identify the type of message:

- | | | |
|-------------------------|----------------------------|----------------------|
| - security announcement | - delayed flight departure | - staff announcement |
| - warning | - delayed flight arrival | - advertisement |
| - flight cancellation | - final flight call | - paging a passenger |

In the announcements some specific areas or parts of the airport are mentioned. Note down these places:

EXERCISE 4-2³: At an Airport

1. A trip on an airplane is called a _____.
2. A flight within one country is called a _____ flight.
3. A flight between different countries is called an _____ flight.
4. The letters and numbers which identify an airplane making a specific flight are called a _____.
5. Ordering a seat to be held for you on the day you want to travel is called making a _____.
6. A printed piece of paper which allows you to travel on an airplane is a _____.

³ KEY: flight, domestic, international, flight number, reservation, ticket, check in, passport, visa, window seat, aisle seat, baggage, carry on, claim check, boarding pass, gate, baggage claim

7. The first thing to do at the airport is _____, which means to register as a passenger for a flight.
8. A document which identifies you as a citizen of a certain country and which allows you to travel to other countries is called a _____.
9. A stamp in your passport which allows you to travel to another country is called a _____.
10. A seat next to the window in an airplane is called a _____.
11. A seat next to the passage between the rows of seats in an airplane is called an _____.
12. The suitcases and bags which contain your belongings are called _____.
13. A bag which you carry with you on the airplane is called a _____ bag.
14. A small ticket with printed numbers that identify your baggage is called a baggage _____.
15. A printed card which allows you to get on an airplane is called a _____.
16. A door which leads from the airport building into an airplane is called a _____.
17. The area where you pick up your baggage after a flight is called _____.

Adapted from Nevitt Reagan <http://a4esl.org/q/h/9901/nr-airport.html>

EXERCISE 4-3⁴: On an Airplane

1. A person who serves passengers on an airplane is a _____.
2. The passage between the rows of seats is called an _____.
3. A _____ is a strap worn as a belt to prevent you from being thrown out of your seat.
4. The _____ are small compartments used for storing baggage above the seats.
5. The pilot may say, "Please prepare for _____."; this means that the airplane will soon leave the ground and rise into the sky.
6. If there is a _____ sign on the door, the lavatory is empty.
7. If there is an _____ sign on the door, someone is in the lavatory
8. A form on which you provide information about the contents of your baggage is a _____ form.
9. A form on which you write your name, address, and travel plans in a foreign country is an _____ form.
10. _____ is when the airplane goes down and reaches the ground again after a flight.

Adapted from Nevitt Reagan <http://a4esl.org/q/h/9901/nr-airplane.html>

⁴ KEY: flight attendant, aisle, seat belt, overhead bins, take off, "vacant", "occupied", customs declaration, immigration, landing

EXERCISE 4-4: Read the leaflet “Mackenzie Airport welcomes first-time fliers!” It describes the procedure for passengers at an airport. Fill in the gaps with words or phrases from the list.

Mackenzie Airport welcomes first-time fliers!

1 Welcome to Mackenzie Airport, designed to get your journey off to the right start. Whether you're flying first class, business class, or ¹ _____ class, we aim to give you efficiency and comfort. For first-time flyers, we've prepared this leaflet to help you on your way.

2 When you arrive at the ² _____ you'll find plenty of ³ _____ for your luggage. Once inside the spacious departures concourse there are over fifty ⁴ _____ where your ticket will be checked and you'll be given a ⁵ _____. Your luggage will be weighed and put on a ⁶ _____ which takes it to the plane. Please note there is a weight limit and any ⁷ _____ will have to be paid for. You can keep one small bag with you and take it onto the plane as ⁸ _____.

3 You should then go through ⁹ _____, where an ¹⁰ _____ will look at your passport, and a ¹¹ _____ to make sure you are not carrying any dangerous or illegal items. Now you'll find yourself in the comfort of our modern air-conditioned ¹² _____. While you're waiting for your flight to be called, why not buy some cheap ¹³ _____ goods – alcoholic drinks, cigarettes, perfume, electrical goods, or souvenirs?

4 Soon you'll hear an ¹⁴ _____ or see on the ¹⁵ _____ that your flight is ¹⁶ _____. It will also tell you which ¹⁷ _____ to go to. Here you'll be helped by a ¹⁸ _____ and on the plane a ¹⁹ _____ will direct you to your seat. Bon voyage!

5 On your return to Mackenzie Airport we try to offer the same efficient service. After you've passed through ²⁰ _____, your luggage will be waiting on the moving ²¹ _____ in the ²² _____ hall. Then pass through ²³ _____ where you should take either the ²⁴ _____, if you have nothing to declare, or the red channel, if you have to pay ²⁵ _____. Once inside the arrival concourse, lifts and ²⁶ _____ will take you to all major transport services.

*On behalf of everyone at Mackenzie Airport,
I wish you a very pleasant journey.*

Neil Thomson

Neil Thomson, Director of Mackenzie Airport

Welcome to Mackenzie!

Paragraphs 1 and 2

boarding card
check-in desk
conveyor belt
economy
excess baggage
hand luggage
terminal building
trolleys

Paragraph 3

departure lounge
duty-free
immigration officer
passport control
security check

Paragraph 4

announcement
boarding
departure gate
departure boards
flight attendant
ground steward

Paragraph 5

baggage
conveyor belt
customs
escalators
green channel
immigration control
import duty

4.3 TRAVEL BY CAR, SHIP, TRAIN

TRAVEL BY CAR

car ferry	A ship transporting automobiles and passengers
loss damage waiver (LDW)	Daily insurance that covers theft and vandalism of a rented car in addition to damage caused by accident
mileage charge	The per mile fee charged by a car rental company
roundabout	BRE - a traffic circle
sleeping policeman	BRE slang - a speed bump

TRAVEL BY SHIP

cabin steward	A ship's employee responsible for cleaning staterooms
crossing	A cruise journey across an ocean
cruise director	The person on a cruise ship charged with ensuring the enjoyment of all the passengers
cruise fare	The actual cost of a cruise, excluding any extras, such as port taxes and gratuities
cruise host	A gentleman recruited by the cruise ship, and usually traveling at a reduced cost, to serve as a dancing and social partner for single ladies on the cruise
cruise to nowhere	A cruise, typically of short duration and with an emphasis on partying and gambling, with no ports of call
deck	The floor of a ship. A level on a ship
deck chair	On a cruise ship, a reclining chair designed for relaxation
deck steward	Member of a ship's crew who provides passengers with drinks, towels, deck chairs, etc
dock	The waterway between piers for the reception of ships
galley	The kitchen on a ship
upper/lower bed	Bunk beds or berths, as in a ship's cabin or railway compartment
outside cabin	On a ship, a cabin with a porthole, window, or occasionally a private terrace
steward	A ship's employee responsible for the care of passengers. See also cabin steward
captain	1. The commanding officer on a ship. 2. The pilot of an airplane.

TRAVEL BY TRAIN

compartment	A distinct section on a railroad car, airplane, ship, or other vehicle
diner	1. The restaurant car on a train. 2. A small, usually very informal restaurant.
sleeper	Sleeping compartment on a train. See also sleeperette.
upper/lower bed	Bunk beds or berths, as in a ship's cabin or railway compartment

Based on: The intrepid traveler - Travel Industry Dictionary <http://www.hometravelagency.com/dictionary/ltrs.html>

EXERCISE 4-5: Travel by rail

A) Read the text and decide if the sentences are true or false.

- ___ Only first class passengers may use the sleeper lounge service.
- ___ Only Scottish business travellers have the option of buying tickets with inclusive sleeper travel.
- ___ Until 31 March passengers can take a car on any InterCity Motorail service for £10.00.

B) Look at the words below. Choose the best definition for each word in the context of the passage.

	a	b	c
1. leisure	work	relaxation	pleasure
2. integral	basic	built-in	luxury
3. on hand	available	happy	helping
4. refurbished	redecorated	made bigger	replaced

THE JOURNEY OF A NIGHT TIME

When traveling long distances (especially to and from Scotland) why not take an Intercity Sleeper and enjoy the luxury of sleeping en route? Whether for a business or leisure trip, Sleepers save you a day and yet offer a comfortable and convenient journey.

A FIRST CLASS EXPERIENCE

All cabins are fully air conditioned with integral washing facilities. Refreshments are available from the sleeper attendant who is always on hand to provide you with first class assistance.

If you travel First Class on the routes between London and Edinburgh, Glasgow, Inverness or Aberdeen, and between Glasgow or Edinburgh and Plymouth most trains have the sleeper lounge service. You can enjoy a relaxing drink or light snack in the evenings and sit down to a cooked breakfast the following morning. Many of the First Class sleeper vehicles have now been refurbished providing new wider mattresses, quieter air-conditioning and brand new carpets and bedding.

MOTORAIL

Why not take your car on the train? Full details of the services on which this facility is available can be found in the Motorail brochure available from all stations.

Until 31 March you can take your car on any Intercity Motorail service for as little as £10 on top of your own fare. Pick up the special leaflet for full details. (Adapted from Stott, Trish Holt, Roger: *First Class English for Tourism*)

EXERCISE 4-6: Complete each sentence with a word from the list

buffet	coach-station	departure-lounge	harbour	quay	cabin
	deck	destination	platform	runway	

- a) Most of the young people on the boat slept on the _____ in their sleeping bags.
- b) As the train drew in to the station, Terry could see her sister waiting on the _____
- c) I was so nervous about flying that I left my bag in the _____.
- d) By the time I got to the _____, the express bus to Scotland had left.
- e) As soon as the boat left the _____, the storm began.
- f) We hadn't had anything to eat, but luckily there was a _____ on the train.
- g) I'm afraid there is only one first-class _____ free on the boat.
- h) Tim reached Paris safely, but his luggage didn't reach its _____.
- i) There was a queue of cars on the _____ waiting for the car-ferry to the island.
- j) Our plane nearly crashed into a fire-engine on the _____

EXERCISE 4-7: Choose the most suitable word or words underlined.

- a) David's plane was cancelled/delayed by thick fog.
- b) The ship's owner agreed to give the crew/passengers a pay-rise.
- c) The plane from Geneva has just grounded/landed.
- d) We hope that you will enjoy your flight/flying.
- e) I bought a simple/single ticket, as I was going to return by car.
- f) I won't be long. I'm just packing my last luggage/suitcase.
- g) A sign above the seats in the plane says 'Fasten your life belt/seat belt'.
- h) The plane took off/took up and was soon high over the city.
- i) All duty free goods must be declared/surrendered at the customs.
- j) On the plane a stewardess/waitress brought me a newspaper.

EXERCISE 4-8: Use a word from exercises 4-6 or 4-7 to complete each sentence. The word may be in a different form.

- a) I had to _____ my tickets, because I was ill and couldn't travel.
- b) The train for London is now arriving at _____ three.
- c) The plane _____ on time but arrived half an hour late.
- d) We finally reached our _____ after travelling all day.
- e) It was hard to find a seat on the train as there were so many _____
- f) While we were waiting at the station we had a bite to eat in the _____
- g) I felt seasick so I went to my _____ and tried to sleep.
- h) Do you want a return ticket, or a _____?
- i) The customs officer asked Bill if he had anything to _____
- j) The 8.55 from Hull will be 30 minutes late. We apologise for the _____
- k) How much _____ am I allowed to take with me on the plane?

EXERCISE 4-9: Match these words with the definitions given.

an expedition	a flight	a tour	a voyage	a package tour	an itinerary	a trip
		travel	a cruise	a crossing		

- A journey by ship for pleasure _____
- A journey by plane _____
- The plan of a journey _____
- An informal word for journey/sometimes meaning a short journey _____
- A journey for a scientific or special purpose _____
- A holiday, which includes organised travel and accommodation _____
- Taking journeys, as a general idea _____
- A journey by sea _____
- An organised journey to see the sights of a place _____
- A journey from one side of the sea to the other _____

Complete each sentence with a word from the box above.

- The travel agent will send you the _____ for your trip.
- When you go on a/an _____ you pay one price, which covers everything.
- The college organised a/an _____ to search for the ancient ruins.
- Olympic Airways announces the arrival of _____ . OA 269 from Athens.
- The Titanic sank on its first _____ in 1912.
- Mr Dean is away on a business _____ at the moment. Can I help you?

EXERCISE 4-10: Holiday tips - match the words in the box to the best description

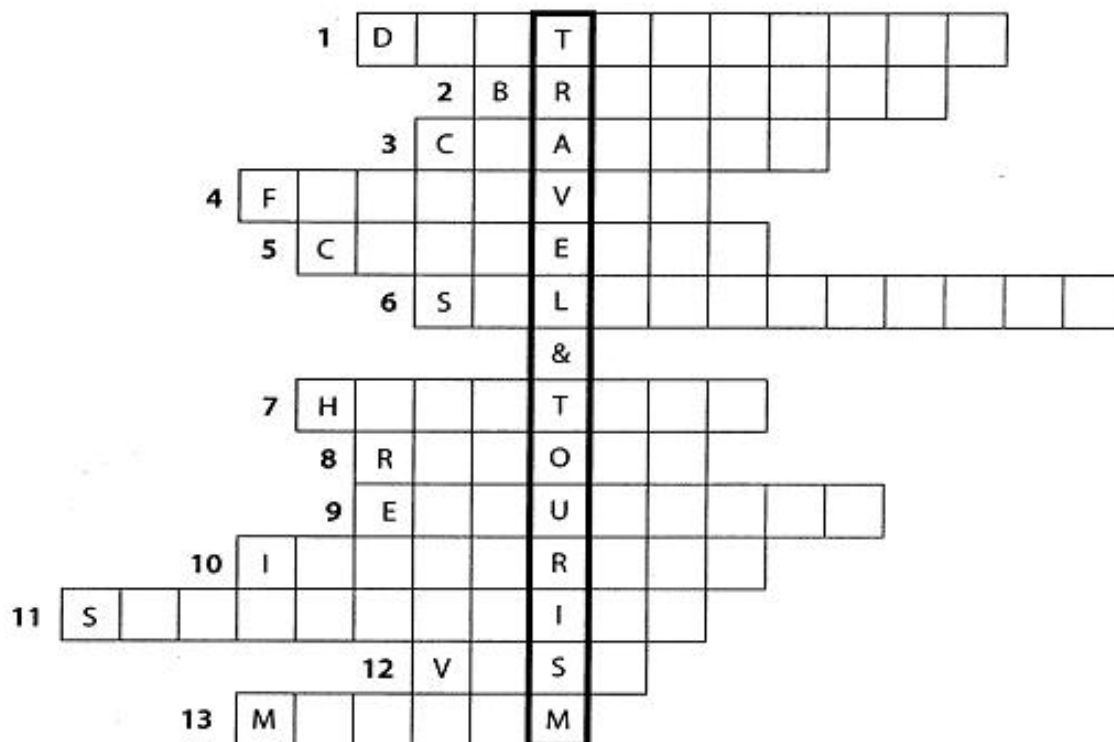
all inclusive, back to back, briefing tour, circle trip, coastal cruise, cultural tourism, culture shock, ecotourism, excursion, excursionist, familiarization trip, whitewater rafting, flight, journey, grand tour, incentive travel, inclusive tour, trekking, independent tour, voyage, internal/domestic tourism, international tourism, pilgrimage, safari, soft adventure, theme park, theme cruise

	the state of being overwhelmed by the differences in customs and behavior in a foreign place
	a tour package that includes transportation and lodging, with additional services such as transfers, sightseeing, admissions...
	a long journey by boat or ship
	travel that is given to employees as a reward
	sequential booking of two different tours so that the traveler has a continuous journey
	a journey on a cruise ship that stays close to shore
	tourist travel between two or more countries
	an amusement park that follows a particular motif
	a group recreational activity using inflatable rubber boats steered by a professional guide to travel down rivers with numerous rapids
	lengthy journey which takes in the major sights of a continent
	traveling to a place that is far away
	one price covers all listed elements of the package
	a style of travel in which an emphasis is placed on unspoiled natural destinations and on disturbing the environment as little as possible
	a tour that does not include a guide or a set routine of daily activities
	a tour usually for travel agents intended to acquaint them with a new destination or new procedures
	any trip that involves more than one destination returning to the point of departure as opposed to a "round trip"
	a special journey to a holy place
	travel to experience the arts or history of a location
	an outdoor or adventure travel experience that is not too demanding physically
	a short journey arranged so that a group of people can visit, usually optional, and at an additional cost
	an adventure trip typically in africa using off-road vehicles for the purpose of viewing and photographing wildlife
	a long and difficult journey on foot for example over mountains or through forests
	travel within the country of which the tourist is a resident
	a low-cost trip or tour offered to travel agents by a supplier to familiarize the agents with their destination and services
	a traveler spending less than 24 hours in a country

	a cruise designed for a specific clientele with specific interests
	a journey by plane

Based on: The intrepid traveler - Travel Industry Dictionary <http://www.hometravelagency.com/dictionary/ltrs.html>

EXERCISE 4-8: Complete this word puzzle using the clues below. All the words are related to travel and tourism.



Source: Harding, Keith. Going International – English for Tourism

- 1 When you get to your _____ you'll be met by our representative.
- 2 If you want to choose a holiday the best way to start is to read a _____.
- 3 Hiring transport (for example, a plane) for a special purpose.
- 4 Every year the villagers celebrate their _____ with fireworks, a procession, and a huge meal.
- 5 You'll need to change your money into local _____.
- 6 If you don't want to eat the hotel food you could always go _____ and prepare your own meals.
- 7 The environment, including the countryside, historic buildings, etc., seen as something good to be passed on to future generations.
- 8 Place where people regularly go for holidays.
- 9 Short visit, often no longer than a day, returning to the place you started from.
- 10 A list of places to be visited on one journey.
- 11 I want to see everything in the city, so I've booked a _____ tour on an open-top bus.
- 12 For some countries you need to have a _____ before you're allowed in.
- 13 Building in which collections of rare objects are exhibited.

5. HOTEL AND OTHER TYPES OF ACCOMMODATION

Discussion

- How many different types of accommodation can you think of?
- Have you ever booked a room? If so, what kind of room?
- Describe your ideal hotel.
- Describe the worst hotel you have ever stayed in.
- Are the hotel ratings (e.g. 3-star hotel, 5-star hotel) important in attracting visitors?
- Discuss ratings with reference to pricing and room rates.
- Do you know what a 5-star hotel offers?

5.1 HOTEL VOCABULARY

The main group of the lodging (i.e. temporary accommodation) industry in terms of economic importance are **hotels** and **motels**. There are other types of accommodation as well.

WORD BANK

amenities	the facilities and features of a hotel - things that make one comfortable and at ease
B&B	bed and breakfast, traditionally, a private home which takes in guests, with breakfast included in the price of lodging
buffet	a serve-yourself meal featuring several choices in each course
chalet	1. a style of house associated with the ski regions of Europe. 2. any accommodation at a ski resort, especially if detached from the main building.
conference center	a hotel designed specifically for hosting meetings
chateau	a palatial European residence remodelled as a hotel
continental breakfast	a breakfast of rolls, fruit and coffee or tea
continental plan	a hotel rate that includes a continental breakfast
first-class hotel	a hotel offering top quality services and, usually, a prime location and extensive amenities.
garni	a hotel without meal service
gazebo	a small, open-sided structure designed for sitting and taking in the view
health spa/health resort	offers programmes that are designed to help guests achieve physical or spiritual self-improvement
motel	a type of hotel in which parking is provided at or near the room and the room door gives out onto the parking lot
Murphy bed	a bed designed to fold up into the wall when not in use
pension	a small hotel or boarding house
penthouse	1. an apartment or suite on the top floor of a hotel or top deck of a cruise ship. 2. the top floor of a hotel.
reception	1. the front desk of a hotel. 2. a party or event to greet a person or persons.
rooming list	a list of guests presented to a hotel by a group prior to a meeting
salon	1. an elegantly appointed reception room, as aboard a cruise ship 2. a beauty parlor
self-catering	referring to an apartment in which guests can take care of their own meal and laundry needs
youth hostel	provides only such basics as a bunk bedroom (a dormitory) and a commonly shared bathroom

Adapted from: Understanding the Language of Tourism - Glossary <http://www.nric.net/tourism/handouts/Handout1-5.pdf>

ACCOMMODATIONS OFFERED BY HOTELS

A number of standard terms are used in the lodging industry to describe types of room accommodations.

single room	is a room occupied by one person
double room	is a room with one large bed for two persons
twin room	is a room with two single beds for two persons
triple room	is a room for three persons

four-bedded room	is a room for four persons
duplex	is a two-storey suite connected by a stairway
exhibition/display room	is a room for showing merchandise
hospitality/function room	is a room for entertaining
suite	consists of two or more rooms that are rented as a unit
junior suite	is a large room with a partition separating the bedroom from the sitting area
studio	a one-room apartment
standard room	a lesser quality, lower priced room at a hotel.
superior room	in a hotel, a more desirable and more expensive room, perhaps with a better view or other amenities.
adjoining/connecting rooms	are two or more rooms with a connecting door between them, in addition to the doors which give out onto the hallway

Adapted from Eugene J. Hall, The language of Restaurants and Catering in English and Eugene J. Hall, The language of Tourism in English



Figure: Gazebo



Figure: Murphy bed

FACILITIES AND SERVICES IN THE HOTEL

Facilities	These are features provided for the comfort and convenience of guests, like a gym, swimming pool, or beauty salon.
Services	These are similar to facilities, but are provided by people. If you want to have your clothes washed, you can ask for the laundry service, and if you would like your children looked after while you are out, you can use the baby sitting service.
Restaurant or room service	Most hotels also have catering facilities where food and drink are provided, such as a restaurant (serving meals), bar (serving mainly drinks) or room service (where meals are delivered to your room).
Room facilities and amenities	These are provided inside each hotel room for the guest's convenience. For example if you want easy access to snacks and drinks, then you can use the mini bar, or you make international calls with an International direct dial telephone.
Business Centre	Many hotels also cater to business travellers by providing a Business Centre with photocopying, fax, e-mail and other business services.
Airport transfer	This service means that the hotel provides transport to and from the airport. The hotel might also offer a shuttle service to take guests to major shopping areas and tourist attractions.

FOOD PLANS

BRITISH	AMERICAN	FRENCH
Room only	European plan (EP)	
Bed and breakfast	Continental plan (CP)	
Half board	Modified American plan (MAP) (includes the room + breakfast and lunch or dinner)	Demi-pension
Full board	(Full) American plan (AP) (includes the room + three full meals)	En pension

Adapted from F. Hainz, K. Ostertag...Englisch für das Gastgewerbe

EXERCISE 5-1: Fill in the words correctly.

advance	bunk beds	dormitory	double room	family room	booked
amenities	single room	twin room	vacancies	en suite	reception

1. If you book a room for one person, you usually book a _____.
2. If you want a room with a double bed, you book a _____.
3. If you want a room with two separated beds, you book a _____.
4. For families there are usually special offers if they take a _____.
5. In youth hostels rooms are shared by more people. This kind of room is called _____.
6. When two beds are placed on top of each other, they are called _____.
7. No matter where you're staying, you usually have to fill in a form at the _____.
8. Each bedroom in the hotel has an _____ bathroom.
9. I'm afraid the hotel is fully _____ tonight.
10. During high season it's advisable to book a room in _____.
11. If a B&B is fully booked, they usually have a sign in the window saying "No _____."
12. Our hotel is located near the centre of Kranj, so we are close to all of the _____.

EXERCISE 5-2: Match the words or phrases 1 – 7 to their definitions.

- | | |
|--------------------|---|
| 1. amenities | A. (of a bathroom) joined onto a bedroom and for use only by people in that bedroom |
| 2. vending machine | B. local facilities such as stores and restaurants |
| 3. valet service | C. a small fridge and cooking area |
| 4. a key card | D. cleaning, laundering, or repairing of guests' clothes |
| 5. en suite | E. a machine that distributes snacks and beverages when you insert coins |
| 6. adjoining rooms | F. two hotel rooms with a door in the centre |
| 7. kitchenette | G. a key card with a magnetic strip for opening a door |

EXERCISE 5-3: Write the correct words

- a) It's a room with one large bed for two people.
- b) It's a room where you can show goods and products to people who are interested in them.
- c) It's a room where you can have a meeting for a large number of people.
- d) It's a place where you can stand or sit, built out from the window of an upstairs room.
- e) It's a large vertical section of wood or plastic that divides two parts of a room.
- f) It's a room with a door which leads through to another room.
- g) It's an area outside a room, in the open air, where guests can sit and have a drink or a meal.
- h) It's a room where a lot of people can dance.
- i) It's a system that takes heat from one place and supplies it to all the rooms in the hotel.
- j) It's an item of soft furniture that people sit on or sometimes sleep on.

5.2 BRITISH ENGLISH (BE) AND AMERICAN ENGLISH (AE)

These two varieties of English are very similar. There are a few differences of grammar and spelling, and rather more differences of vocabulary. Very often, different words are used for the same idea. Here are a few examples.

Can you fill in the American English for the following British English words? Use the words from the box.

roundtrip	rest room	flashlight	gas	faucet	fall	subway
elevator	freeway	crib	movies	cookies	diaper	



1. Would you like some **biscuits**?
2. I'd like to buy a **return ticket** in advance.
3. I left something in the **lift**.
4. Let's go to the **cinema**.
5. Could you fix the dripping **tap**?
6. They want to make a reservation for the **autumn**.
7. Can I buy petrol on the **motorway**?
8. Excuse me, where is the **toilet**?
9. **Nappy** changing facilities are available.
10. Take a **torch** with you, you might need it.
11. Let's meet outside the **underground** station at 7.
12. Baby **cot** is available on request.

Which two has the same meaning?



chips
sweets
minced beef
crisps
to grill
cooker
aubergine



stove
ground beef
broil
candy
(potato) chips
egg plant
French fries

5.3 READING: COLUMBIA TOWERS HOTEL

Read part of a brochure advertising a hotel, and try an activity on hotel facilities.

Situated in the centre of town, Columbia Towers is right at the heart of things, minutes away from the Avenues, the city's main shopping and restaurant district. There is easy access from the airport, which is twenty minutes by taxi, and Corniche Metro station is right outside the door.

Our 155 rooms (90 doubles, 50 singles and 15 executive suites) cater for the business traveller and the tourist alike, and the upper floors offer spectacular panoramic views over the bay. All rooms are fully air-conditioned, with en suite bathrooms and satellite television as standard. Executive rooms have free internet access, mini bar and video-conferencing facilities.

There are two restaurants: the Palm Grove on the ground floor and the Oasis on the first floor. It specialises in traditional dishes using local ingredients. Both offer fresh bread from our in-house bakery. There are three bars, one with adjoining games room and four lounge areas all offering wifi connections and a range of complementary refreshments. The Columbia Towers Casino on the first floor, open until 4 a.m, is for the exclusive use of our guests.

The fitness centre on the Ground Floor West offers a full range of state-of-the-art exercise machines and weight-training equipment and our friendly and professional staff, including five experienced fitness trainers, are at your service to offer advice at all times. Please see our Whole-Body Solutions programme for details of short, personalised training regimes. Massage and complementary therapies are also available for your relaxation needs.

The fully-heated indoor pool, jacuzzi, sauna and steam baths are open from 5 a.m. to midnight every day. In addition there are two squash courts and a bowling alley. Regular guests are invited to take advantage of our exclusive National Stadium Hospitality Scheme which offers free use of the nearby Olympic athletics track.

Columbia Towers is happy to cater for large groups with sufficient prior notice and regularly hosts conferences, congresses and other corporate events. Our 300-seat lecture theatre, equipped with projector, interactive whiteboard and personal address system has proved very popular over the years. Please contact our Corporate Events Manager for further details.

You can book a variety of city tours from reception or hire your own personal guide at very competitive rates. Car rental is also available from the desk in reception and we offer a 24-hour-turn-around translation service in seven languages for those last-minute business documents. At the Columbia Towers gift shop, you will find that special souvenir to remind you of your stay, along with the full range of national and international newspapers and weeklies.

Columbia Towers operates a strict no-smoking policy throughout the premises in accordance with current local and national legislation.

(Adapted <http://www.britishcouncil.org/learnenglish-professionals-specialisms-hotel-english-1.htm>).

EXERCISE 5-4: Which of the things are mentioned in the article?

- | | |
|---------------------------|-------------------------------------|
| 1. sports facilities ____ | 4. conference facilities ____ |
| 2. price ____ | 5. wireless local area network ____ |
| 3. free drinks ____ | 6. shuttle service ____ |

EXERCISE 5-5: Find words in the text to mean:

1. to provide food and services _____
2. free of charge _____
3. the most modern or advanced techniques or methods _____
4. property and the structures that are on that property _____
5. a law or a set of laws passed by a parliament _____
6. made or designed for the needs for a particular person _____

EXERCISE 5-6: Join the two parts of the compound adjectives from columns 1 and 2 in the grid. Match them to a suitable noun in column 3.

1	2	3	
last-	conditioned	rates	
low-	service	holiday deals	
air-	minute	restaurant	
self-	adapted	room	
specially-	season	access trail	

EXERCISE 5-7: Complete the sentences using the words listed in the box below.

indoor pool	room service	en suite bathrooms	corporate event
hotel premises	access	hotel policy	

1. Hello, is there _____? I'd like to order a bottle of champagne and two cheese and fruit plates.
2. The normal _____ is not to charge for children if they are under twelve years of age.
3. Is it possible to have an extra towel? I'd like to use the _____.
4. I'm afraid I can't help you now. I'm busy organizing a _____. Can you call me back later?
5. I'm surprised you had to go down the corridor. I thought all hotel rooms these days had _____ as standard.
6. Disabled visitors are welcome. There is a good wheelchair _____ to most facilities.
7. Please note that smoking is not permitted on the _____.

EXERCISE 5-8: Here are some questions your guests might ask you. Give answers.

1. What's the daily/weekly rate?
2. Is there air conditioning in the room?
3. Is breakfast included in the price?
4. Where can I park my car?
5. Where can I leave my valuables?
6. What time do I have to check out?
7. Can I pay with traveller's checks (by credit card)?
8. Is there a laundry (dry-cleaning) service?
9. Could someone bring some extra towels and a blanket up to my room?

5.4 HOTEL CLASSIFICATION

There are different ways to classify hotels. One way is by location, such as city centre, suburb, airport, etc. Another way is by type of property or product, such as casino hotel and convention hotel. The European Hotelstars Union has created the common classification system. The main criteria are in quality management, wellness and sleeping accommodation. Stars are given according to the quality of hotel restaurants, rooms, amenities and service.

Read the excerpt of the catalogue with some basic information.

