

**DIKTAT BAHAN PENGAJARAN MATA KULIAH**  
**BAHASA INGGRIS PRAKTEK**



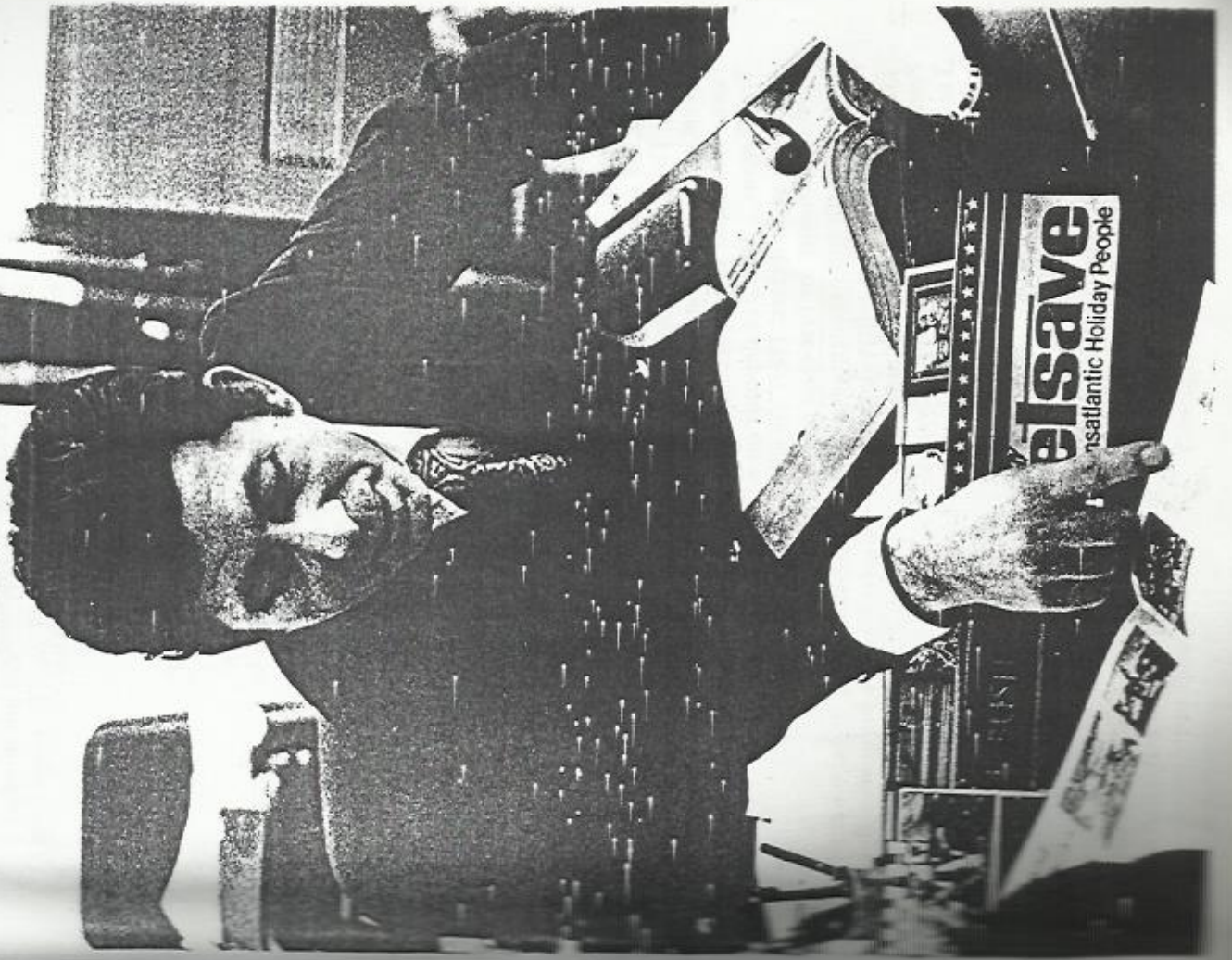
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**PRODI PENDIDIKAN BAHASA INGGRIS**  
**FAKULTAS BAHASA DAN SENI**  
**UNIVERSITAS NEGERI YOGYAKARTA**

Unit 1 Asking about travel



## Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar are in Istanbul, where they are buying things for their shop in Zurich. They want to talk to the manager of an export company, but he is not there at the moment, so the Almars plan to go to Athens for three days and then back to Istanbul. Peter is enquiring at a travel agency about travel to Athens.

- Peter Good morning. I want to go to Athens. Could you tell me if there's a train today or tomorrow?
- Travel agent There's a train every evening at 22.30.
- Peter What time does it arrive in Athens, please?
- Travel agent The train leaving today arrives at 11.40 on Wednesday.
- Peter How much does it cost?
- Travel agent The single fare is TL848 first class and TL567 second class.
- Peter Sleeping accommodation is included, is it?
- Travel agent No, that's extra.
- Peter Oh. What sort of accommodation is there?
- Travel agent Well, that depends on whether you travel first or second class. There are single-berth compartments for first-class passengers and two or three-berth compartments for second-class passengers.
- Peter How much is a first-class berth?
- Travel agent TL425 each night.
- Peter Can I book a berth in advance?
- Travel agent Yes, we can book a berth for you, providing there's space, of course.
- Peter I see. And how much is it to Athens by air, please? Tourist class.
- Travel agent TL1699. There's a flight tomorrow at 17.50 that gets to Athens at 18.40.
- Peter Is there any reduction for a return journey?
- Travel agent No, it's double fare, the same each way.

