

Student Material Phone Conversation 1

Inglés para Turismo Internacional Pre-Intermedio

Activity 1

Checking details:

A. Numbers:

Write the numbers below and then practise saying them.

1. One number between 100 and 1,000
2. Two numbers between 10,000 and 100,000
3. Three numbers between 100,000 and one million
4. Four fractions
5. Five numbers with a decimal point

B. Abbreviations:

Complete the full form of these useful terms in international tourism:

1. IATA: International Air T _____ A _____
2. UNESCO: United Nations Educational, S _____ and C _____ O _____
3. LHR: L _____ H _____ Airport
4. NYC: New Y _____ C _____
5. ETA Estimated t _____ of a _____
6. ETD: Estimated t _____ of d _____
7. TIC: Tourist I _____ C _____
8. BB: Bed and B _____

C. Email addresses:

Practise saying the email addresses using: **at / dot / hyphen / lower case / underscore / capital letter**

1. Gianluca-Falzone@startravel.it
2. julie_lopez@britanico.com
3. Ben-Penney@Tiffane.fr
4. Macy_Gregson@brandnewgear.de



Activity 2

Taking details on the telephone – Roleplay

Use the information below to roleplay a phone conversation with your tutor. You will both take turns taking booking details over the phone. Start with **Booking 1**



Booking 1

You are the head waiter at a top hotel restaurant in Ottawa, Canada. Think of a name for the restaurant.

- Answer the phone and take the details for a booking. There are two sittings (8 p.m. and 10 p.m.).
- The restaurant is part of a group but the other thematic restaurants – an Italian and an Indian restaurant – are closed at the moment.
- Remember to ask for the caller's details: name and phone number.

Booking 2

You would like to book 15 seats for the Australian Open in Melbourne this January for some clients of your company.

- Phone to reserve your seats and ask if there is a discount for group bookings – it isn't possible to book more than seven tickets online.
- Check the ticket prices – nothing too expensive – and if the booking fee is included.
- Be prepared to spell your name and give a credit card number, your phone number and your email address.

Activity 3

Tourist Destination – Peru:

Population	nearly 28 million
Located	tropical Andes
Capital	Lima
Official language(s)	Spanish and Quechua
Places of interest	Lima, Machu Picchu, Cusco, trekking on the Inca trail, ancient lines at Nazca, Lake Titicaca and the Amazon jungle
Best time to go	in winter from June to August when it's dry and sunny in the mountains and jungle



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