★ Tourist	These basic motels, hostels, and dormitories offer no-frills accommodations with minimal on-site facilities. On-site dining is usually not available. Public access and guest reception may not be available at all hours. Daily housekeeping service may not be offered. Guestrooms are small and functional, and may or may not have private bathrooms, TVs, or in-room telephones. Sometimes they offer additional amenities such as billiard games, Internet stations, and conversational seating areas. Basic motels may offer 24-hour reception, daily housekeeping service and private bathrooms.
★★ Standard	These budget properties offer clean accommodations. Most offer 24-hour reception, daily housekeeping service, TVs, telephones, clothes racks or small closets, and private bathrooms—possibly with showers only. On-site dining is usually limited to a Continental breakfast. They usually don't provide bell staff or full service.
★★★ Comfort	Properties in this classification place a greater emphasis on comfort and service, with many offering an on-site restaurant and bar. Baggage assistance is often available. Guestrooms typically feature more space, comfortable seating, and better quality bedding. Bathrooms are often larger, with shower/tub combinations and expanded counter space. Some hotels feature multiple restaurants, uniformed bell staff, and enhanced lobbies with upscale decor and live plants. Resorts, and some hotels in Asia, often feature attractive pool areas and small spa facilities or massage treatment rooms.
★★★★ First Class	These upscale establishments usually offer a fine-dining restaurant, lounge, and room service with extended hours. Service features usually include baggage assistance, concierge service, and valet parking. A conference centre with up-to-date technology and full business services are usually offered. Public spaces and guestrooms are thoughtfully designed and constructed with high-quality materials. Guestrooms generally offer stylish furnishings, high-quality bedding and bath products, and a wide array of amenities. Personalized service aims to anticipate guest needs. Some hotels feature full-service spas, tennis courts, golf access, child-care services, and upgraded pools with poolside food servers.
★★★★★ Luxury	Amenities typically include gourmet dining, luxury spas, and full-service health clubs with lavish locker rooms. Staff members are generally polished, anticipate guest needs, and consistently address guests by name. Features may include upgraded check-in, a welcome amenity, and butler service on all or select floors. Guestroom decor is often elegant and may include coordinated fabrics on drapes, chairs, headboards, and duvets. Electronic features sometimes include bedside controls for drapes, lighting, and surround-sound. Oversized bathrooms are often clad in marble, with premium, custom-built features, dual-sink vanities, enclosed toilets, premium spa-brand toiletries, and fresh flowers or live plants. Five-star resorts typically offer signature golf courses, tennis centers with choice of playing surfaces, health clubs with personal trainers, luxurious spas, cultural activities, and children's day camps.

(Adapted from https://en.wikipedia.org/wiki/Hotel_rating, <http://www.cerf-resort.com/hotelstarratings.html>, <http://www.areatravelinc.com/star-ratings.html>.)

More than five stars

Some hotels have been advertised as seven star hotels. The Burj Al Arab hotel in Dubai was opened in 1998 with a butler for every room – this has been the first hotel being widely described as a "seven-star" property, but the hotel says the label originates from an unnamed British journalist on a press trip and that they neither encourage its use nor do they use it in their advertising. Similarly, the Emirates Palace Hotel in Abu Dhabi (open since 2005) is sometimes described as seven star as well, but the hotel uses only a five star rating.

Overall, as no traditional organization or formal body awards or recognizes any rating over five-star deluxe, such claims are meaningless and predominantly used for advertising purposes.

Historically, luxury hotels have used the membership in The Leading Hotels of the World to document regular inspection on an additional level. This organization had been formed in 1928 and it reorganized in 1971 introducing a worldwide inspection service.

Alternative Hotel Ratings

In recent years, alternative hotel ratings are starting to appear in an effort to promote sustainability or cultural diversity in international tourism.

Green Key

Green Key is a voluntary eco-label awarded to more than 2,700 hotels and other establishments in 56 countries. It is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious ecolabel represents a commitment by businesses that their premises adhere to the strict criteria set by the Foundation for Environmental Education. A Green Key stand for the promise to its guests that by opting to stay with the Green Key establishment, they are helping to make a difference on an environmental level. The high environmental standards expected of these hotels are maintained through rigorous documentation and frequent audits. Green Key is eligible for hotels, hostels, small accommodations, campsites, restaurants and attractions.



Map of all the Green Key sites in the world (Adapted <http://www.greenkey.global/>.)

Salam Standard

Salam Standard is a classification system for Muslim-friendly hotels and was first launched in October 2015. More than 55,000 hotels are currently indexed on the platform. Hotels can get certified based on certain Muslim-friendly criteria and is divided into 4 tiers (bronze, silver, gold, and platinum). At the bottom end, rooms in all bronze-rated properties have basic Muslim-friendly facilities: shower and toilet, or bathtub and toilet, a prayer mat and the qibla (the prayer direction towards the Kaaba). Premium platinum-rated accommodation offers additional benefits including halal food certified by a recognised body, while the entire premises is alcohol-free.

Muslim travellers are expected to represent 25 % of global travel spending by 2020.

5.5 READING

TAYLOR AND CARLTON HOTELS

Read the information about the Taylor and Carlton hotels and answer the questions.

The Hotel Taylor *** will delight both you and your wallet ...

In a peaceful secluded position on a quiet one-way street just outside the bustling centre of Paris and within a walking distance of Notre Dame, the family-run boutique Hotel Taylor is the perfect base from which to enjoy a romantic break in the City of Light. And with a charming and cosy ambience as well as 37 refurbished, sound proofed guestrooms and modern interiors, you'll be tempted to stay in, as well as to go out.

Hotel amenities include free WiFi and flat screen TV in every bedroom and a sumptuous buffet breakfast. The hotel's attentive and experienced staff are always on hand to help with restaurant suggestions, taxi bookings and more. Last but not least, Hotel Taylor is outstanding value for money. It is the hotel of choice for savvy travellers.

EXERCISE 5-9: Answer the questions.

1. Is it an expensive hotel?
2. Where is it situated?
3. What does "refurbished" mean?
4. The Hotel Taylor is a three-star hotel. Check the leaflet and the Hotelstars classification and write down what services are included in its offer.

Services included in The Hotel Taylor*** offer:

Look quickly at the description of the Carlton Hotel in Singapore. Are there any hotel services that are not mentioned?

Carlton Hotel Singapore*****

Carlton Hotel is located in the central Singapore, a 5-minute walk from City Hall Station and shopping centre. The hotel features an outdoor pool, fitness centre and free parking. The airconditioned rooms are equipped with a minibar, personal safe and coffee/tea maker. Rooms offer views of the Marina Bay area and cityscape.

Spa treatments are available at Lifespa. Other facilities at Carlton include a business centre, library and currency exchange.

Buffet breakfast and Asian cuisine are served at Café Vic. Cantonese fine dining is available at Wah Lok Restaurant. Drinks are available at Gravity Bar and Equator Poolside Bar.

Carlton Hotel is a 15-minute drive to Changi International Airport.

Hotel Policies

Cancellation

If cancelled or modified up to 2 days before date of arrival, no fee will be charged.

If cancelled or modified later or in case of no-show, the first night will be charged.

Children and extra beds

One child under 2 years stays free of charge in a baby cot.

Maximum capacity of extra beds/baby cots in a room is 1.

Extra beds and baby cots are available on request and need to be confirmed by the hotel.

(Adapted http://www.booking.com/hotel/sg/carlton.html?aid=327222;sid=a815b5c6729e6369_9e54e7c03972283a#topanchor).

EXERCISE 5-10: Make a list of all the services both hotels can offer in the following areas:

eating and drinking

recreation and relaxation

business services

room services and facilities

reservation and cancellation policies

EXERCISE 5-11: Fill in the missing words from the box.

refurbished	facilities	cots	equipped	available	concierge
-------------	------------	------	----------	-----------	-----------

The Shaftesbury Kensington

The Shaftesbury Kensington is modern, well _____ and just a short walk from Earls Court Tube Station.

Free wireless internet access is _____ at Shaftsbury Kensington, which also has a _____ service and a fitness room. Rooms are _____ and equipped to a high standard. All children under 2 years stay free of charge for _____. The Shaftesbury Kensington offers comfortably sized public areas, a refreshment lounge, the Premier bar, restaurants, conference _____ and fitness room.

Adapted from <http://www.booking.com/hotel/gb/hogarthhotel.html?aid=327222>

5.6 ASSIGNMENTS

ASSIGNMENT 1:

A young couple with a 3-month old baby wants to spend a week at a seaside resort in Slovenia. Suggest a possible hotel, describe its location, facilities and services, and include all relevant tourist information regarding the hotel.

ASSIGNMENT 2:

Choose a hotel you are familiar with or you like best.

Write some information for a brochure. Give some details on the following questions:

- Where is the hotel located?
- What facilities does it offer?
- What are the rooms equipped with?
- How much does a hotel room cost?
- Give some information on the hotel policies.

For both assignments use professional terminology!

6. BUSINESS TRAVEL

Discussion

- Why do people travel for business?
- Think of the names of some companies in Slovenia that might be involved in international business travel.
- Why are conferences and meetings so important to tourism?

As a group, business travellers are becoming more and more demanding and expect to be able to do business anywhere, anytime and at Internet speed. Hotels are responding by offering new features and services to cater to business travellers' needs. Hotels offer, among others, conference venues and a wide range of conference equipment to meet the demands of meeting planners.

Conferences and meetings are essential business and social activities. We meet with other people to learn, to exchange information, to make decisions and to enjoy ourselves.

There is no standard terminology to define the different types of gathering, but the following meanings are commonly accepted: **CONFERENCE**, **CONVENTION** and **CONGRESS**.

conference	almost every type of meeting although professional conference organizers tend to use the word to describe a larger event, in the hotel industry the word "conference" is used to describe any meeting in a hotel
convention	American equivalent, for many it implies a gathering of greater importance, size and formality
congress	the usual equivalent used in continental Europe
meeting	usually a much smaller event, often involving a few executives discussing business round a boardroom table
seminar	the word is used to describe small to medium sized gatherings, seminars are normally one- or two-day events designed to educate and inform delegates
symposium	is similar to a seminar except that it is normally concerned with a single subject and the occasion is usually less formal since the flow of information is two-way
workshop	is similar to a symposium and involves a small gathering of people to discuss specific topics, to exchange ideas or to solve particular problems
summit	a conference of highest-level officials (e.g. heads of governments)
session	the word used to describe an unbroken period within a conference
plenary session	a session at which all delegates are present
delegate	one of the terms used to describe people who attend conferences, seminars ...
participant	similar to the term "delegate", but used particularly for people attending training programs

Adapted from: Seekings, David. *How to organize effective conferences and meetings* (1996.)

Organizing a conference is not simply about good administration, or efficiency, or just about putting a message across. Rather, it is about making the event as good as it possibly can be from the delegates' point of view.

It is not difficult, in the technical sense, to arrange a conference. However, there is a lot to do and many different things to remember. If he or she lacks the time, knowledge and other resources needed to do the job properly, then things will almost certainly go wrong. The price of failure can be great.

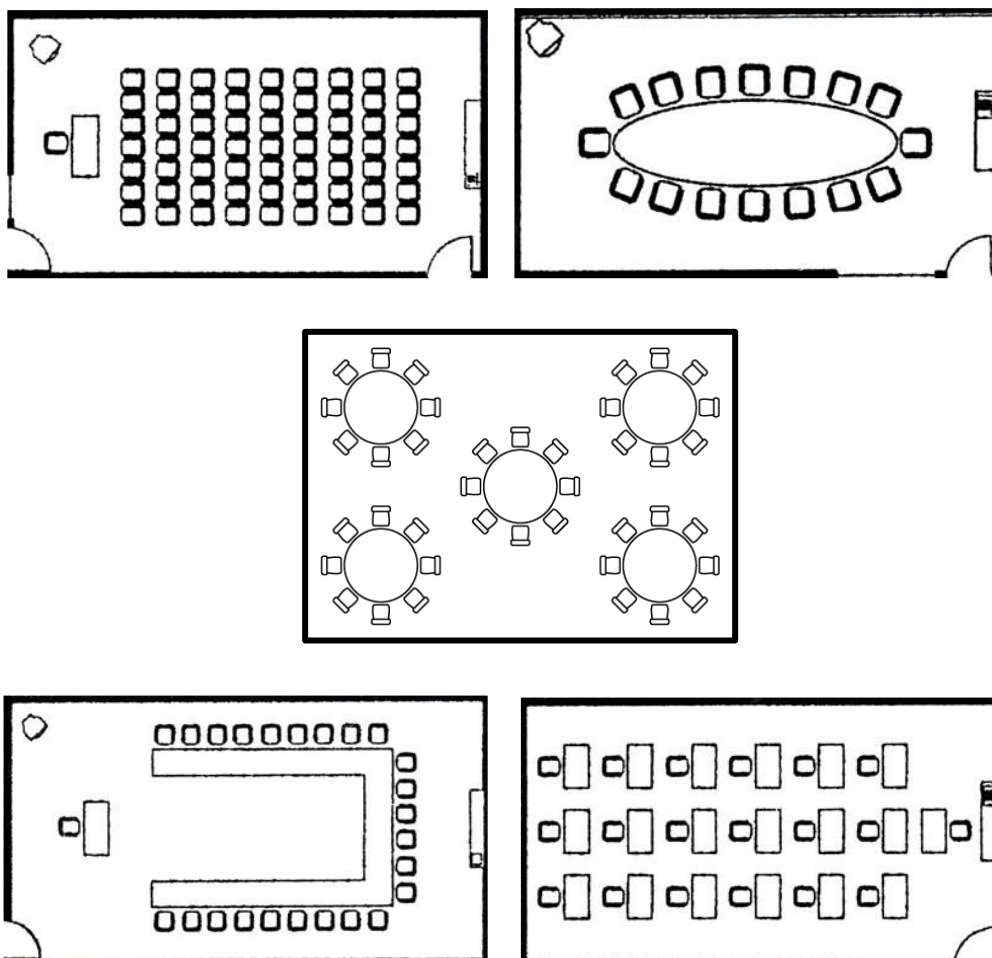
Everyone at the event will immediately be aware of the disasters – the speaker who fails to arrive, the projector which breaks down, the meal which is late or uneatable, the noise outside the room, which makes it impossible to hear the speaker, and the seats which are unbearably uncomfortable. At best these things are minor distractions, at worst they can ruin the event. Such failures are not only very public they are also unforgivable.

Meals and refreshments are an important part of the conference specification. The number of rooms/beds must be specified for residential conferences along with any sports and recreational facilities required. The number of delegates and the type of event will to some extent dictate the chosen layout. The plenary sessions of a conference for several hundred people will probably have to be held in a large theatre, but there is considerable flexibility for a smaller meeting. If the delegates need to write and take notes, the classroom layout may be the most appropriate, or special chairs with writing rests may be needed.

Seating arrangements

Seating arrangements for the hotel conference room and events are an important part of conference planning. There are a few standard seating arrangements that can be used for organising different events. Look at these plans of seating arrangements and match the pictures to their descriptions. What type of meetings are they suitable for?

1. **Classroom-style** seating arrangement / setup
2. **Boardroom-style** seating arrangement / setup
3. **Theatre-style** seating arrangement / setup
4. **U-shape-style (horseshoe-style)** seating arrangement / setup
5. **Banqueting-style (reception style)** seating arrangement / setup



Seating arrangements

Adapted from: Seekings, David. How to Organize Effective Conferences and Meetings

Conference equipment and facilities



Figure: Flip chart



Figure: Lectern

Can you identify these items of conference equipment?

Match the words or phrases from 1 – 8 to their definitions.

- | | |
|-----------------------------|---------------------------|
| 1. break-out room | 5. videoconferencing |
| 2. overhead projector (OHP) | 6. wi-fi |
| 3. flip chart | 7. interactive whiteboard |
| 4. lamination | 8. lectern |

- A. _____ a network technology that allows devices / several computers to communicate without wires
- B. _____ large sheets of paper fixed at the top to a stand used for presenting information at a talk or meeting
- C. _____ system that makes paper documents into plastic documents
- D. _____ a smaller room, near a larger meeting room, for use when a larger group breaks into sections
- E. _____ a digital device capable of interacting with a computer and projecting images in a screen
- F. _____ a piece of furniture with a sloping part on which a book or paper is put to be read from
- G. _____ a piece of equipment that projects an image onto a wall or screen
- H. _____ a system that enables people in different places to have a meeting by watching and listening to each other by using computers and video cameras

Describing size and dimension

There are different ways of talking about size and dimensions of halls and rooms. Look at the following expressions:

The room is 8 metres wide and 13 metres long.

Its width is 8 metres and its length is 13 metres.

It's 8 metres by 13 metres.

It is L-shaped.

It is round/rectangular/square.

It can accommodate up to 90 people.

It has a seating capacity of 90 people.

It can take up to 90 people.

1. Complete the sentences with phrases from the box. There is often more than one match.

1. The room is equipped with _____
2. The room measures _____
3. The room can seat _____
4. There are _____
5. The dimensions of the room are _____
6. The room can seat up to _____
7. The room contains _____
8. The room has a capacity of _____
9. We have got _____
10. We can provide _____

an overhead and digital projector, a computer, and an internet connection / 25 metres by 32 metres / up to 150 people / refreshments / break-out rooms on all floors / 15 metres wide and 32 metres long / toilets outside every main conference room / 50 delegates comfortably / an interactive whiteboard as well as a flip chart / high-speed wi-fi Internet

6.1 PRACTICE

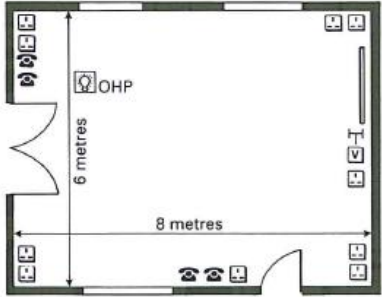
1. Look at the following conference rooms. Write a short passage for a publicity brochure.

Carlton Room

- Size: 6m x 8m
- Uses: board meetings, presentations, workshops
- Seating capacity: 32 theatre-style, 16 boardroom-style
- Equipment: 10 power sockets, TV point, 4 telephone points
- Other: video recorder, OHP and screen

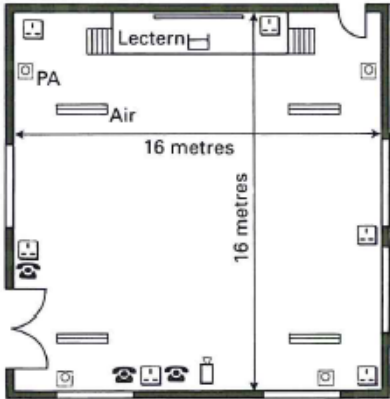
Example:

The Carlton is a rectangular room six metres wide by eight metres long and can be used for board meetings, presentations, and workshops. It has a seating capacity of 32 in theatre-style and can hold sixteen people in boardroom-style. It is equipped with ten power sockets, a TV point, four telephone points, and has also got a video recorder, and an OHP and screen.



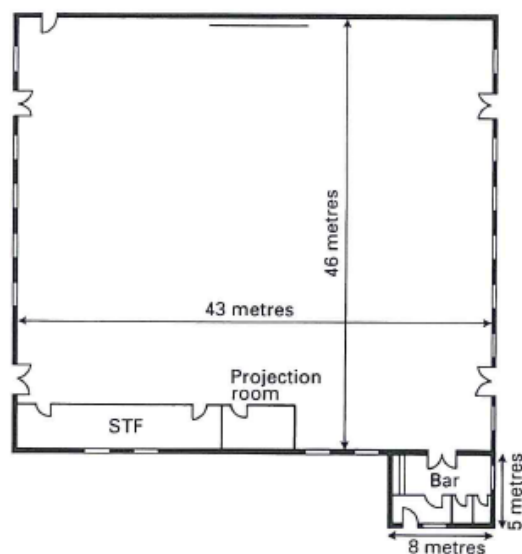
Telford Room

- Size: 16m x 16m
- Uses: exhibitions, meetings, wedding receptions
- Seating capacity: 215 theatre-style, 220 reception-style
- Equipment: air-conditioning, lectern, 35mm projector and screen
- Other: large windows providing natural daylight, stage area



Tudor Hall

- Size: 43m x 46m + 8m x 5m
- Uses: major international conferences
- Seating capacity: 3900 (theatre-style only)
- Equipment: projection room, screen, simultaneous translation facilities
- Other: bar, coffee lounge, toilets



2. Read the information about the hotel and translate it into English.

ZAKAJ IZBRATI TERME OLIMIA?

- Več kot 300 sodobno opremljenih sob 3* in 4*.
- 7 tehnično odlično opremljenih kongresnih dvoran (do 350 udeležencev).
- Večerna druženja v nočnem Klubu Žafran, Shisha baru, a la carte restavraciji Gratiola in v nekoliko intimnejši atmosferi hišne Vinoteke Virstain.
- Številne dodatne sprostitvene vsebine (bazeni, savne, wellness, izleti, šport)
- Brezplačen Wi-Fi.
- Zadostno število brezplačnih parkirnih mest.

STORITVE

Wellness	V hotelu je Wellness center Spa Armonia. Hotel je povezan s podzemnim hodnikom z Wellness centrom Orhidelia, Wellness centrom Termalija in bazeni v hotelu Breza.
Hrana in pijača	Restavracija Basilicum, restavracija Gratiola, bar Barago, vinoteka Virstain, zajtrk v sobi
Internet	Brezplačen WI-FI dostop do interneta

Dejavnosti v okolici	teniško igrišče, golf igrišče (v dosegu 3 km), ribolov, biljard, namizni tenis, pikado, pohodništvo, kolesarjenje, bowling, jahanje, mini golf, savna, fitnes center, solarij, spa in wellness, masaža, masažna kad, turška / parna kopel, notranji bazen (vse leto), vroči vreli, izposoja koles, igralnica, knjižnica, otroško igrišče, ekipa za animacijo, nočni klub / DJ
Parkiranje	Brezplačno zasebno parkirišče je na voljo pri hotelu (rezervacija ni potrebna).
Hotelske storitve	postrežba v sobi, letališki prevoz, najem vozil, storitev prevoza (z doplačilom), 24-urna recepcija, menjalnica, shramba za prtljago, varstvo otrok, pralnica perila, storitev likanja, prostori za sestanke in pogostitve, poslovni center, faks / fotokopiranje, frizerski / kozmetični salon, trgovina s spominki / darili

SPLOŠNE INFORMACIJE

Prihodi/odhodi:	Prijava: od 14:00 do 22:00 Odjava: do 11:00
Naše osebje govori:	Slovensko, rusko, italijansko, hrvaško, angleško in nemško.
Hišni ljubljenci:	Hišne živali so dovoljene. Morda je potrebno doplačilo.
Otroci:	En otrok do 5. leta starosti v sobi z dvema odraslima biva brezplačno. V hotelu je otroški mini klub s knjižnico.
Delovni čas hotelske restavracije:	Zajtrk 7:00 – 10:00 Večerja 18:30 – 21:00
Delovni čas a la carte restavracije Gratiola:	12:00 – 22:00

SODOBNA MULTIMEDIJSKA OPREMA DVORAN KONGRESNEGA CENTRA TERM OLIMIA

- | | |
|--|---------------------------------------|
| ➤ sodobna avdio-video tehnika | ➤ LCD-projektorji |
| ➤ pomična projekcijska platna | ➤ osebni računalniki |
| ➤ ozvočenje | ➤ sistem za simultano prevajanje |
| ➤ namizni in prenosni mikrofoni | ➤ videokonferenčna tehnika |
| ➤ sprejemni pult | ➤ telefonski in internetni priključki |
| ➤ govorniški pult | ➤ usmerjevalni napisi |
| ➤ predstavitvena tabla | ➤ osnovna cvetlična dekoracija |
| ➤ brezžična spletna povezava v kongresni dvorani | |

When you have finished go to the hotel website to check the translation.

<http://www.term-olimia.com/>

6.2 WRITING

Sales managers of a pharmaceutical company from Switzerland are going to organise an international conference (400 participants approx.). As their representative **write an e-mail** to the Grand Hotel Toplice enquiring about all the relevant information for holding the conference. First, read a section about the Royal Garden Hotel in London, a 5-star business meeting venue. Then read a section about the Grand Hotel Toplice and its conference facilities. Compare both texts. Use the information given by the Royal Garden Hotel and decide what the sales managers would need and what they would consider important.

Royal Garden Hotel London – Business Meeting Venue

The Royal Garden Hotel in Kensington is a 5-star business meeting venue, ideal for hosting meetings, conferences or corporate events in London. Chair your next business meeting in one of 10 stylish meeting rooms. Impress delegates and clients with a conference or exhibition in the newly-refurbished Palace Suite, or celebrate in style with a glamorous awards ceremony or gala dinner. Whatever the event, you can be assured of a seamless service at the Royal Garden Hotel.

The Palace Suite

The Palace Suite ballroom is our showpiece London events venue. Glamorous and versatile enough for any social or business event for up to 550 people. The Palace Suite features the latest and greatest technical facilities to make any large event a success. It is ideal for:

- Conferences & Exhibitions
- Seminars & Large Meetings
- Banquets & Dinner Dances
- Product Launches/Car Launches
- Awards Ceremonies
- Concerts and Performances
- Weddings

Features:

- Reception area
- Remote-controlled lighting
- Portable wooden dance floor and stage
- Portable wide screen with high-quality AV projection
- Large street-level goods entrance
- Kitchen facilities
- Flexible breakout areas

Vital Stats Venue Capacities:

- Theatre Style 550
- Classroom Style 280
- Reception/Standing 550
- Banquet 420
- Dinner/Dance 360

Venue Dimensions:

- Ceiling Height: 11.5ft (3.4m)
- Exhibition Floor Area: 4935sq ft (459sq m)

(Adapted, <http://www.royalgardenhotel.co.uk/Meetings-Events/The-Palace-Suite>).

The Grand Hotel Toplice sets outstanding standards in the organisation of business, training and social events as well as governmental meetings. The facilities comprise the multipurpose Grand and Panorama

halls as well as the Presidential Lounge and Bridge Room. All are fully equipped with state-of-the-art technical features, and are suitable for holding a diverse range of conferences, seminars and other functions. Daylight and a magnificent view of Bled Lake make the environment especially stimulating for work and social events. The Panorama Restaurant or other facilities in Grand Hotel Toplice are ideal for gala dinners, banquets or receptions. Guests may be served on the summer terrace with a view of the lake when the weather is nice.

(<http://www.hotel-toplice.com/grand-hotel-toplice-bled-slovenia-conference-facilities.html>).

EXERCISE 6-1: Explain the meaning of the following expressions from the second text.

1. governmental meetings _____
2. state-of-the-art technical features _____
3. diverse range of conferences _____

EXERCISE 6-2: Find words or phrases in the first text which mean:

1. formal introduction of a new product _____
2. the place where a public event or meeting takes place _____
3. the greatest amount that a space can hold _____
4. to act as a chairperson of a meeting _____
5. that is easy to carry or to move _____
6. a place where people meet for an organised event, e.g. a concert, sporting event or conference

EXERCISE 6-3: Fill in the sentences below. You will hear them in a dialogue between a conference organizer and a hotel manager. Use words from this list:

seats	seating (x2)	sound	partitions	built-in	
	equipment	circuit	acoustics	exhibition	center

- a) Basically, we have a multi-purpose conference _____ with _____ for over 450 delegates.
- b) Our main auditorium _____ 350 people.
- c) The smaller conference rooms have a _____ capacity of about 55 each.
- d) We have _____-proof folding _____ between the conference rooms. These can be opened up to form a large room.
- e) The auditorium has _____ audiovisual _____.
- f) We can provide a closed _____ television link-up from the auditorium to the smaller conference halls.
- g) You'll find that both the auditorium and the conference rooms have excellent
_____.
- h) There's also an _____ hall, for display purposes.

7. PROFESIONAL CONVERSATION – HOTEL PREMISES

7.1 MAKING AND TAKING TELEPHONE CALLS

Telephone conversation plays an important role in the tourism and hospitality industry. People want to get some information, make bookings, cancel a booking, or they just call for a number of other reasons. It's important to be able to talk to people and always be polite and professional.

- *dialling code (BrE)/area code (AmE)* – the numbers that are used for a particular town, or country, in front of an individual phone number
- *busy (AmE)/engaged (BrE)* – a telephone line is being used
- *extension* – an extra telephone number connected to a switchboard
- *landline* – a telephone that is not a mobile phone
- *receiver* – the part of the telephone that you hold to your ear and mouth
- *(tele)phone directory/book* – a large book containing all the telephone numbers for a particular area, organization, etc.
- *(tele)phone booth* – a partly enclosed place with a public telephone, in a hotel, in the street, etc.

Telephone numbers

Each figure is said separately. There is usually a pause after groups of three or four (not two) figures. When the same figure comes twice, British people usually say double.

BrE 506 4322 *five oh six, four three double two*

AmE 506 4322 *five zero six, four three two two*

this/that

On the telephone, British people use *this* to identify themselves, and *that* to ask about the hearer's identity.

– Hello. This is Peter. Is that Mark?

7.1.1 ON THE PHONE – spelling names and e-mail addresses

You will often need to spell something out over the phone, or you will ask your guests/customers to spell their names for you. How good is your pronunciation of letters? Note that in Canadian or British English, the last letter of the alphabet is pronounced “zed”; in American English it is pronounced as “zee”.

English Phonetic Spelling

When speaking on the telephone and spelling a name or address, it is important to pronounce letters carefully and even to provide clarification e.g., V as in Victor. It is sometimes useful to spell a word using English Phonetic Spelling. To spell "Club", for example, you would say: "C for Charlie, L for Lima, U for Uniform, B for Bravo." Below is the list of phonetic spelling to help you spell the word, especially when communicating over the phone.

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whisky
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Source: <http://www.englishclub.com/vocabulary/english-phonetic-spelling.htm>

E-mail addresses are read as follows:

www.oup.com

double-U, double-U, double-U dot o-u-p dot com

mary@log-farm.com

Mary at log dash farm dot com

smithj@oup.co.uk

Smith J at O-U-P dot co dot U-K

Note also the names of symbols in "urls" (internet addresses):

/	forward slash
@	at
\	back slash
_	underline (underscore)
:	colon
-	dash
.	dot

PRACTICE

1. Spell your full name and your e-mails address to your fellow student.
2. Think of three hotels you are familiar with. Spell their names, addresses, e-mail addresses and their websites. Use English Phonetic Spelling as well.
3. Read the following e-mail and website addresses:

<https://vsgr.si/>

info@hotel.mons.si

www.gh-union.si/

central.hotel@gh-union.si

www.turizem-kras.si/

tickets@cd-cc.si

kongres@cd-cc.si

7.1.2 ON THE PHONE – useful language

SITUATION	EXAMPLES
Introducing yourself	Good morning, Swissair. How can I help you? Hello, the Grand Hotel. Mary Brown speaking. What can I do for you? Hello, this is ... from ... Hello, my name's ... I'm calling from ...
Asking for the caller's name	Who's calling, please? Can I have your name, please? Would you mind spelling your name for me?
Asking for repetition	I'm sorry, but I didn't catch your name/your number. Sorry, I didn't hear that. Could you repeat it, please? Could you say it again? I'm afraid I didn't understand. Could you speak up?
Saying who you want	Can I have the accounts department? I'd like to speak to ... Could I speak to...? (Can I – more informal / May I – more formal) Can I have extension 321?
Connecting someone	Please hold and I'll put you through. One minute, I'll transfer you now. Let me see if he is available. He/she is on another line at the moment. Would you like to hold?
Someone is not available	I'm afraid he/she is not available at the moment. I'm afraid the line is busy. He/she's not in at the moment. I'm afraid he/she is busy at the moment. He/she is in a meeting. She is on maternity leave. He/she is on sick leave.
Leaving and taking a message	Could/May I take a message? Would you like to leave a message? Could/May I tell him who is calling? Could you ask him/her to call me on ...?