Peter Well, I'll have to think about it first. I'll call back to book the tickets. Thank you.

Travel agent Thank you, sir.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter's words after him.



Compartments  
1 First class  
2 Second class  
3 Berth

## Key words

- accommodation place for sleeping  
adult person who is no longer a child  
in advance before  
berth bed in a boat  
book buy tickets for a seat, berth etc. in advance  
cabin a room on a boat  
call back come back; (when on the telephone) telephone again  
compartment a room on a train  
couchette bed in a train compartment or boat
- depend on How much the meal costs depends on what you eat.  
double x2  
each way for both journeys  
enquire ask  
fare money paid for a journey  
ferry boat  
flight journey by air  
following next  
include Meals aren't included; they're extra.  
involve be part of something  
passenger person who is travelling

- providing if  
 reduction making less  
 reservation booking in advance  
 return (USA: round trip/two way)  
 going to a place and back again  
 shower I'd like a bath or shower.  
 single x1  
 single (USA: one way) going to a  
 place but not coming back
- space an empty place not already  
 booked  
 special having something extra  
 toilet (USA: bathroom/rest  
 room) WC  
 travel agency shop where you buy  
 travel tickets  
 wash-basin (USA: washbowl) You  
 wash your hands in a wash-basin.

### Using the language

#### Asking for information

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- 1 You want to know if there's a train from Stockholm to Malmö.  
*Could you tell me if there's a train from Stockholm to Malmö, please?*
- 2 You want to know where the toilet is.  
*Could you tell me where the toilet is, please?*

how much it costs to fly to Tokyo.  
 how much a letter to France costs.  
 if there's a bus to the airport.  
 what time breakfast is.  
 when the next train leaves.  
 if you can book a seat in advance.

You want to know

#### Checking information

Listen to the information and then check that it is correct by making sentences with *is it?* or *are they?*

- 1 Sleeping accommodation is included.
- 2 *Sleeping accommodation is included, is it?*
- 3 The prices are for second class.
- 4 *The prices are for second class, are they?*
- 3 It's a three-hour journey.
- 4 These are return tickets.

- 5 A berth is extra.
- 6 Couchettes are cheaper.
- 7 Two-berth compartments are more expensive.
- 8 It's double fare for the return journey.

### At a travel agency

Listen to this dialogue.

- Travel agent Can I help you?  
 Traveller *Could you tell me if there's a bus from Chicago to Cleveland in the morning?*  
 Travel agent They're at 6.30, 8.00 and 9.50.  
 Traveller *What time does the 8.00 arrive in Cleveland?*  
 Travel agent It gets into Cleveland at 4.05.  
 Traveller *And how much does it cost?*  
 Travel agent \$26.25.  
 Traveller *Well, I'll call back. I'll have to think about it first.*  
 Travel agent You buy your ticket on the bus.  
 Traveller *I see. Thank you.*

Go back and play the role of the traveller. Say the traveller's words at the same time as she does. You can look at your book if you need to. Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the travel agent's words and say the traveller's words.

### Listening for information

Now you will hear a conversation in which a traveller asks for information. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on pages 3 and 4.

- Traveller Good morning. Could you tell me if there's a night ferry from Hull to Rotterdam?  
 Traveller Yes, it's six o'clock every evening.  
 Traveller And what time does it get into Rotterdam?

## Unit 2 Making travel arrangements

1 PA 101 Y 15MAY LHRJFK HSI 1200 1335A  
 2 PA 103 Y 16MAY JFKLAX HSI 2100 2325A  
 3 PA 811 Y 21MAY LAXAKL HSI 2015 0745A  
 4 PA 812 Y 31MAY AKLLAX HSI 2130 1705A  
 5 PA 120 Y 2JUN LAXLHR HSI 1830 1335A  
 RCVD/RLOC-PSBR  
 FONE-LON-D 759 2595A  
 TKT-00LIFE/LONDI6B1A  
 PSCR-ROSTS NON SHOKING AISLE SEAT  
 FREQUENT PAN AN PASSENGER  
 TO BE SEATED WITH PARTY 2 JACKSON LAX/AKL/LAX SEGMENTS  
 ADVISED OF ALL TRAVEL DOCUMENTS

NYC STATION INFORMATION AIRPORT  
 \*\* MOVE DOWN \*\* FOR NA INFO

KENNEDY INTL - 16 MILES FROM CITY - CHECK-IN 60 MIN

CONNECTING TIME IN MINUTES  
 BTWN DOM SVC/ FROM DOM TO INTL/ FROM INTL TO DOM/ INTL  
 60# 75## 105### 120###

\* ..... PA-DOMESTIC TO PA DOMESTIC - 40MIN  
 \*\* AL TO PA - 45MIN  
 \*\*\* PA TO AL - 60MIN

01FEB

### Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar decide to go to Athens by air. Maria goes to the travel agency to book the tickets.

