

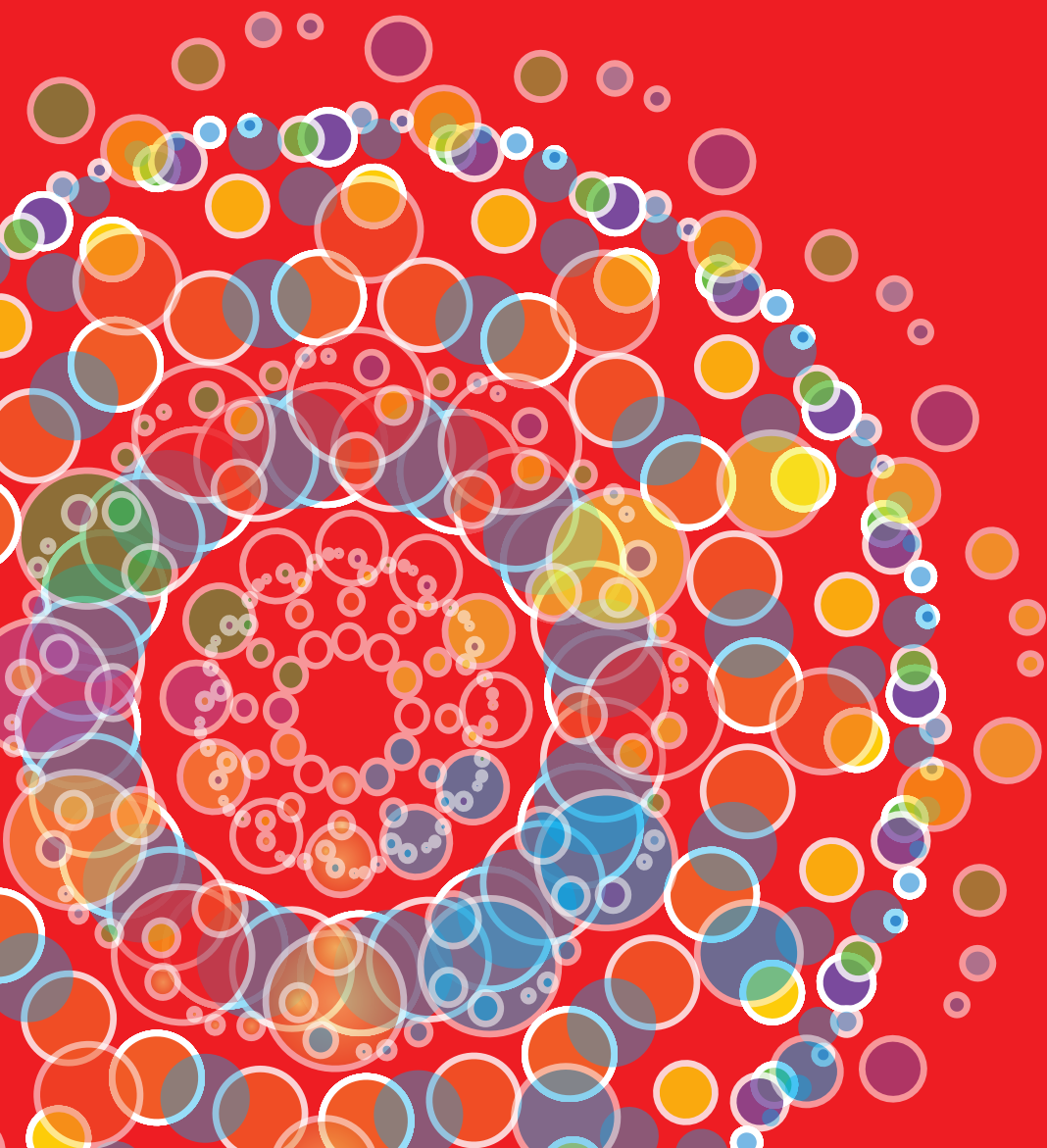
BASIC ENGLISH FOR TOURISM: LISTENING AND SPEAKING SKILLS

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BASIC ENGLISH FOR TOURISM: LISTENING AND SPEAKING SKILLS



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BASIC ENGLISH FOR TOURISM: LISTENING AND SPEAKING SKILLS

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The English manual entitled: Basic English for Tourism: Listening and Speaking Skills was designed by the group of the outreach project “Fomento de los Estándares de Calidad de las Empresas de Turismo Rural Comunitario de Colorado de Abangares”, integrated by faculty members:

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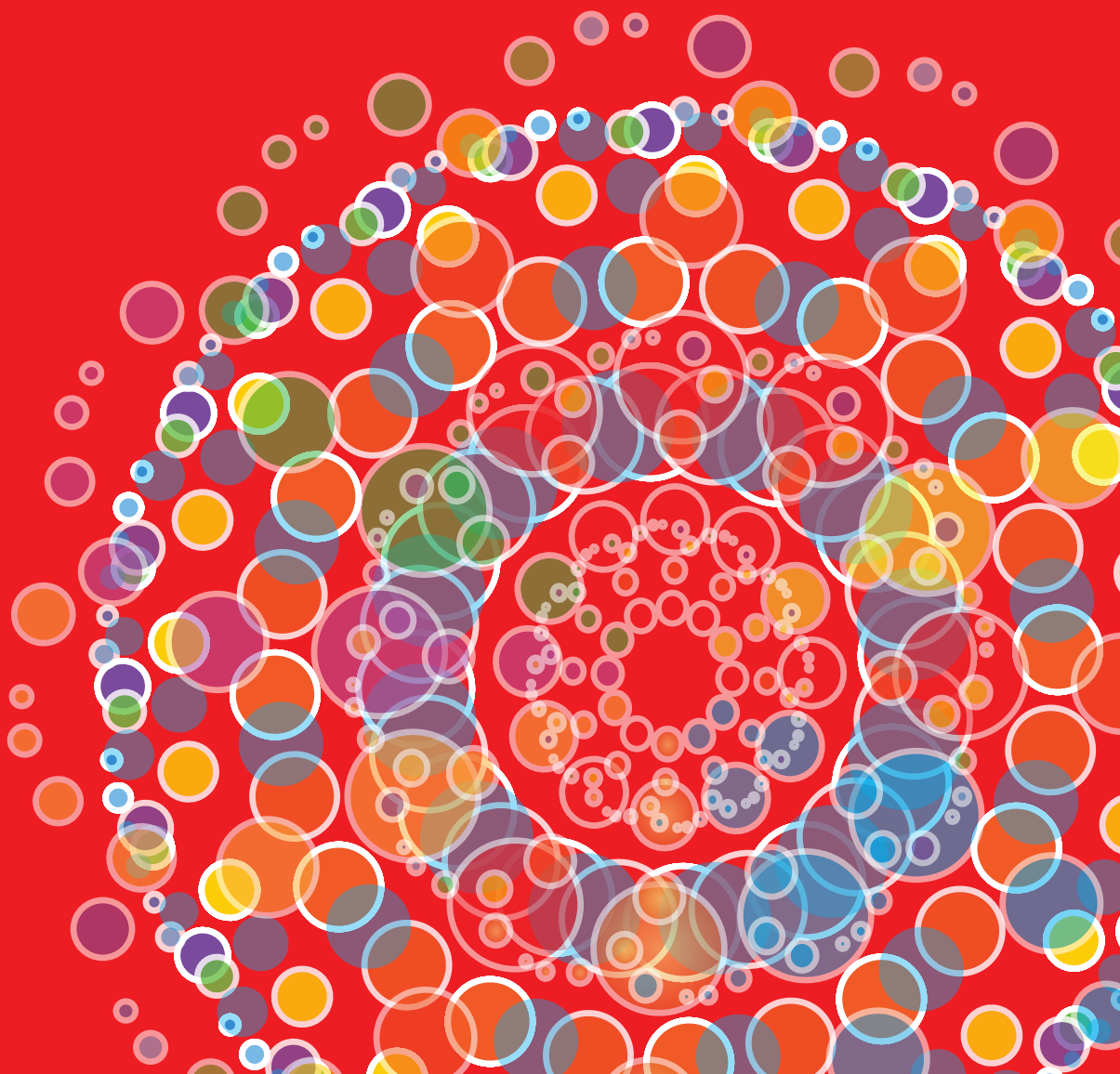
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Presentation

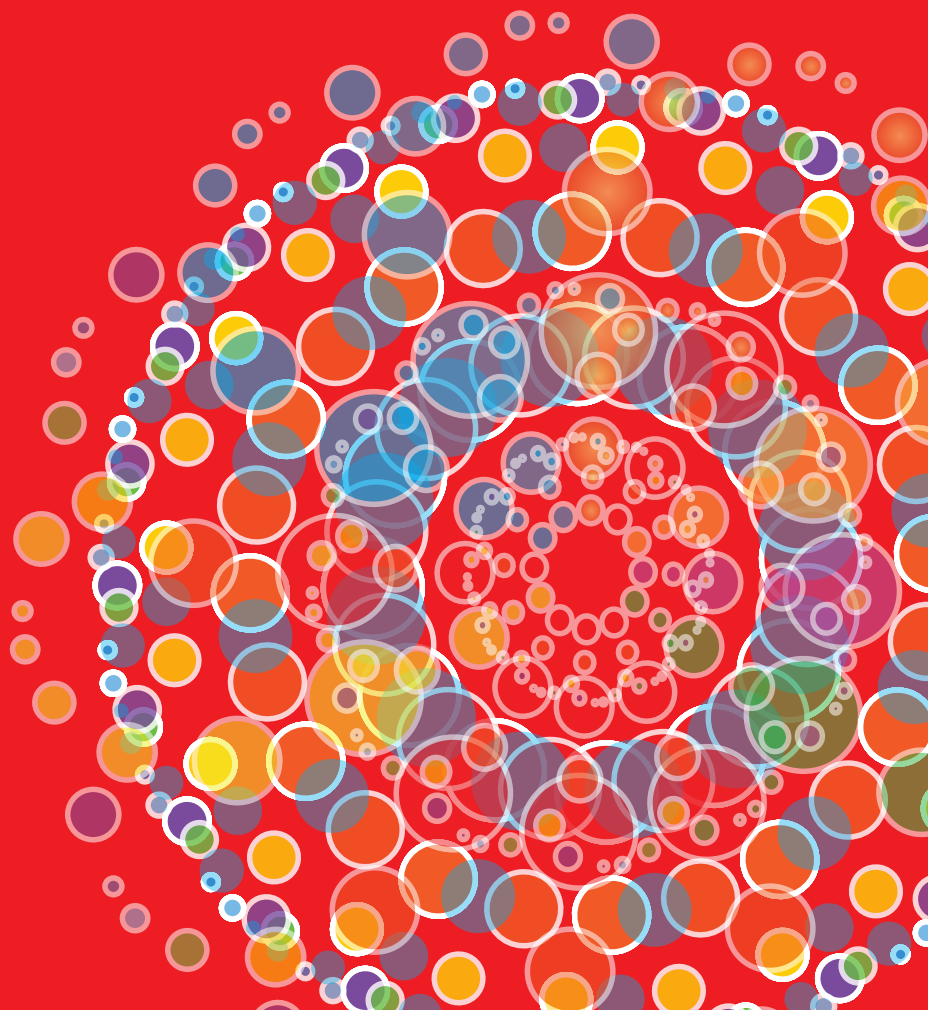


The textbook entitled Basic English for Tourism: Listening and Speaking Skills is a product of the project called Fomento de los Estándares de Calidad de las Empresas de Turismo Rural de la Comunidad de Colorado de Abangares. This is an outreach project of Universidad Nacional de Costa Rica, financed with FUNDER funds; its main objective is to improve the local economy of Colorado's inhabitants and organize them within the framework of sustainable development in rural tourism.