7.1.3 MULTI-WORD VERBS - commonly used in telephone conversations

call back/ring back – to return a phone call

cut off – to interrupt someone by breaking the connection

get through – to make contact on the phone

speak up – to speak more loudly

hang on – to wait a moment

hang up/ring off – to end a conversation by putting a receiver down or switching the telephone off

hold on – to wait a moment

look up – to look for information in a phone book ...

pick up – to take hold of/lift the phone

put on – to give somebody the phone so that they can talk to the person at the other end

put through – to connect a call to another telephone

EXERCISE 7-4: Number the dialogue of the following telephone conversation in the right order.

- a — American Express. The number's 8773 457 238 5549. Will you need a deposit?
- b — Hello, I'd like to book a room, please.
- c — Yes, it's Henry Box, and the address is 30 Lime Walk, Slough.
- d — Certainly, sir. When would you like to come?
- e — An individual booking – it's for our wedding anniversary.
- f — No, but you've been recommended to us by friends.
- g — I'll just check availability. Yes, that's fine. Is this a company booking or an individual booking, sir?
- h — OK, 30 Lime Walk. May I ask if you've stayed with us before?
- i — No, a deposit won't be necessary. If you'd like to make a note of your reservation number, it's P 227.
- j — 1 Marlow Hotel, Reservations. Charles Thompson speaking.
- k — That's nice to hear. How will you be paying?
- l — Right, in that case we'll provide complimentary flowers and champagne. May I have your name, please?
- m — On the eleventh of May, for two nights. A double room for myself and my wife.
- n — Thank you very much. Goodbye.

Use the information from a dialogue above and fill in this reservation card.

Reservation Card
Name
Arrival date
No. of nights
Room type
Company/Individual
Stayed before
Method of payment
Credit card no.
Address
Reservation no.

EXERCISE 7-5: In the following conversation choose the correct option from the words in italics.

HOTEL: Good morning, Landsdown Hotel. ¹*Can/Could* I help you?
 GUEST: Good morning. Could I ²*have/speak* Reservations, please?
 HOTEL: Certainly. ³*Wait/Hold* the line, please. I'll ⁴*put/connect* you through.
 GUEST: Thank you.
 HOTEL: I'm sorry, ⁵*I'm afraid/I regret* the line's busy. Will you ⁶*hold/hang on*?
 GUEST: Yes, that's ⁷*fine/splendid*.
 HOTEL: It's ⁸*ringing/calling* for you now. . . . Reservations. Jane Watson ⁹*talking/speaking*. How can I help you?
 GUEST: Hello, ¹⁰*this is/here is* Michael Nelson from Killick & Co. I rang earlier to book two singles from the 18th.
 HOTEL: Yes, Mr Nelson, I remember. What can I ¹¹*do/make* for you?
 GUEST: Could I change that to three singles, again from the 18th?
 HOTEL: I'm ¹²*afraid/sorry*, could you repeat that? It's a ¹³*faint/bad* line.
 GUEST: Yes, could I have another single room for the same dates?
 HOTEL: Yes, ¹⁴*obviously/of course*. I'll see to that now. I'd be ¹⁵*grateful/delighted* if you could ¹⁶*repeat/confirm* that in writing.
 GUEST: ¹⁷*Surely/Certainly*. Thank you for your help.
 HOTEL: ¹⁸*Your/You're* welcome. Goodbye.

EXERCISE 7-6: Role-play telephone conversations.

CONVERSATION 1

➤ Student A:

Naslednji vikend morate odpotovati v London na poslovno srečanje. Telefonirajte na potovalno agencijo in se dogovorite, da za vas uredijo naslednje storitve:

- povratni let
- hotelsko sobo za dve noči
- pozanimajte se za cene ter za termine prihoda v hotel in odhoda iz njega
- povprašajte za priporočila glede restavracij v bližini

➤ Student B:

Zaposleni ste na potovalni agenciji. Poslušajte študenta A in mu ponudite naslednje rešitve:

- povratni let Ljubljana-London-Ljubljana – ekonomski razred 210 €, poslovni razred 550 €
- hotelska soba za dve noči: Hotel City 150 € na noč v osrednjem delu Londona, Hotel Relax blizu letališča 110 € na noč, hrana ni vključena v ceno
- priporočite restavracijo The Ivy – v središču Londona, odlična hrana, prijetna atmosfera, povprečna cena 70 € po osebi

CONVERSATION 2

➤ Student A:

Pokličite The Brick Hotel in vprašajte za možnosti organizacije velike poročne slovesnosti (sprejema za cca 200 povabljenih gostov). Najprej želite vedeti, ali hotel lahko pripravi sprejem s pogostitvijo tako velikega števila gostov. Želite se dogovoriti za nocojšnji obisk in ogled hotela z večerjo, da preizkusite kvaliteto hrane, ob tem želite prisotnost hotelskega direktorja, s katerim bi se dogovorili za podrobnosti organizacije sprejema.

➤ Student B:

Ste hotelski receptor. The Brick hotel lahko pripravi banketno pogostitev za do 250 gostov. Direktor je na službeni poti in bo na voljo komaj jutri po 12. uri, zato predlagajte srečanje jutri ali kak drugi večer.

CONVERSATION 3

➤ Student A:

Pokličite v The Peak Hotel, ker želite rezervirati sobo:

- sobo mora imeti francosko posteljo in otroško posteljico za termin od 17. do 25. junija
- soba naj bo v pritličju
- zahtevajte potrdilo o rezervaciji z ustrezno številko
- plačali boste s plačilno kartico
- pozanimajte se za možnosti popustov

➤ Student B:

Ste receptor in morate nujno pridobiti naslednje informacije:

- starost otroka
- ali bo plačilo opravljeno z gotovino ali ne
- številko plačilne kartice ter datum njenega poteka
- popust (10 %) lahko odobrite samo v primeru, da je plačilo v celoti opravljeno najmanj 30 dni pred koriščenjem storitev

7.2 IN THE FRONT OFFICE

EXERCISE 7-7: You are working at the reception desk of a busy hotel. What will you say to the guest?

- Guest: I'm afraid I haven't got any cash on me to pay to this guide book.

- Guest: I'm afraid I've bent my room key and it doesn't open the room.

- Guest: I need to get into town as soon as possible.

- Guest: Would it be possible for you to look after my passport?

- Guest: I need to phone Mr Jamieson at the Imperial Hotel, but I haven't got the phone number.

EXERCISE 7-8: Complete the dialogue by choosing the best option from the words in italics.

GUEST: I'd like to ¹*check out/depart* now, please.
HOTEL: Certainly, madam. May I ²*have/know* your room number?
GUEST: Yes, it's 429 and the name's Ann Smith.
HOTEL: ³*I'll/I'm going to* get your bill straight ⁴*up/away*.
GUEST: Thank you.
HOTEL: ⁵*Here/Here you are*, madam. Would you like to ⁶*verify/check* it?
GUEST: Thank you. ⁷*There's/I have* just one thing – do you know what these extras are ⁸*from/for*?
HOTEL: Phone calls, I think, but ⁹*I'll/I'm going to* check, if you like.
GUEST: No, don't ¹⁰*mind/worry*, that ¹¹*can/must* be right. Everything ¹²*appears/seems* fine.
HOTEL: How ¹³*would/will* you like to ¹⁴*pay/buy*?
GUEST: You ¹⁵*accept/receive* Visa, ¹⁶*isn't it/don't you*?
HOTEL: Yes, ¹⁷*we do/it is*.
GUEST: Here you are.

EXERCISE 7-9: A guest spoke to you. Write down the message you took for Mr Black. Try to make the message as short as possible and as clear as you can.

Could I have a word with Paul Black? He's in Room 431. Oh, he's out, is he? Could you let him know I rang and I'll call back later – the name's Peter Davis.

Useful expressions for checking guests in

Front desk receptionist:

- How long will you be staying?
- There are only a few vacancies left.
- We require a credit card number for a deposit.
- I'm terribly sorry; all our rooms are booked on the date. If you wish, I can put your reservation on the waiting list.
- I'm sorry, but I haven't got any record of your reservation. When did you make it?
- Is this a new reservation or a confirmation call?
- Do you have a letter or mail confirming your reservation?
- Would you like us to arrange pick up service for you at the airport?
- Let me give you your confirmation number.

Guest:

- We have a reservation under Paul McMillan.
- Do you have any vacancies?
- How do we get to our room from here?
- What time is breakfast served at?
- Can we get a wake-up call?
- When is check-in and check-out time?
- Do you offer a shuttle service to the city centre?

Giving directions

We can use several prepositions and phrases to describe where a person or thing is located:

IN	in the basement, in the hotel, in the corner
AT	at the airport, at the meeting point, at the end (of)
ON	on the first floor, on the roof, on the left / right

The following expressions might also help you:

- The lifts are over there next to the concierge's desk.
- The lifts are opposite the main entrance.
- It's over there on your left.

EXERCISE 7-10: Look at the hotel plan:

	City View restaurant	Bar	Swimming pool	TOP FLOOR
BEDROOM FLOORS (not shown)				
	Business corner Lounge & reading area			FIRST FLOOR
MAIN ENTRANCE	Meeting point Reception	Bar	G&B restaurant	GROUND FLOOR
	Breakfast room	Gift shop	Hairdresser's	BASEMENT
	Wellness area and sauna Gym	Garage 		LOWER BASEMENT

How would you answer these questions?

1. Excuse me, where is the garage?
2. Excuse me, do you have a gym?
3. Excuse me, is there a business corner in the hotel?
4. Excuse me, are there toilets near the wellness area?
5. Hi, have you got a swimming pool?
6. Excuse me, where can I buy some presents and souvenirs to take home?

EXERCISE 7-11: Identify some hotels in your local area. Give directions how to get there. Use some of the phrases below:

- Walk along the street for about five minutes.
- Walk / go / head past the station ...
- Turn left at the shops ...
- Go past a fork in the road ...
- Walk on past a bus stop ...
- Head along this street and up a small hill.
- Turn right at the bank, then go left at a fork in the road.
- Take the first road on the left ...

EXERCISE 7-12: A tourist information officer is giving directions to some tourist. Fill in the missing expressions.

go down	until you come to	right-hand fork	you'll go past
you'll come to	come out		

When you _____ of the TIC, turn left and _____ the Cable Street. Walk on through the Park Square _____ a fork in the road. If you take the _____ and go along Marble Street, _____ some nice antique shops and pubs and eventually _____ a green hill. Head up the hill and you're there.

LANGUAGE FOCUS – POLITE REQUESTS

Direct questions	Indirect questions
How much does it cost?	Could you tell me how much it costs?
What's the procedure?	I'd like to know what the procedure is.
Are there any cheap flights to London?	Do you know if there are any cheap flights to London?
Could you fill in this form?	Please could you fill in this form?
When does the next train leave?	I would like to know when the next train leaves.
Wait until the clerk is free!	Would you mind waiting until the clerk is free?

EXERCISE 7-13: Rewrite the sentences to make them more polite.

1. How many people are there in the group?

2. How are you paying?

3. Repeat that!

4. We must check the details.

5. Fill this form in.

6. Give me a deposit.

7. Spell your address for me.

8. What is your date of birth?

9. What is your first name?

10. When do you want to check out?

11. Did you send me the confirmation by e-mail?

12. Do you have any vacancies?

13. Can I arrange car rental here?

CALCULATIONS

As a receptionist at the front desk you should be prepared to calculate and to explain your calculations. Here you can find the most common expressions used.

SIGN	is read as	SIGN	is read as
+	and	=	is / comes to / equals
—	less / minus	%	per cent
x	times	1,25	one point two five
÷	divided	\$1,25	one dollar and twenty-five cents

EXERCISE 7-14: Match the calculations in column A with the answers in column B.

A	B
\$45 + 10 %	is \$11,70
\$200 – 15%	comes to \$49,50
£100 at \$1,624 to the £	comes to \$3 each
\$12 ÷ 4	is \$170
\$121,25 x 4	comes to \$162,40
\$3,90 x 3	is \$485

EXERCISE 7-15: Now decide which calculation is relevant and write it down as you would say it.

Lunch for two in the hotel restaurant including the service charge.

The price for standard room from Monday to Friday lunchtime.

The cost of three Coca-Colas from the mini bar.

The amount in dollars you would receive when changing £100 at the bureau de change.

The price of an executive room with a corporate discount.

The cost per person of a ten-minute taxi ride shared by four people.

7.3 ORGANIZING A CONFERENCE

EXERCISE 7-16: A client is talking to a conference manager of the Bournemouth International Centre about his requirements. Choose the correct option from the words in *italics*.

MANAGER: Could we just ¹*run/seel/speak* through your ²*wants/wishes/requirements*, and I'll give you an idea of what rooms would be ³*fine/well/suitable*.

CLIENT: Yes, of course. We'll be starting at six in the evening, and we'll need three meeting rooms at the same time. The Chief Executive Officer will be ⁴*giving/saying/addressing* a talk to the sales force, so we'll need a room for about a hundred or so ⁵*members/audience/delegates*.

MANAGER: What sort of ⁶*chair/seating/sitting* arrangements will you need for that?

CLIENT: Theatre-⁷*method/style/way* would be fine for that, because it's not a ⁸*workroom/workshop/workhouse*. We also need another room for the technical support group, and that'll be for about thirty-five people, and that'll have to be ⁹*teaching/lesson/classroom*-style. And the last group, the eighteen directors, need the same.

MANAGER: That's fine. You also mentioned something about an ¹⁰*demonstration/exhibition/manifestation*.

CLIENT: Yes, really we're looking for a fairly large room – something in the region of 200 to 250 ¹¹*square/squared/cubic* metres.

MANAGER: That's no problem. I can think of a couple of ¹²*occasions/possibilities/chances*.

CLIENT: Good, and then afterwards we'll need a room for dinner, and we're ¹³*awaiting/intending/expecting* about a hundred and sixty to a hundred and eighty for that, but I'll let you have the ¹⁴*accurate/exact/defined* figures nearer the time.

MANAGER: That's all fine. Are there any other things that you can ¹⁵*think of/consider/require*?

CLIENT: Oh yes, there's one other thing – the exhibition needs ¹⁶*allowance/space/place* for a twenty-five metre stand, so we're looking for a room that's a rectangle rather than a square.

BOURNEMOUTH INTERNATIONAL CENTRE CONFERENCE FACILITIES

	Seating capacities				Area Sq.m. gross	Dimensions	
	Theatre- style	Classroom- style	Banqueting- style	Cocktail- style		Metres	Minimum ceiling height (mtrs)
Windsor Hall	3900	800	1200	3000	1822	40.0 x 47.0	7.0
Tregonwell Hall	1200	350	420	850	723	33.9 x 23.0	7.0
Purbeck Lounge	240	120	150	250	227	29.1 x 7.8	2.7
Purbeck Bar	70	40	60	140	171	22.5 x 7.6	2.38
Stour Room	120	70	60	100	89	7.7 x 11.5	2.46
Avon Room	55	30	35	80	48	5.7 x 8.5	2.49
President's Suite	40	20	20	60	40	4.1 x 9.8	2.45
Bourne Lounge	390	95	225	420	256	16.0 x 16.0	2.46

Read through the information about the rooms available at the Bournemouth International Centre (above). Which rooms would be suitable for the client from previous dialogue?

The CEO's meeting with the sales staff: _____

The technical support group meeting: _____

The directors meeting: _____

The exhibition: _____

The dinner: _____

EXERCISE 7-17: Complete the sentences with one of these words.

annual	conference package	duration	estimated attendance	
finalize	function sheet	postpone	provisional	venue

The place where the conference is held is known as the _____. The expected number of guests is known as the _____. To begin with the dates will probably only be _____, but closer to the time of the conference they will have to be continued. The conference _____ may be two, three or several days. If it's held once a year, it's known as an _____ event. A conference hotel will probably calculate all the costs of the conference and offer the customer one total price called the _____. The hotel will list all the conference requirements in the _____. A few days before the conference begins, the hotel should _____ all the arrangements with the conference organizers. If there's a problem, it may be necessary to _____ the conference to a later date.

Safety first!

When it comes to the hospitality sector, safety is of utmost importance. The hotel industry has to comply with health and safety regulations. But what really distinguishes an excellent lodging facility from an average Joe are real concern for the safety and comfort of the guests and employees. Let's focus on the safety requirements and measures of the hotel industry. Describe what the following equipment are for.

Smoke detectors

Fire extinguishers

Sprinkler systems

Carbon monoxide detectors

Danger and safety instruction signs

8. LETTERS AND E-MAILS

E-mail has become a widely used medium for sending messages and documents. But letters, especially official, still have not lost their importance although they are not sent by post so frequently as a few years ago. It should be noted that formal e-mails are very much similar to formal letters. They should both be written politely and carefully, and there is no use of contractions, e.g. "We do not" and not "We don't".

Formal letter layout

The example below shows a general layout for a formal letter.

	Sender's address – without name Phone Number E-mail address
	Date
Recipient's name Title Company name Address	
Opening salutation Re:	
Letter text	
	- Introductory sentence. Choose your style – eg friendly, formal or bold but grab their attention. Be dynamic and specific. - First paragraph – describe what you have to offer the employer and what you could bring to their organisation. Identify how your qualifications and experience match the job you are applying for so that you are consistent with how the job has been advertised. Interpret your resume but don't repeat it. - Final paragraph, complimentary close – thank the reader for considering you and include information on how you will follow up. ((We look forward to ...))
Salutation	
Signature (your name by hand) Sender's name (typed out) The title of the person in the company	
Enc.	

Below is a summary of some writing tips, rules and abbreviations used in formal letters and e-mails. Read and discuss them.

• Date

Dates are written differently in British English and in American English.

British English – day/month/year (e.g. 27/3/09)

American English – month/day/year (e.g. 3/27/09)

It is better to write the date in full to avoid confusion (30 September 2010 or September 30, 2010).

• Salutation

Dear Sir – if you don't know the name, but know it is a man

Dear Madam – if you don't know the name, but know it is a woman

Dear Sir/Madam – if you don't know who you are writing to or if they are a man or woman

Dear Mr Smith – for men

Dear Mrs Peterson – for married women

Dear Mrs Peterson – for unmarried women

Dear Ms Peterson – for married or unmarried women

• Body of the letter – Expressions to use

a) To make the first contact: *I am writing to inform you/apply for/request ...*

b) To respond with a reference: *With reference to ...*

c) To answer a letter: *Thank you for your letter of May 14th concerning ... In reply to your letter ...*

d) To confirm a telephone call: *Further to our telephone conversation ... Following our phone conversation ...*

e) For requesting: *I would be grateful if ... I would appreciate it if ... Could you please ...*

f) for making excuses: *I regret that ... I am sorry to inform you ... I am afraid that ... I apologise for ... Unfortunately, we have to inform you that ...*

g) For confirming: *I am pleased to confirm that ... This is to confirm that ... I would like to confirm my reservation/my order ...*

• Attaching and enclosing documents

I attach ... I enclose ... Please find enclosed ... Enclosed, you will find ...

• Closing phrases

Please contact me/us again if you need any more information/if you have any questions. If I can be of any further assistance, please do contact me again. I look forward to hearing from you/to seeing you/to welcoming you ...

• Signing off

Yours faithfully – if you didn't know the name in the salutation

Yours sincerely – if you knew the name in the salutation

Best wishes/Best regards/Kind regards – more informal, if the person is a close business contact

Common abbreviations

- **Attn** – for the attention of (= to be read by): Sales Dept, attn M. Reeves
- **Re** – at the beginning of a business letter to introduce the subject that it is about
- **Ref.** – used to identify a document cc (carbon copy) – a copy is being sent to the named people (e-mails)
- **enc./encl.** – enclosed; if another document is being sent in the same envelope, enc. or encl. is written in the bottom left-hand corner.
- **pp/p.p. (per pro)** – If someone signs the letter on behalf of someone else the initials p.p. (per pro) should be used before the name to indicate this.

PRACTICE

EXERCISE 8-1: Choose the correct word to fill the gap.

1. I would be _____ if you could send me details of your conference packages.
a. thankful b. please c. content d. grateful
2. I look forward _____ from you.
a. hear b. to hear c. hearing d. to hearing
3. If you require further information, please do not _____ to contact me.
a. delay b. hesitate c. avoid d. stop
4. Your hotel was _____ to us by our business partners.
a. advised b. suggest c. recommended d. informed
5. Thank you for your letter _____ 19 June.
a. in b. on c. of d. from
6. Please _____ enclosed our current catalogue and price list.
a. find b. look c. receive d. get
7. We would appreciate _____ you could send us further information about your customized tour packages.
a. it that b. this c. when d. it if
8. We would be grateful _____ an early reply.
a. to b. of c. for d. with
9. We are writing in _____ to your letter we received yesterday.
a. regarding b. regard c. view d. viewing

EXERCISE 8-2: Choose the right option

1. On your formal letter your name should appear
a. at the top, on the right b. at the bottom c. at the top and at the bottom
2. If you start your letter with Dear Sir or Madam, you end it with
a. Yours sincerely b. Best wishes c. Yours faithfully
3. If you start your letter with Dear Mr. Brown, you end it with
a. Yours sincerely b. Best wishes c. Yours faithfully
4. The abbreviation for Missis is:
a. Mrs b. Mss c. Ms
5. Senders address should be written
a. at the top, on the right b. at the top, on the left c. at the bottom, on the left
6. The right complimentary close of an official letter is
a. We look forward about hearing from you b. We look forward to hear from you
c. We look forward to hearing from you
7. Circle the incorrect opening salutation
a. Dear Madam b. Dear Mary Simpson c. Dear Mary
8. Circle the incorrect date
a. 1 March 2017 b. March 1, 2017 c. Bled, 1 March 2017

EXERCISE 8-3: Fill in the gaps with suitable prepositions from the box. Some prepositions can be used more than once.

with	on	in	upon	by	over
------	----	----	------	----	------

1. I am writing to confirm the details of the accommodation I have booked ____ you ____ the phone.
2. You can come and see the hotel ____ person.
3. The total cost is to be paid ____ advance.
4. The total cost is to be paid ____ credit card or ____ cash.
5. Any outstanding balance should be paid ____ departure.
6. Guests receive dinner ____/____ arrival.
7. ____ behalf of our hotel staff, I am writing to let you know how delighted we were to receive your kind words of praise.

EXERCISE 8-4: Complete the letters or e-mails below using the correct word or expression from the box. After filling in the missing words underline all the formal expressions used in these letters. Find the corresponding informal expressions.

requested	cancellation	available	inform
-----------	--------------	-----------	--------

Thank you for your e-mail and interest in our hotel. I am sorry to _____ you that we do not have two double rooms with toilet and shower _____ for the requested nights. We will put you on our waiting list as _____ and will let you know as soon as there is any change or _____.

Kind regards,
Ingrid Bell

enquiries	inclusive	enquiry	required
-----------	-----------	---------	----------

Dear Mr. Firth Thank you for your telephone _____ of 1st July. In accordance with your instructions we have booked a single room with shower in your name from the 18th to 25th August _____. Payment by credit card within 48 hours is _____ to confirm the booking. We trust that you will enjoy your holiday. If you should have any further _____ please do not hesitate to contact us.

Yours sincerely,
Jane Presley

packages	forward	equipment	holding
----------	---------	-----------	---------

We are interested in _____ our annual conference in your hotel. I would be grateful if you could send me full details of your conference _____ and facilities. We are particularly interested in the capacity of your meeting rooms and the technical _____ and services you offer. I look _____ to hearing from you.

Best wishes,
Jane Prune
Jane Prune
PA to the Managing Director

EXERCISE 8-5: Read the following e-mails. Answer them. Include enough information according to what you have been asked.

Dear Sir or Madam

I noticed your hotel in the "Hotels of London" guide and wish to reserve a double or twin room from August 11th to 19th (eight nights). I would like a quiet room at the back of the Hotel, if one is available. If you have a room free for this period, please let me know the price, what this covers, and whether you require a deposit.

Yours faithfully,

George Peterson

1

Dear Sir

Our company is organising a conference next month in Liverpool. We are looking for a hotel which could provide meeting rooms and accommodation for 120 delegates from 26th May to 2nd June.

Your hotel received strong recommendations because of its excellent conference facilities. We would therefore like to choose your hotel as the venue for the conference but we need some more information. Would you please answer these additional questions about your hotel: does it have a banquet room for 120 people, what kind of computer facilities are available for presentations, is there a shuttle from the airport to the hotel?

I would appreciate your answers and any other information you can provide about your hotel by 15th March.

I look forward to hearing from you.

Yours faithfully,

Cathy Johansson

Conference Manager

2

Apologise for the difficulties Peter Rumor and his wife had during their stay in the hotel, explain the reasons, and offer some compensation.

Dear Sir, I am writing to complain about our recent stay at your hotel.

My wife and I have recently returned from your hotel. Although the travel agent assured us that the hotel was 5-star, the level of service was extremely bad. Our beds were made just once during the whole of our stay. The food was very poor and the service was slow. Some of the staff were rude when we made complaints about the service.

On top of all this, the building works had not been completed, so we had to endure extremely high levels of noise. What is more, not all of the promised facilities were available.

I think that you should consider an appropriate refund because of the bad service we received during our stay.

Yours faithfully,

Peter Rumor

3

Answer the following letter and confirm the booking. Unfortunately, there are no parking spaces and the bathrooms only have showers.

Dear Sir,

I'd like to reserve a double room with child's bed for three days for the Easter weekend for me and my wife, and our one-year old baby. If possible we'd like a bathroom with a shower and bath. Could you also book me a parking space in your car park and a table for two in your restaurant for lunch on Saturday and Sunday?

Best regards,

Roger Miles

4

9. RESTAURANTS

The hospitality sector includes all businesses that provide food, beverages, and/or accommodation services. This includes restaurants, pubs, bars and clubs, hotels, contract catering, and hospitality services. The restaurant sector is one of the largest in the hospitality and catering industry.

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to describe take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.

Dining areas in the accommodations and foodservice industry include the front of the house, which the customer sees, and the back of the house, which only the staff sees.



- In a restaurant **the back of the house** consists of the kitchen, storage and office areas.
- In **the front of the house** are the dining room, waiting areas, and lounges.

The front of the house gives the customer a first impression of the restaurant and is therefore of critical importance as a merchandising factor.

There are various types of restaurants. Restaurants fall into several industry classification based upon menu style, preparation methods and pricing. Additionally, how the food is served to the customer helps to determine the classification.

Historically, restaurant referred only to places that provided tables where one sat down to eat the meal, typically served by wait-staff. Following the rise of fast food and take-out restaurants, for the older "standard" restaurant the term was created, sit-down restaurant. Most commonly, "sit-down restaurant" refers to a casual dining restaurant with table service rather than a fast-food restaurant where one orders food at a counter. Sit-down restaurants are often further categorized as "family-style" or "formal".

In British English, the term restaurant almost always means an eating establishment with table service, so the "sit-down" qualification is not usually necessary. Fast food and takeaway (takeout) outlets with counter service are not normally referred to as restaurants.

9.1 TYPES OF RESTAURANTS

a) Fast-food restaurants

Fast-food restaurants emphasize speed of service and low cost over all other considerations. A common feature of newer fast-food restaurants that distinguishes them from traditional cafeteria is a lack of cutlery; the customer is expected to eat the food directly from the disposable container it was served in.

b) Fast casual-dining restaurants

A fast casual restaurant is similar to a fast-food restaurant in that it does not offer full table service, but promises a somewhat higher quality of food and atmosphere. Average prices charged are higher than fast-

food prices and non-disposable plates and cutlery are offered. This category is a growing concept that fills the space between fast food and casual dining.

c) Casual dining

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. Casual dining comprises a market segment between fast food establishments and fine dining restaurants. Casual dining restaurants usually have a full bar with separate bar staff, a larger beer menu and a limited wine menu.

d) Fine dining

Fine dining restaurants are full service restaurants with specific dedicated meal courses. Décor of such restaurants feature higher quality materials with an eye towards the "atmosphere" desired by the restaurateur. The wait staff is usually highly trained and often wears more formal attire.

9.2 KINDS OF TABLE SERVICE

Another way to categorize restaurants is by **the kind of service** they offer. There are basically four types: table service, counter service, self-service and carry-out.

- In **table service restaurants** customers sit at tables, where the food is served by waiters or waitresses.
- In **counter service restaurants** customers sit at a counter and are served either by the person who prepares the food or by a waiter or waitress.
- A **self-service restaurant** is also called a buffet or cafeteria; there customers pass in front of a counter where food is displayed and help themselves to what they want; then carry the food to a table themselves.
- **Carry-out (take-out or take-away) restaurants** often serve fast foods; customers order the food at a counter (or by telephone ahead of time) then take out the food to wherever they wish to eat it - at their jobs, in a park, in a car, or at home.

The three most frequently used types of table service are called **French, Russian** and **American**.

French or gueridon service is the most elaborate, often with two people serving each station, the first one serves with the assistance of the second. The gueridon waiter must always be skilled for there is often a final preparation - flaming a dish or serving a sauce, filleting, carving and cooking specialty dishes - at the table, frequently with great show. The service is from the right with the right hand. French service is found only in the most luxurious and expensive restaurants.

Russian or silver service is simpler than French, since it requires only one person to take the order and serve the food. The food is brought from the kitchen on platters (silver flats) and set on a serving stand. The waiter or waitress then places the plates in front of the guests from the right side and serves each guest from the left. Russian service is used in some hotel, specialty, and less expensive restaurants.

American or plate service is faster than Russian: one person takes the order and does the serving. Here the waiter receives the meal already plated and only has to place it in front of the guest. Plate service is often offered where there is a rapid turnover and speedy service is necessary. It also demands less equipment for the service of the meal and is, therefore, labor saving in such tasks as washing-up.

The covers on a restaurant table are an integral part of the decor. They reflect the style and price of the meal.

serving stand/trolley	A small stand on which trays and platters from the kitchen can be placed before and after serving food.
station	The number of tables or area served by one waiter or waitress.
tip	An amount of money, usually a fixed percentage of the bill, given by the customer to the waiter or waitress; it is also called a <i>gratuity</i> .
service charge	A percentage of the bill added in some countries for tips to the staff.
cover	The eating utensils set for each customer.

Adapted from: Eugene J. Hall, *The Language of Restaurants and Catering in English*

9.2.1 What determines the success of a restaurant?

Many customers consider the atmosphere of the restaurant as important as the food itself.

Important factors to consider when designing a restaurant include:

a) COLOR AND LIGHT

Our senses - taste, touch, smell, sound, and sight affect us in many ways. Of all the senses, **sight** is the most important, even in a restaurant, where the major goal is for the customer to taste and smell the food served. Eighty percent or more of all impressions are acquired through one's eyes. The appearance of food on a plate can be significantly changed by light and color, so can the appearance of the restaurant. The light and color in a restaurant can even make one's dinner companion look different.

Studies have been done in which the color of food was changed. For example, in one study steak was colored whitish - gray, celery pink, lettuce blue (the least liked food color), peas black, and milk red. The guests who were served this meal lost their appetites and some became seriously ill. Therefore, always be aware how light can affect food appearance.

Different colors can also affect **the apparent size of an object or space**. Light walls will give the illusion of a larger and more airy interior than if the walls are dark.