Maria Good afternoon. I'd like to book two return air tickets from Istanbul to Athens, please.

Travel agent Certainly. When are you travelling?

Maria We want to take the flight tomorrow afternoon and come back next Friday afternoon.

Travel agent First class or economy class?

Maria Economy class.

Travel agent Two adults?

Maria Yes.

Travel agent And your name is...?

Maria Almar. A-L-M-A-R.

Travel agent Initials?

Maria M. H.

Travel agent And the other passenger?

Maria P. J. Almar.

Travel agent On the 11th and the 14th, did you say?

Maria That's right. Do we have to change?

Travel agent No, it's a direct flight. Here are your tickets, Mrs Almar. These are for the outward

journey - Istanbul to Athens on flight SN 862 at 17.50 on 11th July. And these are for the return

journey - Athens to Istanbul on SN 863 at 15.10 on 14th July. Don't forget to be at the airport 45

minutes before departure time.

Maria Thank you. Do you accept credit cards?

Travel agent Certainly. Thank you. That's TL6796.

Maria Could you sign here, please? Thank you very much.

Maria Thank you.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Maria's words after her.

Credit card



### Key words

- accept *accept dollars* = allow a person to pay in dollars  
 apart from *You can travel any day apart from Friday* = you can't travel on Friday.  
 approximately *about: The flight takes approximately 10 hours.*  
 arrangements *make arrangements* = make plans, get ready  
 available *can be used*  
 'cause *because*  
 certainly *yes, of course*  
 change *The ticket was \$4.50. I paid \$5 and got 50¢ change.*  
 change *get into a different plane, train etc. in the middle of a journey*  
 conditions of this ticket *what you are allowed and not allowed to do after buying the ticket*  
 copy *I have a copy of my letter to the hotel.*  
 credit card *e.g. an American Express card*
- decide *choose: After thinking about it, I decided to go by bus.*  
 direct flight *flight on which you do not need to change*  
 economy class *second class*  
 initials *John David Smith's initials are J. D. S.*  
 monthly return *return ticket for trips up to one month*  
 ordinary *normal, standard*  
 outward journey *first part of a return journey*  
 probably *I'll probably leave tomorrow* = I think I'll leave tomorrow.  
 rail ticket *train ticket*  
 restriction *There's a restriction on exporting money. You can only take out £100.*  
 sign *write your name*  
 slightly *a little*  
 surcharge *make an extra charge*  
 via *Auckland to Delhi via Melbourne and Hong Kong*

### Using the language

#### Saying what you want

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- You want to make a reservation.  
*I'd like to make a reservation, please.*
- You want to buy a ticket for the ferry to Barcelona.  
*I'd like to buy a ticket for the ferry to Barcelona, please.*

You want to  
 book a cabin.  
 have a shower.  
 book a single room for 10th August.  
 book a table for this evening.  
 have some US dollars.  
 buy an air ticket to Nairobi.

#### Asking what you must do

Listen to the examples and then you ask the questions.

- You don't know if you have to change planes or not.  
*Do I have to change planes?*
- You don't know if you have to book in advance or not.  
*Do I have to book in advance?*

book a table or not.  
 have a visa or not.  
 pay in advance or not.  
 sign the copy or not.  
 write your address or not.  
 make the arrangements now or later.

You don't know if you have to

#### At a travel agency

Listen to this dialogue.

Travel agent Good afternoon.  
 Traveller Good afternoon. I'd like a rail ticket to Amsterdam, please.

Travel agent Certainly. When are you travelling?

Traveller I'm taking the four o'clock train today.

Travel agent First or second class?

Traveller First class, please.

Travel agent That's £82.25, please.

Traveller Do you accept credit cards?

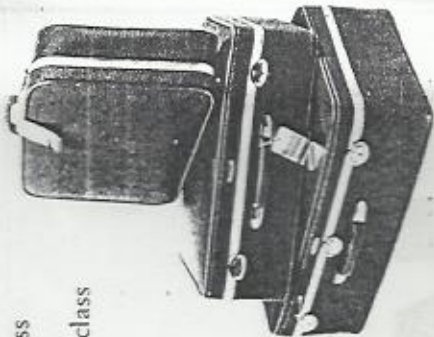
Travel agent Certainly. Thank you. Sign here, please.

Thank you very much.

Traveller Thank you.

Go back and play the role of the traveller. Say the traveller's words at the same time as he does. You can look at your book if you need to.

- How much baggage is an international tourist-class passenger allowed to take without extra charge?
- How much would it cost an international tourist-class passenger to take 5 kilograms of excess baggage?
  - 1% of the tourist-class fare.
  - 5% of the tourist-class fare.
  - 5% of the first-class fare.
- What is the fare for a 4-year-old child?
  - No charge.
  - 10% of the full fare.
  - Half fare.
- At what age are youth fares no longer available?
- When do you pay the airport service charge?
  - When you buy your ticket.
  - When you catch your plane.
- How much is the airport charge?
- How much does it cost to travel from the terminal in Belgrade to the airport?
- Your plane leaves at 11.15. What is the latest time you can check in?