The Basic English for Tourism book is a guided textbook intended to teach necessary skills in listening and speaking to the participants in this project and it has served as a cornerstone of the training courses offered in the community. It includes three different chapters as follow: Customer Service, Tourism Sector and Hospitality.



Introduction



Welcome to Basic English for Tourism, a basic listening and speaking skills textbook designed for English language learners who need to acquire specific vocabulary from their field of work. This textbook engages students in a variety of listening, vocabulary and speaking activities to be successful in their daily work environment.

This textbook is structured around highly- demanded areas of their work activities such as customer service, tourism sector and hospitality. The content areas are organized from the basic foundation of the English language to more complex structures of English. As the chapter progresses, students recycle and extend their knowledge by focusing on listening and speaking skills so that learners can acquire the target language.

This textbook leads students from level A1 to level A2, according to CEFR (Common European Framework of Reference for Languages).

Features of Basic English Skills

1. Listening skills

The listening sections are chosen from a variety of authentic sources to engage learners and teacher to develop opportunities for conversation and discussion.

Teaching tip: Allow the students time to assimilate new vocabulary and expressions related to the theme in the audio, then ask them to identify key items to complete the tasks. The audio listening exercises are appropriate to their English level.

2. Vocabulary skills

The vocabulary section introduces the key items of vocabulary that are relevant to develop each topic, and provide written and oral practice with them items.

Teaching tip: Read the information in the box. Allow time for the students to follow the instructions and ask them to work in pairs or individually.

3. Speaking skills

This section provides learners with an extensive and guided speaking activity on the theme of each lesson. Learners are encouraged to work in pairs or groups so that they do not feel frustrated and can give each other feedback during their learning process.

Teaching tip: Teachers have to provide learners with plenty of time and enough learning opportunities to expose them to real life situations.



Chapter 1

Customer Service



Lesson 1: How do you do?

Listening text: Giving personal information.
Speaking skills focus: Introducing people.
Listening skills focus: Listening for specific information.
Vocabulary: Using new vocabulary related to the topic.

Introduction to the topic

Join a partner: Match the pictures with words below.

- a. Model b. Dog trainers c. Tour guide
d. Student e. Photographer f. Receptionist



1. She is a _____



2. She is _____



3. They are _____



4. He is a _____



5. He is a _____



6. She is a _____



Listening practice

Listen to the speakers and check (✓) the boxes.

| Sofia | Carlos | Roberto | Natasha |
|---|---|--|--|
| <input type="checkbox"/> She is 12 years old. | <input type="checkbox"/> He is married. | <input type="checkbox"/> He plays basketball. | <input type="checkbox"/> She is a singer. |
| <input type="checkbox"/> She is a chef. | <input type="checkbox"/> He studies to become a mechanic. | <input type="checkbox"/> He lives in Colorado. | <input type="checkbox"/> She works in a hotel. |

Vocabulary: useful expressions

How can I help you?
May I help you?
Thanks
Let me help you, sir.
Certainly
Hello
Just a moment.
Would you like me to...?
Oh, I am sorry.

Pair work.

Complete the following conversation with the missing words from the previous exercise.

Conversation

At the tourist information office.

Clerk: _____, my name is Luis.
Customer: _____. I just need to get a taxi to the airport.
Clerk: _____, I will be with you in a moment.
Customer: Thanks.

Listening text

Join a partner: Practice saying these expressions aloud.

- Can I help you?
- May I help you?
- Here you are.
- Sure, no problem!
- You are right.
- Have a nice stay.
- Thank you very much!



Conversations

Listen carefully to the each of the conversations below. Join a partner and practice them aloud.

Speaking practice

| At the Bank | At the Hotel |
|--|---|
| <p>Sally: Good morning. May I help you? Customer: Yes, I need to cash this check. Sally: May I have your passport, sir? Customer: Here you are. Sally: Thanks. Would you please sign your name here? Customer: Sure, no problem!</p> | <p>Receptionist: Hello, sir. I am Patricia. Welcome to Las Brisas Hotel. Can I help you? Mr. Hans: Yes, I have a reservation for two nights. Receptionist: May I have your voucher? Mr. Hans: Let me find it. Oh, here it is. Receptionist: You are right. Would you like a room on the ground or on the second floor? Mr. Hans: The ground sounds perfect to me. Receptionist: Here is your room key, number 21, next to the pool. The bellboy will show you the way. Have a nice stay. Mr. Hans: Thank you very much.</p> |

Join a partner. Pick one of the following situations and perform it in front of the class:

Student A: You are the clerk of a bank. Greet the customer and help him or her. Be polite.

Student B: You are a customer in a bank. Ask for help to transfer some money.

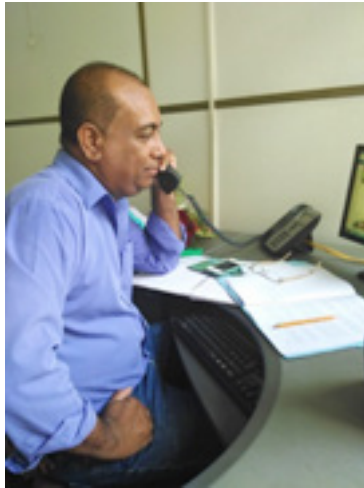


Lesson 2. Hello, can I help you?

Listening text: Asking to communicate with someone.
Speaking skills focus: Asking and giving information on the phone.
Listening skills focus: Listening for specific information.
Vocabulary: Using new vocabulary related to the topic.

Introduction to the topic

Brenda is a receptionist in an office in Costa Rica. Notice how she answers the phone. Then, practice the pronunciation with a partner.



Brenda: Office Centro Colon, Brenda speaking. How can I help you?
Customer: This is Mr. Brown speaking, may I speak to Luisa Olivares?
Brenda: Just a moment! She is at a meeting right now. May I take your the message?
Customer: Yes, thanks. Could you ask her to call me back, please?

Vocabulary: useful expressions

Work with a partner: Complete the dialogue with the expressions from the box.

Can I leave him a message?
Could you spell your last name?
Can I help you?
I'm afraid he's in a meeting.
Could you hold on?



Dialogue: A Phone Call

At the Lane Company

Secretary: Good morning, Lane Company, Miss Brown speaking. _____? Who's speaking?

Client: Good morning, this is Mr. Johnny Hernández. May I speak with the manager?

Secretary: Just a moment, _____, please?

some minutes later...

Secretary: Thank you for holding. _____ right now.

Client: _____, please?

Secretary: Certainly, sir.

Client: Please, tell him to call Mr. Hernández back, from Los Veleros Hotel as soon as possible. My phone number is 2622-51-02

Secretary: Excuse me, _____, please?

Client: Sure, it is H- E- R- N- A- N- D- E- Z

Secretary: H- E- R- N- A- N- D- E- Z. My pleasure!

Client: Thank you, bye!

Secretary: You're welcome, bye!

Listening practice

Listen to the conversations and fill out the message forms.

| | |
|--|--------------|
| Encanto Beach Resort | Hotel |
| MESSAGE FORM | |
| Date: _____ At: _____ | |
| Caller's name: _____ | |
| Caller's phone number: _____ ext: _____ | |
| Message : ____ call back ____ change appointment ____ did not want to leave a message | |
| To: _____ | |
| Receptionist: _____ At: _____ | |

| |
|---|
| Brisas Restaurant |
| MESSAGE FORM |
| Date: _____ At: _____ |
| Caller's name: _____ |
| Caller's phone number: _____ ext: _____ |
| Message : ____ call back ____ change ap- pointment ____ did not want to leave a mes- sage |
| To: _____ |
| Receptionist: _____ At: _____ |



Vocabulary: Working with unknown words

Join a partner. Discuss with a partner the steps to follow in order to answer a phone call in a front desk. Number them from 1 to 6.

- 1 Reply the client's question and provide further information about the company.
- Begin the phone conversation with a greeting.
- We must say the company and the speaker's names.
- Say bye.
- Listen to the client's question carefully.
- Make sure the customer is satisfied.

| | |
|--|--------------|
| Encanto | Hotel |
| Beach Resort | |
| MESSAGE FORM | |
| Date: _____ at: _____ | |
| Caller's name: _____ | |
| Caller's phone number: _____ ext: _____ | |
| Message : ____ call back ____ change appointment ____ did not want to leave a message | |
| To: _____ | |
| Receptionist: _____ At: _____ | |

Speaking practice

For each of the phone conversations below choose a partner. Each of you take a different role in Conversation 1 and in Conversation 2.

Situation 1:

Student A is a very polite receptionist at ABC Motors and student B is a client who leaves a message for Ms. Vermont, the manager of the company.

Situation 2:

Student A is Mr. Wilson calling from 202 34 56 78 and wants to contact Ms. Vermont. He leaves her a message to cancel an appointment they have tomorrow. Student B pretend to be her personal assistant and takes the message for her.



Lesson 3. I am terribly sorry!

| | |
|-------------------------|--|
| Listening text: | Identifying main ideas. |
| Speaking skills focus: | Expressing apologies. |
| Listening skills focus: | Recognizing unknown vocabulary. |
| Vocabulary: | Using new vocabulary related to the topic. |

Introduction to the topic

Join a partner: Match the sentences from with their corresponding pictures from 1. to 5.

- a. _____ The customer was overcharged.
- b. _____ She received a wrong order.
- c. _____ The clerk did not listen to the customer.
- d. _____ The order was delayed.
- e. _____ The sales clerk is too busy.