Restaurant owners should also remember that certain colors suggest **different temperatures**. The reds, oranges, and yellows are called the warm hues. Greens, blues, and violets are the cool hues.

Textures and patterns help create a **mood**. If all surfaces are hard and smooth, regardless of the colors used, the effect will often be cold and uninviting, especially if the area is brightly lit.

b) SPACE AND LAYOUT

The type of restaurant will help determine distances and *spaces between tables, chairs, and guests*. It is better to have tables a little too *low* than too high for diner comfort. However, be sure that there is enough room for diners' legs.

Older diners will probably require somewhat wider spaces between tables, as they cannot maneuver easily in narrow spaces. *Business people* will also appreciate more space at the table and between tables.

c) RESTROOMS/TOILETS

Adequate space should be provided for easily accessible restrooms. Restrooms should be well lighted, well ventilated, and scrupulously clean. Large mirrors, shelves for purses, and hooks for coats should be available.

d) ATMOSPHERE

The atmosphere can be traditional, sophisticated, relaxed, cozy, and is usually created by:

- **pleasant surroundings** (dim lights, soft music, nice furniture, comfortable chairs to make customers to stay longer)
- **personnel** (well trained, discreet, efficient, reliable, always in a good mood, helpful, no body odors, well pressed clothes, manicured nails)
- **prices** (reasonable, good value for money, cheap, expensive)
- **high quality of food** (eye pleasing appearance)
- **hygiene** (high standards of cleanliness)
- **air conditioning**
- **other customers** (similar clothes and age group, similar behavior)

Adapted from Internet: Michigan State University Extension Tourism Educational Materials 33310406

Atmosphere in the Restaurant <http://web1.msue.msu.edu/msue/imp/modtd/33319734.html>

9.2.2 Other foodservice enterprises

bar	a place where you can get alcoholic or non-alcoholic drinks, a place serving special type of food
snack bar	a place serving light snacks between meals
café or brasserie	a small shop selling food and drinks
confectionery	a place selling sweet food: cakes, sweets, chocolate
public house (pub)	a place with old-style furniture, pleasant atmosphere, serving drinks and quite often food
inn or tavern	a place in the country serving delicious food
canteen	A self service restaurant in a factory or in an office building (only for employees)
a` la carte restaurant	A place where a customer will order food from the menu
table d'hôte restaurant	A place offering three-course meals (a starter, a main course and dessert) at a fixed price with a limited number of dishes

The restaurant business appeals to those who want the risks and satisfactions of self-employment.

Unfortunately, a large percentage of restaurants fail due to lack of experience, poor location, too much competition, poor merchandising.

Answer the questions

1. What kind of person does a gourmet restaurant try to attract?
2. What are fast foods? Name some.
3. Describe the difference between table service and counter service.
4. What is self-service? What terms are often used for self-service restaurants?
5. What kind of establishment is a carry-out? What other names are used for it?
6. Why are there many different kinds of restaurants?
7. What kind of service and dishes are provided by family-type and specialty restaurants?
8. What does the customer of a convenience restaurant want?
9. What kinds of restaurants do not have waiters and waitresses?
10. What kinds of customers go to carry-out restaurants?
11. What are some reasons for the large percentage of restaurant failures?

Adapted from: Eugene J. Hall: *The language of Restaurants and Catering in English* (1977)

EXERCISE 9-1: Decide whether the following statements are true or false and correct the false sentences.

1. ___ Guests in a restaurant or hotel see the front but not the back of the house.
2. ___ Customers in a restaurant can tell a great deal about the place from its appearance.
4. ___ French table service is very elaborate, usually with two people at each station.
5. ___ Russian table service requires only one person for each station.
6. ___ American table service is faster and simpler than French or Russian because the food is brought from the kitchen on plates.
7. ___ The headwaiter/hostess has no responsibility for the work of the dining room staff.
8. ___ Waiters and waitresses are important in restaurant merchandising because they have more contact with the guests than other employees.
9. ___ A waiter or waitress is never expected to explain or recommend any dish on the menu.
10. ___ A waiter's tips in a luxury restaurant average no more than ten per cent of the bill.

Adapted from: Eugene J. Hall: The language of Restaurants and Catering in English

9.3 MENUS

A menu is a presentation of food and beverage offerings. There are some basic types of menus:

- **table d'hôte (fixed price menu, set price menu),**
- **a la carte menu,**
- **a cycle/cyclic menu,**
- **du jour menu,**
- **special menu.**

Table d'hôte is a French phrase which literally means "host's table". It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Fixed menus or table d'hote menus are still used in various forms such as buffet menus, conference packages and on special occasions.

A la carte menu has separate prices for every item. The phrase means "according to the menu". A guest orders dishes separately and pays for them separately. Menus today frequently combine the two approaches.

A cycle menu is a series of menus that is repeated over a specific period of time. The menu is different each day during the cycle. And, at the end of the cycle, the menu is repeated. It is prepared for schools, hospitals, retirement homes or day cares. There are no different dishes to choose among, there is only one fixed menu for each day.

Du jour menu or daily specials– also referred to as "a chalkboard menu". Can you guess why?

Special menu is a menu for special occasions such as weddings, christenings, etc.

9.3.1 Descriptive Words and Expressions on a Menu

Menus often contain special language to make items sound delicious. These words and expressions can also convince the guests to order more food, such as appetizers or dessert. In many English speaking countries, especially North America, having higher sales means earning better tips.

Note: Many English words and expressions about food come directly from French. This is why some words about food are written with an accent (for example: à la carte).

Expression	Meaning	Example
à la mode	with ice cream	Would you like your apple pie à la mode?
all you can eat	customers pay one fee and can eat as much as they wish	These are all you can eat fries, so let me know if you want more.
appetizer	small snack before a meal	Would you like some garlic bread or another appetizer to start with?
appetizing	looks pleasing to eat	I'm afraid these pancakes don't look very appetizing.
barbeque	southern style of cooking over a grill	The barbeque wings are our specialty.
bottomless (free refills)	guests can have more without paying	Coffee and tea is bottomless.
breaded	rolled and cooked in bread crumbs	The shrimp is breaded in our homemade batter.
combo, combination	mixture	The combo platter has veggies, ribs, and chicken fingers.
complimentary	free of charge	The desserts are complimentary because the dinner took so long.
crispy	makes a crunchy sound when you chew	Caesar salad with fresh lettuce and crispy croutons
entrée	the first dish served, it may follow a soup or other small dish	The entrées are after the lunch specials on page 6 of the menu
fresh	just off the farm/ out of the garden	All omelets are made with three fresh egg whites.
garnished with	decorated with	Our dinners are garnished with seasonal fruit.
generous portion	heaping, a large amount of	All sandwiches are served with a generous portion of fries.
home style, homemade	from a recipe (not a package)	Try our chef's homemade chili with fresh baked bread.
juicy	with enough liquid	Garden salad with juicy tomatoes, cucumbers, and onions
marinated in	left in fridge to soak up sauce/juice/flavoring	Our steaks are marinated in a rich peppercorn sauce.
medley	variety, mixture	A vegetable medley tossed in olive oil and served over rice
medium	normally cooked	
medium-rare	slightly pink	
mouth watering	appearance causes mouth to salivate	Finish your meal with one of our mouth watering desserts.
on a bed of	on top of a layer of	A ginger chicken stir fry served on a bed of rice
rare	cooked meat that is pink inside	This steak is too rare for me to eat.
seasonal	produce varies at different times during the year	Ask your server about our seasonal fruit pies.
seasoned with	herbs and spices added	Roasted chicken seasoned with fresh basil and oregano
specials	items that were prepared particularly for a certain day, usually at a reduced price	Would you like to hear the specials before you decide on lunch.
well- done	cooked for longer than average	The meat was so well-done it had no flavor.

Adapted from *English for Food and Drink Staff* <http://www.englishclub.com/english-for-work/index.htm>

Some sample menus



Premium Christmas Party Menu

For Starters, during arrival time, we offer premium hors d'oeuvres service, with such choices as:

Bacon Wrapped Quail stuffed with balsamic marinated prunes

Shrimp and Gazpacho Shooters

Mini Beef Wellington

Smoked Salmon Mousse in Mini New Potatoes

*

Appetizer Choices

Warm Goat Cheese Salad

herb crusted ontario goat cheese on a bed of mixed greens with roasted red peppers and a pomegranate glaze

or

Crusted Crab Cake

or

Butternut Squash Ravioli

with julienne vegetables roasted in garlic cream

*

Entrees

Beef Tenderloin Medallions

or

Roast Supreme of Chicken

pan seared and stuffed with sundried tomatoes and goat cheese

or

Atlantic Salmon

pan seared with a chardonnay and orange sauce.

*

Dessert

Your choice of any of our made in house desserts, including such favorites as

Molten Chocolate Cake,

Crème Brulee, Tiramisu and Cheese Cake.

3 choices will be made available for your guests.

Only \$46.95 per person, plus applicable taxes

Don't be disappointed... Call today to make your reservation 905-296-5832



Acclamation Bar & Grill
191 James Street N
Hamilton, Ontario
Phone: 905-523-7269 Fax: 905 523 5676
website: www.acclamation.ca Email: info@acclamation.ca

\$25.00 per. person plus taxes and gratuity

Starters

Daily Soup

or

Mixed Field Greens with House Dressing

*

Entrees

Pan-Seared Salmon on Roasted Mini Red Potatoes with Sicilian Tapenade of Capers, Olives and Chili
Flakes

Or

Chicken Supreme with Wild Mushroom Risotto with Pancetta and Parmesan Shavings

*

Dessert

Chocolate and Raspberry Tartuffe

Coffee and tea service

Vegetarian options can be pre-ordered for guest with restricted diets



Philip Shaver House
1034 Highway #53 West
Ancaster, Ontario
Phone: 905-648-5225

Seasonal Hours Call for Reservations

\$35.00 per. person plus taxes and gratuity

Starters

Daily Soup

or

Caesar Salad with House-Made Caesar Dressing, Bacon, Herb Croutons, and Parmesan

*

Entrees

Pan-Seared Supreme of Chicken on House Made Gnocchi in Herb and Gorgonzola Cream

or

Grilled Rib-Eye Steak on Truffle Infused Mashed Potatoes and Seasonal Vegetables

*

Dessert

Chocolate and Raspberry Tartuffe or Selection of House Desserts

Coffee and tea service

A vegetarian option can be pre-ordered for those with restricted diets.

15% gratuity added to food and bar bill.

Adapted from: <http://www.menusonly.com>

9.3.2 How are menus organised?

A menu is a printed list of food available at a restaurant. Most menus are organised along the lines of how a meal might be served. They have three main sections:

- starters/appetizers
- main courses
- desserts (desserts are also called "afters")

Appetiser/starter/hors d'oeuvre - small appetiser served before the main meal, usually with cocktails. Typically one or two bites in size, they can be served hot or cold.

Side dish/sides - sometimes referred to as a side order, side item, or simply a side, is a food item that accompanies the entrée or main course at a meal. Side dishes such as salad, potatoes and bread are commonly used with main courses throughout many countries of the western world.

When used as an adjective qualifying the name of a dish, the term "side" usually refers to a smaller portion served as a side dish, rather than a larger, main dish-sized serving. For example, a "side salad" usually served in a small bowl or salad plate, in contrast to a large dinner-plate-sized salad.

Main dish/main course - usually the heaviest, and most complex or substantial dish on a menu. The main ingredient is usually meat, fish or another protein source. It is most often preceded by an appetizer, soup or salad, and followed by a dessert.

In formal dining, a well-planned main course can function as a sort of gastronomic apex or climax. In such a scheme, the preceding courses are designed to prepare for and lead up to the main course in such a way that the main course is anticipated and, when the scheme is successful, increased in its ability to satisfy and delight the diner.

Dessert - usually consists of sweet foods, and possibly a beverage such as dessert wine or liqueur, but may include coffee, cheeses, nuts, or other savoury items. In some parts of the world, such as much of central and western Africa, and most parts of China, there is no tradition of a dessert course to conclude a meal. The term "dessert" can apply to many confections, such as cakes, tarts, cookies, biscuits, gelatines, pastries, ice creams, pies, puddings, custards, and sweet soups. Fruit is also commonly found in dessert courses because of its naturally occurring sweetness.

Beverage/drink - a liquid intended for human consumption. In addition to their basic function of satisfying thirst, drinks play important roles in human culture. Common types of drinks include plain water, juices, coffee, tea, and soft drinks. In addition, alcoholic drinks such as wine, beer, and liquor, which contain the drug ethanol, have been part of human culture and development for 8,000 years.

Non-alcoholic drinks often signify drinks that would normally contain alcohol, such as beer and wine, but are made with less than .5 percent alcohol by volume. The category includes drinks that have undergone an alcohol removal process such as non-alcoholic beers and de-alcoholized wines.

Different menus use different words to mean the same thing. They also use certain words to make food sound more delicious. Learn the different terms that are used so that you can understand and serve your guests promptly and accurately.

	Also Known As	Example Items
Appetizers	Appies, Finger Food, Combo Platters, Snacks, Starters	Garlic Bread, Cheese Plate, Nachos
Salads (and Soups)	Garden Fresh, Greens, Light Fare, Lighter Favourites, Low Calorie Choices, Low-fat Selections	Tossed Salad, Caesar Salad, Soup of the Day
Sandwiches	Burgers, From the Deli, From the Grill, Lunch Menu, Wraps	Grilled Chicken Sandwich, Veggie (Garden) Burger, Steak Sandwich
Main Course	Entrée, Dinners, Main Dish, Main Event	New York Steak, Chicken Stir-fry
Sides	Accompaniments, Side Dishes	French Fries, Rice, Grilled Veggies
Seafood	Catch of the day, Fish, Fresh from the Sea	Fish and Chips, Battered Shrimp, Smoked Salmon
Mexican	South of the Border, Tex-Mex	Fajitas, Nachos, Enchiladas
Specialties	Signature items, Favorites, Pleasers, 5 Stars	BBQ Ribs, Hot Wings, Chicken Cordon Bleu
Desserts	Sweets, Treats, For the Sweet Tooth	Apple Pie, Cheesecake, Banana Split
Beverages	Drinks, Non-alcoholic beverages, Refreshments	Soda Pop, Juice, Milk
Wine and Beer	Coolers, Draft, Liquor, Specialty Drinks, Spirits, From the Bar	House Wine, Jug of Beer, Peach Cider
Kids Menu	Juniors, Kids Stuff, For the Munchkins	Spaghetti and Meatballs, Cheeseburger, Chicken Fingers

Adapted from *English for Food and Drink Staff* <http://www.englishclub.com/english-for-work/index.htm>

EXERCISE 9-2: Read the menu and fill in the gaps with the following words:

salmon	pumpkin	stuffed	sautéed	bowl	boletus	sponge	smoked
--------	---------	---------	---------	------	---------	--------	--------

*

_____ Trout Terrine with Caviar Wrapped in _____ Cucumber Concassé
with Horseradish Served in a Pastry _____

*

Creamy _____ Soup

*

Lamb Fillet with Pistachios and Herbs
Breaded Dumplings with _____ Mushrooms in Netting Served on _____ Leek and Carrot
_____ Pepper with Soybean Filling

*

Honey Walnut _____ Cake Topped with a Pear and Chestnut Cream

EXERCISE 9-3: Write each of the dishes below in the appropriate section of the menu.

COLD STARTERS (HORS D'OEUVRE)
WARM STARTERS
MAIN COURSE

SIDE ORDERS
DESSERTS

Traditional Fish and Chips (fresh haddock in a beer batter served with mushy peas, thick cut chips and freshly made tartare sauce)

Thick Cut Chips

Vegetable Tagliatelle (chunky Mediterranean vegetables with a fresh tomato and basil sauce served with fresh tagliatelle sprinkled with parmesan)

Pan Fried Chicken (succulent chicken in a creamy white wine sauce with mushroom and onion on a bed of fresh herb rice)

Soup of the Day (freshly made soup of the day served with crusty bread)

Rhubarb & Almond Trifle (topped with whipped cream and a glacé cherry)

Creamy Mashed Potatoes

Mandarin Cheesecake (fresh fruit marinated in Cointreau, drizzled with fresh cream and pistachio nuts)

Classic Prawn Cocktail (freshwater prawns with cucumber, red onion and capers on a bed of crispy baby gem lettuce leaves dressed with Marie-rose sauce)

Home Made Beer Battered Onion Rings

Tipsy Summer Pudding (soft fruits & berries, set in an individual bread mould; served with a red fruit sauce)

Roast Chicken Breasts Wrapped in Smoked Bacon

Grilled Goat's Cheese (freshly grilled goat's cheese wrapped in grape leaves)

Spicy Chicken Wings (slowly roasted chicken wings with fresh chilli paprika in a delicious tomato marinade)

Dark Chocolate Pudding (rich steamed chocolate sponge; served with chocolate custard)

Roast Tomato and Basil Soup (Covent Garden Market tomatoes, roasted with fresh basil then blended to a creamy soup)

Garden or Mushy Peas

Crispy Breaded Cod Fillets (lightly fried and served with a lime and coriander dipping sauce)

Recommending dishes

EXERCISE 9-4: Match the correct halves of the sentences.

1. I can recommend _____ if you like chocolate.
2. If you feel _____ the ravioli al pesto.
3. I would suggest that you _____ the beef carpaccio outstanding.
4. If you feel like _____ trying a new dish;
5. You should try the _____ avocado soup.
6. I suggest the chocolate mousse _____ try our house wine.
7. You will find _____ like an exotic dish, I recommend the duck chop suey.

EXERCISE 9-5: Fill in the blanks with the appropriate word.

appetizer ~ cooked ~ decided ~ finished ~ interest ~ needing ~ save
~ separate cheques ~ so far ~ specials

1. Can I _____ anyone in a cold beverage to start?
2. Has everyone _____ or do you need a few more minutes with the menus?
3. Would you like to hear today's _____?
4. Is anyone interested in soup or salad as an _____?
5. How would you like your steak _____?
6. Is there anything else you'll be _____ just now?
7. And how is everything _____?
8. Are you all _____ with your plate?
9. Did anyone _____ room for dessert tonight?
10. Is this all together, or would you like _____?

EXERCISE 9-6: Fill in the blanks

bill bite delicious medium menu order pitcher sauce board split

1. We'll take a _____ of draft with four glasses, please.
2. I think we are all ready to _____.
3. We read the _____ on our way through.
4. I think we'll get an order of garlic bread to _____.
5. I like my steak _____ so that there is a little pink in the middle.
6. Do you have any _____ to dip the chicken fingers in?
7. Everything is _____ thank you.
8. I can't eat another _____.
9. We'll have coffee while we look at the dessert _____.
10. You can put it all on one _____, thanks.

EXERCISE 9-7: Match the menu items with the menu section they belong in.

- | | | |
|---------------------|---|---|
| 1 _____Dessert | a | <i>Big Daddy's Hamburger with fresh cut fries</i> |
| 2 _____Starters | b | <i>Homemade Iced Tea</i> |
| 3 _____Specialties | c | <i>Junior Spaghetti and Meatballs</i> |
| 4 _____Refreshments | d | <i>Peach pie a la mode</i> |
| 5 _____Seafood | e | <i>Mouth watering garlic cheese toast</i> |
| 6 _____Sides | f | <i>Loaded mashed potatoes</i> |
| 7 _____Kids Menu | g | <i>Chef Brian's homestyle chili</i> |
| 8 _____Sandwiches | h | <i>Lemon and herb glazed Salmon</i> |
| 9 _____Spirits | i | <i>Seasonal tossed greens</i> |
| 10 _____Salads | j | <i>1/2 litre house white</i> |

Source: English for Food and Drink Staff English for Work : Food and Drink Staff - ESL | EnglishClub.com

9.3.3 Translating names of dishes and menus

Wine cards and menus are extremely important for establishments to make a general impression. A technically inadequate, unattractive menu, which contains mistakes in the native language, as well as a poor translation into a foreign language, ruins the establishment's reputation. People working in tourism should be aware of the fact that it is very hard for an establishment to earn a good reputation. As menus represent a part of their offer, they should not be neglected. Let us point out the most frequent and typical mistakes in menus of hotels and restaurants in and around Maribor, as well as in other parts of Slovenia.

Capital letters should be used for all parts in the names of dishes with the exception of prepositions and articles.

Grammatical and spelling mistakes found in various bills of fare:

- riba: Fisch (**Fish**)
- konjski zrezek v vinski omaki: Horsley Steak in Wine Sauce (**Horse**)
- štajerski rezanci: Styrian Spaghetti (**Styrian**)
- diplomatski kroketi: Potatoes Diplomatist Fashion (**Cabinet Croquettes**)
- po štajersko: Štajersko Fashion (**Styrian**)
- pečen: Baked (**Baked**)
- bikovi prašniki: Bulleggs (**Bull Testicles**)
- gratiniran piščanec: Brovned chicken (**Browned Chicken**)
- pečene paprike: Roast Paprica (**Roast Green Peppers**)
- potica: Potiza (**Potica**)
- jetra: Lever (**Liver**)
- gobova juha: Mushrooms Soup (**Mushroom Soup**)

Reading such translations one wonders why managers and owners of restaurants trust amateurs with the translations of menus. Menus should be checked by experts in the restaurant business, who should be familiar not only with the dishes, but also with their correct translations in foreign languages.

Singular or plural:

If singular is used in the native language, it should also be used in the translation and vice versa. Examples of incorrect translations found in various menus:

- jajce: **Eggs**
- jabolko: **Apples**

Incomplete translation:

In some menus the descriptions of certain dishes and their ingredients were not translated into English, even though the descriptions could be very important to foreign customers, who are not familiar with our national dishes. For example:

- ajdovi štruklji (ajdovo testo, skuta): National Dish (**National Dish – made from buckwheat pastry with curd**)

Hog or Pork?

“Svinjina” or “svinjsko meso” is very often translated as “hog”. As this word in fact means “prašič, umazanec” the use of “**pork**” is recommended.

Cup, Coup, Coupe

All three expressions can be found in menus, in translations of “sadna kupa”, although the correct translation is the word “**cup**”.

The word “*cup*” means “kupa, skodelica, vrč, pokal,” while “*coup*” means “a clever move or action - uspešna poteza, udarec, sunek”, and “*coupe*” is a car with two doors and a sloping back.

Translating national dishes

The translator should ask himself whether he/she is really helping the foreigner understand the menu or is he/she in fact misleading the foreign guest. Let us look at some translations:

- prekmurska gibanica: **Cake Prekmurje Fashion**
- orehova potica: **Walnut Cake, Walnut Roll, Nut Cake Potica**

The word “cake” means “kolač, pogača, torta...”, the word “roll” means “rulada” so these words by no means describe the Slovene “potica” or “gibanica”. Translators face similar difficulties when translating grilled dishes, which are not Slovenian national dishes, neither do they exist in English cuisine (čevapčiči, ražnjiči, pleskavica ...) In order to avoid various and unsuitable translations of national dishes, it is suggested that national dishes are written in Slovene, supplemented with the descriptions of dishes so that the guests can imagine what kind of dish they are going to order.

Using French expressions

French expressions are common in English menus and a large number of French names of dishes is used internationally.

Several possible translations of certain dishes

Certain dishes can be translated in different ways as most English words have one or more synonyms. Some most common examples are:

- Hladne uvodne jedi: **Cold Starters/Cold Appetizers/Horse d'Oeuvre**
- Kraški pršut: **Karst Ham/Karst Smoked Ham/Cured Ham**
- Goveja juha: **Beef Broth/Bouillon/Beef Tea**
- Krepka juha: **Consomme/Strong Broth**
- Naravni zrezek: **Sauté Veal Slice/Pork Cutlet in Gravy**
- Jedi po naročilu: **Dishes to order/Dishes on Request/Dishes a la Card**
- Bržola: **Rib Steak/Rib Roast/Prime Rib**
- Priloge: **Garnishing/Trimmings/Side Dishes/Side Orders**
- Sladice: **Sweets/Desserts**
- Torta: **Tart/Cake/Gateau**
- Sadna kupa: **Fruit Cup/Fresh Fruit Cocktail**
- Kompot: **Compote of.../Stewed...**

After analyzing various menus we can draw a conclusion that the translation is often superficial, without principles or even contradictory. Mistakes frequently occur in various instructions and notices in hotels (hotel rooms, elevators...) as well. If translators were more responsible and if owners and managers considered this part of their offer important, the results would certainly be better.

Project: Group work: Bring a menu from a restaurant (ask for it politely) and translate it in groups, then exchange menus and compare translations.

9.4 READING

9.4.1 Dining in the dark

Dans Le Noir has all the attributes you'd expect from a good restaurant: great service and delicious mains finished off with a tasty dessert. Except you'll be eating in pitch darkness.

Dans Le Noir (French for "In the dark") is a new and challenging eatery in London. Diners eat in absolute darkness – mobile phones and even digital watches must be left outside – and are physically guided around and served by visually impaired staff. The idea is to raise awareness about blindness. Fully sighted visitors must put all their faith in the staff, who are seen as disadvantaged in the outside world.

I wondered if not seeing the food would affect my appetite and my enjoyment of the meal. And would it really be possible to have a proper catch-up with a friend over lunch when I couldn't even see her face? After placing our order, a crocodile-line was formed, each diner with his or her hand on the shoulder of the diner in front. We were led down a dimly lit corridor into the darkest space that most have ever experienced. We had opted for the ultimate challenge of the surprise menu, so would have to guess what each dish was. The starters were easy – lovely crunchy asparagus. I briefly flirted with a fork, but kept getting it upside down, so I downed tools. The main course was trickier, though just as delicious: I guessed cod (it was bream) and identified a great big sloppy chunk as a slice of aubergine. Dessert was a lovely apple tart accompanied by a mysteriously fragrant ice cream. Could it be mint or eucalyptus? I couldn't place it and would never have guessed lavender, but was happy enough using a spoon and fingers to get it to my mouth. Undoubtedly Dans Le Noir provides a novelty dining experience but I was glad I had submitted to the challenge. I had a far greater appreciation of lives led permanently in the dark, but had also had a delicious meal. The concept of dinner in the dark dates back to the 18th century, according to founder of the chain Edouard de Broglie, when charitable foundations organised them in France and Switzerland to promote awareness about blindness. In the last 18 months, some 60,000 diners have passed through his Paris restaurant, ranging from students to the French prime minister. But De Broglie stresses that though his restaurants will donate 10 % of their annual profits to charity, his aim is to prove that conventional businesses can actually make money by employing disabled staff rather than providing charity. "This is not a charity and we're proud of that," he told me. "Blind people don't come here for charity, they come for proper work." (Katz, 2006)

Read the article again. Tick the true sentences. Correct the false ones.

1. Dinners in the dark are changing the way sighted people perceive people with disabilities.
2. Through being unable to see what you're eating, your taste buds and sense of smell are opened and heightened.
3. Mobile phones are not banned from the dining room.
4. When dining in the dark it is important to have good table manners.
5. Asparagus was firm and crisp.
6. The main course consisted of meat with vegetables.
7. Lavender was used to add a unique flavour to the dessert.

9.4.2 Best restaurants in the world

How are restaurants evaluated and ranked?

Three of the most renowned ranking systems are:

- the Michelin star ranking
- the Gault&Millau ranking
- the San Pellegrino ranking

The Michelin Guide is a series of annual guide books published by Michelin. The term normally refers to the Michelin Red Guide, the oldest and best-known European hotel and restaurant guide. The first guide was published in 1900 and it provided useful information to motorists, such as maps, tire repair and replacement instructions, car mechanics listings, hotels, and petrol stations throughout France. It began to award stars for fine dining establishments in 1926. Initially, there was only a single star awarded. Then, in 1931, the hierarchy of zero, one, two, and three stars was introduced. Finally, in 1936, the criteria for the starred rankings were published:

1 star: "A very good restaurant in its category."

2 stars: "Excellent cooking, worth a detour."

3 stars: "Exceptional cuisine, worth a special journey."

Restaurants with stars in the Michelin guide are formal, expensive establishments; in general, the more stars awarded, the higher the prices. A loss of a star can have dramatic effects on the success of a restaurant.

Gault et Millau is a French restaurant guide. It was founded by two restaurant critics, Henri Gault and Christian Millau in 1965. Gault Millau rates on a scale of 1 to 20, with 20 being the highest. The points are awarded based on the quality of the food, with comments about service, price or the atmosphere of the restaurant given separately. Based on this rating, high-ranking restaurants may display one to five hats or toques (toque is a French word for white hat worn by chefs). On November 20th 2018, the first Slovene Gault&Millau guide was published.

Do you know the Restaurant Seven has two Gault&Millau toques?

Hiša Franko and Pri Lojzetu shared the same amount of points and were both awarded the Best Restaurant title for 2019. They gathered 17.5 points and 4 toques. Btw, Seven has got 14.5 points!

The Michelin Guide vs Gault et Millau guide

There has been discussion about which guide is more important, the Michelin Guide or the Gault Millau. Michelin is more popular and therefore more influential, while Gault Millau has been considered more food-focused due to the main system being based purely on the quality of the food.

The San Pellegrino ranking started in 2002 when the World's 50 Best Restaurants list first appeared in the Restaurant Magazine. Restaurants are placed on the list after being anonymously assessed by more than 800 critics. The academy of assessors comprises wine and food journalists, professional chefs and restaurateurs. The ranking has been extended to 100 since 2009, but only the top 50 get an award. In 2010, 2011, 2012 and 2014, the first place went to the Danish restaurant Noma run by René Redzepi. Noma is housed in a 300-year-old building that was once a salt warehouse. The restaurant has maintained many of the building's original features with its white wood beams and walls. Sheepskins have been placed over the back of the chairs.

René Redzepi's Noma tops list of world's best restaurants



Figures: Noma restaurant in Copenhagen, Denmark

Source: https://www.google.si/search?&=noma+restaurant&oq=noma+restaurant&gs_

Chef René Redzepi's Noma is the winner of the best restaurant of the year award, 2010. The annual list of the world's 50 best restaurants contained some unpalatable news for those in the UK's culinary scene – and a new No 1. Just three UK restaurants made it on to the list. This was one fewer than last year, and only half as many as 2008, when six British restaurants were deemed to be among the world's best. The list this year includes restaurants from Croatia, Canada and Slovenia in the top 100. It's more international than it ever was.

The title of world's best restaurant has finally been wrenched from the grip of El Bulli in Spain, with Denmark's Noma, a relative newcomer, being acclaimed as the globe's greatest dining experience. René Redzepi's groundbreaking restaurant in Copenhagen, which serves only food from the Nordic region, was propelled into the top spot thanks to a dedication to regional products fashioned into startling creations such as "vintage potato and whey", and "lovage and prästost (a Swedish cheese)".

Some big-name chefs in London again failed to make the top flight, with Gordon Ramsay – arguably Britain's most successful culinary export – absent from the list. Despite all of the publicity from his TV shows in the UK and US, and more than 20 restaurants in four continents, Ramsay failed to regain his place among the top chefs, where he last appeared in 2008, in 13th place.