Baggage

Now check your answers with the Key on page 104.

### Notes

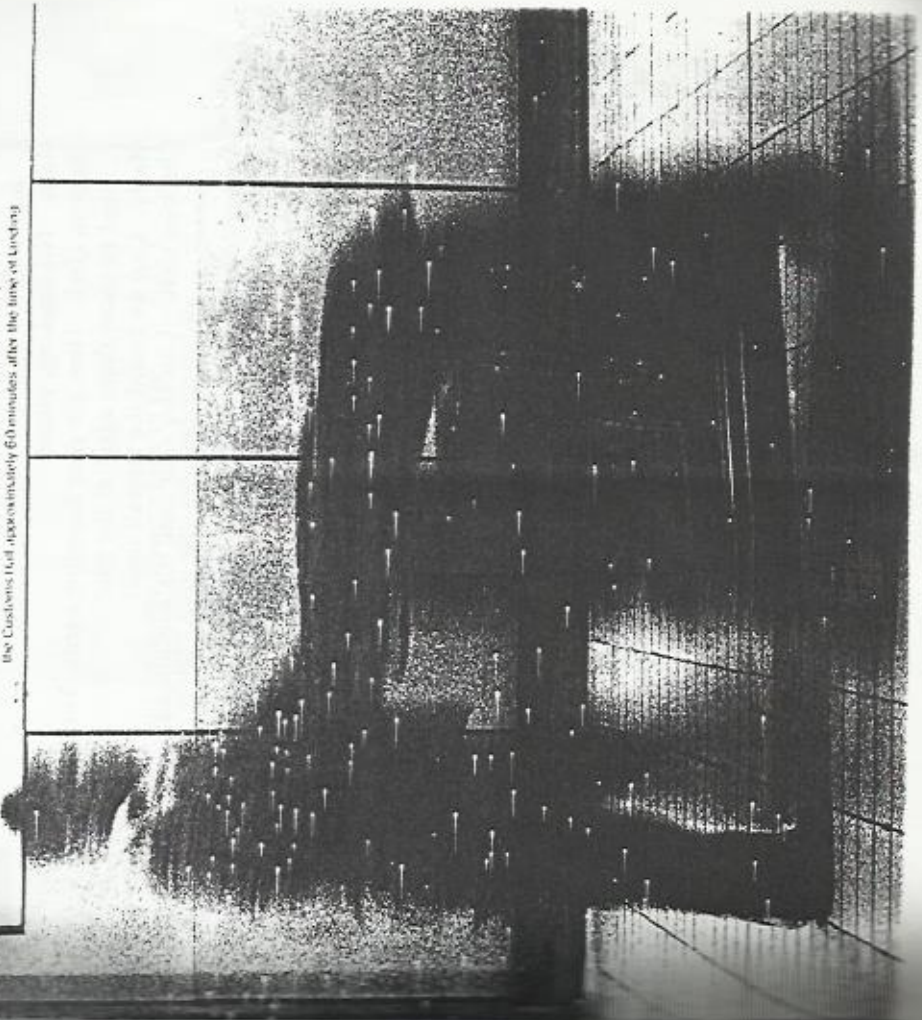
- accompany travel with ... and passport  
 additional more, extra infant young child  
 aircraft (USA: airplane) plane lb pound = 0.454 kilograms  
 allowance baggage allowance = how much baggage you are allowed to take  
 charge ask somebody to pay money locally payable locally = which can be paid at that place  
 complete finish obtainable which you can have  
 consumption eating occupy a seat sit in a seat  
 delay an aircraft keep an aircraft on request if you ask  
 waiting respective fare fare which was paid, fare which applies  
 discount reduction in price separate different  
 domestic inside a country, not terminal place in a town where  
 international buses leave for the airport  
 embark get on a plane or ship in transit in the middle of a journey  
 formalities things that always have to be done e.g. showing your ticket  
 youth young person

## Unit 3 At an airport

### Flight arrivals

from	last stop
from SYDNEY	BOMBAY
from LOS ANGELES	
from CAIRO	
from BEIRUT	
from AMMAN	
from CAIRO	GENEVA
from DHARRAN	KANO
from LAGOS	

Passengers ending their journey in this terminal normally leave the Customs Hall approximately 60 minutes after the time of landing



**Dialogue**

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar have arrived at Istanbul airport to catch a plane to Athens.

Maria Is this the check-in for the flight to Athens?

Check-in clerk Yes, that's right. Can I see your tickets and passports, please? And could you put your baggage on the scale?

Peter Can I take this briefcase as hand baggage?

Check-in clerk Yes, that's all right. Smoking or no smoking?

Maria No smoking, please.

Check-in clerk Here are your boarding cards. You'll need to show them again at the gate.

Maria Can we board the aircraft now?

Check-in clerk Can you wait until it's announced, please, and then go to Passport Control.

