

Upper Intermediate – English for International Tourism

VOCABULARY

Tourism

accommodation
a booking
a guest
a brochure
a holiday budget
a voucher
an itinerary
refreshments
a shuttle bus service

Money

a discount
a PIN
a purchase
a receipt
a refund
a surcharge
a tip
an ATM
an exchange rate
a bank charge
change
tax
the balance
to deposit money
to withdraw cash
prepaid
complimentary

Greetings and actions

to shake hands
to kiss
to hug
to bow
to wave
to point
to gesture
to smile
to nod

Glossary words

altarpiece (n): a piece of religious art on or behind the altar of a church

Travel problems

Lost luggage

a baggage service desk
a baggage receipt
to be delayed
the wrong destination
to trace baggage
to deliver a bag

Stolen ID

a police report
to report a theft
a temporary passport
a passport photo

Medical problems

a travel insurance company
emergency treatment
to pay upfront
to receive treatment
a receipt
to claim for medical expenses

Compound nouns

natural resources
mass tourism
a tour operator
a negative impact
a historic site
sustainable development
a land manager
a rural community
a community leader
cultural heritage

Parts of the body

arm
hand
palm
thumb
finger
back
waist
elbow
leg
foot
toe

Parts of a building

a column/pillar
a vault
a buttress
an altarpiece
a tower
a spire
a gargoyle
a patio
a staircase
a mosaic
a ceiling
a fireplace

Buildings and cities

a headquarters
a landmark
a refurbishment
a quarter
a suburb

prone (adj): likely to, tend to

round up (expression): increase to the

ant clerical (adj): opposed to the influence of religion in political or public life
as a rule (expression): in general
beachwear (n): clothing items that you wear at the beach
closeness (n): being very near or close
confound (v): to confuse
default (n): standard, action normally taken
drop (v): to go vertically down
footwear (n): things that you wear on your feet
guild (n): an organisation of people who do the same job
impact (n): powerful effect that something has
insult (n): a remark or action that offends someone
keep to themselves (expression): not talk to other people unless it is necessary
long-sleeved (adj): shirt or jacket with long sleeves that cover the arms
obscene (adj): offensive to some people
out and about (expression): going out and doing things

nearest whole, for example to the nearest dollar, pound or euro
row (n): things put in a line
rowdy (adj): noisy
rude (adj): not polite
show someone around (expression): to go with someone and explain interesting things or important features of a place
slenderness (n): thinness and delicateness in an attractive way
slippers (n): soft, comfortable shoes for wearing at home
sniff (v): to take air in quickly through your nose to stop it dripping (Urgh!)
stranger (n): a person you do not know
strike up (expression): to start
sunken (adj): at a lower level to the surrounding area
tend (v): to be likely to happen, to have the tendency to
unadorned (adj): not decorated, functional
widespread (adj): usual, existing in many places

GRAMMAR

Using question tags

We've been lucky with the weather, **haven't we?**

Haven't we? is a question tag. These are quite common in spoken English. We can add question tags to a statement to ask for agreement or confirmation. Question tags have a meaning similar to *Is this true?* or *Do you agree?*

It's a nice day, **isn't it?**

I'm a bit late, **aren't I?**

You're French, **aren't you?**

We can swim here, **can't we?**

The shops close at midday, **don't they?**

That was a great day, **wasn't it?**

Note how a negative statement is followed by an affirmative question tag.

You won't get lost, **will you?**

I'm not going too fast, **am I?**

You haven't seen this before, **have you?**

Advice, possibility, obligation and prohibition

Travelling **can** be stressful. (possibility)

You **should** consider dressing respectfully of the country you are visiting. (advice)

You **needn't** tip if you don't want to. (it's not necessary)

You **must** exchange your shoes for house slippers. (obligation)

You **mustn't** put your feet up on the seats. (prohibition)

You **don't have to** have a gift for your guests. (not necessary)

Everybody **has to** stand in line. (obligation)

People **will** probably shake your hand when they meet you. (probability)

Passive forms

Passive forms are often used when explaining about customs and cultural differences.

Coffee **is** usually **drunk** after the meal.