Noma's breakthrough – decided by a panel of 806 chefs, restaurateurs, food writers and restaurant critics from around the world – caps a remarkable rise. The restaurant leaped from obscurity to third place in 2008 while Redzepi won the chefs' chef award in the same year. Noma uses only food from Sweden, Norway, Iceland, Denmark and Finland, and employs a network of people to find wild herbs and unusual seafood. Other dishes on the menu include starters of langoustine and seawater or chestnuts and bleak roe, main courses of musk ox and smoked marrow or pike perch and unripe elderberries, while desserts include skyr (a yoghurt like soft cheese) and toasted rye kernels or beetroot and hip rose truffle. (Topping, 2010)

1. Read the text one more time. Are the following statements true (T) or false (F)?

1. Six British restaurants were ranked among the top 50 in 2010.
2. Some renowned British chefs were not as successful as last year.
3. The list in 2010 included restaurants from Slovenia and Croatia as well.
4. Gordon Ramsay was again among the top chefs.
5. Noma was almost unknown until 2008.
6. Noma uses only ingredients found on the Scandinavian soil.

10. FOOD AND BEVERAGES

10.1 BASIC INGREDIENTS

10.1.1 General

Raw produce of animal and vegetable origin are the basis of all good food.

Foods are divided into 5 categories:

FOODS OF PLANT ORIGIN	CEREAL	wheat, rye, oats, barley, corn, rice, buckwheat
	CEREAL PRODUCT	flour, flakes, bread, pasta,
	VEGETABLES	
	MUSHROOMS	button mushroom, bolete, chanterelle, truffle
	PULSES or LEGUMES ⁵	beans, peas, lentils
	FRUIT	- berries (table and wine grapes belong to berries) - nuts - seed fruits - pitted fruits - citrus fruit - tropical fruits
	HERBS AND SPICES	
FOODS OF ANIMAL ORIGIN	SUGAR and SWEETNERS	
	DAIRY	milk, cream, butter, cheese
FATS AND OILS	EGGS	
	ANIMAL FATS	- lactic: butter - fats of fatty tissues (lard, tallow, fish oil)
MEAT, FISH, GAME AND POULTRY	VEGETABLE FATS AND OILS	- fruit fats (olive oil, palm oil) - seed oils (sunflower oil, peanut oil ...)
	FISH	- fresh water fish - salt water fish - shellfish and molluscs
	MEAT	
	OFFAL	
	POULTRY	
STIMULANTS	GAME	
	COFFEE	- roasted coffee - decaffeinated coffee - instant coffee
	TEA	- black tea - green tea
	COCOA and CHOCOLATE	- black chocolate - milk chocolate - white chocolate

⁵ The term legume ['legju:m] is derived from the Latin word legumen which is believed to come from the verb legere "to gather." They contain high levels of vegetable protein and fiber.

10.1.2 Vegetables

asparagus	beluši
bean(s) (green/French/string, red, white)	fižol (stročji, rdeči, beli)
beetroot/red beet	rdeča pesa
broccoli	brokoli
Brussels sprouts	brstični ohrovt
cabbage (red cabbage, Chinese cabbage)	zelje (rdeče, kitajsko)
carrot(s)	korenje
cauliflower	cvetača
celery	zelena
corn/sweet corn/maize	koruza
cucumber	kumarica
dandelion	regrat
egg plant/aubergine	jajčevce
garlic	česen
horse-radish	hren
kale	ohrovt
kohlrabi	koleraba
lamb's lettuce/rapunzel	motovilec
leek	por
lentils	leča
lettuce	glavnata solata
mushroom(s)(boletus, champignon/button mushroom, truffle, chanterelle)	gobe (jurček, šampinjon, gomoljika, lisička)
olive	oliva
onion (spring onion)	čebula (mlada čebula)
parsley	peteršilj
pea(s)	grah
pepper(s) (green, yellow, red)	paprika (zelena, rumena, rdeča)
potato(es) chips/French fries new/young potatoes jacket potatoes roast potatoes parsley potatoes hashed brown potatoes boiled potatoes	krompir pomfri mladi/novi pečen v olupku pečen v pečici kuhan, s peteršiljem pražen kuhan
pumpkin/marrow	buča
radish (white, black)	redkev (bela, črna)
rucicola/arugula	rukola
sauerkraut/pickledcabbage/soured cabbage	kislo zelje
spinach	špinača
spinach beet(s)/chard/mangold	blitva
tomato	paradižnik
zucchini/courgettes/baby marrows	cukini, bučke

10.1.3 Fruit

avokado	avocado pear
banana	banana
borovnica	blueberry
breskev	peach
brusnica	cranberry
češnja	cherry
črni ribez	black currant

melona	melon
granatno jabolko	pomegranate
grozdje	grape
hruška	pear
jabolko	apple
jagoda	strawberry
kivi	kiwi (-fruit)
kosmulja	gooseberry
limona	lemon
lubenica	water melon
malina	raspberry
mandarina	tangerine, mandarin
marelica	apricot
pomaranča	orange
rdeči ribez	red currant
robida	blackberry
sliva	plum
višnja	sour cherry/morello cherry
viljamovka	bartlett pear

10.1.4 Meat

Meat is prepared in many ways, as steaks, in stews, fondue, or as dried meat. It may be ground then formed into patties (as hamburgers or croquettes), loaves, or sausages, or used in loose form (as in Bolognese sauce). Some meat is marinated and barbecued, or simply boiled, roasted, or fried. Meat is generally eaten cooked, but there are many traditional recipes that call for raw beef, veal or fish. Meat is often spiced or seasoned, as in most sausages. Meat dishes are usually described by their source (animal and part of body) and method of preparation.

Meat is a typical base for making sandwiches. Popular varieties of sandwich meat include ham, pork, salami and other sausages, and beef, such as steak, roast beef, corned beef, and pastrami.

The flesh of various animals and birds has been included in the diet of humans since ancient times. Although the flesh of fish and poultry is often called meat, in common use the term refers particularly to the beef (veal), pork and lamb or mutton.

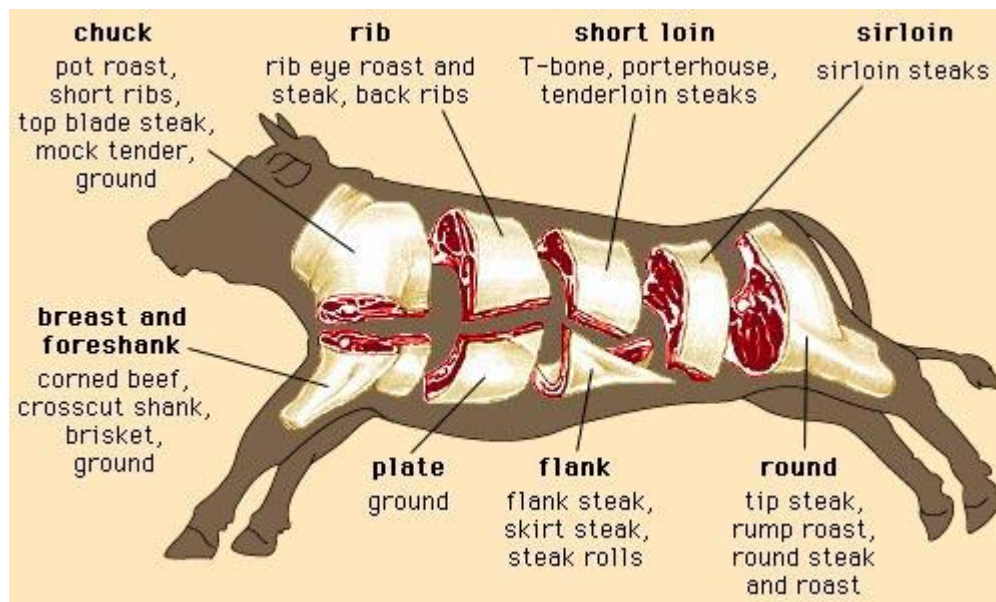
ANIMAL	MEAT	
cow, bull, ox	beef	govedina
young cow (approx. one year old)	baby beef	junetina (12-14 mesecev)
calf (up to 6 months)	veal	teletina (do 6 mesecev)
horse	horse meat/horsemeat	konjsko meso
foal	foal	žrebiček
kid	kid	kozliček
lamb	lamb	jagenjček/jagnjetina
sheep	mutton	ovčatina
pig	pork	svinjina
piglet	piglet/suckling pig	odojek
rabbit	rabbit	kunec

Beef, lamb and mutton are generally thought as **red meats**, while pork, veal and poultry are **white meats**.

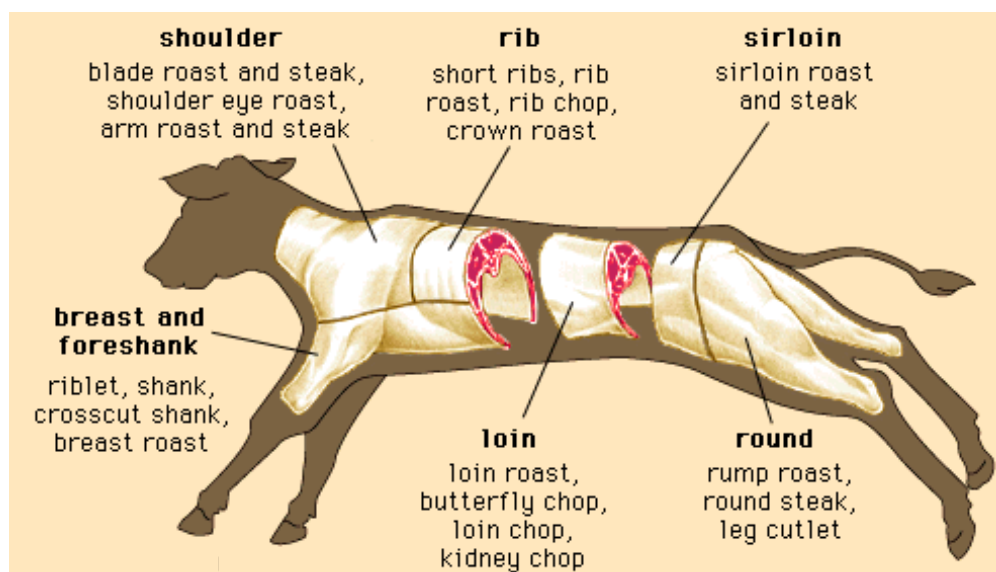
Beef is the culinary name for meat from domestic cattle (cow, ox, calf). Beef is one of the principal meats used in the cuisine of Australia, Europe and the Americas, and is also important in Africa, East Asia, and Southeast Asia. In the Middle East, lamb is usually preferred over beef. Beef is not normally eaten by the Hindu population in India as it is not allowed for religious reasons. It is also discouraged among some Buddhists.

Cuts of beef are first divided into primal cuts, pieces of meat initially separated from the carcass during butchering. These are basic sections from which steaks and other subdivisions are cut. The term "primal cut" is quite different from "prime cut", used to characterize cuts considered to be of higher quality. Since the animal's legs and neck muscles do the most work, they are the toughest; the meat becomes more tender as distance from hoof and horn increases. Different countries and cuisines have different cuts and names, and sometimes use the same name for a different cut; e.g., the cut described as "brisket" in the US is from a significantly different part of the carcass than British brisket.

Cuts of beef



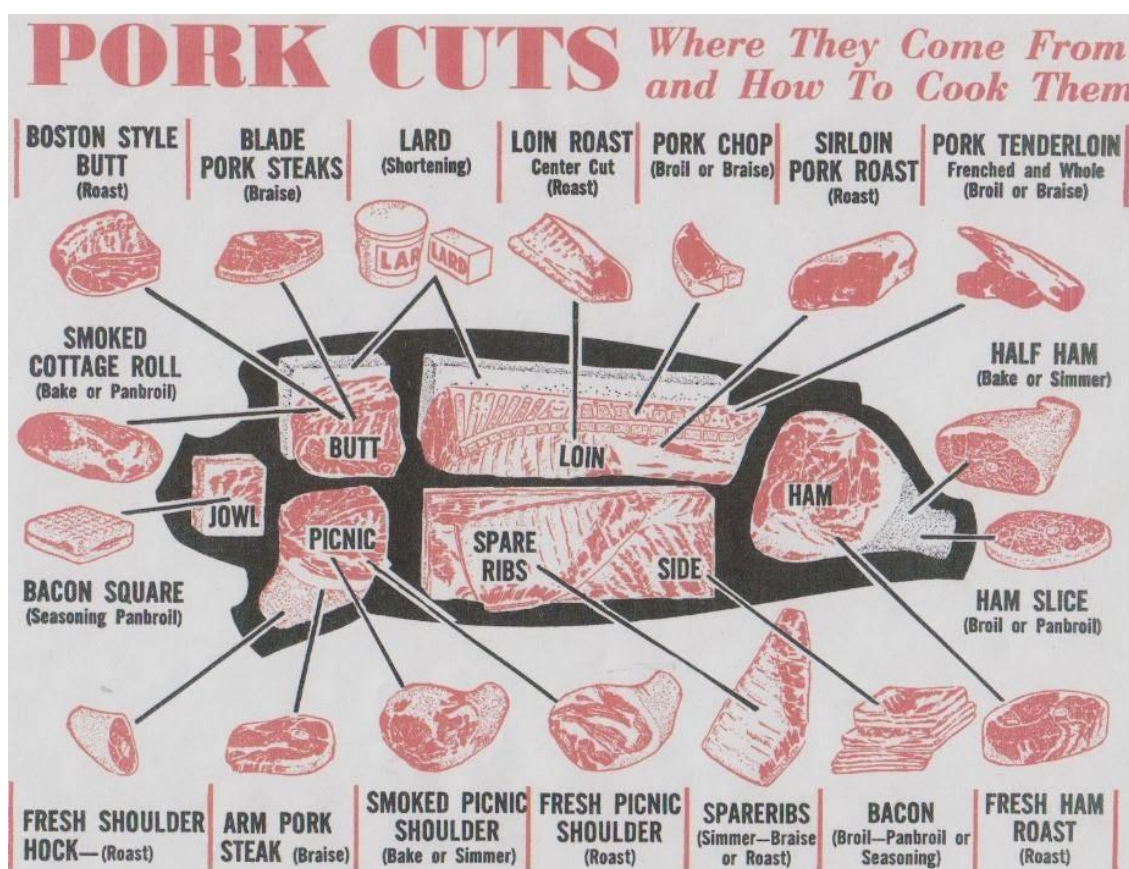
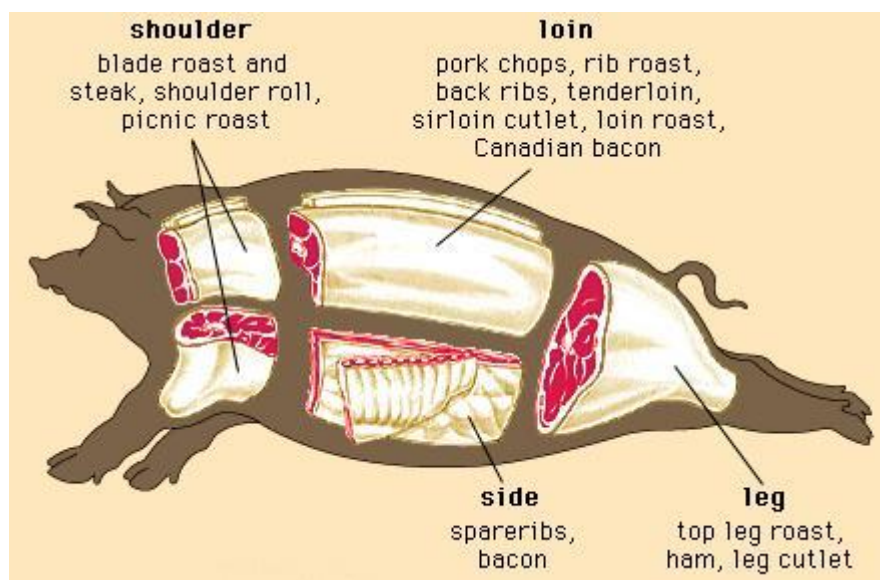
Cuts of veal



Pork is eaten in various forms, including cooked (as roast pork), cured or smoked (ham, including the Italian Prosciutto) or a combination of these methods (gammon, bacon or Pancetta). It is also a common ingredient of sausages. Pork consumption is taboo in Islam and Judaism.

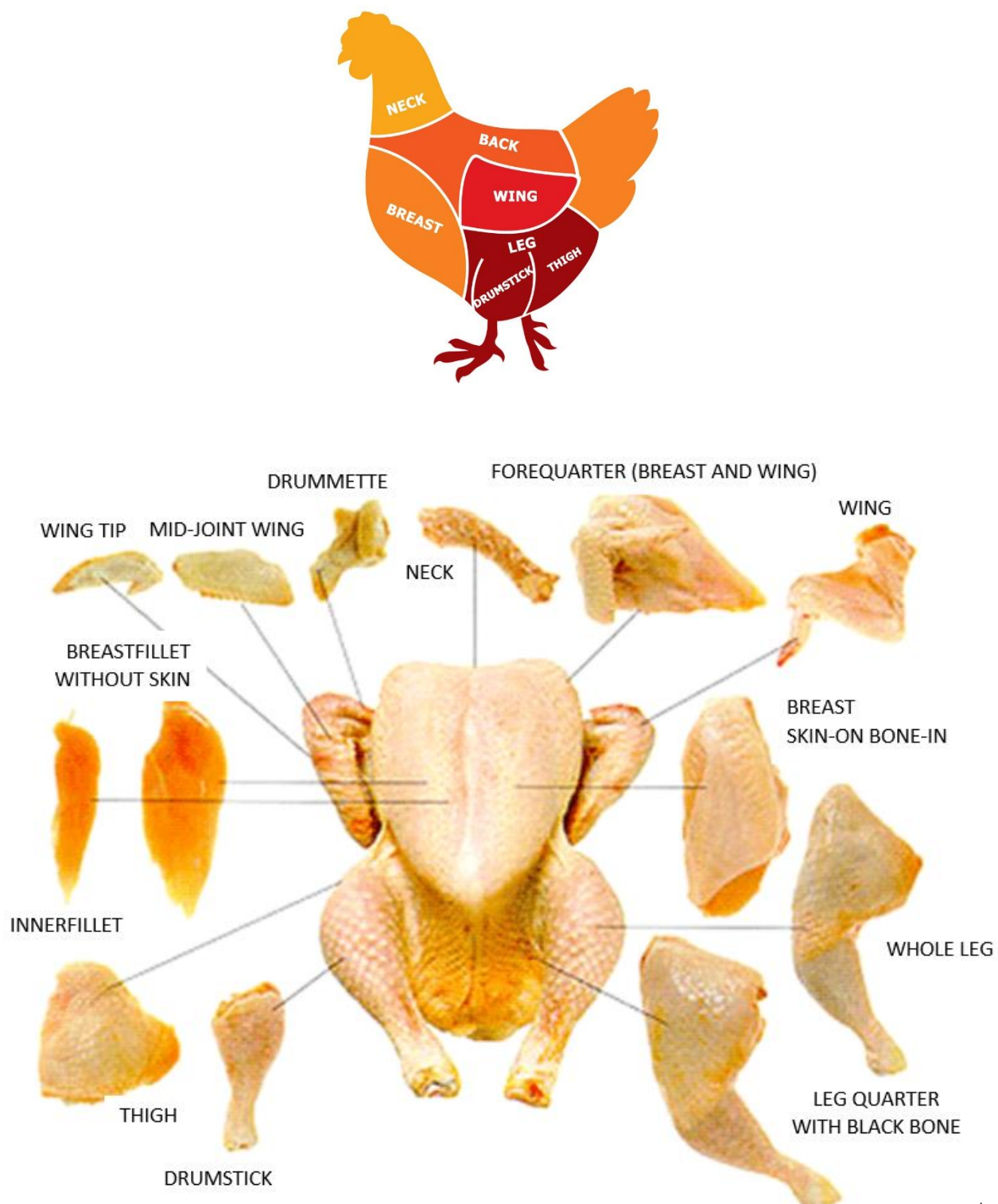
Although only about half of a pig is edible, (around 28% is removed at slaughter, the rest being lost once the carcass is trimmed of fat, bones removed and separated into cuts) how the cuts are divided and named varies by country.

Basic cuts of pork



Poultry is a general name given to all domesticated birds bred for the table. It includes chicken, duck (duckling,) goose and turkey.

Basic cuts of poultry



Game is a name given to wild birds and animals which are hunted for food. Also included in this category are pigeons (only wood and wild pigeons count as game), quail, which are farmed, rabbits, which are also farmed but are cooked in the same way as hares, and venison.

Complete the table with the missing translations of game.

bear	
boar	divji prašič
hare/rabbit	
ostrich	
partridge	jerebica

pigeon	
pheasant	
quail	prepelica
venison	
mountain cock	

10.1.5 Offal

Offal is a general name for the edible, internal parts of an animal. The most popular offal meats are probably liver and kidney, but all offal can be used to make interesting meals.

brains	
heart	
kidneys	
lungs	

liver	
tongue	
tripe	vampi
sweetbread	priželjc

10.1.6 Fish

Fish are aquatic animals. Different species can be found in both fresh and saltwater. Some species of fish are farmed; others are caught in the wild. All fish are excellent sources of protein, vitamins and minerals.

Fish can be prepared in countless ways. It can be poached, steamed, pan-fried, deep-fried, roasted, braised, grilled or barbecued; stuffed with herbs, breadcrumbs or other fish; served with a sauce or stew; or preserved by drying, salting, freezing, hot-smoking or cold-smoking. It can also be eaten raw.

octopus		cod	pole
oyster	o	pike	šč
crab		salmon	
prawn (shrimp)		mackerel	s
lobster		sea bass	bra
mussel	dag	dentex	zob
eel		scorpion fish	ška
squid		hake	os
clam	k	sea bream	or
cuttlefish	si	trout	
scallop	pokrovača	John Dory	kovač

Shellfish: _____

Molluscs: _____

Cleaning the fish

- scale the fish – remove the scales
- gut the fish – open the cavity and remove the entrails
- remove the gills
- cut off the fins and gills

There are several stages that must take place before cooking the fish. First of all the fish must be scaled. Afterwards the guts have to be removed. The fish will then usually be skinned, although some types of round fish are generally cooked with the skin left on, whilst with flat fish, the black skin from one side is always removed but the other side is left intact. If the fish is not to be cooked whole, it must then be cut into fillets, steaks or cutlets. In some cases, it is filleted first and then skinned after. When cooking a large fish whole, the gills and fins must either be trimmed or removed completely.

10.1.7 Spices and herbs

1. First discuss the following questions and then read the text about saffron.

- Have you ever been to Spain?
- What is it famous for?
- Can you name some traditional Spanish dishes?
- Have you ever used saffron in cooking? What do you know about it?

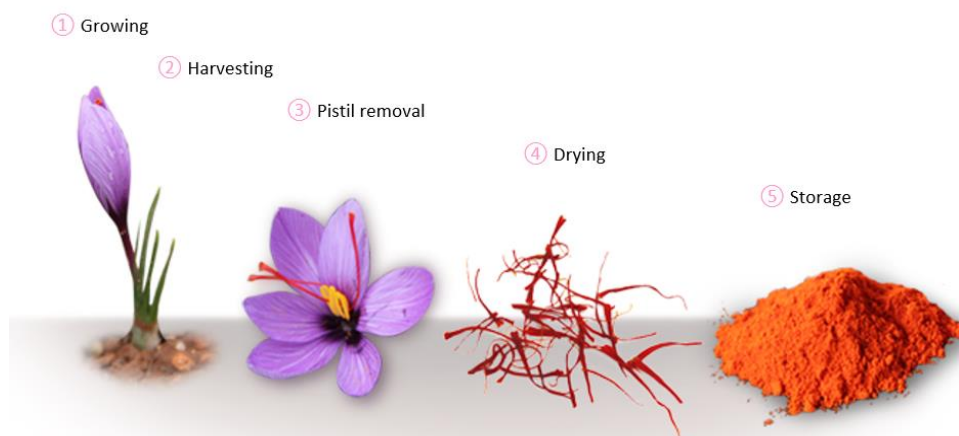
The Saffron Harvest near Madrid

Every October is busy for some of the inhabitants of the region south of Madrid. From early morning, dozens of villagers are plucking purple crocus heads. Saffron production is one of the few food processes in the world where everything is done by hand. Whole villages turn out to help. The flowers must be picked before sunrise, when the petals are closed. As every hour passes, the intensity of the colour and the flavour diminish and the value of the product drops. The central parts of the flower – stigmas – are dried, and they become saffron, the most precious and most expensive spice in the world. Each flower contains only three stigmas. These threads must be picked from each flower by hand, and more than 75,000 of these flowers are needed to produce just one pound of saffron. Saffron is almost worth its weight in gold. Saffron is used both for its bright orange-yellow colour and for its strong, intense flavour and aroma.

The best known Spanish dish prepared with the spice is paella, although cheap substitutes are often used. And there are countless dishes that require saffron. (Golini, 2009)

The following website might help you to learn more about herbs and spices:

http://en.wikipedia.org/wiki/List_of_herbs_and_spices



aniseed	janež
basil	bazilika
bay leaf/bay laurel	lovor (list)
bouquet garni	šop zelišč (peteršilj, zelena, timijan, lovorjev list ...)
caraway/cumin	kumina
celery	zelena
chive	drobnjak
cinnamon	cimet
cloves	klinčki/nageljnovе žbice
curry (powder)	curry/kari (prah)
dill	koper
elder	bezeg
fennel seed	janež
garlic (clove)	česen (strok)
ginger	ingver
linden (blossom)	lipa (cvet)
marjoram	majaron
mint/peppermint	meta/poprova meta
mustard	gorčica
nutmeg	muškatni orešek
oregano	origano
paprika	paprika v prahu
parsley, parsley root	peteršilj, peteršiljev koren
pepper (black, white, red, green, cayenne)	poper (črni, beli, rdeči, zeleni, cayenne) poper v zrnu
pepper corn	mleti poper
ground pepper	
poppy seed	mak
pumpkin seed	bučina semena
rosemary	rožmarin
rose hip	šipek
safflower/saffron	žafrań
sage	žajbelj/kadulja
salt	sol
sesame	sezam
shallot	šalotka
sugar (caster/powder, granulated, lump, brown, caramel)	sladkor (v prahu, kristalni, v kockah, rjavi, karamelni)
tarragon	pehtran
thyme	timijan
vanilla	vanilija
vinegar (wine, balsamic)	kis (vinski, balzamični)

10.2 COOKING TECHNIQUES

Baking is the technique of prolonged cooking of food by dry heat, normally in an oven, but also in hot ashes, or on hot stones. It is primarily used for the preparation of bread, cakes, pastries and pies, tarts, quiches, and cookies. Such items are sometimes referred to as "baked goods," and are sold at a bakery. A person who prepares baked goods as a profession is called a baker. It is also used for the preparation of baked potatoes; baked apples; baked beans; some pasta dishes, such as lasagne; and various other foods, such as the pretzel.

Boiling is cooking food in boiling water, or other water-based liquid such as stock or milk. Simmering is gentle boiling, while in poaching the cooking liquid moves but scarcely bubbles.

The open-air boiling point of water is typically considered to be 100 °C. Pressure and a change in composition of the liquid may alter the boiling point of the liquid. For this reason, high elevation cooking generally takes longer since boiling point is a function of atmospheric pressure.

Blanching (also spelled blenching) is a cooking term that describes a process of food preparation wherein the food substance, usually a vegetable or fruit, is plunged into boiling water, removed after a brief, timed interval and finally plunged into iced water or placed under cold running water (shocked) to halt the cooking process.

Braising (from the French "braiser") is a combination cooking method using both moist and dry heat; typically the food is first seared at a high temperature and then finished in a covered pot with a variable amount of liquid, resulting in a particular flavour.

Braising relies on heat, time, and moisture to successfully break down tough connective tissue and collagens in meat; making it an ideal way to cook tougher cuts. Many classic braised dishes such as Coq au Vin are highly-evolved methods of cooking tough and unpalatable foods. Swissing, stewing and pot-roasting are all braising types. Pressure cooking and slow cooking (e.g., crockpots) are forms of braising.

Poaching is the process of gently simmering food in liquid, generally water, stock or wine. Poaching is particularly suitable for fragile food, such as eggs, poultry, fish and fruit, which might easily fall apart or dry out. For this reason, it is important to keep the heat low and to keep the poaching time to a bare minimum, which will also preserve the flavour of the food.

Frying is the cooking of food in oil or fat, a technique that originated in ancient Egypt around 2500BC. The food is cooked much more quickly and has a characteristic crispness and texture. Depending on the food, the fat will penetrate it to varying degrees, contributing richness, lubricity, and its own flavour.

Frying techniques vary in the amount of fat required, the cooking time, the type of cooking vessel required, and the manipulation of the food. Sautéing, stir frying, pan frying, shallow frying, and deep frying are all standard frying techniques.

Sautéing and stir-frying involve cooking foods in a thin layer of fat on a hot surface, such as a frying pan, griddle, wok, or sauteuse. Stir frying involves frying quickly at very high temperatures, requiring that the food be stirred continuously to prevent it from adhering to the cooking surface and burning.

Roasting is a cooking method that uses dry heat, whether an open flame, oven, or other heat source. Roasting usually causes caramelization of the surface of the food, which is considered a flavour enhancement. Meats and most root and bulb vegetables can be roasted. Any piece of meat, especially red meat, which has been cooked in this fashion is called a roast.

bake (bread, cake)	peči v pečici (kruh, torto)
boil	kuhati, vreti
beat (eggs, butter)	stepati (jajca, maslo)
carve	razkosati/razrezati
chop	razsekati, sesekljati
cook	kuhati (na različne načine, splošni termin)
cool	hladiti
cube/dice	razrezati na kocke
cut (to pieces)	rezati, sekati (razrezati na koščke)
dip	potopiti (v tekočino, omako itd.)
drain/strain(soup)	cediti, precediti
dry	sušiti
dust	potresti, posuti z moko, s sladkorjem
fillet (fish, poultry, meat)	filirati (ribe, perutnino, meso)
fry (deep-fry, shallow-fry, pan-fry, stir-fry)	cvreti (v mnogo, malo olja, v ponvi, ob mešanju)
garnish/decorate	okrasiti, dekorirati
grate	nastrgati
grease	namastiti
grill (USA broil)	peči na žaru
grind/mince	mleti
julienne	razrezati na rezance
mash (potatoes)	zmečkati (krompir)
mince (minced meat)	fino sesekljati/zmleti (sesekljano/mleto meso)
mix	mešati
peel	lupiti
poach (eggs, fish)	poširati/zakrkniti (jajca, ribo)
roast	peči v pečici v maščobi (meso, krompir)
salt	soliti
season	začiniti
sear	na hitro popeči (da se ohranijo sokovi)
shell (eggs)	lupiti (jajca)
shred (shredded cabbage)	razrezati na koščke (razrezano zelje)
skin	olupiti (paradižnik)
slice	narezati na rezine
smoke	dimiti
sprinkle	poškropiti, posuti
steam	dušiti v pari/kuhati v notranji skledi
stew/braise	dušiti
stir	premešati
stuff	nadevati/polniti
thicken	zgostiti
whisk/whip (eggs, cream)	stepati (jajca, smetano)

How does food taste? How do taste buds work?