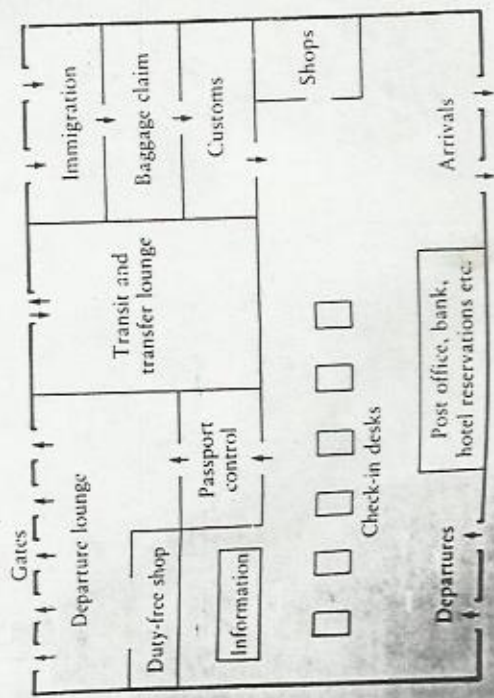
Announcement Sabena Airways flight SN 862 to Athens and Brussels. This flight is now boarding at Gate 6.

Check-in clerk Boarding now at Gate 6.

Maria Thank you.



- 1 Visa
- 2 Passport
- 3 Boarding card
- 4 Ticket



At Passport Control Peter has to answer some questions.

Passport officer Do you live in Switzerland?

Peter Yes, I do.

Passport officer What was the purpose of your visit to Turkey?

Peter It was a business trip.

Passport officer Was this your first visit?

Peter No, I've been here twice before.

Passport officer Have you got a vaccination certificate for cholera?

Peter Yes, I've got it here.

Passport officer OK, thank you.



Vaccination

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

**Key words**

above more than  
I'm afraid I'm sorry to say  
announce/make an announcement  
give information to a group of people  
as long as if

board get on a plane, ship, train etc.  
briefcase small case for papers  
cholera illness you can catch in hot countries

clerk person who does paper work in an office, bank etc.  
control checking

Customs I had to pay the Customs  
to import the cigarettes.

declare say what goods you have  
duty-free without duty (money you pay to bring cigarettes, drink etc. into a country)  
gate Passengers for Paris go to Gate 12.

gift something you give to a person, a present

goods things for sale, things a person has bought

Green Channel - see page 27.