1



2



3



4



5



Listening practice

Listen carefully to your teacher saying the following expressions and questions.
Circle the one you hear.

1. He is here already. **Could/Would** you open the door?
2. She does not answer the phone. **Would/Could** you like to hold the line?
3. The manager is not in the office. **Could/Would** you like to leave her a message?
4. This coffee is too hot. **Would/Could** you put some ice in it?

**Listening text. Listen to two people talking about complaints. Are they polite or impolite?
Practice it with a partner.**

Clerk: Hello sir, What can I do for you?

Customer: Thanks, I just need to change my ticket.

Clerk: What seems to be the problem?

Customer: I can't take the 2 pm bus to San José.

Clerk: Sure, no problem. Well, is the 3 o'clock bus fine?

Customer: Oh, that will be wonderful!

Clerk: Let me take care of that, sir.

Customer: Thank you so much.

Useful expressions

How may I help you?

Thanks.

Let me take care of that.

Thanks so much.

That will be wonderful!

Vocabulary practice: working with unknown words.

Read the given sentences carefully and complete them with the missing words or expressions from the box.

a. Come b. Good idea c. Take care of d. Problem e. Thanks

1. There seems to be a _____ with our television.
2. Let me _____ that problem right away.
3. Let me check with the waiter if he can _____ to your room.
4. _____ a lot for all your help.
5. It is a _____ to make sure everything is fine.



Speaking practice

Work with a partner. Choose one of the situations below. Then present it in front of the class. Use the expressions provided.

Situations

- Your business does not accept credit card
- You got a wrong order
- The bill is not right
- The service is too slow

Use these expressions:

I am sorry to hear that...
Let me take care of it.
That is too bad!
This won't happen again!



Lesson 4. My Favorite Place

Listening text: Identifying new vocabulary.
Speaking skills focus: Describing goods and services.
Listening skills focus: Recognizing familiar words.
Vocabulary: Using new vocabulary related to the topic.

Introduction to the topic

Match the vocabulary with the pictures below.

- a. Gas station
- b. Hospital
- c. Airport
- d. Post office
- e. High School
- f. Restaurant
- g. Bus station
- h. Church



Listening practice

Listen to the dialogue and complete it with the missing words.

- a. Country b. Restaurant c. Town
d. Places e. Neighborhood f. Dance clubs

A: Betty, is there good a karaoke bar in your _____?

B: Yes, there's an excellent one on the other side of the _____. It's my favorite one!

A: Are there other _____ such as a nice _____ too?

B: Sorry, I don't know.

A: Well, there is a good _____ to eat and watch the popular match between the best teams of the _____ (Heredia and Alajuela).

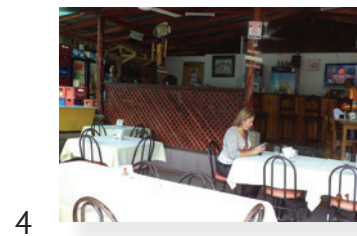
VOCABULARY: Recognizing vocabulary related to the topic.

A. See the pictures below and write the correct word about places in the community. Write the names of the corresponding places in the blanks.

















7



8



9



10

B. Look at the pictures in exercise A and then write the number in the appropriate blank.

- a. I can order some delicious food in this place.
- b. People can buy a juice here.
- c. I can buy medicine.
- d. I can get information about bus service.
- e. I can mail a letter in this place.
- f. People can get a haircut here.
- g. People can buy a cake here.
- h. I can cash money here.
- i. I can ask people for help.
- j. I can get a doctor's checkup.



SPEAKING PRACTICE

A. Look for a partner and talk about your town. Use the vocabulary from the boxes. Use the following questions to guide the conversation.

Expressions:

| | |
|--------------|------------------------|
| There is | Are there? |
| There are | Sorry, I don't know. |
| There isn't | I am not sure but I |
| There aren't | think.... |
| Is there? | Of course there is one |

- 1) What is it like? (big, small, beautiful, crowded)
- 2) Is it a hot place or is it cool?
- 3) Are there beaches, or mountains? (how many)
- 4) Is it safe or dangerous?
- 5) Is it noisy or quiet? Do people respect privacy?

B. Work in pairs: Draw a map of your town and tell each other where the most important places in my hometown are located. Be sure to use the vocabulary studied before. and the one in the box (Prepositions).

Prepositions:

| | |
|-------------|------------------|
| On | Behind |
| Next to | Between |
| Near | On the corner of |
| Close to | Forward |
| Across from | Back |
| Opposite | Go ahead |
| In Front of | Down the street |
| In Back of | Straight ahead |

Other Useful Expressions:

- There is a restaurant on the corner.
- There isn't any library.
- There are two drugstores.
- It's between the supermarket and the shoe store.
- It's across from the gas station.
- Of course, there is one.



Lesson 5. Services in my Hometown

Listening text: Listening for specific information.
 Speaking skills focus: Asking and giving information about my hometown.
 Listening skills focus: Listening for specific information.
 Vocabulary: Working with unknown vocabulary.

Introduction to the topic

Analyze the information below; a simple menu from the Campeón Restaurant, activities at the City Hall and the bus schedule at the bus station. Answer the given questions from 1 to 5.

| El Campeón Restaurant | City Hall | At the Bus Station |
|--|--|--|
| <p>Chips Potatoes chips Yucca chips Plantain chips Regular: \$ 1.00 Large: \$1.50</p> <p>Snacks Fried chicken: \$ 2.00 Chalupas: \$ 2.50 Hamburguers: \$ 2.75 Empanadas: \$1.50</p> <p>Beverages Orange juice: \$1.50 Fruit punch: \$1.50 Papaya shake: \$1.75 Lemonade : \$1.00</p> | <p>Wednesday night Construction plans</p> <p>Monday Tax reports</p> <p>Every Saturday Community assemblies</p> <p>Thursday Water service request</p> <p>Tuesday Environmental impact inspections</p> | <p>San Jose- Colorado vice versa 6am - 12 md - 6 pm</p> <p>Las Juntas – Colorado Every hour</p> <p>Colorado San Buenaventura Every two hours</p> <p>Colorado - Nicoya 7 am - 12:30 pm - 6 pm</p> <p>Tickets available here at the main building across from the Red Cross.</p> |



- Excuse me. How I can I get to Nicoya? Where can I buy the tickets?
- What kind of food does Tico Fried Restaurant offer?
- Is there a place where I can pay for the property taxes?
- When is the local government held?
- How often does the bus to San José run?

Listening for specific information

Listen to the airport announcement carefully and complete the chart with the required information.

| Airlines | Delta | Canada 2000 | Avianca |
|---------------|-------|-------------|---------|
| Time | | | |
| Gate | | | |
| Flight number | | | |
| Status | | | |

Vocabulary: Working with new vocabulary

- | | | |
|--------------------|----------------|------------------|
| a. Fire Department | b. Garage | c. Travel agency |
| d. Airport | e. Post office | f. Restaurant |
| g. Police station | h. Hospital | i. City Hall |

What kind of service is provided?

Read the vocabulary above and write the appropriate name of the place in the blanks from 1. to 9.

- _____ is a place that gives security to the whole city.
- _____ provides people's care.
- _____ fights against fires and natural disasters.
- _____ repair cars in town.
- _____ a place where people take flights.
- _____ is a place where people order food.
- _____ a place where people to send postcards.
- _____ help people travel to different place.
- _____ is a place where people pay the property taxes.



Speaking practice

Work with a partner: Role- play the following situation.

Student A:

You are the customer requesting specific information about a place. Write down the missing information in the empty spaces inside the chart.

Juan Santamaría Airport Flight Information

| DEPARTURE SJO | ARRIVE MIA | AIRLINE | FRECUENCY | DURATION |
|------------------|---------------|----------------|-----------|--------------|
| 5:05 am | 6:20 am | Lufthansa | Daily | |
| | 8:35 am | | Daily | 1 h / 15 min |
| 10:00 | 11:15 am | Jet Blue | Only Frid | 1 h / 15 min |
| 11:00 am | 12:15 pm | Delta Airlines | Daily | 1 h / 15 min |
| 8:00 am | | Travel Air | Only Sat | |
| 3:00 pm | 4:15 pm | | Daily | 1 h / 15 min |

Use the information questions below. What, when, what time, how long, which

Student B:

You are a travel clerk giving information to a customer.

Juan Santamaría Airport Flight Information

| DEPARTURE SJO | ARRIVE MIA | AIRLINE | FRECUENCY | DURATION |
|------------------|---------------|----------------|-----------|--------------|
| 5:05 am | 6:20 am | Lufthansa | Daily | 1 h / 15 min |
| 7:20 am | 8:35 am | COPA | Daily | 1 h / 15 min |
| 10:00 | 11:15 am | Jet Blue | Only Frid | 1 h / 15 min |
| 11:00 am | 12:15 pm | Delta Airlines | Daily | 1 h / 15 min |
| 8:00 am | 8:00 am | Travel Air | Only Sat | 1 h / 15 min |
| 3:00 pm | 4:15 pm | Us Airway | Daily | 1 h / 15 min |

- Greet the customer.
- Offer him / her help.
- Use the this chart to give your information.
- Answer his/her questions.
- Give additional information.
- Say good bye.





Chapter 2

Tourism in Costa Rica



Lesson 1. Tourism in Costa Rica

Listening text: Tourist attractions in Costa Rica.
Listening skills focus: Recognizing technical language.
Vocabulary: Using new vocabulary related to the topic.
Speaking skills: Talking about tourist attractions in Costa Rica.

Introduction to the topic

At the Airport

Join a partner: Write a check mark (✓) to the ten words related to the airport.

| | | | |
|-----------------------------------|-----------------------------------|---|-----------------------------------|
| <input type="checkbox"/> hotel | <input type="checkbox"/> take off | <input type="checkbox"/> flight tickets | <input type="checkbox"/> taxi |
| <input type="checkbox"/> pilot | <input type="checkbox"/> aircraft | <input type="checkbox"/> runway | <input type="checkbox"/> custom |
| <input type="checkbox"/> security | <input type="checkbox"/> crew | <input type="checkbox"/> counter | <input type="checkbox"/> carry on |
| <input type="checkbox"/> magazine | <input type="checkbox"/> passport | <input type="checkbox"/> stewardess | <input type="checkbox"/> trolley |

Join a partner: Answer the following questions. Then, discuss them orally with the rest of the class.

1. What is a tourist?
2. Why do people travel?
3. What jobs are available in the tourism sector?
4. Why are tourists important for the country's economy?
5. Which are the two main airports in Costa Rica?

Listening practice

Listen to the speaker talking about the tourism sector in Costa Rica and complete the text with the words in the boxes below.