Below are some food adjectives. Check their meaning and complete the exercise below. Choose the correct adjective.

bland	boring, not interesting
bitter	having a strong, often unpleasant taste e.g. coffee, dark chocolate
crunchy	firm and making a loud noise when it is eaten
fragrant	having a pleasant or sweet smell
greasy	containing or covered with fat or oil
hot	containing pungent spices or peppers which produce a burning sensation
moist	a little wet
 piping hot	very hot

salty	tastes of salt
scrumptious	delicious
savoury	salty or spicy and not sweet
sour	having an acid taste like lemon or vinegar; having gone bad because of fermentation
spicy	having strong flavours from spice
tasty	good flavour and is nice to eat
unpalatable	not pleasant to taste

1. How can you eat lemons for breakfast? They're so _____.
2. Curries are usually very _____.
3. I love chips. But sometimes it's a bit too _____.
4. This milk is _____. Throw it away!
5. I like _____ salads, with a lot of carrots and peppers.
6. Who makes the most _____ chocolate cakes in the world – besides me?
7. The sausage was delicious. It was freshly fried and bland/piping hot.

EXERCISE 10-1: Taste - A customer who is enjoying a dish could use the words in column 1. Find words in column 2 which mean approximately the opposite. For example: (a) – 3

- | | |
|--------------------------------|--|
| (a) _____ delicious; excellent | 1. sour |
| (b) _____ tasty | 2. dry |
| (c) _____ juicy | 3. awful, horrible, ghastly, revolting, terrible |
| (d) _____ fresh | 4. stale, old, off |
| (e) _____ tender (meat) | 5. tasteless |
| (f) _____ sweet (fruit) | 6. tough |

EXERCISE 10-2: Taste - Finish the sentences choosing a word from the box.

bitter	delicious	bland	dry	rich	crunchy	juicy
moist	hot	spicy	greasy	sour	sweet	

1. The skin of an orange tastes _____
2. Food cooked with chilli is _____
3. Food cooked with a lot of cream is _____
4. Indian food is _____
5. If you forget the salt and pepper the food will be _____
6. Lemons and unripe apples taste _____
7. Too much fat used in cooking can make the dish _____
8. A dish without enough liquid or moisture is _____

9. A dish cooked to perfection is _____
10. Potato chips are _____
11. What word is used favorably about cakes and is the opposite of dry? _____
12. A word used when talking about fruit or meat that means it tastes good is _____
13. The opposite of sour and means that something tastes of sugar or honey is _____

EXERCISE 10-3: Methods of cooking - Replace the words in **bold type** with a word from the list.

defrost	flavor	season	mash	peel	basted	fillet
simmer	dice	minced	deep fry	poached	baked	garnish

1. The bread should be **cooked in dry heat in the oven** about fifty minutes. _____
2. When roasting meat it should be **covered with melted fat regularly** to keep it moist. _____
3. **Decorate** the vegetables with some parsley. _____
4. **Cook slowly, just below the boiling point.** _____
5. The meat should be **cut into very small pieces.** _____
6. One method of cooking fish is to **cook it in lots of very hot fat.** _____
7. Could you **remove the skin and bones from** the fish before cooking it? _____
8. When the potatoes are cooked you can **crush** them to a pulp. _____
9. **Remove the outside skin** of the potatoes, please. _____
10. Eggs, which have been **broken into boiling water and vinegar.** _____
11. **Increase the temperature** completely before cooking the frozen chicken. _____
12. Cut the carrot **into small squares.** _____
13. **Add salt and pepper** before serving the soup. _____
14. You can **improve the taste of** the sauce with vanilla. _____

EXERCISE 10-4: Methods of cooking - Fill in the blanks with one of the words in the box.

roast	strain	julienne	dice	whisk	puree	blanch
knead	grill	glaze	beat	grease	mince	

1. We're making sauté potatoes, so peel these potatoes and _____ them into small cubes.
2. After simmering the stock for 20 minutes, _____ it through a sieve.
3. Prepare the meat for the lasagna - take the steak, _____ it and then fry it.
4. When you make bread, you have to _____ it with your hands so that it is well mixed.
5. _____ these steaks over the charcoal fire for six minutes.
6. Before you freeze the beans, _____ them in boiling water for ten seconds.
7. To make mashed potatoes, you have to _____ boiled potatoes and add butter and milk.

8. Take this cream and _____ it until it is thick.
9. _____ the carrots into pieces like matchsticks.
10. The meat is prepared, and I am going to _____ it in the oven for an hour.
11. You have to _____ the eggs for a soufflé.
12. Before baking the cake, _____ the baking tray with oil.
13. We usually _____ the pastry with beaten eggs.

EXERCISE 10-5: Methods of cooking - Put the words into the correct place according to their definitions.

- | | | | |
|------------|-----------|------------|----------|
| A. season | D. bake | G. defrost | J. pour |
| B. garnish | E. blanch | H. simmer | K. mash |
| C. whisk | F. melt | I. stir | L. steam |

1. to turn from solid into liquid _____
2. to cook on a low heat _____
3. to cook in an oven _____
4. to mix _____
5. to decorate (usually with herbs) _____
6. to add salt and pepper to taste _____
7. to transfer a liquid from one place to another _____
8. to cook using the vapour of boiling water _____
9. to prepare food, especially vegetables, by putting it into boiling water for short time _____
10. to mix liquids, eggs, etc. into a stiff light mass _____
11. to thaw, esp. through removal from a refrigerator _____
12. to crush food into a soft mass _____

EXERCISE 10-6: Methods of cooking - Replace the words in bold type in sentences 1 – 12 with a single word from A – L.

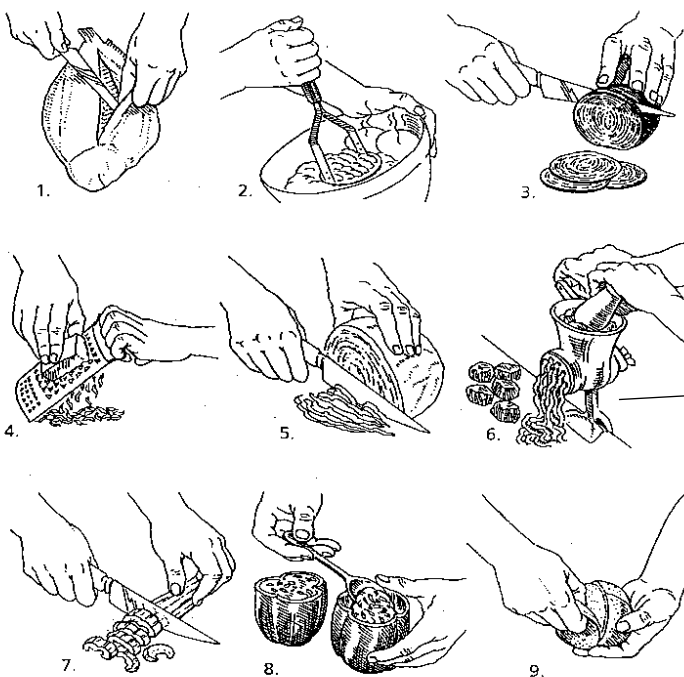
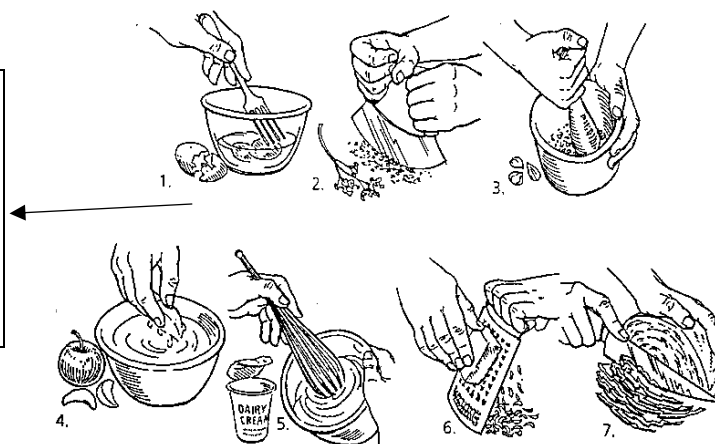
- | | | | |
|-----------|------------|-----------|-----------|
| A chopped | D slice | G poached | J minced |
| B drain | E flavour | H simmer | K drizzle |
| C season | F sprinkle | I halve | L coated |

1. **Add salt and pepper** before serving the soup.
2. Peel the apple and **cut it thinly**.
3. Cook the pasta for about 10 minutes; **remove all the liquid from** it.
4. You can **improve the taste of** the cakes with vanilla.
5. Add the **finely cut** parsley.
6. Be very careful to cook slowly, **just below boiling point**.
7. The meat for meatballs should be **cut into very small pieces using a special machine**.
8. These biscuits are thickly **covered** with chocolate.
9. Guests may like eggs which have been **broken into boiling water**.

10. **Pour a small amount of** the lemon juice over the fish.
11. **Divide** the artichoke lengthwise **into two equal parts**.
12. **Throw small pieces of** chocolate on top of the cake.

EXERCISE 10-7: Methods of cooking - Which word goes with which picture?

beat
chop
dip
grate
grind (past tense: ground)
whip
shred



chop
fillet
grate
mash
mince
shred
slice
stuff
peel

EXERCISE 10-8: Meat - Complete the sentences with one of the words in the box.

beef	lamb	pork	game	venison	poultry	offal	mutton	bacon
------	------	------	------	---------	---------	-------	--------	-------

1. When the flesh of a cow or bull is used as meat it's called _____.
2. This meat is sliced and served fried with eggs, sausages and bread for breakfast _____.
3. What word is used for the meat of a pig when it's used as meat? _____.
4. Young sheep's meat is called _____.
5. The flesh of a fully-grown sheep is called _____.
6. The flesh of a deer used for eating is known as _____.
7. The collective word for the flesh of animals such as rabbits, pigeons and deer hunted for sport or food is _____.
8. Roosters, hens, ducks, and turkeys when bred for food or for their eggs are collectively known as _____.
9. The less valuable parts of an animal such as the heart, wings, and liver are known as _____.

EXERCISE 10-9: There are twelve types of food. Find other examples of each type from the list.

asparagus, beans, brain, bread, cabbage, cherry, chicken, chili, chives, cod, corn, ginger, goose, grape, grapefruit, kidney, lamb, lemon, lobster, margarine, mussels, mustard, mutton, nutmeg, oil, oysters, parsley, peas, pineapple, pork, pumpkin-seed oil, rice, salmon, salt, shrimps, spinach, strawberry, sweetbread, tuna, turbot, turkey, veal, vinegar
--

Vegetables: cauliflower, _____

Fish: trout, _____

Shellfish: crab, _____

Poultry: duck, _____

Game: venison, _____

Offal: liver, _____

Meat: beef, _____

Cereals and cereal products: flour, _____

Fats and oils: butter, _____

Condiments/Spices: pepper, _____

Flavourings (herbs): garlic, _____

Fruits: apple, _____

10.3 KITCHEN UTENSILS AND EQUIPMENT

EXERCISE 10-10: Choose words from the list to complete the labels for the illustrations:

food processor ~ frying pan ~ saucepan ~ mortar and pestle set ~ bowl ~ mug
 garlic press ~ meat tenderizer ~ stock pot ~ convection oven ~ strainer ~ colander ~ whisk
 toaster ~ food slicer ~ spatula ~ cutting board ~ meat grinder ~ roasting pan
 potato masher ~ nylon turner ~ ladle ~ casserole pot ~ kitchen shear
 crêpe pan ~ pastry knife



Created with: <http://www.housewarestore.biz/cookware/houseware-241408.php>

EXERCISE 10-11: Choose words from the list to complete the labels for the illustrations:

peeler ~ pastry brush ~ steak knife ~ pizza and pasta servers ~ tray ~ can opener ~ kettle ~
 coffee maker ~ corkscrew ~ lid ~ ice tongs ~ olive picks ~ baking pans ~ wok ~
 muffin pan ~ wood rolling pin ~ gravy boat ~ lemon/orange juicer ~ hand grater ~ egg poacher
 ~ hand mixer ~ bottle openers ~ conical sieve ~ pressure cooker ~ kitchen scales ~
 ~ bucket ~ ice cream scoop ~ wine decanter ~ fork



EXERCISE 10-12: Match the words in the first column to the best answer in the second column.

_____	1. lopatica	a) fridge (refrigerator)
_____	2. vilice za razkosavanje	b) oven
_____	3. zajemalka	c) ladle
_____	4. ponev	d) spatula
_____	5. cedilo	e) oyster knife
_____	6. kuhalnica	f) stock pot
_____	7. sekira	g) freezer
_____	8. deska za rezanje	h) kitchen scales
_____	9. nož za ostrige	i) wooden spoon
_____	10. manjše cedilo	j) dredger
_____	11. lonec	k) whisk
_____	12. solnica	l) mixer
_____	13. ročni mešalnik	m) colander
_____	14. mešalnik	n) chopping board
_____	15. pečica	o) flatware
_____	16. štedilnik	p) stove (cooker)
_____	17. hladilnik	r) peeler
_____	18. zmrzovalnik	s) carving fork
_____	19. metlica (šiba)	t) cleaver
_____	20. sipalnik (za sladkor)	u) frying pan
_____	21. lupilec	v) blender
_____	22. valjar	w) rolling pin
_____	23. strgalnik	x) strainer
_____	24. jedilni pribor	y) grater
_____	25. kuhinjska tehnica	z) salt shaker

10.4 PRACTICE

EXERCISE 10-13: St Martin's goose – a delicious poultry dish

What is traditionally eaten on St. Martin's Day, also known as Martinmas?

The menu consists of roast goose, braised red cabbage and mlinci.

Fill in the gaps with suitable words from the box to get the recipe for St. Martin's goose.

crust	stuff	grease	add	peeled	rub	sautéed
-------	-------	--------	-----	--------	-----	---------

Clean and wash the goose, then dry it with paper towels. _____ it with salt on the outside and with salt, pepper, marjoram and crushed caraway seed on the inside. _____ it with sliced apples, cooked and _____ chestnuts, and shallots _____ in lard. To ensure that the stuffing remains in place, sew up the hole. Put the goose into a pan on its back, add 100 ml of wine, and roast in the oven at 210°C for 90 minutes. Turn it around a few times during that time, basting it occasionally, so that a light brown _____ is formed. Pour over the brandy a few minutes before it is done. When the goose has a nice brownish crust, put it in another dish and remove the _____ from the pan. _____ the liquid and bring to the boil. Pour the gravy on the goose and serve with mlinci and red cabbage.

to baste – to pour liquid fat or juices over meat, etc. while it is cooking

gravy – a sauce made from the thickened and seasoned juices of cooked meat

lard – a soft white substance made from the melted fat of pigs

EXERCISE 10-14: Complete the list of some most common meat dishes from Slovenian menus with English translation or description of dishes given below.

rolled cabbage leaves stuffed with minced meat and rice
peppers stuffed with minced meat and rice
roast chicken
stewed liver
suckling pig on the spit
mixed grill

beef goulash
pork chops
minced lard
fried chicken
roasted pork hock
pork roast

goveja pečenka _____ roast beef _____

goveji golaž _____

jetrca v omaki _____

mešano meso na žaru _____

odojek na ražnju _____

pečen piščanec _____

pohan piščanec _____

polnjena parika _____

sarma _____

svinjska rebrca _____ pork ribs _____

svinjski kotleti _____

pečena svinjska krača _____

svinjska pečenka _____

zaseka _____

EXERCISE 10-15: Look at the fish dishes on the menu. Describe them, explain what they contain, and, if possible, how they are prepared. Choose your favourite fish dish and write a recipe.

*

Smoked Trout with Horseradish
Trout on Request

Fish Platter for 2 Persons
 Stuffed Squids
 Grilled Mixed Seafood Platter
 Smoked Salmon
 Grilled Sardines
 Grilled Scallops Wrapped in Pancetta on a Roasted Mushroom with Salad and Roasted Cherry Tomatoes
 Scorpion Fish Fillet with Rosemary, Potatoes and Grilled Vegetables
 Sea Bass with Swiss Chard

*

Swiss Chard - a green leafy vegetable that can be used in Mediterranean cooking.

EXERCISE 10-16: Read the recipe for lamb chops with crispy garlic potatoes. The instructions are not in the right order. Can you put them in order?

Lamb chops with crispy garlic potatoes.

Ingredients

- 2 tbsp mint sauce
- 8 small lamb chops
- 3 medium potatoes, peeled and cut into 5 mm slices
- 2 tbsp garlic-flavoured olive oil
- 1 tbsp olive oil

Preparation

1. Drain, tip back into the pan, season, toss through the garlic oil.
2. Spread the mint sauce over the lamb chops and leave to marinate while you prepare the potatoes.
3. Boil the potatoes in a pan of lightly salted water for 2 minutes.
4. Remove chops and sauce from the pan and keep warm.
5. Add the potatoes to the pan.
6. Divide the potatoes, chops and sauce among four plates.
7. Meanwhile, heat the olive oil in a large frying pan and fry the chops for 4-5 min on each side until just cooked, adding a splash of boiling water to the pan to make a sauce.
8. Fry over a medium heat for 10-12 min until crisp and golden.

EXERCISE 10-17: Complete the recipes with words from the box.

melted	peel	drain	grated	tender	sprinkle	halved
sliced	season	oven	chopped	clove	zest	

➤ **Buttered beetroot**

Boil baby beetroots until _____ and _____ them. Season and sprinkle with _____ cheese and _____ butter. Gratiné them under a salamander grill.

➤ **Baked eggplant with banana**

Peel and slice 2 large eggplants. Fry in 50 ml oil and _____. Arrange in an earthenware dish with 5 _____ bananas, 250 g tomato concassé and seasoning. _____ with 90 g breadcrumbs, the grated _____ of one lemon and bake in the _____ at 150°C for 25 minutes.

➤ **Forest mushrooms German style**

Chop 70 g onions, one _____ of garlic and 200 g bacon. Fry all the ingredients in oil. Add 1 kg _____ wild mushrooms and cook for five minutes. Add 20 g _____ parsley. Add 250ml cream to the cooking liquid, _____ and serve.

to gratinate - to cook with a covering of buttered crumbs or shredded cheese until a crust or crisp surface forms.

salamander grill (AmE broiler) - used primarily in professional kitchens for overhead grilling (AmE broiling). It is also used for toasting, as well as browning of gratin dishes, melting cheeses onto sandwiches, and desserts such as Crème brûlée.

tomato concassé - fresh ripe tomatoes that have been peeled, seeded and coarsely chopped.

earthenware – a bowl made of very hard baked clay.

EXERCISE 10-18: Read and discuss the Gordon Ramsay's recipe. Some parts of the recipe are not in the right order. Can you put them in order?

Gordon Ramsay's herb gnocchi with tomato salsa

Ingredients:

- 2 large baking potatoes, about 400g each
- 160g plain flour
- 1 tsp fine sea salt
- 1 tbsp chopped basil
- 1 tbsp chopped parsley
- 1 large free-range egg, beaten
- 4 tbsp olive oil, plus extra to drizzle
- 50g butter

For the tomato salsa:

- 6 vine-ripened plum tomatoes
- 1 small red onion, finely chopped
- 2 spring onions, finely sliced
- juice of 1 lime
- 1 tbsp sesame oil
- dash of Tabasco
- 1 tbsp basil, finely chopped
- 1 tbsp coriander, finely chopped
- sea salt and freshly ground black pepper

1. Preheat the oven to 180 C. Scrub the potatoes. Bake for about 1¼ hours until soft in the centre when pierced with a skewer. Set aside to cool for 10 minutes, then peel off the skins. Mash the potato flesh in a bowl or press through a potato ricer, then leave to cool completely.

__ Bring a large pan of salted water to the boil. Divide the dough into 8 balls, then roll each out on a lightly floured surface to a long, narrow sausage. Cut the rolls into 3cm lengths. Cook the gnocchi in batches for 2 to 3 minutes, until they rise to the surface. Lift out with a slotted spoon and place in the bowl of iced water. Leave for a minute or so, then drain well and pat dry with kitchen paper.

__ When the mash is cool, mix in the flour and salt, then add the herbs. Gradually work in the beaten egg until you have a firm dough.

__ To make the salsa, dip the tomatoes in boiling water for 30 seconds or so, then into cold water; drain and peel away the skins. Quarter, core and deseed the tomatoes. Finely chop the flesh and place in a bowl with the other salsa ingredients. Toss to mix and season well, then spoon into a serving dish.

__ When all the gnocchi are cooked and cooled, combine them in a bowl. Drizzle with a little olive oil to keep them separate, then cover with cling film and chill until required.

6. When ready to serve, heat 2 tablespoons olive oil and half the butter in a large frying pan until hot. Sauté the gnocchi, in batches, for 3 to 4 minutes until golden brown and crispy on both sides. Drain on kitchen paper and keep warm, uncovered in a low oven, while you sauté the rest of the gnocchi, using the remaining oil and butter as needed. Serve with the tomato salsa.

(Adapted <http://www.guardian.co.uk/lifeandstyle/2010/jul/16/top-chefs-vegetarianrecipes?INTCMP=ILCNETTXT3487>).

Read the recipe one more time and compile a list of cooking utensils and techniques used in the recipe.

Cooking utensils: _____

Cooking techniques (verbs): _____

10.5 TRADITIONAL DISHES

Discussion

- Is food used as a tourism resource in your region?
- What are the most representative/traditional dishes in Slovenia?
- What ingredients are commonly used in making these dishes?
- Which of these dishes are used in local tourist festivals or offered by local restaurants?
- What three things would you recommend to a tourist about the food in your region?
- When travelling abroad, do you prefer to sample local cuisine or look for familiar food?

10.5.1 Food tourism

It used to be that people travelled to distant lands in order to see historic monuments or to have an adventure. Now, however, some people are heading to distant countries to have a culinary adventure. Food tourism is sweeping the world and is becoming something that everyone should know and understand. It is important for tourism managers to realize that food tourism is not just good news for the tourist; local people also benefit from it.

EXERCISE 10-19: Read the extracts about food tourism. Match the titles to the extracts.

- A. Traditional Japanese food
- B. Traditional British food
- C. Food in Italy
- D. Austrian cuisine

Wiener schnitzel is a traditional dish, which has become popular all over the world. It is a piece of veal that has been coated in breadcrumbs and fried. It is traditionally served with a lemon slice, lingonberry jam or cranberry sauce and either potato salad or potatoes with parsley and butter. Most of the world knows the country for its delicious pastries and sweets. Sachertorte is an extremely rich chocolate cake. It was created in 1932 and consists of two layers of chocolate dough with apricot jam in the middle. The cake has dark chocolate icing covering the top and sides and is served with a dollop of whipped cream. Apfelstrudel is another sweet treat. It is a pastry jacket, filled with sugar, cinnamon, raisins, bread crumbs and apples. Some recipes call for rum in order to add more flavour to the pastry. Caster sugar is sprinkled on top of it and sometimes it is served with vanilla ice cream.

Rice and noodles are considered to be staples. Fish is also a staple, as the entire island is surrounded by healthy fishing grounds. Chopsticks are often used to eat food, and low, shallow spoons are used for soup. Sushi is a meal that has found popularity all over the world. It is created by combining rice with ingredients such as raw fish and vegetables. There are a number of different types of sushi. Gyoza is a very popular dish. It is a dumpling filled with meat or vegetable and steamed. Soy sauce is generally served with it to allow for dipping. Okonomiyaki is another popular food. The word means "as you like" and is a cross between a pizza and a pancake! The dough is made by mixing flour, water, eggs and cabbage together. After that has been mixed together, other ingredients can be added. Some popular ingredients are shrimps, mushrooms, beef, chicken, or dried seaweed. The batter is then poured onto a hot plate. Some popular toppings are soy sauce and mayonnaise.

The traditional breakfast consists of eggs, bacon, sausages, fried bread, baked beans and mushrooms. Even though not many people will eat this for breakfast today, it is always served in hotels and guest houses. The Sunday roast was once the most common feature of this country's cooking. The Sunday dinner traditionally includes roast potatoes (or boiled or mashed potatoes) accompanying a roasted joint of meat such as roast beef, lamb, pork, or a roast chicken and assorted vegetables served with a gravy. Sauces are chosen depending on the type of meat: horseradish for beef, mint sauce for lamb, and apple sauce for pork. Yorkshire pudding normally accompanies beef. The country is internationally famous for its fish and chips and has a large number of restaurants and take-away shops selling this dish. Deep-fried fish in a crispy batter with golden chips is still one of favourite meals. Cod is the most popular choice for fish and chips. Traditional desserts are more often called puddings. Simple shortcrust pies are made with fresh seasonal fruit. Typical pie fillings are blackberry and apple, rhubarb and apple, gooseberries, plums or raspberries. Pies are served hot or cold with custard, double (heavy) cream or ice-cream. Another popular dessert is a trifle. It is a chilled layered dessert made with jelly sponge fingers or leftover cake, custard and whipped cream. An adult version has the sponge fingers soaked in sherry before pouring the unset jelly over them.

Antipasti are served throughout the country, but the content differs totally from region to region. In the north you'll get an incredible selection of cured meats, but in the south you're more likely to be served marinated octopus or sardines or raw anchovies. In restaurants and trattorias your drinks will arrive at the table followed first by some olives, then maybe by some sliced meats. Pasta is popular all over the country. How fantastic it is that water, flour and eggs when mixed and kneaded together form an elastic dough that can be rolled, cut or squashed into a million shapes. Pasta can be combined with vegetables (such as aubergines, courgettes, fennel, rocket...), fish and meat to make a delicious dinner. (Oliver, 2005).

10.5.2 Truffles

Describe the pictures below.

- What do they have in common?
- What do you know about the tradition of truffles in Slovenia?



Truffles, which are renowned for their flavour and scent, are actually tubers which grow near the roots of oak and beech trees, particularly in France and Italy.

Read the text and discuss it with your fellow students.

Truffles are a rare type of edible mushroom, which are mostly grown in Croatia, France, Italy and Slovenia. They give an excellent aroma to dishes made of poultry, meat and in pasta. Truffles grow underground among the roots of chestnut, elm, oak, pine and willows trees. They are a highly seasonal and rare product, expensive and hard to acquire. Truffle hunting is big business during truffle season, which generally lasts from autumn to spring. Truffle farmers use specially-trained dogs that find the buried treasures, usually at night. In the past, female pigs or sows were used to hunt for truffles. The sows were difficult to hold back once the truffle was located, however, and would readily consume the expensive delicacy. For this reason, most hunters now use truffle dogs.

Some of the most famous varieties are the Italian white truffle, the French black truffle, the summer black truffle, and the March truffle. The white truffle, often referred to as the white diamond, is considered the rarest type of truffle. In general, truffles are among the most expensive natural foods in the world. They can cost about €700 to €1000 per kilo on the wholesale market.

Truffles are often confused with chocolate-covered truffles, a type of confectionery that has no relation to mushroom truffles. Even though they do not actually contain any truffle, they are so named because of their appearance. Truffles are made from a mixture of melted chocolate, butter or cream, sugar and various flavourings such as liqueurs, spices, vanilla, coffee and nuts. After the mixture is cooled, it's rolled into balls and coated with various coverings such as unsweetened cocoa powder (the classic coating), chocolate sprinkles, or sugar. Some truffles are dipped in melted white or dark chocolate, which, after cooling, becomes a hard coating. (Adapted <http://askville.amazon.com/truffle/AnswerViewer.do?requestId=1386412>).

EXERCISE 10-20: Answer whether the following statements are true (T) or false (F).

1. Edible means poisonous. _____
2. Truffles can be picked all year round. _____
3. They can be grown on a farm. _____
4. Truffles are usually picked at night. _____
5. Nowadays, most hunters use sows and dogs for truffle hunting. _____
6. Truffles are as expensive as other mushrooms. _____

EXERCISE 10-21: Join the two parts from columns 1 and 2. Match them to form a suitable expression in column 3.

edible	truffles	
truffle	coating	
chocolate	mushrooms	
hard	chocolate	
melted	season	

10.5.3 Burger unites all factions

Pronounced PLYESS-ka-vee-tsa, this burger is beloved in Serbia, Croatia, Bosnia and Herzegovina, Slovenia and Montenegro; and more recently in Italy, Germany as well as Chicago. Throughout the western Balkan region, ground meat is raised to an art form. Sarajevo, the capital of Bosnia and Herzegovina, is famous for sausage-shaped cevapi, served piled on bread or eaten by hand.

Since the break-up of Yugoslavia, many young people from the region have arrived in New York seeking work, education and adventure. Charcoal-grilled pljeskavica and cevapi have become common in neighbourhoods. For pljeskavica and cevapi, the entire animal is fair game. Formulas including beef, veal, lamb and pork are part of the butcher's mystique. Even in New York, each butcher has his own secret recipe, like adding fat from around the beef kidneys, grinding in a little pork neck, or adding baking soda or mineral water to lighten the mix.

Pljeskavica is formed from ground meat and minced onion, grilled on both sides to a smoky brown. They were originally served flopped onto a plate, but as the American burger assumed global dominance, it became standard to sandwich pljeskavica between the two halves of spongy pita-style bread called lepinja. Leskovac is considered the cradle of the dish. Each September, the town holds a week-long rostiljijada, a grilling festival attended by hundreds of thousands of people.

With cevapi, the meat is kneaded to make it hold together smoothly. They are formed by hand or extruded through a funnel.

In the northern parts of the region, near Romania, pljeskavica and cevapi are traditionally served just with chopped onions and kajmak, a thick, tangy clotted cream usually made with sheep's or cow's milk. In the warmer parts of the region, there is also ajvar, a lush, piquant spread based on roasted red peppers and olive oil. Ajvar is a winter staple throughout the region, with the same kind of tangy sweetness that ketchup adds to a burger. Ajvar makes up part of the zimnica – the region's traditional "winter foods" of pickled fruits and vegetables. When all the elements are put together, the perfect pljeskavica tastes like the wholesome Mediterranean ancestor of a Big Mac. (Moskin, 2010)

EXERCISE 10-22: Answer the following questions.

- What are cevapi and pljeskavica made of?
- What are they served with?
- How would you describe kajmak and lepinja to a tourist?
- Does the author translate the expressions for traditional dishes?

EXERCISE 10-23: Read all 6 articles about food tourism one more time and compile a list of all the ingredients mentioned in these articles.

1. vegetables: _____
2. meat: _____
3. seafood: _____
4. cereals: _____
5. dairy products: _____
6. fruit: _____
7. spices: _____

10.5.4 Slovenian dishes

Blejska rezina/kremšnita

Bled's most famous food is undoubtedly the blejska kremšnita (a type of cream cake). It has become the symbol of Bled. It is a layered pastry made of crunchy butter dough, vanilla cream and whipped cream. It was brought to Bled by Ištvan Lukačević, former head of the patisserie at the Hotel Park. He made some changes to the original recipe, taking one third of the vanilla cream and replacing it with whipped cream; the recipe was a success, as it has remained unchanged to this day. These cakes have been made since 1953.

Idrija žlikrofi

This is a traditional dish from the Idrija region. The Idrija žlikrofi is a traditional dish made of dough filled with potato filling (potatoes, lard or smoked bacon, onions, spices and herbs). They have a specific hat shape; the edges are folded while the top has a small indentation. In cuisine they are appreciated as a side dish or also as a main dish when sprinkled with cracklings and served with various meat and other sauces.