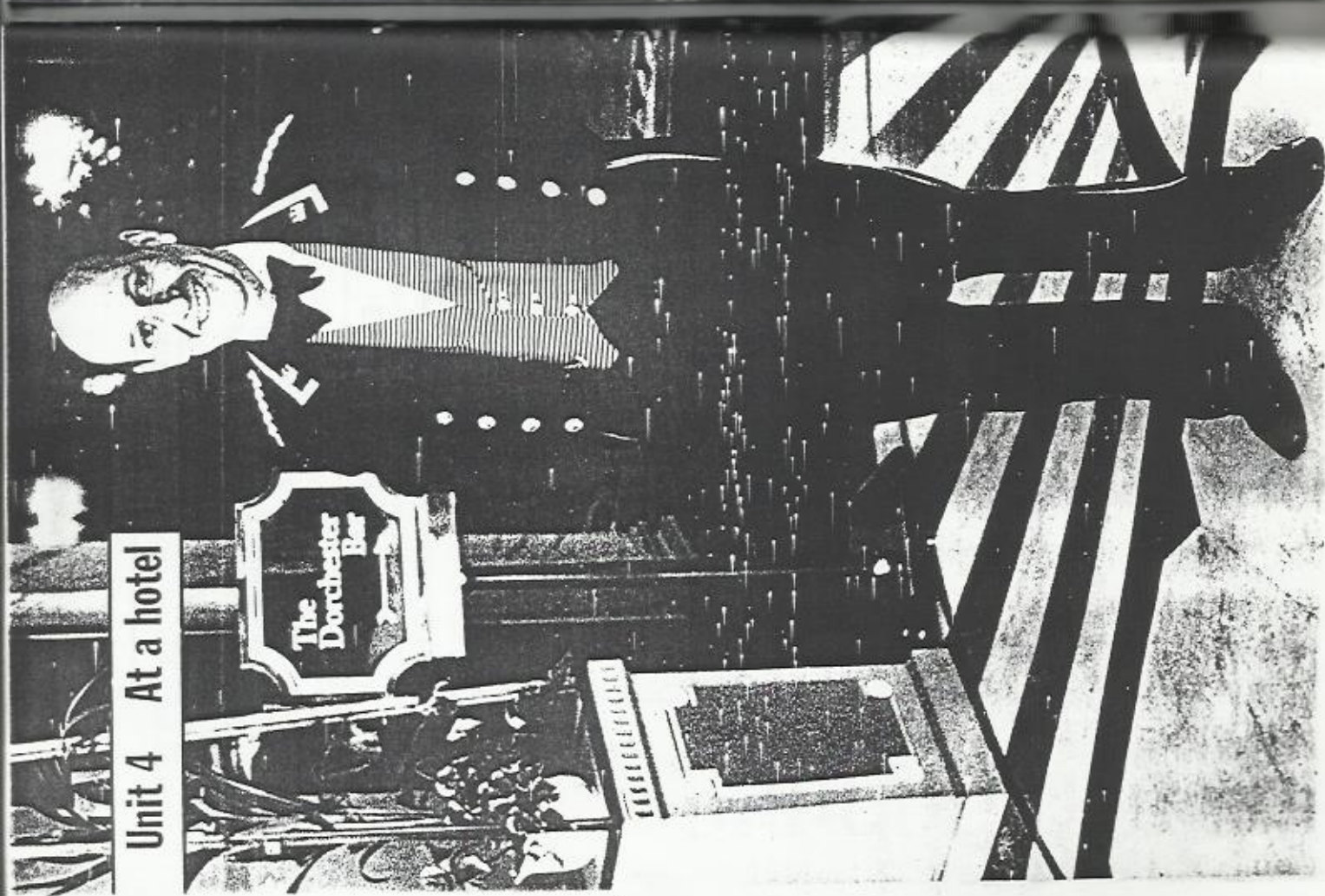
immigration going into a country

item thing, piece of goods

line type of goods



## Unit 4 At a hotel



## Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar arrive at the Hotel International in Athens, where they have reserved a room.

Peter Good evening. My name's Almar. I reserved a double room with bathroom for three nights.

Receptionist Mr Almar. Yes, room 312. Would you like to register, please? Just fill in this form.

Peter Thank you.

Receptionist And could I see your passports, please? Thank you.

Maria How much do you charge for a double room? Receptionist It's 1500 drachmas a night, which includes a service charge.

Maria Can we get dinner this evening?

Receptionist Yes, we're serving dinner in the Roof Garden.

Peter And what time is breakfast?

Receptionist Breakfast is from 7.30 to 9.00 in the ground-floor restaurant.

Peter And could we have a call in the morning, please?

Receptionist Certainly. What time would you like it?

Peter Eight o'clock, please.

Receptionist Very good, sir. And here's your key. Room 312.

Peter Thank you. Oh, are there any letters or telephone messages for us?

Receptionist No, sir, nothing. I'll just get a porter to take your luggage up.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

Roof
Fourth floor
Third floor
Second floor
First floor
Ground floor

Lift

Britain

Roof
Fifth floor
Fourth floor
Third floor
Second floor
First floor

Elevator

USA

### Key words

- accommodation agency  
*An accommodation agency finds hotel rooms for people*  
 à la carte *each dish with its own price (see table d'hôte)*  
 amount *an amount of money = some money*  
 bill (USA: check) *paper that says how much you have to pay*  
 call *I made a call = I telephoned.*  
 choice *a choice of two flights = two flights to choose from*  
 complimentary *costing nothing*  
 disco(theque) *place where you can dance to records*  
 fruit *apples, oranges, bananas etc.*  
 key *You need a key to open the door.*  
 menu *list of things to eat in a restaurant*
- message *piece of information for another person*  
 porter *person who carries luggage*  
 receipt *paper that says you have paid money*  
 receptionist (USA: room clerk) *person in a hotel who you ask about rooms*  
 register *put your name on a list*  
 reserve *book, make a reservation*  
 serve *bring food to the table*  
 service charge *extra money paid for service*  
 table d'hôte *one price for the whole meal (see à la carte)*  
 terms *price*  
 unconfirmed *not agreed in writing*  
 VAT *Value Added Tax (tax on goods and services in Britain)*

### Using the language

#### Asking for things

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- 1 You want a seven o'clock call.  
*Could I have a seven o'clock call, please?*
- 2 You want some French francs.  
*Could I have some French francs, please?*

- a taxi.  
 a seat at the back.  
 a weekend return to Oxford.  
 half a litre of oil.  
 a room with a shower.  
 your key.

#### You want

### Asking questions

Listen to the information and then ask the questions.

- 1 There are three restaurants.  
*How many restaurants are there?*
- 2 The price is \$30.  
*What is the price?*
- 3 Lunch is from 12.30 to 2.30.
- 4 Those postcards are 20 pence.
- 5 The restaurant is on the sixth floor.
- 6 An English breakfast is £1.75.
- 7 Your suitcases are over there.
- 8 Your room number is 425.

### At an accommodation agency

Listen to this dialogue.

- Clerk Good afternoon.  
 Traveller Good afternoon. I'm looking for some accommodation for tonight.  
 Clerk Yes, and the name is...?  
 Traveller Meyer. M-E-Y-E-R.  
 Clerk What kind of accommodation do you want?  
 Traveller A single room with a bathroom, please.  
 Clerk And how much do you want to pay?  
 Traveller Well, how much will it be?  
 Clerk Would £15 be all right?  
 Traveller Yes, that'll be all right.  
 Clerk Just a moment then, please.

Go back and play the role of the traveller. Say the traveller's words at the same time as she does. You can look at your book if you need to.

Now go back again and this time play the role of the traveller without looking at your book. Stop the tape after the clerk's words and say the traveller's words. Give your own name when the clerk asks you.