Attractions
Visitors
Benefits
Tourists

Accommodations
Job opportunities
Travelers
Countries



The Tourism Sector in Costa Rica

Every year thousands of _____ choose to visit Costa Rica as their holiday destination. A tourist is someone who travels outside his/her own country. Recent reports from Instituto Costarricense de Turismo (ICT) indicate that most _____ come to Costa Rica from different countries. However, most tourists come from North America (United States and Canada). Tourists enjoy Costa Rica's _____ because it has excellent weather, friendly people, abundant wildlife, and exotic beaches. Most _____ look for different _____ ranging from luxurious hotels to inexpensive lodges where they can relax and learn about the Costa Rican culture. Local people can _____ from the tourism activity in different ways. Many locals can find _____ dealing with tourists working in hotels, restaurants, travel agencies, among others.

Vocabulary: working with unknown words

Read the vocabulary below and complete the given sentences from 1. to 5. with the most appropriate word from the list.

- | | | |
|----------------|-------------------|----------------------|
| a. Tourist | b. Accommodations | c. Job opportunities |
| d. Attractions | e. Benefits | |

- 1 People who work in tourism can get a lot of _____.
- 2 Guanacaste has a lot of tourist _____ for visitors.
- 3 Hotels and cabins are examples of _____.
- 4 A _____ is someone who enjoys visiting different destinations.
- 5 The tourism activity offers many _____.

Speaking practice

Pick one of the following tourist attractions and be prepared to give information an oral presentation about it. Bring pictures.

- Palo Verde National Park
- Arenal Volcano
- Santa Rosa National Park
- Rincón de la Vieja National Park
- Samara Beach
- Tamarindo Beach
- Monteverde Cloud Forest



Lesson 2. Types of Tourism in our Country

| | |
|-------------------------|---|
| Listening text: | Identify types of tourism in Costa Rica. |
| Speaking skills focus: | Talking about different types of tourism. |
| Listening skills focus: | Listening for specific information. |
| Vocabulary: | Working with unknown words. |

Introduction to the topic

Match the following statements with the pictures below. Write a letter from A, B or C in each of the blanks.

1. _____ This type of tourism is characterized for people enjoying natural resources.
2. _____ Tourists are interested in learning about architecture, customs and traditions from a city.
3. _____ Tourists enjoy enhancing their beauty.



Listening practice

Listen to three different conversations. Circle the appropriate answer.

1. In conversation 1, the tourist wants to buy _____.
 - a) clothes
 - b) food
 - c) presents
2. In conversation 2, the tourist wants to see _____.
 - a) crocodiles
 - b) seabirds.
 - c) monkeys
3. In conversation 3, the tourist wants to _____.
 - a) go on a diet
 - b) have a doctor's appointment
 - c) have a surgery



Vocabulary: Working with unknown words.

Read the list of types of tourism that people experience around the world. Complete the sentences from 1. to 6. with the most appropriate type. Write the correct name in each blank.

a. Medical Tourism
d. Cultural Tourism

b. Business Tourism
e. Adventure Tourism

c. Incentive Tourism
f. Educational Tourism

1. _____ Through this type of tourism people participate in important meetings, exhibitions and special events.
2. _____ Through this type of tourism people like to attend workshops, and courses abroad.
3. _____ Through this type of tourism people receive holiday's packages for achieving sale records.
4. _____ Through this type of tourism people visit countries where health surgeries are cheaper than in their home country.
5. _____ Through this type of tourism people enjoy participating in activities such as white river rafting and skydiving.
6. _____ Through this type of tourism people enjoy experiencing new lifestyles, visiting festivals and traditions.

SPEAKING PRACTICE

Work in pair: Choose one of the situations below, prepare a dialogue following the information and act it out. then act it out in front of the class. Be creative!

Diana is a 25 years old American tourist, looking for information about adventure activities.

Mark is a 35 years old Canadian tourist, looking for information about places to get a dental care procedure.

Maria is a 60 years old woman, looking for information about a typical festival in your community.



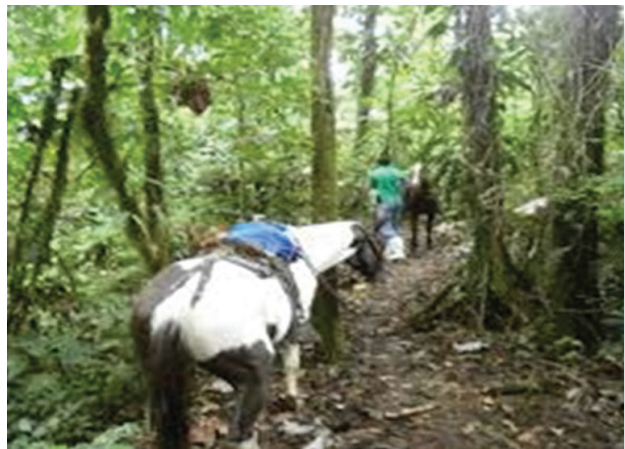
Lesson 3: Colorado as a Tourist Destination

Listening text: Identifying important information about the history of my hometown.
Speaking skills focus: Talking about attractions in my hometown.
Listening skills focus: Listening for specific details.
Vocabulary: Using new vocabulary related to the topic.

Introduction to the topic

Working individually, look at the given pictures carefully. Write in the blanks the words that best describe each of them.

- a. Mangrove
- b. Forest
- c. Mud
- d. Roots
- e. Trail
- f. Horse
- g. Tourist guide
- h. Leaves
- i. Trees
- j. Plants



Work individually use the same pictures from the previous exercise to answer the following questions. Then, get in pairs and compare them with your partner's.

1. Do you like tourists?
2. Why are tourists important?
3. What are some of most important attractions in your community?
4. What accommodations can be found in your community?



LISTENING PRACTICE

Listen to the information about Abangares. Circle the correct answer.

1. Abangares was founded in _____
 - a. 1950
 - b. 1595
 - c. 1915
2. What is the population of Abangares?
 - a. 17.605 inhabitants
 - b. 17.635 inhabitants
 - c. 1.735 inhabitants
3. Which agricultural activity is NOT mentioned in the listening text?
 - a. Mango
 - b. Rice
 - c. Sorghum
4. The climate in Abangares is mostly _____
 - a. warm
 - b. chilly
 - c. dry
5. Which highway is mentioned in the text?
 - a. Pacific Highway
 - b. Peninsula Highway
 - c. Pan-american Highway.

Vocabulary: Working with unknown words

Match each of the words on Column A with its corresponding definition on Column B.

| Column A | Column B |
|-------------------|--|
| a. Coast _____ | 1. A food ingredient. |
| b. Visit _____ | 2. A side along the ocean. |
| c. Weather _____ | 3. A positive emotion to something. |
| d. Salt _____ | 4. An action of travelling to see something. |
| e. Exciting _____ | 5. Climate condition. |



Vocabulary practice

Read the conversation carefully. Then, complete it with the missing words from the list.

- | | | |
|-------------|------------|----------|
| a. Exciting | b. Love | c. Good |
| d. Coast | e. Visit | f. Salt |
| g. Fine | h. Go | i. First |
| j. Later | k. Weather | |

Planning a trip to Colorado

Mario: Hi, Sofia, how have you been?

Sofia: _____ and you? Where are you going?

Mario: Well, I am here to take a bus to Colorado, on the Pacific _____ of Costa Rica. Can you believe it?

Sofia: How _____! Tell me about it. What can you see there?

Mario: Sure, this is my _____ time visiting this place, but I have heard _____ things about it.

Sofia: Why are you going to _____ there, exactly?

Mario: This place has a nice _____ and it is located alongside the Nicoya Gulf. It has a lot of biodiversity for example: islands, mangroves and wildlife there. The best of all is the production of _____ and shrimp.

Sofia: It sounds really interesting. I _____ eating shrimps. Maybe I should plan a trip to this place next time.

Mario: Yes, don't miss the opportunity to _____ this place if you are on vacation or have a chance to go. .

Sofia: See you _____, Mario. Let's keep in touch.

Speaking practice

Select one of the best places to visit in your country and prepare an oral presentation. Make sure you include information about the topics listed below:

- Location
- Transportation
- Services
- Weather
- Traditions
- Activities to do there



Lesson 4: Sightseeing in Town

Listening text: Tourist Attractions In Costa Rica.
Speaking skills Focus: Talking About Tourist Attractions In Costa Rica.
Listening skills Focus: Listening For Specific Information.
Vocabulary: Working With Synonyms.

Introduction to the topic

Join a partner: Answer the following questions orally.

1. What natural attractions are there in your region?
2. Describe some of the attractions identified in your region.
3. Would you like to visit any of those natural attractions? Why?

Look at the pictures carefully and match them with the descriptions. Write a number from 1 to 3 in the corresponding blanks.



- _____ Riding a horse into the forest.
_____ Learning how to make pottery is a wonderful experience.
_____ Taking a walk in the trails through the mangrove trees.

Listening practice

Listen to some information about the main tourist attractions in Abangares. Write them in the correct order. according to the order they are mentioned in the recording.

1. _____
2. _____
3. _____
4. _____

Shrimp production
Salt production
Bird sanctuary
Wonderful views



Vocabulary: Working with synonyms

What is a synonym?

A synonym is a word or phrase that has the same meaning or nearly the same as another word or phrase in the same language. For instance, car/automobile and work/job. Examples:

Car = automobile

Work = job

Write each of the words inside the red box in the blanks next to its corresponding synonym from 1. to 9.

1. Beautiful _____
2. View _____
3. Near _____
4. Coast _____
5. Area _____
6. Trail _____
7. Neighborhood _____
8. Located _____
9. Activities _____

Actions
Bay
Seashore
Situated
Small Town
Scenery
Gorgeous
Close
Place
Path

Vocabulary practice

Read the sentences below and complete each of them with the correct word from the list.

Neighborhood - beautiful - trail - gulf - view

1. Yucca Island does not have any _____ to hike.
2. Colorado _____ is a small and interesting place.
3. The Pacific _____ is a tourist attraction.
4. Cerro Mar has a fantastic _____ of the gulf.
5. Guanacaste has a _____ weather all year round.



Speaking practice

Choose one of the natural attractions in your region and give an oral presentation about it. Bring any audiovisual material that may be useful for you.

- Location
- History
- Weather
- Means of transportation to get there
- Activities to do there



Lesson 5: Discovering Tourism In Colorado

Listening text:

Speaking skills focus:

Listening skills focus:

Vocabulary:

Listening for specific information.