Prekmurje gibanica

The Prekmurje gibanica received its name after the dialect word "güba" which means a "fold". It is made according to the unique recipe that has been passed from generation to generation. The base of the dish is made from short pastry on which four different layers of stuffing (poppy seeds, curd, nuts and apples) are placed in the specific order, among them layers of filo pastry. These stuffings are placed twice in the same order. On the top of the final layer, a layer of filo pastry is placed, topped with sour cream or cream, in which egg yolk is admixed or the layer of a filo pastry is brushed with fat topping.

(Adapted http://www.mkgp.gov.si/fileadmin/mkgp.gov.si/pageuploads/Varna_hrana/BROSSURA_2010.pdf).

Potica

Alongside štruklji, the potica is the most typical Slovenian dessert. There are at least fifty recognised variants, which differ according to the filling: originally, the filling was made of walnuts, hazelnuts, honey, poppy seeds, cottage cheese, sour cream, cracklings, bacon or dried fruit. Cocoa, chocolate or carob are later additions. The most common is walnut potica. A typical dough is made of wheat flour, which is rolled out flat, over which the filling is then spread; and finally, the wrapped potica is placed in a cake pan. The ends are neatly cut and the trimmed bits are then shaped into small buns or dumplings.

To learn more about the different types of pastry go to: <http://www.answers.com/topic/pastry>

1. How would you describe the following dishes to someone who has never sampled national or traditional Slovenian dishes? Some ingredients are given in brackets.

1. Jota (kidney beans, sausage or spare ribs, lard, bay leaves, pickled turnip or cabbage ...)
2. Ričet (barley, lard, cured pork, crushed garlic clove ...)
3. Ajdovi žganci (buckwheat flour, cracklings ...)

10.6 DRINKS & BEVERAGES

Drinks can be found as parts of food menus but in most establishments beverages are shown separately, in so called **wine lists** (or **wine cards**). Beverages are usually divided into various groups, such as: alcoholic drinks, aperitifs, soft drinks, hot beverages, etc.

Of all drinks only water can not be called beverage. Cocktails require the addition of non-alcoholic liquid ingredients known as mixers.

Drinks served before or after the meal

Liquor: A strong, distilled alcoholic beverage

Spirits: Another term for liquor

Aperitif: A before-dinner alcoholic drink intended to stimulate the appetite

Liqueur: A strong, sweet alcoholic beverage, often served after dinner.

Digestif: An after-dinner drink intended to help digestion.

Mixed drinks: are usually made of alcoholic (sometimes non-alcoholic) drinks and various *mixers* such as soda, tonic, coke, juice, milk, etc. They can be **long drinks** or **short drinks** (the difference is in the quantity of mixers), hot and cold, sweet or dry, drunk before or after dinner.

Drinks served with the meal

Beer: A beverage fermented from grain (barley), hops, usually with an alcoholic content of four or five percent. Beer can be bottled or draught, strong or light, pale or stout.

Wine: A beverage fermented from grapes, usually with an alcoholic content of about twelve to fourteen percent. They can be white, rose (US blush) or red.

Wine can be served by the bottle, the half-bottle, the glass, or the carafe.

People who serve alcoholic beverages

Waiter/waitress

Wine waiter (or wine butler), wine steward (or sommelier): an employee in luxury restaurants, who takes wine orders, describes wines and often serves them.

Bartender: mixes and serves drinks at the bar.

Catering places

Bar: A counter where alcoholic drinks are served; also an establishment that serves alcoholic drinks.

Pub (US bar): Short for *public house*, the term most often used in England for a place that serves alcoholic drinks as well as food.

Cocktail lounge: A place that serves alcoholic drinks, usually more comfortable than a bar, with small tables and minimal entertainment.

Tavern: An old-fashioned term still in use for an establishment that serves alcoholic drinks.

Nightclub: An establishment that offers drinks as well as dancing and entertainment.

10.6.1 Bar

In addition to a restaurant, most hotels also have a bar or cocktail lounge, where drinks are served. The word bar is used both for the room in which the drinks are served and the counter itself.

Bartenders/barmen/barmaids work behind the bar. They mix drinks and serve them to customers at the bar. The guests who sit at the tables are served by **bar waiters and waitresses**.

Bar glasses

Choosing the right glassware is vital when preparing a drink. Well-designed glassware combines elegance, strength and stability. Any good bar should have a sufficient supply of different types of glasses, the amount of each glasses naturally depends on the type and amount of drinks served, but it is always good practice to have a few of each kind of glasses in case they are needed.

A sign of a good bartender is that he keeps his glasses clean, in good order and polished. Glasses should be placed so that the bartender does not have to reach too far to get them. Always keep glasses on soft surface, either clean cloth that is replaced daily, or on a special glass mat, upside down. When glasses are upside down, it prevents impurities getting in them, but it is also a sign of a clean glass, dirty ones are rarely placed upside down on a desk.

Adapted from: <http://www.webtender.com/handbook/barsetup.html>

EXERCISE 10-24: Can you match the glasses with the descriptions?



Highball Glass: is generally used for any liquor drink that has a mixer, such as whiskey and soda or gin and tonic, straight liquor served on ice.

Old Fashioned Glass/Lowball or Rocks Glass: is used for some mixed drinks or straight liquor served on ice.

Shot Glass: is perfect for the service of liquor neat and for the service of mixed drinks meant to be consumed in a single swallow, such as shooters or slammers.

Beer Mug: is used for beer or beer-shot combinations.

Beer Pilsner: is traditionally used for beer, but works well for serving large margaritas and the like.

Brandy Snifter: is used for serving fine liquor neat, such as brandy, cognac, or Grand Marnier.

Champagne Flute: is the best way to serve champagne. The bowls allow the fizziness to escape too quickly. There is nothing worse than flat champagne.

Cocktail/Martini Glass: can be used for serving many different cocktails and martinis.

Collins Glass: is suitable for drinks that require something a bit larger than an old fashioned glass. It looks good when frosted before serving.

Shooter glass: is used for a straight shot of any spirit taken neat (plain).

Cordial Glass: is generally used for concentrated liqueurs.

Irish coffee Glass: makes almost any coffee or other hot drink look good.

White Wine Glass: is a bit smaller than red wine glasses with a slightly different shape to the bowl.

Red Wine Glass: is used for red wine.

Check your answers (EXERCISE 10-24) at page 143.

Bar Utensils

To be able to work efficiently, a bartender needs a wide range of **utensils** in his bar.



Bar Knife: For cutting or coring fruit, or for peeling rind.



Ice Bucket: For keeping ice close at hand and cold.



Can Opener: For opening cans and beer bottles.



Ice Tongs: For placing ice cubes into drinks.



Jigger: Convenient measuring tool, usually showing 1/8, 1/4, 1/2 and 1 oz. measures. Some are two-sided: 1 oz. on one side, 1 1/2 oz. on the other.



Long Bar/Mixing Spoon/Stirrer: Makes life easy when stirring drinks in large glasses.



Measuring Spoons: Used when drink recipes call for dry ingredients or are measured in table or teaspoons.



Juicer: For squeezing fresh juice for drinks.



Shaker: Used for mixing ingredients by shaking.



Large Pitcher: For mixing large quantities of drinks.



Strainer: When you want to shake with ice, but do not want to have ice in the final drink. Pour from the shaker through this device.



Winged Corkscrew

Other useful items:

Ice picks



Stainless steel or plastic pourers



Straws



Blender



Soda siphon



Cocktail napkins



Bar board



Champagne/wine cooler



Ice crusher



Stirrers



Glitter sticks



Parasols



Martini picks



Adapted from: Barmans Ltd Group Cambridge. Internet www.drinkstuff.com

Created with: Pictures from: <http://images.google.si>

Bar terms

Chaser: A drink you gulp down after drinking a straight shot of another spirit (as opposed to mixing the two liquors a single drink).

Mixer: Added to liquor in making cocktails. Examples are soda water, orange juice, cola.

Neat: A plain, unadorned drink. No ice, no mixers, no water.

On the rocks: This refers to any drink served over ice cubes. Most are served in old-fashioned glasses.

Shooter: A straight shot of any spirit taken neat (plain).

Answers (EXERCISE 10-24) from page 141.



Highball



Rock /Tumbler



Collins



Martini



Brandy snifter



Cordial



Irish coffee



Beer Stein/ Beer Mug



Beer Pilsner



Shot



Shooter



Champagne flute



Red wine glass



White wine glass



Cocktail

10.6.2 Alcoholic beverages

Liquors (Spirits)	Liqueurs
Liquor is an alcoholic beverage, made of grains or other plants that are fermented into a potent drink. The distillation process separates the water from the alcohol. This process increases the alcohol content of liquor to at least 20 percent.	A liqueur is an alcoholic beverage made from a distilled spirit that has been flavored with either fruit, cream, herbs, spices, flowers or nuts, and is bottled with added sugars and other sweeteners (such as high-fructose corn syrup). Liqueurs are typically quite sweet; they usually aren't aged for long once the ingredients are mixed, and could have resting periods during the production process, which allow the flavors to mingle.
• Bourbon	• Triple Sec
• Brandy	• Crème de Menthe
• Rum	• Amaretto
• Scotch Whiskey	• Drambuie
• Canadian Whiskey	• Crème de Cacao
• Dry Gin	• Benedictine
• Tequila	• Cointreau
• Vodka	

Wine is an alcoholic beverage made from the fermentation of grape juice. The natural chemical balance of grapes is such that they can ferment without the addition of sugars, acids, enzymes or other nutrients. Wine is produced by fermenting crushed grapes using various types of yeast which consume the sugars found in the grapes and convert them into alcohol. Various varieties of grapes and yeasts are used depending on the types of wine produced. Wine is not a very complex drink, considering the basic idea of wine. But, it is the fermentation process that is critical in wine-making; this decides most properties of the wine.

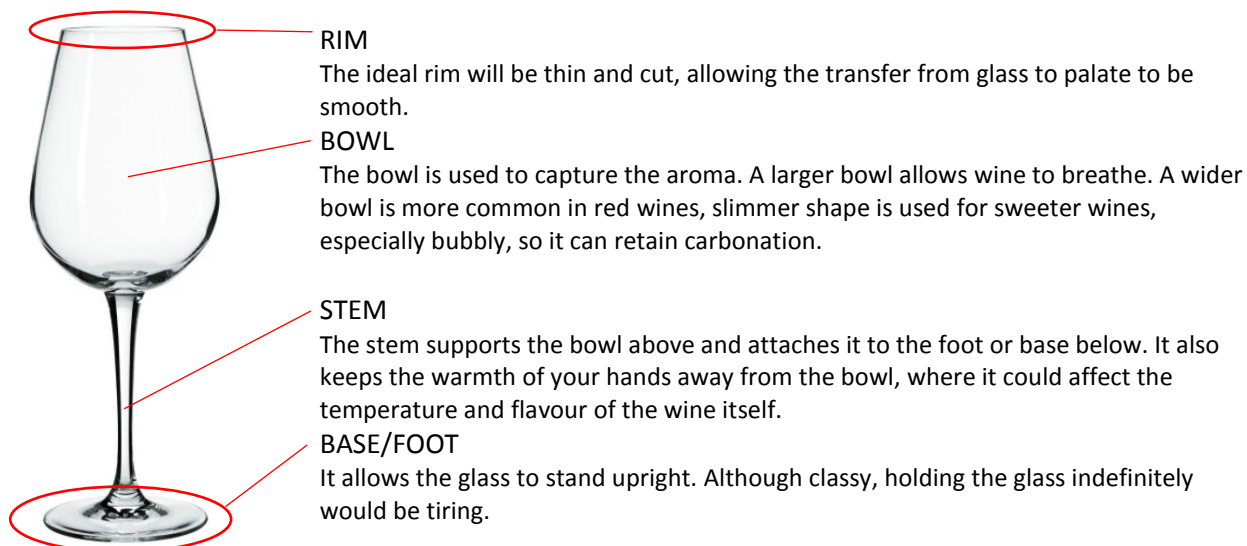
Wine is usually made from one or more varieties of the European species *Vitis vinifera*, such as Pinot Noir, Chardonnay, or Merlot. When one of these varieties is used as the predominant grape (usually defined by law as a minimum of 75% or 85%), the result is a varietal, as opposed to a blended, wine. Blended wines are not considered inferior to varietal wines; in fact, some of the world's most valued and expensive wines, from regions like Bordeaux and the Rhone Valley, are blended from different grape varieties of the same vintage.

The basic types of wine are:

- Red Wine** Still wine made with black grapes. These can range from light to dark and bone-dry to sweet.
- White Wine** A still wine produced from green and sometimes black grapes. Flavours span from rich and creamy to light and zesty.
- Rosé Wine** Still wine from black grapes produced by removing the skins before they deeply colour the wine. Also formed by blending red and white wine together. Both dry and sweet styles of rosé are common.
- Sparkling Wine** A style of winemaking involving a secondary fermentation causing bubbles! Sparkling wine can be red, white, or rosé and can range from minerally to rich and sweet.
- Fortified Wine** A style of winemaking involving fortifying wine with spirits. Typically a dessert wine, but many dry-style fortified wines exist, such as dry Sherry.

There are hundreds (yes, hundreds) of wine glasses out there, and a highly knowledgeable sommelier may know the role for each of them, but wine glass basics are simple. Knowing shapes and what the width and height do for each type of wine is beneficial to enjoying a nice bottle.

The anatomy of a wine glass



Classification of Wines by Quality

House wine: (hišno vino) wine selected and served by the management unless the customer specifies a different one.

Table wine: (namizno vino) may be produced from grapes from various regions, without declared geographic origin.

Young wine: (mlado vino) - just after fermentation is completed.

Quality wine: (kakovostno vino) with controlled geographic origin from a specified region, it must be produced from grapes that have at least the minimum sugar content defined for the specific types of grapes produced in the area.

High-quality wine: (vrhunsko vino) must be produced from grapes picked at an *officially defined time* and the harvest must be *registered* for the production of "vrhunsko vino" *beforehand*. High-quality wine must be produced, matured, and bottled in the stated area.

Late harvest (Belated vintage) wine: (pozna trgatév) the grapes must be picked at least *ten days after full ripeness* is achieved. The characteristic qualities of a wine become more intense, with higher alcohol content, more matured acids and some residual sugar. Late harvest wines also age better than regular harvest wines.

Berry selection (Assorted berry) wine: (jagodni izbor): only the *ripest and sweetest berries* found in the best parts of the vineyards are picked. These rare wines show the true essence of a particular wine's character, with a more intense taste and larger alcohol content. It is always *sweet to semi-sweet* because of the high sugar content.

Selection of dry berries: (suhi jagodni izbor): In dry autumns, the grapes are left on the vines to dry as much as possible, maturing the acids and increasing the sugar content to over 32%. Only *individual berries* are used and are *harvested in December*.

Ice wine: (ledeno vino): Dried grapes are left on the vines to freeze and are picked only after at least *six days of continuous average daily temperatures of -6°C or lower*. Only *individual berries* are selected, and these must be *pressed while still frozen*. The sugar content must be 36%, so it is always semi-sweet to sweet.

Wines can also be classified as:

- extra-dry, dry, demi-sec (medium dry), semi-sweet (medium sweet), sweet
- sparkling
- dessert (fortified wine) like sherry, to which more alcohol is added after fermentation
- with or without certified geographic origin

Wine tourism

Wine tourism includes the tasting, consumption or purchase of wine. Wine tourism can consist of visits to wineries, vineyards and restaurants, as well as organised wine tours, wine festivals or other special events. In Slovenia, tourists can taste wine in vineyard cottages – a unique and attractive feature of the Dolenjska region.

A wine tour is when a traveller goes to specific destinations in order to view wine being made, taste a variety of different wines, and enjoy vineyards and wineries. Many wineries offer talks, tours and tastings all year round. Some provide farmhouse guest rooms and other places to stay among the vines.

Champagne, sparkling wine

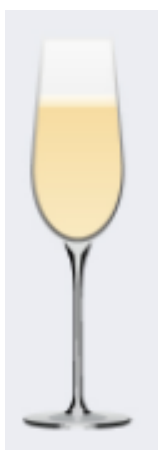
Flutes are the glasses in which sparkling wine is best served. Always hold a flute by its stem and not directly the bowl or foot, so that your hands don't warm the wine. How is it opened? First, make sure that your sparkling wine is chilled to the right temperature by either putting it in the fridge for at least an hour and a half, or chilling it in a bucket with ice. Never put your wine in the freezer. Remove the foil from the cork so that the wire housing called the cage is foil-free. Turn the wire ring of the cage six half-turns anticlockwise, which should free the cage from the neck of the bottle. Cover the cork with a large napkin or cloth. Turn the neck to a 45 degree angle and hold the bottle at the base. Now, while firmly holding the caged cork in one hand, slowly twist the bottle from its base. Do not twist the cork. The goal is to ease the cork out slowly. Continue slowly twisting the base in half turns until the cork is fully released from the neck of the bottle. You might hear a small "whoosh" on the final twist, and then you're ready to pour.

(Adapted <http://video.about.com/wine/Sparkling-Wine-and-Champagne.htm>).

Compile a list of words from the text referring to:

- parts of a bottle _____
- glasses _____
- parts of a glass _____
- bottle opener _____

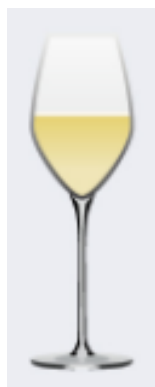
What glass is the best for sparkling wine?



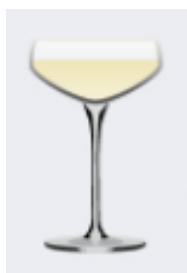
Flute style preserves the bubbles the most and is ideal for bone-dry sparkling wines.



Tulip collects most floral aromatics with its wider bowl shape and is ideal for more aromatic fruity sparkling wines.



Wide tulip collects more the aged flavours found in fine sparkling vintage wines.



Coupe glass is a vintage design which was popular in the 1950s. The bubbles disperse quickly making the wines taste softer and fruitier. This is a fun glass shape to try with sweet sparkling wines.

THE BEST BRITISH VINEYARDS

Glandwr Vineyard, South Wales

The oldest established vineyard in Wales was founded in 1982 by Richard and Susan Norris. They have since established a fine collection of Welsh wines: fruity whites, a vintage sparkling and an oak-aged red. You can stay in a charming cottage overlooking a pond and meadowy lawns of wild flowers. Guests can inspect the vineyard's traditional "double Guyot" system, explore the gardens (open under the National Garden Scheme), meet the chickens, ducks and taste the wines, with canapés or a country platter. B&B for two from £60 per night (minimum two nights).

Biddenden Vineyards, Kent

Founded by the Barnes family in 1969, Kent's oldest vineyard nestles in a Wealdon countryside, a mile or so from Biddenden. Ten varieties of vine produce a range of reds, whites, roses and sparkling wines – alongside Biddenden's strong Kentish ciders and apple juices. There is a shop and tea room, free vineyard tours (vines, presses, bottling line etc) and a self-catering Vineyard Loft. On the upper floor, the open-plan studio apartment for two has a balcony overlooking orchards and vineyards.

(Adapted <http://www.guardian.co.uk/travel/2010/may/21/english-wines-vineyard-staysuk/print>).

Compare both texts and answer the questions.

1. Why, in your opinion, are the two British vineyards appealing to visitors?
2. Who were they founded by?
3. Are they family-run vineyards?
4. What varieties of wines do they produce?
5. What else, apart from wine, are guests served or offered?
6. What does a country platter usually include?

EXERCISE 10-25: Vocabulary – translate the following expressions:

- | | |
|-----------------------|------------------------|
| • wine _____ | • vine _____ |
| • winegrower _____ | • vineyard _____ |
| • winery _____ | • cider _____ |
| • wine cellar _____ | • orchard _____ |
| • oak-aged wine _____ | • sparkling wine _____ |

WINES OF SLOVENIA

Slovenia has three winegrowing regions which are further divided into winegrowing areas. The three winegrowing regions are:

- **the Podravje region along the Drava river**

is known for its wide variety of white wines: Laški and Renski Rizling, Sivi Pinot, Sipon, Radgonska Ranina, Traminac, Rumeni Muškat, Sauvignon ...

- **the Posavje region along the Sava river**

Blended wines are the staple of this region's viticulture. The most popular blended wine in Slovenia is Cvček. It is supposed to be blended from fourteen different types of must (which is an exaggeration) including Modra Frankinja, Zametna Crnina, and even some white wines such as Laški Rizling; the "recipe" varies from site to site.

- **the Primorje region (Coastland)**

divided into the winegrowing areas of Brda, Kras, Vipava, and Koper. The wines of Primorje tend to be dry and rich in minerals, with moderate acids and a subtler bouquet.

Adapted from: Winegrowing Regions of Slovenia - <http://www.matkurja.com/projects/wine/regions/>

The oldest vine



What do you know about the oldest vine in the world? Read the text and discuss it with your partner.

Where the oldest vine in the world can be found winding its way up the front of the building, the house is now a museum dedicated to teaching visitors all there is to know about the wine culture of the Styrian region of Slovenia. At 400 years of age the vine has claimed its rightful place in the Guinness Book of Records and still bears the Zametovka or Blue Franconian grape, one of the oldest wine types in the country. The museum offers guided tours and also boasts an unparalleled collection of Styrian wines, which can be bought at a very generous discount. The house also plays host to a festival in its own name which is held every September, and is the starting point for three wine roads.

(<http://maribor.inyourpocket.com>).

Beer is the world's oldest and most widely consumed alcoholic beverage and the most popular drink overall after water and tea. It is produced by the brewing and fermentation of starches, mainly derived from cereals - the most common of which is malted barley, although wheat, corn, and rice are also widely used.

Not all beers are created equal. Just take a look at the range of the quality in bottom shelf beers alone and it becomes very obvious. Then there are award-winning craft beers that stand far above all the rest. Clearly, there's a big range when it comes to beer.

The basics of brewing beer are shared across national and cultural boundaries and are commonly categorised into two main types - the globally popular pale lagers and the regionally distinct ales which are further categorised into other varieties such as pale ale, stout and brown ale. The strength of beer may range from less than 1% abv (alcohol by volume) to over 20% abv in rare cases, though is mainly around 5% abv.

Ingredients in Beer

Barley

Barley is composed of 80% starch, which is the primary source of fermentable sugar.

Other Grains

Grains such as maize, wheat or rice, used in conjunction with malted barley, are a useful and often economical, secondary source of sugar.

Sugar

As with wine, sugar is sometimes added before fermentation to increase the potential alcohol. Some European countries forbid the use of either sugar or adjuncts in their brews. Germany is the most important one.

Hops

Hops contribute flavor only and do not affect sugar or alcohol. The flower of the female hop plant is the part used to flavor beer.

Water

Hard water, rich in minerals, is excellent for bitters. Soft water, found in mountainous regions such as the Bavarian Alps, is ideal for the lager style of beer.

Yeast

Yeast converts the sugar into alcohol and carbon dioxide.

Main Types of Beer

- | | |
|---------------|---|
| Lager | is light golden in color with a light-flavored, hoppy style. Alcohol is usually low, at about 3%. "Premium" lagers are stronger, at around 5 or 6% alcohol. |
| Bitter | is the classic British draught beer. Its name is derived from the use of bitter English hops. It is full in flavor and usually amber in color. Strength varies between 3% and 5% alcohol. Traditionally, when this beer is bottled, it is known either as pale ale or light ale . |
| Stout | Stouts are beers, which are richly flavored and black in color through the introduction of highly roasted malt. Bitter stout is dry and highly hopped. Sweet stout is sweetened by the addition of lactose (milk sugar). |

Naturally, that means that not all beers should be treated the same. We have to pay attention to centuries of brewing traditions and expert yeast fermentation and must not put all kinds of beers in a regular glass (or drink it straight from the bottle).

Beer glasses are specially crafted glassware. We're not doing our beers any justice by not taking advantage of these glasses — actually, we're missing out on complex aromas and the right kind of beer head. Treat your beer right, and get it a glass.

Weizen		The weizen glass is best used to serve wheat beer. It's a German glass that's narrow at the bottom and wider at top.
Pilsner		As the name would suggest, the Pilsner glass is great for serving Pilsners — as well as pale lagers. Its tapered edge is meant to capture the carbonation and maintain a beer head.
Stange		This tall, narrow glass is best used to serve Kölsch, a specialty German beer brewed in Cologne.
Goblet		The majestic goblet glasses are best used for enjoying Belgian ales, German bocks, and other big sipping beers.
Snifter		The snifter is typically used to serve brandy or cognac, but it's also ideal for capturing the flavours of aromatic beers such as Imperial IPAs and Belgian ales.
Tulip		A tulip glass is designed to trap flavours of Scottish ales, American double/imperial IPAs, and Belgian ales. It's designed to allow for maximum head retention.
Pint		When in doubt, go with the pint. The pint glass is what you can expect to be served a beer in at a bar. Pretty much every kind of beer has ended up in one of these glasses.

Beer forms part of the culture of various beer drinking nations, and has acquired various social traditions and associations, such as beer festivals and a rich pub culture involving activities such as pub crawling or pub games such as bar billiards.

Non-alcoholic beverages

Non-alcoholic beverages are drinks that would normally contain alcohol, such as beer and wine but are made with less than .5 percent alcohol by volume. The category includes drinks that have undergone an alcohol removal process such as non-alcoholic beers and de-alcoholised wines.

Non-alcoholic variants:

- Low alcohol beer
- Non-alcoholic wine
- Sparkling cider

EXERCISE 10-26: Decide whether the following statements are true or false and correct the false sentences.

- _____ Beverages are listed in price lists.
- _____ Wines are red, yellow and rose.
- _____ The most popular hot beverages are wines, spirits and liqueurs.
- _____ Mixed drinks differ in the quantity of mixers.
- _____ As to their quantity, wines are described as table wines, dessert wines, sparkling wines etc.

EXERCISE 10-27: Put the instructions in the correct order.

Martini

3 oz Beefeaters gin

1 oz dry French vermouth

Lemon peel

- a) Shake vigorously and strain into glasses.
- b) Put the gin and the vermouth in the fridge overnight.
- c) Combine gin, vermouth and several ice cubes in the shaker.
- d) Garnish with additional lemon twists, rubbing them around the rim of the glasses first and optionally with an olive.
- e) Also chill the shaker and frost the glasses. (Stemmed martini glasses)
- f) Add lemon peel, twisting so that the lemon oils are released into the drink.

Manhattan

4 cl Canadian whisky

2 cl red Vermouth

1 dash Angostura bitter

- a) Add the ingredients.
- b) Put in the ice cubes.
- c) Take a mixing glass.
- d) Spear a cherry on a fruit spear.
- e) Pour into a chilled cocktail glass.
- f) Garnish with the cherry spear.
- g) Stir well with a bar spoon.

EXERCISE 10-28: Match the word or phrase from the box with the correct statement.

bar - night club – aperitif – wine – beer – vintage – liqueur - wine steward – pub – digestif - fortified wine – spirits – bartender - iced tea - soft drink – cocktail - iced water

- a) A non-alcoholic beverage served with meals in almost all restaurants in the USA.
- b) A mixed drink containing an alcoholic beverage and other ingredients.
- c) A wine to which more alcohol has been added.
- d) The year in which a particular wine was made.
- e) A person who serves wine in a luxury restaurant.
- f) A place in England serving beverages and food.
- g) An alcoholic beverage made from grain.
- h) A before-dinner drink.
- i) An establishment that offers entertainment and drinks.
- j) Both a long counter where drinks are served and the establishment that serves them.
- k) A person who mixes and serves drinks.
- l) A popular hot weather, non-alcoholic drink.
- m) An alcoholic beverage made from grapes.
- n) An after-dinner drink.
- o) A strong, sweet drink with high alcohol content.
- p) A non-alcoholic beverage.
- q) Alcoholic beverages in which the alcohol content has been increased by distillation.

10.6.3 Soft drinks

The name "soft drink" specifies a lack of alcohol by way of contrast to the term "hard drink" and the term "drink", the latter of which is nominally neutral but often carries connotations of alcoholic content.

Types of soft drinks:

colas, sparkling water, iced tea, lemonade, squash, and fruit punch are among the most common types of soft drinks.

Hot chocolate, hot tea, coffee, milk, tap water, alcohol, and milkshakes do not fall into this classification. Many carbonated soft drinks are optionally available in versions sweetened with sugars or with non-caloric sweeteners.



Hot beverages

Coffee-based beverages

Espresso
Turkish coffee
Americano/Caffee lungo/Long black
Macchiato
Cappuccino
Café au lait/Melange/Coffee with milk/Caffe latte
Late macchiato
Irish coffee
Decaffeinated coffee/decaf

Soft drinks

Bottled fruit juices
Lemonade
Fresh squeezed/pressed fruit or vegetable juices
Smoothies
Cola
Tonic water

Water

Still mineral water
Sparkling mineral water
Tap water
Bottled water

Other

Hot chocolate
Cocoa
Herbal tea (chamomile, lime blossom, rose-hip, mint ...)
Green tea
Black tea
Milk shake (banana, strawberry ...)
Frappe
Hot cider
Glühwein

EXERCISE 10-29 - Beverages Find the right kind of beverage for each description

	coffee with no caffeine in it
	a thick beverage made from blended raw fruit, vegetables or ice cream and cookies with other ingredients such as water, ice, or sweeteners
	coffee powder is immersed in water and heats until it just boils
	strong coffee with Irish whisky, brown sugar and cream
	strong black coffee, made by forcing steam through finely ground and compacted coffee
	beverage made from the infusion of herbs, spices, or other plant material in hot water, doesn't usually contain caffeine
	a heated beverage consisting of shaved chocolate, melted chocolate or cocoa powder, heated milk or water, and usually a sweetener, it may be topped with whipped cream
	strong black coffee combined with hot milk, and steamed milk foam, originally with ground cinnamon on top
	a thick, rich shake requires ice cream, milk and flavorings, typically classic flavors like vanilla, chocolate and strawberry
	espresso diluting with hot water
	steamed milk foam gets »stained« by the addition of espresso
	strong coffee (sometimes espresso) mixed with scalded milk in approximately a 1:1 ratio
	an espresso with a dash of foamed milk
	a type of tea that is more oxidized and is generally stronger in flavour than the less oxidized teas
	a thick, rich shake requires coffee, milk, sugar and ice
	prepared from red wine, heated and spiced with cinnamon sticks, cloves, star aniseed, citrus, sugar

11. PROFESSIONAL CONVERSATION – RESTAURANTS

The most frequently used sentences in restaurants

The guest

A table for two, please.
May we sit at this table?
The menu, please.
What's on the menu?
What's Irish Stew like?
We're not ready yet.
The steak for me, please.
Can you bring me the ketchup, please?
I'll have the same.
That's all, thank you.
Do you have wine by the glass?
I'd prefer red wine.
Please bring us another beer.
Could I have chips instead of salad?
What can you recommend?
Can I have the bill please?
Please bring me the bill with my coffee.
This is on me.
I think you've made a mistake.