## Unit 5 Ordering a meal

## Dialogue

Listen to the Dialogue. If you need to, you can look at the words in your book or at the Key Words after the Dialogue.

Peter and Maria Almar are having a meal at a restaurant in Athens after their first day in the city.

Waiter Are you ready to order now?

Peter Yes, I think so. Could you tell us what 'dolmadakia' is, please?

Waiter It's vine leaves stuffed with meat and onions and served with lemon sauce.

Maria It sounds delicious. I'll try that, please.

Waiter And for the main course?

Maria I'll have the chicken and rice with tomatoes.

Waiter And for you, sir?

Peter I'll have the fish and vegetable soup and the roast lamb with a salad, please.

Waiter What dressing would you like on the salad?

Peter French dressing, please.

Waiter And would you like anything to drink?

Maria I'd like some white wine. Is there a Greek wine you can recommend?

Waiter Well, the Santa Helena is very nice.

Peter Yes, a bottle of the Santa Helena then, please.

Waiter Thank you.

Waiter Everything all right, sir?

Peter Yes, thank you. That was very nice.

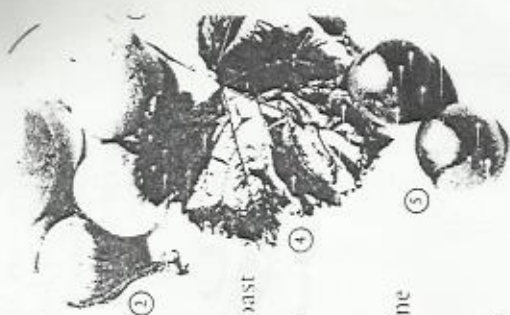
Waiter Would you like a dessert?

Maria Not for me, thank you.

Peter No, thank you. Just two coffees. And could we have the bill, please?

Waiter Yes, sir.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.



- 1 Sauce
- 2 Onions
- 3 Lemon
- 4 Vine leaf
- 5 Tomatoes

### Key words

braise cook slowly in a covered pan  
 chicken - see page 43  
 cutlet piece of meat from the neck of an animal or a piece of good meat  
 delicious tasting very nice  
 dessert - see page 47  
 dish food, something to put on a dressing, e.g. mayonnaise, French salad, e.g. vinaigrette  
 kidney - see below  
 lamb meat from a sheep  
 main course - see page 47  
 prepare make



- 1 Mushroom
- 2 Potatoes
- 3 Rice
- 4 Kidneys

### Using the language

#### Ordering food

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- 1 You want to order vegetable soup.  
I'll have vegetable soup, please.
- 2 You want to order a salad.  
I'll have a salad, please.

roast lamb.  
 chicken and rice.  
 a steak.  
 tomato soup.  
 a beer.  
 ice-cream.

You want to order

### Asking somebody to explain

Listen to the examples, and then you ask the questions.

- 1 You don't know the meaning of 'zabaglione'.  
Could you tell me what 'zabaglione' is?
- 2 You don't know the meaning of 'chicken maryland'.  
Could you tell me what 'chicken maryland' is?

'pommes anna'.  
 'souvlaki'.  
 'foo yung'.  
 'sauce bearnaise'.  
 'Waldorf salad'.  
 'oeufs en cocotte'.

You don't know the meaning of



Chicken

### Booking a table

Listen to this dialogue.

Waiter Victoria Restaurant.  
 Caller Oh, hello. Can I book a table for tomorrow evening, please?  
 Waiter Certainly. What time tomorrow?  
 Caller Eight thirty, please.  
 Waiter And how many people is it for?  
 Caller Four people.  
 Waiter What name is it, please?  
 Caller Larsson. L-A-R-double-S-O-N.  
 Waiter Very good. We'll reserve a table for you.  
 Caller Thank you very much. Goodbye.  
 Waiter Goodbye.

Go back and play the role of the caller. Say the caller's words at the same time as he does. You can look at your book if you need to.

Now go back again and this time play the role of the caller without looking at your book. Stop the tape after the waiter's words and say the caller's words. Give your own name when the waiter asks you.

- 1 Which starter is meat?
- 2 If you want to eat fruit, which starter would you have?
- 3 Which two main courses are chicken?
- 4 Which two main courses are fish?
- 5 Can you have rice with the main course?
- 6 How much is a cup of coffee?