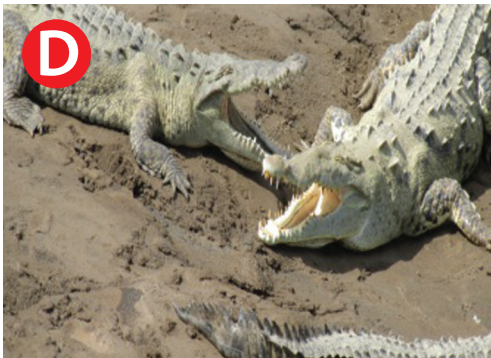
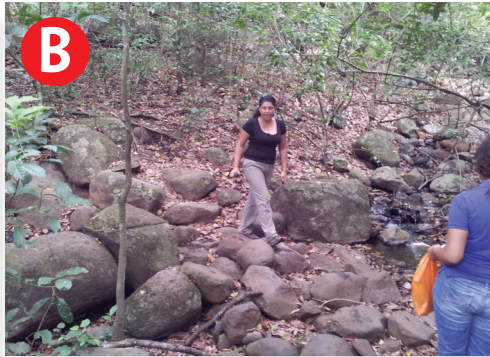
Describing tourist attractions.

Listening for specific information.

Working with unknown words.

Introduction to the topic

Match the pictures with the vocabulary in the box. Write the letter from A to F in the blanks to show the relation.



1. Bird watching _____
2. Boat tours _____
3. Trekking _____
4. Canopy Tour _____
5. Rafting _____
6. Crocodile safari _____



Listening for specific information

Listen to three different conversations and answer the following questions with specific information.

Listening #1

What does the tourist want to do?

She wants to _____

How long does the tour take?

The tour takes _____ hours.

Listening #2

How much does the tour cost?

It costs _____

How many people are going to take the trip?

_____ people are going to take the trip.

Listening #3

Which tour do the tourists want to take?

They want to take a _____ tour.

How many people are going to take the trip?

Around _____ people interested in the tour.

Vocabulary: Working with unknown words.

Complete the sentences with the following words in context:

a. memorable b. souvenirs c. boat d. destinations e. sightsee

1. Costa Rica has wonderful tourist _____
2. My family would like to _____ to go fishing tomorrow.
3. There is a lot to _____ in this town.
4. I had a _____ time visiting this region.
5. I need to buy some _____ for my friends.



Speaking activity

Work with a partner: Select a vacation spot you would like to visit. Find out about available flights, cost, time, and date departing/ arriving. Record the URL of the website you get the information from. Give a report to the class. Bring any audiovisual material to the class.

Accommodations: _____

Type: _____

Name: _____

Cost/ night: _____

URL: _____



Chapter 3

Hospitality





Lesson 1. Choosing the Right Hotel

| | |
|-------------------------|-------------------------------------|
| Listening text: | Learning about types of hotels. |
| Speaking skills focus: | Comparing different hotels. |
| Listening skills focus: | Listening for specific information. |
| Vocabulary: | Working with technical words. |

Introduction to the topic

Look at the pictures and match them with the appropriate definition; a., b. or c.



- a. _____ an ideal place to watch wildlife and enjoy beautiful sceneries.
 b. _____ a perfect spot to practice water sports and enjoy sunny weather.
 c. _____ an ideal place to take tours to visit museums and landmarks.



Listening for specific information

Listen to the text and complete the missing information. Use the words inside the red box.

Hotels in Costa Rica

Hotels in Costa Rica became popular in the year _____ with Grupo Martha. During this time Mr. Monge _____ the Irazú hotel opened for the first time. _____, it is known as Best Western Irazú Corporation. The construction of this hotel was a product of satisfying needs for _____ travelers from North America who seek to enjoy the abundant _____ and beauty of natural resources of the country. Mr. Monge's _____ did not stop there. He _____ the Best Western Irazú Hotel and Casino and it became the largest hotel in Central America.

dreams
expanded
wildlife
lodging
opened
1969
today

Vocabulary: working with unknown words.

Work with the partner: Match the words with their definitions below.

- | | | |
|--------------|-------------------|-----------|
| a. Chalet | b. Guest house | c. Motel |
| d. Apartment | e. B & B Inn | f. Hotel |
| g. Lodge | h. Hotel Boutique | i. Hostel |

1. _____ Supervised, inexpensive lodging place for travelers, especially young travelers.
2. _____ Small wooden house, especially in a mountain area.
3. _____ Small but exclusive hotel that offers customers with an exceptional service at a reasonable price.
4. _____ Place that offers overnight accommodation with basic amenities.
5. _____ Place that offers breakfast included in the room.
6. _____ Overnight hotel facility, located along the road with facilities except for parking space.
7. _____ Set of rooms in a large building, used as a separate living unit.
8. _____ Place that provides lodging, meals, and other guest services such as laundry, casinos and spa.
9. _____ Overnight lodging with an American or European breakfast plan, ranging from a spare room in a private home to a boarding house.



Speaking activity

Work with a partner: Use the brochures of the hotels in town that you were asked to bring to the class.

Student A:

You are a travel agent giving information about different hotels in the country to spend a holiday. Choose the most suitable type of hotel for each one of the guests. Give the reasons why guests should choose certain type of hotel.

Student B:

You are one of the guests from the list provided. Ask for information about accommodations and facilities offered in the hotels.

Guest 1

Mary is a Korean, 35, retired woman who wants to spend a week holiday with her mother who has mobility problems. They love sunny weather. They just want to relax in a quiet place. They don't want to cook or eat cheap food.

Guest 2

A group of five young college students seek to have a trip to find accommodation in a wonderful place with a lot of excitement. They enjoy outdoor activities such as canyoning, hiking trails and air tram.

Guest 3

A retired couple from Switzerland would like to spend a holiday in a country. They are interested in attending workshops and visiting historical sites.



Lesson 2: Booking a room

Listening text: Describing rooms in a hotel.
Speaking skills focus: Check guests in / out.
Listening skills focus: Listening for specific information.
Vocabulary: Working with related words.

Introduction to the topic

1. Is there a TV in your house? Where is it?
2. Is your bedroom big or small?
3. How many beds are there in your bedroom?
4. Describe your own room



The following list includes the objects you usually find in a bedroom. Try to guess which these incomplete words are.

- a) p _ ll _ w
- b) r _ _ _ m
- c) b _ d
- d) w _ nd _ w
- e) c _ rt _ in
- f) bl _ nk _ t
- g) l _ mp
- h) _ igh _ t _ bl _



Listening for specific information

Listen to the conversation and check (✓) the objects mention in the audio.

- | | |
|---------------------|-------------------------|
| a) ___ night tables | f) ___ cable television |
| b) ___ table | g) ___ internet access |
| c) ___ refrigerator | h) ___ chairs |
| d) ___ lamps | i) ___ desks |
| e) ___ iron table | j) ___ double beds |

Vocabulary: using technical word(s).

Complete the given information in the options from 1. to 6. with the words in the box.

- | | | |
|-------------|-----------------|-----------------|
| a. Vacancy | b. Minibar | c. Check out |
| d. Bell boy | e. Wake up call | f. Fully booked |

1. I am sorry sir, we are _____ for tonight. You may try Las Palmas Hotel across the street.
2. All right Madam. The _____ will help you with your luggage.
3. I would like to have a _____ at 7:00 am, please.
4. All the rooms have a _____, which contains all kinds of snacks and beverages.
5. Our _____ time is 2pm. Please call the front desk if you need to stay longer.
6. This hotel is not totally booked. There is much _____.

Speaking practice

Join a partner: write a conversation based on the information given about the two hotels. Decide which hotel you would like to stay at this weekend. Be creative!

HOTEL AEROPUERTO Ranking 8.0

It is situated in the beautiful town of Santa Cruz. Rooms are fully equipped with air conditioning, cable TV, minibar, wifi and large swimming pool. Breakfast included.

HOTEL LAS BAULAS Ranking 7.5

This hotel is situated in the beach of Matapalo. It is surrounded by an astonishing view to the gulf of Nicoya. It is near the Las Baulas Marine Park. The hotel offers small private rooms with rustic furniture. It has air conditioning, cable TV and a minibar.



Lesson 3: Hotel Services and Facilities

Listening text: Describing hotel services.
Speaking skills focus: Offering hotel services.
Listening skills focus: Listening for main ideas.
Vocabulary: Working with unfamiliar words.

Introduction to the topic

Think about any specific hotel in town. Tick (✓) the services most hotels have.

- | | |
|--|--|
| <input type="checkbox"/> 24 hours room service | <input type="checkbox"/> Safety box |
| <input type="checkbox"/> Mail service | <input type="checkbox"/> Sauna and fitness rooms |
| <input type="checkbox"/> Doctors | <input type="checkbox"/> Porters |
| <input type="checkbox"/> Laundry | <input type="checkbox"/> Shuttle service |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Online shopping |
| <input type="checkbox"/> Satellite TV | <input type="checkbox"/> Express service |

Listening for specific information

Listen to the speaker and complete the sentences with one of the words from the list below.

- a. Bar
- b. Restaurant
- c. Room service
- d. Parking
- e. Laundry
- f. Pool
- g. Check in
- h. Check out

1. It is available until 9:30 pm.
2. it is offered two days a week.
3. It is offered before 10 am.
4. It opens at 5 pm.
5. It is available any hour of the day.



Listening for specific information

Listen to the conversation and answer the following questions.

1. Which room is the guest in?
2. What service does the guest want?
3. Who is in the room right now?
4. When are the guests leaving?

Vocabulary practice

Read the listed vocabulary about services and complete the sentences. Fill in the blanks with the best option.

- | | |
|-----------------|-----------------|
| a. Room service | f. Spa |
| b. Laundry | g. Fitness club |
| c. Restaurant | h. Satellite TV |
| d. Parking | i. Shuttle |
| e. Translation | j. Wi-Fi |

1. There is a good _____ service in this hotel. You can get the password in the front desk.
2. Let's get _____ tonight. I'm tired and I don't want to dine out tonight.
3. Let's check if this hotel has _____ service. I don't have any more clean clothes to wear tomorrow.
4. Is there a _____ service in this hotel?. I need to go to the airport to pick up my wife.
5. Hey, listen "the super bowl" is today. I wonder if this hotel has a _____ to watch the game.
6. Excuse me, where is the _____? I am really hungry!
7. I heard the conference will be held in Russian. We definitely need a _____ service to understand everything that is going to be said.
8. I am getting over weight these days. I need to find out about a _____ here.
9. Don't worry about the car safety. The _____ has a 24 hour guard.
10. I wonder if this hotel has a _____. My muscles really hurt because of too much stress.