The waiter

Hi, I'm Sue, I'll be your server for tonight.
What can I do for you?
May I take your coat?
Have you booked a table?
How many are you?
If you wait, there'll be a table for you free in a minute.
Would you follow me, please?
May I show you to a table?
Can I take your order, sir/madam?
What would you like to start with?
What would you like to drink?
What would you like for dessert?
How would you like your steak? (rare, medium, well done)
Do you want a salad with it?
What kind of dressing?
Anything to drink?
Do you want a dessert?
The burgers are very good.
It'll take about 20 minutes.
Sorry, the hamburgers are off.
Is everything all right?
Did you enjoy your meal?
Are you paying together?

EXERCISE 11-1 Phrasal verbs – what do they mean

I've just been down to the store and we **are out of** the flour.

If this milk isn't put in the fridge, it will **go off**.

If you are not sure of the quantity to use, **look it up**.

I will prepare the sauce and you can **take over** the rest of it.

I've explained it already, but let's **go over** it again.

It looks complicated, but you'll **pick it up**.

Don't put it there, someone will **knock it over**.

You promised to do it so can't back it of now.

The sauce is too sweet. **Cut down on** the amount of sugar.

What a disaster! You've **left out** the yeast!

I don't think beer ice-cream will ever **catch on**.

Chef wants to **drum up** business with his new menu.

How to be polite

EXERCISE 11-2 Read the phrases on the left; then write them more politely.

Actually / Could you / I'm afraid / Just a moment / May I suggest / Please / Shall I /
There's been a slight misunderstanding / Would you like / Would you like me / Would you mind

Wait a minute! _____, please.

We haven't got any left. _____
we haven't got any left.

Sit down, please. _____ take a seat.

No, I'm not the head waiter. _____
I'm not the head waiter.

Do you want some water? _____ some water.

Move to another table. _____
moving to another table?

Confirm that tomorrow, please. _____
confirm that tomorrow, please?

Do you want a taxi? _____
to get you a taxi?

You've got the wrong date. _____
about the date.

Try this organic wine. _____
that you try this organic wine?

Do you want my help? _____ help you?

EXERCISE 11-3 You are a waiter/waitress in a restaurant. Your customers want explanations of some items on the menu. Answer their questions using a phrase from each of the three columns.

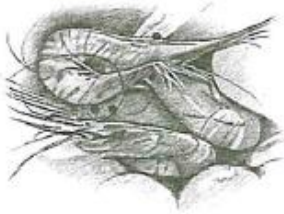
A
a chicken breast
a variety of shellfish
a kind of sweet
a kind of meat
thinly sliced potatoes
a kind of sauce
a very light dish
a kind of fish
a kind of vegetable

B
with a white steam
made with egg whites
made with chocolate
made with milk
that is quite large
filled with garlic butter
that look like lobsters
that comes from
that are baked

C
with garlic and cream
and a green top
eggs and liqueur
and has pink flesh
but are much smaller
young calves
vanilla, eggs and sugar
and coated with breadcrumbs
and baked in the oven



What is Chicken Kiev?



What are prawns?



What are chocolate truffles?



What is veal?



What are pommes de terre lyonnaises?



What is custard?



What is a soufflé?



What is salmon?



What is a leek?

Now think of three dishes that are popular in your country but that foreign visitors might not know. Write short explanations of what they are.

EXERCISE 11-4 Make sentences from the jumbled words, and use them to complete the dialogue in the restaurant.

W = waiter
G = guest

a the in like you table would corner
I'll right one get away
done steaks like you would how your
wine the menu here and is the list
some meal like order you with wine to would your
a for table like you would two
you to now are ready order
to like follow what would you
as you like would what a starter
you like order would aperitif to an

W: Good evening, sir. 1 _____

G: Yes, please.

W: 2 _____

G: Yes, that would be fine. It looks nice and quiet over there.

W: 3 _____

G: Yes, please, a glass of Diona and a dry Martini.

W: Certainly, sir. 4 _____

G: Thank you.

W: 5 _____

G: Yes, we are.

W: 6 _____

G: The snails and one mixed salad, please.

W: 7 _____

G: Two steaks, please.

W: Certainly. 8 _____

G: One medium rare, and the other well done.

W: 9 _____

G: Yes, please. A bottle of Mulit.

W: 10 _____

12. GRAMMAR – REVISION OF TENSES

12.1 Present simple and present continuous tense

Present simple	Present continuous
I speak English and French. Mary often goes to England. I don't speak German. She doesn't like vegetables. Does she like pork?	Oh, it's raining. Mary is absent today, so Peter is finishing the report. It's Saturday. She isn't working today. What is she wearing today?
every day, often, usually, sometimes, never, once a week...	at the moment, now, this week...

1. Complete the text with the verbs in the present simple tense.

Mary Peterson (1) _____ (travel) a lot. She (2) _____ (spend) almost a quarter of her life in hotels! For her, the ideal hotel (3) _____ (have) big rooms with comfortable beds and good facilities – including a business centre. She (4) _____ (work) hard, so she (5) _____ (feel) she (6) _____ (deserve) luxury hotels, and she (7) _____ (not mind) paying for them. All her friends (8) _____ (envy) her because they (9) _____ (not have) enough money to travel.

2. Ask questions

1. My two sisters are both fluent in German.

Who _____?

2. She often flies to New York.

Where _____?

3. Tour operators organise hotel bookings, flights, and transfer arrangements.

What _____?

4. They sell the tour direct to the public or through a travel agency.

Who _____?

5. Tour guides often travel with their clients for weeks.

Who _____? Who _____ with?

6. Mary works with international tour operators.

Who _____? Who _____ with?

3. Put the verbs in the brackets into the present simple or present continuous.

1. What's that noise? – Oh, they _____ (redecorate) the hotel.

2. I _____ (think) about resigning but I _____ (not think) my boss will be very happy about it.

3. Mark _____ (often/visit) tourism trade shows but Peter _____ (not go) with him.

4. Where _____ (she/work)? – Well, she usually _____ (work) here in Kranj, but right now she _____ (work) in Ptuj.

5. Paul _____ (come) from England, but at the moment he _____ (live) in Amsterdam.

6. We _____ (currently/look) for a company to supply us with spices such as saffron and cinnamon.
7. Eco tourism _____ (become) more and more popular across the world.
8. _____ (they/have) everything they need? – Yes, of course.
9. He _____ (look) good in this uniform.
10. Every year our company _____ (launch) a new range of veggie burgers.
11. Our Sales Director _____ (look) at the sales figures right now.
12. This is a very bad line. Where _____ (you/call) from?
13. What _____ (she/do)? – She _____ (put) your name on the waiting list.
14. I'm afraid he is not available. He _____ (have) an interview with some candidates.

4. Correct the sentences if necessary.

1. The food is tasting fantastic. He is such a good cook.
2. She doesn't believe what you're saying.
3. Are you having a Car Rental service?
4. At the moment, our staff change shifts.
5. I'm afraid she's not available. She has a meeting with some clients.
6. She can't answer the phone. She's having a cup of coffee with her colleague. She's having it every morning.
7. They aren't agreeing with you.
8. The hotel stands right beside a long sandy beach.
9. Yes, we're having a reservation.
10. She is liking cheese, but she isn't liking hot and spicy chicken curry.
11. Do you have a room with a view over the lake?

12.2 Past simple and past continuous

Past simple	Past continuous
She got a new job. Did she get a new job? She didn't get a new job.	She was testing wines all morning. Was she testing wines all morning? She wasn't testing wines all morning. I/he/she/it was + -ing You/we/they were + -ing
yesterday, on Monday, last week, in 1985, at 7.30 a.m., when, how long ago...	at 7 yesterday afternoon, while, yesterday from – to...

1. Complete the text with the past simple form of the verb in brackets.

1. A group of tourists _____ (park) their cars and _____ (go) to the beach.
2. He _____ (arrive) at the hotel at 3 pm but there _____ (be) no room waiting for him.
3. I _____ (miss) the last bus and _____ (have to) walk to the hotel.

4. My best friend _____ (leave) on his three-week holiday to the Netherlands.
5. The flight _____ (be) due at 9.25 but _____ (not leave) until 13.45.
6. They _____ (spend) two nights in an expensive 5-star hotel in Tokyo.
7. This is the letter I _____ (write) to the hotel manager.
8. Trump _____ (sell) the hotel for \$325 million in 1995.
9. They _____ (buy) new cleaning equipment for housekeepers.

2. Put the verb in brackets into the past simple and form questions.

1. Her family (found) the hotel in 1935.

When _____ ?

Who _____ ?

2. Peter (bring) a bottle of sparkling wine to celebrate the occasion.

What _____ ?

Who _____ ?

3. A devastating earthquake (strike) Ljubljana in 1895.

When _____ ?

What _____ ?

4. The couple _____ (go) to the hotel to celebrate a wedding anniversary.

Why _____ ?

Who _____ ?

5. He _____ (stay) at the Leo Hotel, close to the trade fair.

What _____ ?

6. The itinerary _____ (offer) not much more than a visit to some major sights.

What _____ ?

7. She _____ (fly) back on Thursday

When _____ ?

8. Peter and Mary _____ (spend) most days sitting on the beach.

Who _____ ?

9. Some of the staff _____ (be) rude.

Who _____ ?

10. The conference _____ (begin) at 9 am.

What time _____ ?

What _____ ?

3. Use the present simple or past simple tense of the verbs in brackets.

A

Cezar Ritz (1) _____ (be) born in Switzerland to a farming family. He (2) _____ (begin) his career at Le Splendide, a hotel in Paris. In 1878, he (3) _____ (become) the manager of the Grand Hôtel National in Lucerne and (4) _____ (hold) the same position at the Grand Hôtel in Monaco until 1888. In 1898, he (5) _____ (open) the celebrated Hôtel Ritz in the Place Vendôme, Paris, France. He (6) _____ (go) on to open The Ritz Hotel in London, United Kingdom in 1906. Because of his management abilities, the hotel (7) _____ (become) one of the most popular in Europe. The Ritz-Carlton Hotel Company (8) _____ (operate) about 100 luxury hotels in some 20 countries and more than 20 Ritz-Carlton hotels now (9) _____ (feature) spas.

B

When John (1) _____ (start) out in the hotel industry there (2) _____ (be) 300 full time employed hotel staff. Now they (3) _____ (have) around 50 – 60 staff employed on the same basis and around 150 staff on a casual basis. Now if you work 40 hours per week you will put a lot into it and pride in your job and take an interest in the business. However, if you only work 20 – 24 hours per week you will not bother. Training (4) _____ (be) also a big issue. When he (5) _____ (start) at the hotel they (6) _____ (have) two senior training officers who (7) _____ (oversee) all aspects of staff training. There (8) _____ (be) now only one human resources officer.

4. Put one of the verbs in brackets into the past continuous and the other into the past simple.

1. While she _____ (chop) the onions, she _____ (cut) her finger.
2. The chef _____ (check) the freshness of fish when someone _____ (call) him.
3. Our hotel manager _____ (look for) some records when he _____ (come across) some important documents.
4. He _____ (lose) his credit card while he _____ (go) on a tour.
5. They _____ (discuss) hotel strategies when he _____ (ask) about a pay rise.
6. What _____ (you/do) this time yesterday? – I _____ (read) an article about sustainable tourism.
7. She _____ (burn) herself while she _____ (blanch) the vegetables.
8. The computer suddenly _____ (crash) while I _____ (read) an interesting recipe.
9. I first _____ (see) Mark when I _____ (work) as a concierge.
10. When he _____ (check) out, some hotel guests _____ (talk) on the phone, Mary _____ (have) a mid-morning snack, and a group of tourist _____ (have) an argument about the tour.

12.3 Present perfect simple and continuous

Present perfect simple	Present perfect continuous
I have changed my job twice. She has gone to New York. I haven't changed my job twice. She hasn't gone to New York. Have I changed my job twice? Has she gone to New York? I/you/we/they have + past participle He/she/it has + past participle	I have been working very hard. She has been studying foreign languages. I haven't been working very hard. She hasn't been studying foreign languages. Have I been working very hard? Has she been studying foreign languages? I/you/we/they have been + -ing He/she/it has been + -ing
ever, never, before, recently, already, yet, just, today, this week...	since, for, lately, recently, all day...

1. Put the verbs into the present perfect simple.

1. She _____ (visit) many amazing cities over the years.
2. We _____ (just/get) back to the hotel room.
3. Paris is the most spectacular city I _____ (ever/see) in my life.
4. They _____ (just/confirm) the booking.
5. I _____ (never/need) traveller's cheques. I normally use a credit card and cash machines.
6. She _____ (be) to quite a lot of countries in the Middle East and she _____ (never/have) any problems.
7. Tourism _____ (become) one of the world's most important sources of employment.
8. _____ (you ever/meet) the owner of this hotel?
9. Our hotel _____ (host) many famous guests including some celebrity chefs.
10. Where is the concierge? – He _____ (go) out. He should be back in ten minutes.
11. My sister _____ (just/find) a new job in London.
12. I _____ (never/eat) Chinese noodles.
13. How long _____ (Peter/be) a vegetarian?
14. The kitchen scales _____ (break). I need new electronic ones.
15. I _____ (just/buy) a new hand mixer and food processor.

2. Put the verbs into the present perfect continuous.

1. They _____ (come) to the same summer resort for nearly ten years.
2. John _____ (walk) in Slovenian mountains all this week.
3. Our restaurant _____ (lose) money recently.
4. The man _____ (stand) on the corner all day.
5. He _____ (think) of becoming a hiking guide.
6. It's only ten past eleven. I _____ (not wait) long.
7. My friend _____ (look for) a job for six months.

3. Present perfect simple or continuous?

1. For 900 years the castle _____ (stand) on the hill above the village.
2. _____ (you/ever/be) on a cruise?
3. We _____ (sit) here for half an hour but we _____ (see) the menu yet.
4. How long _____ (you/be) with us?
5. He _____ (spend) thirty years driving a tour bus.
6. I _____ (call) all morning to get in touch with the personnel manager but _____ (not manage) to contact her yet.
7. They _____ (spend) hours looking for a nice family hotel with a pool.
8. I _____ (stay) in a hotel for the last ten days, but I hope to find a flat of my own soon.
9. Our chef _____ (prepare) aubergines stuffed with minced lamb, topped with tomato sauce.
10. _____ (you/ever/eat) snails in garlic sauce?
11. This family restaurant _____ (successfully/operate) for more than ten years.
12. We _____ (have) lots of VIPs here this month.
13. He _____ (write) a report for two hours.

12.4 Revision of tenses

1. Put the verbs into the present perfect or the past simple.

1. I _____ (never/see) so many tourists here before.
2. Spices _____ (be) in use for thousands of years.
3. He _____ (go) there a couple of years ago.
4. I _____ (not hear) anything about it.
5. Hotel rates in some EU countries _____ (increase) since 2004.
6. 2010 _____ (be) a good year for our company.
7. How long _____ (you/be) a chef? – Well, I _____ (be) a chef for two months.
8. I _____ (cook) professionally since the age of 20.
9. I'm afraid we _____ (not send) you the invoice yet. We'll do it immediately.
10. Last week a number of customers _____ (complain) about slow service.
11. I know Mary is here. I _____ (just/see) her.
12. He _____ (be) unemployed ever since he _____ (leave) school.
13. I _____ (make) a sponge cake. Would you like a piece?
14. How much beer _____ (they/drink) today?
15. _____ (you/ever/work) at a restaurant? – Yes, I _____ (work) there last month.
16. The weather _____ (be) good since the beginning of last week.

2. Put the verbs into the present perfect or past simple.

Try picturing 22-year old Laura Scally on the warm beaches of the Sandals resort in Jamaica. That's where she (1) _____ (recently/spend) a week after winning a company prize at Thomas Cook Holidays, where she's a customer services manager.

- Why (2) _____ (she/choose) this particular career?

I (3) _____ (always/be) passionate about travel. I (4) _____ (like) geography at school and I (5) _____ (have) a Saturday job at an independent travel agency. My current job involves everything to do with the day-to-day running of the branch, like doing admin, organising the foreign exchange and sorting out brochures.

- Which qualification (6) _____ (you/do)?

I (7) _____ (do) a modern apprenticeship at the local Thomas Cook branch when I (8) _____ (finish) school. I (9) _____ (learn) to think about what people expect from you – it's about exceeding a customer's expectations so they'll give you repeat business. And because I (10) _____ (study) travel, I have the confidence that comes with a great knowledge of the field.

- What's the best thing about the job?

I get to travel! As well as the Sandals trip, I (11) _____ (be) to brilliant places like Mexico, Cuba, America and Turkey.

- What's the worst thing about the job?

Working weekends.

- What's the money like?

It's not great, but you can make it up in bonuses. If we hit our monthly targets, we get a pay rise each year, and of course you get a decent holiday allowance! What do you want to do in the future? I'd like to be a manager within two years.

(Adapted <http://www.cityandguilds.com/44738.html>).

3. Put the verbs in brackets into the correct tense

Dear Cathy, I _____ (just/come) back to the Hanover hotel here in London. The room _____ (look) nice. The hotel _____ (be) situated in central London. You won't believe it – the Buckingham palace is within walking distance of the hotel. I _____ (arrive) in London on Monday. The flight from Ljubljana _____ (not be) long. It _____ (take) us just one hour and a half. Two days ago I _____ (visit) our business partners from Warburtons, a British baking company based in Bolton. The company _____ (produce) one million bakery products per day and _____ (employ) around 3,300 people. Yesterday I _____ (decide) to visit some food markets. And, you know, Borough Market _____ (be) really something special. It _____ (be) London's oldest food market. I _____ (buy) some special spices and _____ (find) the best grilled cheese in the world. Let me tell you something more about London. It _____ (be) a fascinating city. You can see a variety of cultures everywhere. How about you? How _____ (you/be) since I last saw you? _____

(you/change) your job yet? Are you coming to Ljubljana this summer? If so, do write to me so that we can make some plans.

Bye,
Peter

12.5 Passive voice

active	passive
A chef prepares meals.	Meals are prepared.
“ is preparing ...	“ are being prepared.
“ prepared...	“ were prepared.
“ was preparing ...	“ were being prepared.
“ has prepared...	“ have been prepared.
“ will prepare ...	“ will be prepared.
“ can prepare ...	“ can be prepared.
“ must prepare ...	“ must be prepared.

1. Put the verbs in brackets into the passive form.

- Executive rooms _____ (not refurbish) yet.
- The hotel guests _____ (give) so many new opportunities this year.
- Food _____ (always/prepare) from fresh ingredients.
- At our chalet you get a top chef; food _____ (cook) right before your eyes.
- Your registration _____ (just/confirm).
- Vitamin A _____ (find) in liver and green vegetables.
- Vegetables such as lettuce or tomatoes _____ (eat) raw.
- The seafood soup _____ (often/serve) in a bowl made of bread.
- Chives _____ (use) to season many foods with a mild onion flavour.
- Meat _____ (should/always/keep) in the fridge.
- Hotel housekeeping jobs: “No previous experience _____ (require). Full training _____ (provide)”.
- Guests _____ (expect) to check out before noon.
- Guests normally settle a bill when they check out of the hotel; although usually a deposit or credit card number _____ (take) as security.
- In American restaurants, service _____ (almost never/include) in the final bill. If you _____ (serve) at a counter or bar, tip a waiter 10% for good service.

2. Active or passive. Choose the appropriate form of the verb for each sentence.

- The hotel _____ (own) by the Wilson family.
- The hotel _____ (employ) from 45 to 55 staff dependent on the season.
- A lot of bookings _____ (take) through our website these days.
- We _____ (already/prepare) everything for the conference.
- The meeting _____ (hold) tomorrow at 9.30 a.m.

6. Sorry about the noise – the vending machines _____ (fill up) right now.
7. The Mayor of London _____ (attend) the official opening of the new Premier Inn next Friday.
8. Some US restaurant chains _____ (lately/criticize) for unhealthy salt content in the food they serve.
9. Oh, no! My passport _____ (steal).
10. Our hotel _____ (refurbish) in 1959.
11. Traveller's cheques _____ (can/change) at the cash desk.

3. Put the verbs in brackets into the correct tense using active, passive or -ing form. (The article is from 2011, so the data is no longer valid.)

Jamie Oliver He's only 31 but he (1) _____ (already/sell) millions of cookery books, (2) _____ (conquer) the US market, (3) _____ (open) a restaurant, (4) _____ (star) in several TV shows and revolutionised UK school dinners. What next? Jamie Oliver (5) _____ (be) responsible for making cooking cool. Voted the sexiest chef on television, his cooking shows (6) _____ (broadcast) in over 50 countries and his cookbooks are bestsellers worldwide. He is the self-proclaimed ambassador for British cooking whose diners include Prime Minister Tony Blair and Prince Charles.

Born in 1975, Jamie (7) _____ (develop) his fascination for food at his parents' restaurant in Essex. After (8) _____ (leave) school he (9) _____ (attend) the Westminster Catering College, before travelling to France to further his skills. On his return he (10) _____ (land) the job of head pastry chef for Antonio Carluccio at The Neal Street Restaurant. Jamie's next move was to the River Café, where he (11) _____ (stay) for three and a half years, fine-tuning his skills under the guidance of Rose Gray and Ruth Rogers. Spotted in the background of a documentary about the restaurant, it (12) _____ (not be) long before the editors of the show focused on this cheeky young Chef. The day after the programme (13) _____ (broadcast), Jamie (14) _____ (receive) calls from five different production companies all eager to work with him. He soon (15) _____ (become) the hottest celebrity chef on the circuit and his programme, "The Naked Chef", revolutionised TV cooking shows. His cheeky manner and down to earth personality (16) _____ (win) him legions of fans around the world. Jamie is also a chef that (17) _____ (like) to take risks - he set up "Fifteen Foundation", a charity which trains unemployed young adults to become professional chefs, and gambled over a million pounds of his own money on its success. The accompanying TV series and book were both huge successes. His efforts to improve school meals saw him take on the British Government as well as the unenviable task of convincing schoolchildren to give up fast food. Again, the success of Jamie's mission was huge and major steps (18) _____ (take) to improve the quality and variety of food on offer in schools. Jamie continues to make his own brand of cookery shows, which most recently saw him travelling around Italy in a camper van in search of real

Italian recipes. Now a multi-millionaire, Jamie and his wife Jools live in London's fashionable Primrose Hill with their young children.

Adapted <http://www.thebiographychannel.co.uk/biographies/jamie-oliver.html>, 2011).

12.6 Conditional clauses

First conditional – real or possible future situations

If - clause: present tense	Main clause: will...
If you don't hurry up,	you will be late for the meeting.
If I go to New York,	I'll buy you a souvenir from the Empire State Building.
If he asks you to do it,	what will you say?

Put the verb in brackets into the correct tenses.

- If you _____ (see) him, tell him I _____ (take) tomorrow off.
- If you _____ (miss) the bus home tonight, what _____ (you/do)?
- What _____ (you/do) if they _____ (complain) about getting food poisoning?
- If he _____ (organize) the event catering perfectly, he _____ (have) a chance for promotion.
- If she _____ (carry) on learning English, she _____ (soon/be) fluent in it.
- The hotel _____ (really/look) great if they _____ (decide) to refurbish it.
- If the prices _____ (go) up, I _____ (cancel) the booking.
- If you _____ (visit) the Netherlands, _____ (you/go) on a cultural excursion?
- If we _____ (cut) room rates, we _____ (boost) our occupancy.
- I _____ (be) surprised if they _____ (redecorate) this wing by the middle of this year.

Second conditional – unreal or imaginary present / future situations

If - clause: past tense	Main clause: would...
If I had a chance,	I would spend some time in America.
If I knew his name	I would introduce you.
If I were a boy,	I wouldn't drink beer with the guys.

Complete the second conditional sentences with the correct form of the verbs.

- If I _____ (be) you, I _____ (spend) a day or two exploring the local attractions here.
- We _____ (be) on the beach now if we _____ (be) in Spain.
- If I _____ (be) you, I _____ (not eat) fatty foods.
- If smoking _____ (be) allowed, I _____ (have) a cigarette.
- We don't mind camping, but if we _____ (have) enough money, we _____ (stay) in a hotel.

6. If they _____ (read) newspapers every day, they _____ (know) what was going on in the world.
7. He _____ (get) that job in the hospitality industry if he _____ (apply) for it, but he's not interested in it.
8. If I _____ (win) the lottery, I _____ (spend) all the money on travelling abroad and exploring new places.
9. If they _____ (provide) a better service, they _____ (get) more guests.
10. If she _____ (exercise) more, she _____ (be) much more fit and _____ (not have) so many health problems.
11. If he _____ (speak) English and Italian fluently, he _____ (select) for the job.
12. They _____ (be) happier, if they _____ (share) a room.
13. If the hotel _____ (offer) more programmes with excursions, the occupancy rate _____ (increase).

Third conditional – unreal past situations

If - clause: past perfect	Main clause: would have + past participle
If she had followed his advice,	she wouldn't have lost so much money.
If you had asked me,	I would have told you.
If they hadn't accepted pets,	I would have left my dog with my friend.

1. I wanted to buy the Nike tracksuit, but they ran out of them. If they _____ (be) in stock, I _____ (buy) it.
2. When I was young, we didn't have the Internet. But if we _____ (have) it, it _____ (be) much easier for me to learn English.
3. It _____ (be) better if they _____ (ask) me for help. But they didn't.
4. If they _____ (stay) longer in Slovenia, they _____ (see) the Škocjan Caves, a World Heritage Site in Slovenia.
5. She _____ (be) here on time if she _____ (not miss) the bus.
6. We _____ (get) cheaper tickets, if we _____ (book) earlier.
7. I _____ (send) you the list of hotels if the Internet connection _____ (not break down).
8. Why didn't you call me? If you _____ (give) me a ring, I _____ (arrange) dinner with one of our leading managers.
9. If they _____ (have) more sense, they _____ (refurbish) the hotel years ago.
10. If she _____ (not spend) so much time making up, she _____ (not be) late for the meeting.

12.7 GRAMMAR ANSWERS

Present simple and present continuous tense

1

1. travels, 2. spends, 3. has, 4. works, 5. feels, 6. deserves, 7. doesn't mind 8. envy, 9. don't have.

2

1. Who is fluent in German? 2. Where does she often fly? 3. What do tour operators organise? 4. Who sells the tour direct to the public or ...? 5. Who often travels with clients for weeks? Who do tour guides often travel with? 6. Who works with international tour operators? Who does Mary work with?

3

1. they are redecorating, 2. I am thinking about, I don't think, 3. often visits, doesn't go, 4. does she work, works, is working, 5. comes, is living, 6. are currently looking, 7. is becoming, 8. do they have, 9. looks, 10. launches, 11. is looking, 12. are you calling, 13. is she doing, is putting, 14. is having.

4

1. tastes, 2. v, 3. do you have, 4. are changing, 5. is having, 6. she has it every morning, 7. don't agree, 8. v, 9. we have, 10. likes, she doesn't like, 11. v.

Past simple and past continuous

1

1. parked, went, 2. arrived, was, 3. missed, had to, 4. left, 5. was, didn't, 6. spent, 7. wrote, 8. sold, 9. bought.

2

1. founded, When did her family found the hotel?, Who founded the hotel?, 2. brought, What did he bring?, Who brought a bottle of sparkling wine?, 3. struck, When did it strike Ljubljana?, What struck Ljubljana in 1895?, 4. went, Why did they go to the hotel?, Who went to the hotel?, 5. stayed, What hotel did he stay at?, 6. offered, What did the itinerary offer?, 7. flew, When did she fly back?, 8. spent, Who spent most days sitting on the beach?, 9. were, Who was rude?, 10. began, What time did the conference begin?, What began at 9 am.?

3

A 1 was, 2. began, 3. became, 4. held, 5. opened, 6. went, 7. became, 8. operates, 9. feature.

B 1. started, 2. were, 3. have, 4. is, 5. started, 6. had, 7. oversaw, 8. is.

4

1. was chopping, cut, 2. was checking, called, 3. looking for, came across, 4. lost, was going, 5. were discussing, asked, 6. were you doing, was reading, 7. burnt, was blanching, 8. crashed, reading, 9. saw, was working, 10. was checking out, were talking, was having, were having.

Present perfect simple and continuous

1

1. has visited, 2. have just got, 3. have ever seen, 4. have just confirmed, 5. have never needed, 6. has been, has never had, 7. has become, 8. have you ever met, 9. has hosted, 10. has gone, 11. has just found, 12. have never eaten, 13. has Peter been, 14. have broken, 15. have just bought.

2

1. have been coming, 2. has been walking, 3. has been losing, 4. has been standing, 5. has been thinking, 7. haven't been waiting, 7. has been looking for.

3

1. has stood, 2. have you ever been, 3. have been sitting, haven't seen, 4. have you been, 5. has spent, 6. have been calling, haven't managed, 7. have spent, 8. have been staying, 9. has prepared, 10. have you ever eaten, 11. has been successfully operating, 12. have had, 13. has been writing.

Revision of tenses

1

1. have never seen, 2. have been, 3. went, 4. haven't heard, 5. have increased, 6. was, 7. have you been, have been, 8. have cooked/have been cooking, 9. haven't sent, 10. complained, 11. have just seen, 12. has been, left, 13. have made, 14. have they drunk, 15. have you ever worked, worked, 16. has been.

2

1. recently spent, 2. did she choose, 3. have always been, 4. liked, 5. had, 6. did you do, 7. did, 8. finished, 9. learnt, 10. studied, 11. have been, 12. have just come, looks, is, arrived, wasn't, took, visited, produces, employs, decided, is, is, bought, found, is, have you been, have you changed.

Passive voice

1

1. haven't been refurbished, 2. have been given, 3. is always prepared, 4. is cooked, 5. has just been confirmed, 6. is found, 7. are eaten, 8. is often served, 9. are used, 10. should always be kept, 11. is required, is/will be provided, 12. are expected, 13. is almost never included, are served, 14. is taken.

2

1. is owned, 2. employs, 3. have been taken, 4. have already prepared, 5. will be held, 6. are being filled up, 7. will attend/will be attending, 8. have been criticized lately, 9. has been stolen, 10. was refurbished, 11. can be changed.

3

1. has already sold, 2. conquered, 3. opened, 4. starred, 5. is, 6. are broadcast, 7. developed, 8. leaving, 9. attended, 10. landed, 11. stayed, 12. wasn't, 13. was broadcast/had been broadcast, 14. received, 15. became, 16. have won, 17. likes, 18. were taken.

Conditionals

First conditional

1. see, will take, 2. miss, will you do, 3. will you do, complain, 4. organizes, will have, 5. carries, will soon be, 6. will really look, decide, 7. go, will cancel, 8. visit, will you go, 9. cut, will boost, 10. will be surprised, redecorate.

Second conditional

1. were, would spend, 2. would be, were, 3. were, wouldn't eat, 4. was (were), would have, 5. had, would stay, 6. read, would know, 7. would get, applied, 8. won, would spend, 9. provided, would get, 10. exercised, would be, wouldn't have, 11. spoke, would be selected, 12. would be happier, shared, 13. offered, would increase.

Third conditional

1. had been, would have bought, 2. had had, would have been, 3. would have been, had asked, 4. had stayed, would have seen, 5. would have been, hadn't missed, 6. would have got, had booked, 7. would have sent, hadn't broken down, 8. had given, would have arranged, 9. had had, would have refurbished, 10. hadn't spent, wouldn't have been.