No food or drink **is permitted** during daylight hour.

Any attempt at greetings will always **be appreciated**.

A service fee **is** already **added**.

Beachwear should only **be worn** on the beach.

Expressing future ability and necessity

Will be able for future ability

The doctor **will be able** to see you tomorrow at 10:00.

Will be required for future necessity

You **will be required** to pay a deposit.

Connectors

We use *and* to add information to a related idea:

I live in York **and** I work there too.

We use *but* to signal a contrast:

I live in York, **but** I don't work there.

So has many meanings. One of the main uses of *so* is to show that something is the result of what was said before:

I live in York, **so** I know the city very well.

So can signal the beginning of a new topic:

So, today I would like to talk about the positive effect of tourism on the area.

Using adverbs

Actually, there was quite a successful historical thriller written about this.

Coincidentally, the width of the church is the same as the height.

This is, **in fact**, the largest market in the city.

It **certainly** would have taken many years to build.

The architects worked **closely** with the guilds.

Amazingly, no-one was killed by the fire.

The cathedral was **partially** destroyed during the war.

This building has been **completely** refurbished and is like new again.

Interestingly, it wasn't much liked when it was first built.

USEFUL PHRASES

Greeting and giving information

Nice to meet you.

First of all, I'd just like to welcome you all here today, ...

Thank you for joining us on this tour.

First of all, I'd just like to welcome you all here today.

We've been lucky with the weather, haven't we?

It's certainly a great day for being out and about.

Now, before we begin, I would just like to give you some information.

Right, as I was saying, some quick points before we begin.

As you are probably aware, the tour lasts approximately four hours.

You can sit down and have refreshments before we continue on our way.

Make sure that you ask for your voucher back and keep it in a safe place.

Making small talk: questions

Whereabouts are you from?

What line of work are you in?

How are you finding the trip?

Is this your first time here?

Are you enjoying your stay?

How are you getting on with the group?

What do you think of the cathedral?

What do you make of the local food?

Making recommendations

It's **really worth** visiting the cathedral.

You **should** go to a concert at the opera house.

You **mustn't miss** the antique market.

I **recommend you** go on a walking tour.

You **have to** see the old part of the city.

If I were you I would go for a walk in the gothic quarter.

You **definitely should** visit the Museum of Modern Art.

You **really must** go to the Mies van der Rohe Pavilion.

Saying that you don't understand

Sorry, I don't quite follow your question.
I'm sorry. I didn't catch your question.
Can you repeat your question, please?
Sorry, you've lost me. Can you say that again, please?

Saying that you understand

I see.
I understand.
Yes, I see what you are saying.
Right. I follow now. Yes.
I see what you mean.

Asking for clarification

Do you mean ?
Are you saying that ... ?
Does this mean that ... ?
Are you asking about ... ?

Offering help

Is there something I can help with?
Please don't hesitate to ask if you have any questions.
How can I help you?
Do you need assistance?
Can I help you?

Colloquial expressions

I was **just wondering** about how long the tour takes.
Is there an underground or a shuttle service **of some kind**?
I **wonder if** you could help me.
I **don't actually** have the receipt with me.
I'm not sure I can **keep up** with the group.
Do you think you will be able to **go the distance**?
Do you think that it'd be possible to **pull out** here and continue tomorrow?
So, **how come** you didn't have breakfast in the hotel?
A lot of the buildings have been demolished **over the years**.

Expressions with parts of the body

Can you **hand** me the map, please?
Can you keep an **eye** on my bag?
The village **faces** south.
This is a good rule of **thumb**.
It cost an **arm** and a **leg**.

Dealing with a problem

Can I speak to you for a minute?
It's about the tour that you booked.
I'm afraid there has been an overbooking.
We are very sorry about this.
We've been working hard to come up with an alternative for you.
It works out slightly more expensive.
The agent has agreed to cover the difference.
We would like to offer you two vouchers by way of compensation.
The airport bus service is not functioning today due to a strike.
Go straight to the baggage service desk and ...
The first thing you need to do is ...
Alternatively you can ...
Once you have the ... you can ...
You can save time by having ...
You will be required to ...