Speaking practice

Work with a partner: Choose one of the situations below and perform a conversation based on the topic.

1. Jenny is in room 202 and wants to order a large ham and cheese pizza with a bottle of water. Room service.
2. John is a guest at the Parador hotel. He needs to get to the airport in 20 minutes to catch a flight. Shuttle service.
3. Mark and Lisa are guests at the Diria Hotel. They need to find out about fitness club service in that hotel. Fitness club service.



Lesson 4: Ordering Food in a Hotel Restaurant

Listening text: Taking food orders in a restaurant.
Speaking skills focus: Asking and giving information about a restaurant.
Listening skills focus: Listening for specific information.
Vocabulary: Working with unfamiliar words.

Introduction to the topic

1. Classify the following vocabulary into the different categories of foods and drinks.

- | | | |
|---------------|--------------|------------------|
| a. Pizza | b. Cold Beer | c. Fruit Punch |
| d. Milk | e. Pasta | f. Orange Juice |
| g. Fish Filet | h. Tea | i. Chicken Salad |
| j. Apple Pie | k. Coffee | l. Fried Chicken |
| m. Cookies | n. Ice Cream | ñ. Rice Puddin |

Main dishes

Beverages

Desserts

| | | |
|-------|-------|-------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

Listening for specific information

Listen to the following conversation and complete the missing information.

At the Restaurant

Waiter: Good evening, welcome to Las Olas Restaurant.

Client: Good evening! _____, please.

Waiter: Sure. Where would you like to sit?

Client: Over there, _____.

Waiter: Would you like to have a drink? Here is the menu.

Client: Yes, I will have a _____, please.

Waiter: Can I take your order?



Client: Yes, for a starter, I will have an ayote cream, and for the main course roasted chicken, green salad, _____ and tortillas, please.

Waiter: Would you like a dessert? I have coffee or _____.

Client: Not thanks. We are fine. Can we have _____ please?

Waiter: I will be right back.

Vocabulary practice

Read the statements below and put a tick (✓) in the correct answer.

A. Excuse me, can I help you?.

Yes, do you have any free table? Is that all?.

B. May I see the menu, please?.

Nothing else, thank you. Yes sir, here it is.

C. Do you have any dessert?.

Enjoy your meal Yes, we have fruit salad.

D. Was everything alright?.

Yes, there is one over here Thanks, that was delicious.

E. Can I get you any drink?.

Yes, please The bill please.

F. Are you ready to order?.

Not yet. It's ten dollars.

G. What do you recommend me? I'm on a diet.

Vegetable salad Sure, I will call the manager.



Speaking practice

Situation: Work in pairs and perform a telephone conversation with a partner. Read the cards and act them out orally.

Card 1

You would like to invite your best friend to watch a good movie tonight. Ask him / her about the plans for tonight.

Card 2

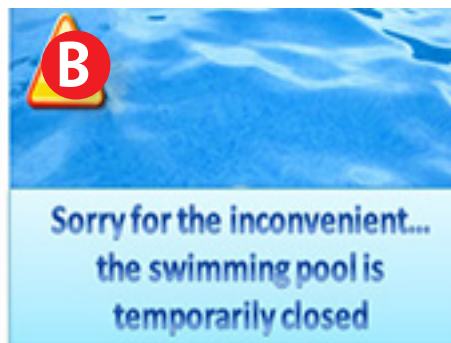
You receive a phone call from your best friend inviting you to go to the cinema tonight. Tell him/ her that you are at a restaurant having dinner. Invite him /her to come.



Lesson 5. Dealing with Hotel Complaints

Listening text: Understanding guests complaints.
 Speaking skills focus: Giving solutions to hotel problems.
 Listening skills focus: Listening for main ideas.
 Vocabulary: Working with unfamiliar words.

Introduction to the topic



Look at the pictures about hotel complaints. Match the pictures with the appropriate information.

- _____ Many hotels undergo maintenance and repairing during the low season.
- _____ Guests are not usually satisfied with the service provided by the hotel.
- _____ Some hotel facilities are not available for guests.

Listening exercise

A. Listen to the conversation carefully and write a check mark (✓) in the blank to indicate if the statement is True or False.

- | | False | True |
|---|-------|-------|
| 1. Mario is a front desk clerk. | _____ | _____ |
| 2. The guest is calling from outside the hotel. | _____ | _____ |
| 3. The hotel does not have hot water service. | _____ | _____ |
| 4. The receptionist will go to fix the problem. | _____ | _____ |
| 5. The receptionist can not hear very well. | _____ | _____ |



Vocabulary: working unfamiliar words.

Work with a partner: Write the words in the corresponding column.

Beautiful
Clean
Dirt
Hot
Expensive
Small
Big
Far
Soft

Hard
New
Cheap
Old
Neat
Wonderful
Cozy
Heavy
Broken

Cold
Fresh
Disgusting
Interesting
Frustrating
Annoying
Busy

Positive

Negative

Both



Read the following sentences and complete them with the appropriate word from the list given in the previous exercise.

1. We had a wonderful vacation at Hotel El Parador. Our room was very clean and _____. It was carefully decorated.
2. We did not have to dress _____ for dinner every night.
3. We are all feeling _____ with all this work. We need to take a vacation soon.
4. I cannot believe it! We paid a lot for this _____ hotel. Everything seems not to be working properly.
5. Our hotel room seems to be _____. I have tried to get in and it has been impossible. Let's get some help.

Speaking practice

Work with a partner: Read the situations below. Perform a role-play using the roles described. Be creative!

Student A

You are the guest of a prestigious hotel in town. You are experiencing a difficult time getting things done in your room. You finally decide to talk to the manager about this inconvenient.

Student B

You are the manager of a hotel. You and your guest are discussing the issues happening in the hotel. Offer him /her apologies for the inconvenient. Try to persuade the guest about a compensation for everything that has happened.



Answer Key



Chapter 1: Customer Service

Lesson 1: How do you do?

Introduction to the topic

1. Receptionist
2. Student
3. Dog trainers
4. Photographer
5. Tourist guide
6. Model

Listening practice

- 1 She is a chef
2. He is married
3. He lives in Colorado
4. She works in a hotel

Conversation

At the tourist information office

Clerk: Hello sir, My name is Luis. How can I help you?

Customer: Thanks. I just need to get a taxi to the airport.

Clerk: Certainly, I will be with you in a moment.

Customer: Thanks.

Vocabulary

1. Video games
2. Police Station
3. Post Office
4. Restaurant
5. Barber shop
6. Cinema
7. Bus station
8. Hospital
9. Drugstore



Lesson 2: Hello, can I help you?

Dialogue: a phone call

1. Can I help you?
2. Could you hold on
3. I'm afraid he's in a meeting
4. Can I leave him a message?
5. Could you spell your last name

Listening practice: Taking messages

Conversation 1

Receptionist: Good afternoon, Encanto Hotel Reception, how may I help you?

Caller: I would like to talk with Paul Anderson, he is in the room number 2.

Receptionist: I am sorry. Mr. Anderson is not in the room.

Caller: Can I leave him a message?

Receptionist: Certainly, sir.

Caller: Please tell him to call back to Mr. Smith as soon as possible. My phone number is 22991-53081. Thank you, bye.

Receptionist: You are welcome, bye.

Conversation 2

Receptionist: Good afternoon, Brisas del Golfo Restaurant, how may I help you?

Caller: I have an appointment with Mr. Clark, but I cannot get there. Could you give him my phone number? It is 28832-25874.

Receptionist: Certainly, sir.

Caller: Thank you, bye.

Receptionist: You are welcome, bye.

Vocabulary: recommended answer

- 4 _____ Reply the client's question and provide further information about the company
- 1 _____ Begin the phone conversation with a greeting.
- 2 _____ We must say company's and speaker's names
- 6 _____ Say the farewell.
- 3 _____ Listen to the client's question carefully
- 5 _____ Make sure the customer is satisfied.

Lesson 3: I am terribly sorry!

A.2

B.5

C.1

D.3

E.4



Introduction

Listening practice

5. He is here already. **Could/Would** you open the door?
6. She does not answer the phone. **Would/Could** you like to hold the line?
7. The manager is not in the office. **Could/Would** you like to leave her a message?
8. This coffee is too hot. **Would/Could** you put some ice in it?

Vocabulary practice

1. Problem
2. Take care of
3. Come
4. Thanks
5. Good idea

Lesson 4: My Favorite Place

Introduction to the topic

- | | | |
|----------------|----------------|----------------|
| 1. High School | 4. Hospital | 7. Airport |
| 2. Church | 5. Bus station | 8. Post office |
| 3. Restaurant | 6. Gas station | |

Listening practice

- | | | |
|-----------------|----------------|---------------|
| 1. Neighborhood | 3. Places | 5. Restaurant |
| 2. Town | 4. Dance clubs | 6. Country |

Vocabulary

- | | | |
|-------------------|----------------|----------------|
| 1. Bakery | 4. Restaurant | 7. Juice Bar |
| 2. Police Station | 5. Barber Shop | 8. Bus Station |
| 3. Post Office | 6. Bank | 9. Drugstore |

Lesson 5. Services in my Hometown

Introduction to the topic

1. At the main building across from the Red Cross
2. Fast food
3. At the City hall
4. Every Saturday
5. Three times a day



Vocabulary

1. Police station; 2.Hospital; 3.Fire department; 4.Garage; 5.Airport;
6. Restaurant; 7.Post office; 8.Travel agency

Chapter 2. Tourism Sector

Lesson 1. Tourism Sector in Costa Rica

Introduction to the topic

Answer may vary

- | | | |
|-------------|------------------|---------------|
| 1. Hotel | 6. Aircraft | 11.Counter |
| 2. Pilot | 7. Crew | 12.Stewardess |
| 3. Security | 8. Passport | 13.Taxi |
| 4. Magazine | 9. Fligh tickets | 14.Custom |
| 5. Take off | 10.Runway | 15.Carry on |
| | | 16.Trolley |

Listening practice

Vocabulary

- | | | |
|----------------|-------------------|---------|
| 1. Visitors | 4. Tourists | 7. Jobs |
| 2. Travelers | 5. Accommodations | |
| 3. Attractions | 6. Benefit | |

1. Benefits
2. Attractions
3. Accommodations
4. Tourist
5. Job opportunities

Lesson 2. Types of Tourism in our Country

Introduction to the topic

- | | | |
|-------------------|----------------------|---------------------|
| 1.b | 2.c | 3.a |
| a. Health Tourism | b. Adventure Tourism | c. Cultural Tourism |



Listening practice

1. c
2. b
3. c

Vocabulary

1. Business Tourism
2. Educational Tourism

3. Incentive Tourism
4. Medical Tourism

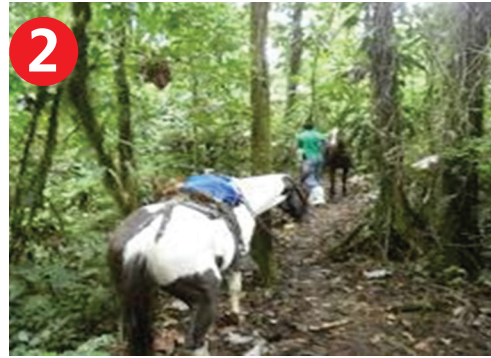
5. Adventure Tourism
6. Cultural Tourism

Lesson 3. Colorado as a Tourist Destination

Introduction to the topic



Mangrove
Mud
Roots
Leaves
Plants



Forest
Trail
Horse
Tourist guide
Leaves
Trees
Plants
Leaves
Trees
Plants

Listening practice

1. c
2. b

3. a
4. c

5. c



Vocabulary

- a. 2
- b. 4
- c. 5
- d. 1
- e. 3

Vocabulary practice

Planning a Trip to Colorado

Mario: Hi, Sofia, how have you been?

Sofia: Fine and you? Where are you going?

Mario: Well, I am here to take a bus to Colorado, on the Pacific Coast of Costa Rica.
Can you believe it?

Sofia: How exciting! Tell me about it. What can you see there?

Mario: Sure, this is my first time visiting this place, but I have heard good things about it.

Sofia: Why are you going to go there, exactly?

Mario: This place has a nice weather and it is located alongside the Nicoya Gulf. It has a lot of biodiversity for example: Islands, mangroves and wildlife there. The best of all is the production of salt and shrimp.

Sofia: It sounds really interesting. I love eating shrimps. Maybe I should plan a trip to this place next time.

Mario: Yes, don't miss the opportunity to visit this place if you are on vacation or have a chance to go.

Sofia: See you later, Mario. Let's keep in touch.

Lesson 4. Sightseeing in Town

Introduction to the topic

Pictures: 3, 2, 1

Listening practice

- 1. Wonderful views
- 2. Salt production
- 3. Shrimp production
- 4. Bird sanctuary

Vocabulary:

- | | | |
|-------------|---------------|------------|
| 1. Gorgeous | 5. Place | 9. Actions |
| 2. Scenery | 6. Path | 10. Bay |
| 3. Close | 7. Small town | |
| 4. Seashore | 8. Situated | |



Vocabulary practice

- | | | |
|-----------------|----------|--------------|
| 1. Trail | 3. Coast | 5. Beautiful |
| 2. Neighborhood | 4. View | |

Lesson 5. Discovering Tourism in Colorado

Introduction to the topic

- | | | |
|------|------|------|
| 1. e | 3. b | 5. a |
| 2. f | 4. c | 6. d |

Listening practice

- | | | |
|-----------------|----------------------------|---|
| Conversation 1: | 1. Horseback riding tour | 2. Two |
| Conversation 2: | 1. \$75 dollars per person | 2. Two people are going to take the trip |
| Conversation 3: | 1. Birds and crocodiles | 2. Six people are interested in the tour. |

Vocabulary

1. Destinations
2. Boat
3. Sightsee
4. Memorable
5. Souvenirs

Chapter 3. Hospitality

Lesson 1. Choosing the Right Hotel

Introduction to the topic

- A (3)
- B (2)
- C (1)

Listening Exercise

Hotels in Costa Rica became popular in the year 1969 with Grupo Martha. During this time Mr. Monge opened the Irazú hotel opened for the first time. Today, it is known as Best Western Irazú Corporation. The construction of this hotel was a product of satisfying needs for lodging travelers from North America who seek to enjoy the abundant wildlife and beauty of natural resources of the country. Mr. Monge's dreams did not stop there. He expanded the Best Western Irazú Hotel and Casino and it became the largest hotel in Central America.



Vocabulary

- | | | |
|-------------------|----------------|--------------|
| 1. Hostel | 4. Lodge | 7. Apartment |
| 2. Chalet | 5. Guest house | 8. Hotel |
| 3. Hotel Boutique | 6. Motel | 9. B&B Inn |

Lesson 2. Booking a room

Introduction to the topic



Complete the list of objects you expect to find in a room of a hotel.

- | | | |
|-----------|------------|----------------|
| a) pillow | d) window | g) lamp |
| b) room | e) curtain | h) night table |
| c) bed | f) blanket | |

Listening practice

- | | |
|------------------------|------------------------------|
| a). ___ night tables | f). ___√___ cable television |
| b). ___√___ table | g). ___√___ internet access |
| c). _√___ refrigerator | h). ___ chairs |
| d). ___ lamps | i). ___ desks |
| e). _√___ iron table | j). ___√___ double beds |

Vocabulary: Using technical words.

- | | |
|------------------|--------------------|
| 1. Fully booked | 4. Minibar service |
| 2. Bell boy | 5. Check out |
| 3. Wake- up call | 6. Vacancy |



Lesson 3. Hotel Services and Facilities

Listening for specific information

1. Pool
2. Laundry
3. Check out

4. Bar
5. Parking

Listening for specific information

1. 365
2. Pick up the laundry
3. His son
4. In 30 minutes

Vocabulary

- | | | |
|-----------------|-----------------|----------------|
| 1. Wi- Fi | 5. Satellite TV | 9. Parking lot |
| 2. Room service | 6. Restaurant | 10. Spa |
| 3. Laundry | 7. Translation | |
| 4. Shuttle | 8. Fitness club | |

Lesson 4. Ordering Food in a Hotel Restaurant

Introduction to the topic

Main dishes: fish filet, pizza, pasta, chicken salad, fried chicken

Beverages: milk, tea, fruit punch, orange juice, cold beer

Desserts: apple pie, cookies, coffee, ice cream, rice puddin



Listening for specific information

At the restaurant

Waiter: Good evening, welcome to Las Olas Restaurant.

Client: Good evening! A table for three people, please.

Waiter: Sure. Where would you like to sit?

Client: Over there near the window.

Waiter: Would you like to have a drink? Here is the menu.

Client: Yes, I will have a milkshake, please.

Waiter: Can I take your order?

Client: Yes, for a starter, I will have an pumpkin cream, and for the main course roasted chicken, green salad, mashed potatoes and tortillas, please.

Waiter: Would you like a dessert? I have coffee or ice cream.

Client: Not thanks. We are fine. Can we have the bill please?

Waiter: I will be right back.

Vocabulary

- | | | |
|-------------------------------------|------------------------------|--------------------|
| a. Yes, do you have any free table? | c. Yes, we have fruit salad | e. Yes, please |
| b. Yes sir, here it is | d. Thanks that was delicious | f. Not yet |
| | | g. Vegetable salad |

Lesson 5: Dealing With Hotel Complaints

Introduction to the topic

1. a
2. c
3. b

Listening exercise

1. T
2. F
3. T
4. F
5. F



Vocabulary

Working unfamiliar words

Positive: beautiful, clean, big, soft, new, neat, wonderful, cozy, fresh, interesting,

Negative: dirty, far, old, broken, disgusting, frustrating, annoying

Both: hot, expensive, small, hard, cheap, heavy, busy

Vocabulary exercise

1. Cozy
2. Elegantly
3. Stressed out
4. Uncomfortable
5. Locked



Transcripts



Chapter 1: Customer Service

Lesson 1: How do you do?

Listening for specific information

Sofia

Hi, I am Sofia. I live in Puntarenas. I am 20 years old. I am a **professional chef**. I like to **read books**. How do you do?

Carlos

Hello, my name is Carlos. I live in Liberia. I am 32 years old. I am **married** and I have 2 children. I am a **mechanic**. I like to **stay at home**. How are you?

Roberto

Hi, my name is Roberto. I live in Colorado. I am 15 years old. I like to **play video games**. I am a student. Nice to meet you.

Natasha

Hello, I am Natasha. I live in San Jose. I am 25 years old. I am a **receptionist** at a hotel. I am single. I like to **listen to music**. How are you?

Conversations

• At the Bank

Sally: Good morning. May I help you?

Customer: Yes, I need to cash this check.

Sally: May I have your passport, sir?

Customer: Here you are.

Sally: Thanks. Would you please sign your name here?

Customer: Sure no problem!

• At the Hotel

Receptionist: Hello, sir. I am Patricia. Welcome to Las Brisas Hotel. Can I help you?

Mr. Hans: Yes, I have a reservation for two nights.

Receptionist: May I have your voucher?



Mr. Hans: Let me find it. Oh, here it is.

Receptionist: You are right. Would you like a room on ground or the second floor?

Mr. Hans: The ground sounds perfect to me.

Receptionist: Here is your room key number 21, next to the pool. The porter will show you the way. Have a nice stay.

Mr. Hans: Thank you very much.

Lesson 2. Hello, can I help you?

Listen to the conversations and fill in the message forms.

Conversation 1

Receptionist: Good afternoon, Encanto Hotel Reception, how may I help you?

Caller: I would like to talk with Paul Anderson; he is in the room number 2.

Receptionist: I am sorry. Mr. Anderson is not in the room.

Caller: Can I leave him a message?

Receptionist: Certainly, sir.

Caller: Please tell him to call back to Mr. Smith as soon as possible. My phone number is 22991-53081. Thank you, bye.

Receptionist: You are welcome, bye.

Conversation 2

Receptionist: Good afternoon, Brisas del Golfo Restaurant, how may I help you?

Caller: I have an appointment with Mr. Clark, but I cannot get there. Could you give him my phone number? It is 28832-25874.

Receptionist: Certainly, sir.

Caller: Thank you, bye.

Receptionist: You are welcome, bye.



Lesson 3: I am terribly sorry!

Circle the words you hear

1. He is here already. *Could* you open the door?
2. She does not answer the phone. *Would* you like to hold the line?
3. The manager is not in the office. *Would* you like to leave her a message?
4. This coffee is too hot. *Could* you put some ice in it?

Listening text Listen to two people talking about complaints. Are they polite or impolite? Practice it with a partner.

Clerk: Hello sir, how may I help you?

Customer: Thanks, I just need to change my ticket.

Clerk: what seems to be the problem?

Customer: I can't take the 2 pm bus to San Jose.

Clerk: Sure no problem. Well, is the 3 o'clock bus fine?

Customer: Oh, that will be wonderful.

Clerk: Let me take care of that, sir.

Customer: Thanks so much.

Lesson 4: My Favorite Place

Listen to the dialogue and complete it with the missing words.

Conversation

A: Betty, is there a good a karaoke bar in your neighborhood?

B: Yes, there's an excellent one on the other side of the town. It's my favorite one!

A: Are there other places such as a nice dancing club too?

B: Sorry, I don't know.

A: Well, is there a good restaurant to eat and watch the popular match between the best teams of the country (Heredia and Alajuela)?



Lesson 5: Services in my Hometown

Listen to the airport announcement and complete the chart.

1. Delta airlines informs all passengers that their flight 907 bound to Chicago is on time, it will be leaving at 10:15 from gate 25. All passengers check Delta airlines counter for further information.
2. Canada 2000 airlines flight 58 to Vancouver will departure from gate 15 at 7:10 pm. All passengers please report to the counter immediately because we are boarding now.
3. Avianca airlines informs that our flight 702 coming from Rio de Janeiro is delayed due to a tropical storm. The arrival time is 12:15 now at gate 64. Please contact our office.



Chapter 2: Tourism in Costa Rica

Lesson 1: Tourism in Costa Rica

Listen to the speaker and complete the text with the words in the box.

The Tourism Sector in Costa Rica

Every year thousands of visitors choose to visit Costa Rica as their holiday destination. A tourist is someone who travels outside his/her own country. Recent reports from Instituto Costarricense de Turismo (ICT) indicate that most travelers come to Costa Rica from different countries. However, most tourists come from North America (United States and Canada). Tourists enjoy Costa Rica's attractions because it has excellent weather, friendly people, abundant wildlife, and exotic beaches. Most tourists look for different accommodations ranging from luxurious hotels to inexpensive lodges where they can relax and learn about the Costa Rican culture. Local people can benefit from the tourism industry in different ways. Many locals can find jobs dealing with tourists working in hotels, restaurants, travel agencies, among others.

Lesson 2: Types of Tourism in our Country

Listen to three different conversations. Circle the appropriate answer.

| | | |
|--|--|--|
| <p>Receptionist: Good morning, Can I help you, sir?</p> <p>Tourist: Yes, I would like to travel around the city, today?</p> <p>Receptionist: What would you like to do?</p> <p>Tourist: I would like to buy some souvenirs for my friends</p> <p>Receptionist: There is a good place near the bank.</p> <p>Tourist: wonderful, I think I know where it is.</p> | <p>Tourist: Excuse me sir. Is there a way to see wildlife around here?</p> <p>Tour guide: Sure, There is a sanctuary. Isla Yucca offers a great spot to see many sea birds.</p> <p>Tourist: I really want to see crocodiles. Where is the best place to see them?</p> <p>Tour guide: You can go to Tempisque River a couple miles from here.</p> <p>Tourist: Great, thanks for the information.</p> | <p>Tourist: Good morning sir, I have an appointment with Dr. Vargas at 10:00 am. Is he there?</p> <p>Doctor: I am Dr. Vargas welcome to Los Angeles Clinic. What can I do for you?</p> <p>Tourist: I am interested in having a medical treatment for my eyebrows.</p> <p>Doctor: sure, come on in. have a seat. First of all, I am going to.....</p> |
|--|--|--|



Lesson 3: Colorado as a Tourist Destination

Listen to the information about Abangares. Circle the correct answer.

Abangares is a small town in the Guanacaste province, founded in 1915. In this place lives 17,635 people. The major part of the people work in agricultural activities such as rice, beans and sorghum crops. The climate in Abangares is mostly dry. Tourists who want to visit this beautiful place can take the Pan-American Highway.

Lesson 4: Sightseeing in Town

Listen to the recording and number the attractions you hear.

CERRO MAR AND OTHER COLORADO'S NATURAL ATTRACTIONS

Cerro Mar is a beautiful farm located in Colorado de Abangares, Costa Rica. There, you can find wonderful views near the splendid Nicoya's Gulf. This spectacular place is arranged by a family who has been dedicated to produce salt in a natural process in summer, and shrimp cultivation in the rainy season. Also, it is a bird's sanctuary for many native species of this zone and many others which come through for a short season. So, this region can be seen as a biological bridge in our country.

In like manner, Nicoya's Gulf is the one which provides natural resources to develop these important activities in this area.

More specifically, Cerro Mar can be considered to be a thematic park located near the neighborhood called San Buenaventura alongside the Pacific Ocean coast. On the other hand, Yucca and Chira Islands are located in the surroundings. Likewise, the Abangarito River is another natural attraction with its aquatic trails that gives to this region a meaningful beauty; this river leads to the Nicoya's Gulf.



Lesson 5: Discovering Tourism in Colorado

Listen to the conversations and answer the following questions.

| At a Tour operator | At the Front Desk | At an Estuary |
|--|---|---|
| <p>Tour operator: Hello, may I help you?</p> <p>Tourist: Yes sir, I would like to take horseback riding tour. Is it possible to arrange one for two people this afternoon?</p> <p>Tour operator: Certainly madam. We have a two hours tour leaving at 3pm at Parque del Agua.</p> <p>Tourist: Can you tell me how to get there?</p> <p>Tour operator: Don't worry about that. We provide transportation and a guide.</p> <p>Tourist: Excellent, when should I pay?</p> <p>Tour operator: After the tour, here at the office.</p> <p>Tourist: Thanks a lot.</p> | <p>Receptionist: Hello, May I help you, sir?</p> <p>Tourist: Yes, I am interested in the bird-watching tour. Where can I find more information about it?</p> <p>Receptionist: This a great tour and it leaves at 6:00 a.m. Remember to bring comfortable clothes, boots and a binocular. You will enjoy watching scarlet macaws, and toucans.</p> <p>Tourist: That is fine. Oh one more thing. How much does it cost?</p> <p>Receptionist: It is \$75 per person.</p> <p>Tourist: Thanks very much. I would like to sign for two people, my wife and I.</p> | <p>Boat rider: Hello, what can I do for you?</p> <p>Tourist: Yes, we are a party of 6 people interested in taking a gulf tour around the area.</p> <p>Boat rider: Yes, we offer you a wide range of tours. We have different tours: to the islands, to see birds and crocodiles and to Abangarito, a water trail river. All of them are excellent and a cheap cost.</p> <p>Tourist: What do you mean?</p> <p>Boat rider: They cost \$25 per person and it includes a tour guide life jackets and refreshments.</p> <p>Tourist: Excellent. We definitely want to register for the birds and crocodiles tour.</p> <p>Boat rider: Okay, here is your voucher.</p> |



Chapter 3: Hospitality

Lesson 1: Choosing the Right Hotel

Hotels in Costa Rica became popular in the year 1969 with Grupo Martha. During this time Mr. Monge opened the Irazú hotel opened for the first time. Today, it is known as Best Western Irazú Corporation. The construction of this hotel was a product of satisfying needs for lodging travelers from North America who seek to enjoy the abundant wildlife and beauty of natural resources of the country. Mr. Monge's dreams did not stop there. He expanded the Best Western Irazú Hotel and Casino and it became the largest hotel in Central America. Finally, the Best Western Irazú Hotel and Casino and it became the largest hotel in Central America.

Lesson 2: Booking a Room

Listen to the conversation and check (✓) the objects mentioned in the audio.

Receptionist: Hello Palace Hotel, how may I help you?

Guest: Yes, I need information to find about your hotel rooms.

Receptionist: Certainly, we offer five fully equipped bedrooms.

Guest: Fully equipped, what do you mean?

Receptionist: They have everything you need, for example a double bed, AC, telephone, Wi-Fi service, refrigerator, cable television, iron table and so forth.

Guest: I see. Is there a desk in any of the rooms?

Receptionist: Sorry we don't have, but one of them has a big table.

Guest: Do you allow pets?

Receptionist: No, we do not.

Lesson 3: Hotel Services and Facilities

Listen to the speaker and complete the sentences with the service described

La Joya de Lagarto Inn is a hotel located in the North Pacific Coast. It offers many services. It has a restaurant that opens every day since 6 am until 9 pm. Also it has a bar that opens at 5 o'clock in the afternoon. Guests can ask for room service until 8:30 pm.

Check in time starts at 1 pm, and the check out ends at 10 am. Parking service is available 24 hours and it counts with valet service. The hotel has a swimming pool that is available until 9:30 pm. Finally, laundry service is available only Mondays and Fridays.



Listen to the conversation and answer the following questions.

Receptionist: Good morning! Reception, Laura speaking.

Guest: Hello. My name is Mike, I am in room number 365. I need someone to pick up some laundry because my son spilled out the cup of coffee on my shirt and I have an important meeting.

Receptionist: I'm sorry, laundry service starts at 10:00, at what time do you need to leave?

Guest: My meeting starts at the hotel restaurant in 30 minutes!

Lesson 4: Ordering Food in a Hotel Restaurant

**Listen to the following conversation and complete the missing information.
At the Restaurant**

Waiter: Good evening, Welcome to Las Olas restaurant.

Client: Good evening! A table for three people, please.

Waiter: Sure. Where would you like to sit?

Client: Over there, near the window.

Waiter: Would you like to have a drink? Here is the menu.

Client: Yes, I will have a milkshake, please.

Waiter: Can I take your order?

Client: Yes, for a starter, I will have an ayote cream, and for the main course roasted chicken, green salad, mashed potatoes and tortillas, please.

Waiter: Would you like a dessert? I have coffee or ice cream.

Client: Not thanks. We are fine. Can we have the bill, please?

Waiter: I will be right back.

Lesson 5: Dealing with Hotel Complaints

**Listen to and practice the conversation. Check (✓) the statements that are true or false.
Conversation**

Receptionist: Hello, reception. Mario speaking. How can I help you?

Customer: Hello. I am Dr. Jones, room 321. I have a big problem there is not hot water in my room.

Reception: I am terrible sorry to hear that. I will send someone to fix it right away.

Customer: Yes, please. I will certainly appreciate your help.







Este libro “Basic English for Tourism: Listening and Speaking Skills” es una guía para el facilitador de las capacitaciones y un pilar fundamental del aprendizaje, porque no solo sistematiza los contenidos, sino que le proporciona a los y las participantes de las capacitaciones, la posibilidad de repasar, aplicar y divulgar su aprendizaje de esta lengua.

The “Fomento de los Estándares de Calidad para las Empresas de Turismo Rural Comunitario Project” in Colorado Abangares is an activity of the National University of Costa Rica, which was financed with FUNDER funds. As a part of the project, there were three basic English training courses offered to the participants in areas such as customer service, tourism sector and hospitality industry.

This book “Basic English for Tourism: Listening and Speaking Skills” is a guide for the facilitator in charge of the training. It includes systematized content, and it also gives the participants the opportunity to review, implement and disseminate their learning of the language.

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