## Notes

button mushroom *small mushroom*  
chill *make cold*

coq au vin *chicken cooked in wine*  
fillet steak *piece of meat with no bone*

fruit juice *drink made from fruit, e.g. orange juice*

ginger *ginger has a hot taste; e.g. ginger wine, gingerbread*

guinea fowl *small bird*

herb plant *which gives food more taste*

honeydew melon *a kind of sweet melon*

licensed *allowed to serve alcoholic drinks*

oz ounce = 28.35 grams

pâté maison *meat paste made of e.g. liver — see page 89*

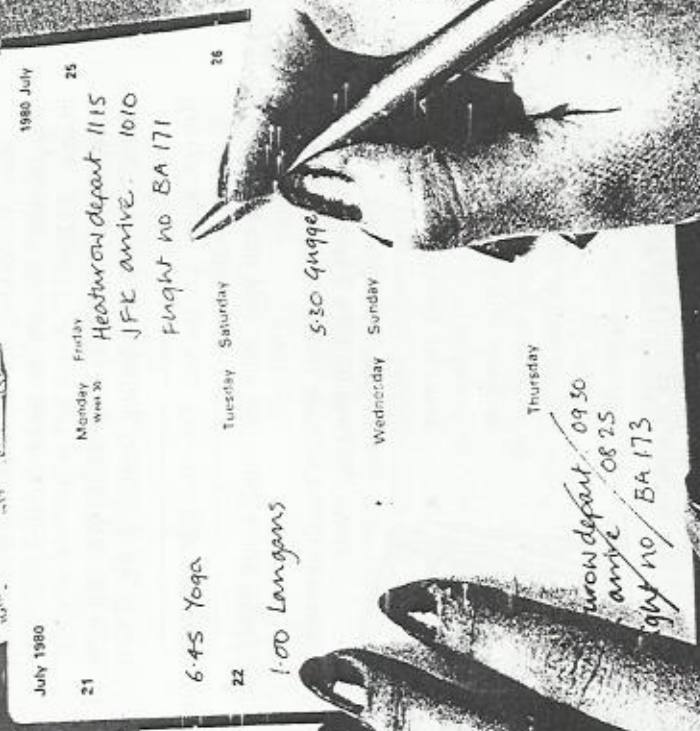
prawn cocktail *prawn with e.g. salad selection a number of things to choose from*

sirloin steak *good tender piece of meat for roasting taken from near the back of the animal tender easy to bite and eat*

- 1 Cheese
- 2 Melon
- 3 Mustard
- 4 Salt
- 5 Pepper
- 6 Salmon
- 7 Trout
- 8 Prawns
- 9 Garlic
- 10 Chestnuts
- 11 Almonds



## Unit 6 Changing your arrangements

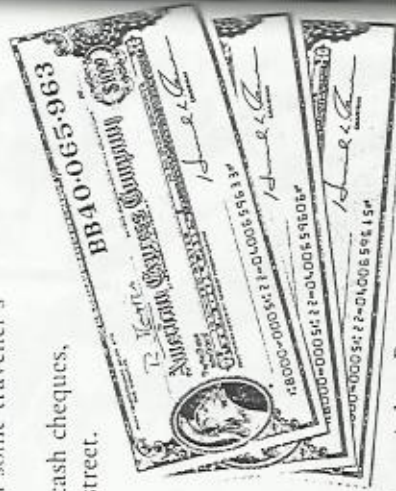


## Dialogue

Peter and Maria Almar are in Athens where they are buying things for their shop in Zurich. They have got a telegram from Istanbul to say that the man they wanted to see will not be back for another week. The Almars decide to have three days' holiday in Athens and then to go back to Zurich. Maria arranges for them to stay on at the hotel.

**Receptionist** Good morning.  
**Maria** Good morning. I wonder if we could book our room for another three nights. We were going to leave tomorrow, but we've changed our plans.  
**Receptionist** What's the room number?  
**Maria** 312.  
**Receptionist** And how long would you like to stay?  
**Maria** Up to and including Sunday night, if that's possible.  
**Receptionist** Let me see. Yes, that'll be all right. You can keep the same room.  
**Maria** Thank you. And can I cash some traveller's cheques?  
**Receptionist** I'm sorry, we don't cash cheques, but there's a bank in the next street.  
**Maria** Oh, all right. Thank you.

Traveller's cheques  
(USA - traveller's checks)



Maria cashes the cheques at a bank, and then Peter goes to a travel agency to re-book their flight.

**Peter** I wonder if you could help me. I'd like to cancel these tickets to Istanbul and re-book to Zurich.  
**Travel agent** Yes, we can do that. When do you want to go?

**Peter** Next Monday, please. The 17th.  
**Travel agent** There's just the one flight. Leave Athens 16.25, arrive Zurich 18.10.  
**Peter** That'll be fine.

**Travel agent** I'll give you some new tickets.  
**Peter** Can I have a refund on the old ones?  
**Travel agent** I can't give you cash, I'm afraid, but I'll give you a voucher. You'll have to take it back to where you bought the tickets.

**Peter** Oh, I see.  
**Travel agent** How are you paying for the new tickets?  
**Peter** Will dollars be all right?  
**Travel agent** Certainly. They're \$218 each, that's \$436 altogether. Thank you very much.

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

## Key words

alter change, make different  
 cancel They cancelled the flight.

= There was no flight.  
 cash money

change The timetable has changed.  
 = The timetable is not the same as it was.

customer person who buys something

different Not the same  
 exchange You pay money in exchange for goods.

make out write, fill in a cheque, ticket etc.

note (USA: bill) e.g. a £5 note  
 onwards going on, going further

possible Is it possible? = Can it happen?

rate of exchange the cost of e.g. Swiss francs in Spanish pesetas  
 re-book book again

refund money paid back  
 sort out find the answer (to a problem)

stay on stay longer

up to and including from Monday up to and including Wednesday

(USA: from Monday through Wednesday) = on Monday, Tuesday and Wednesday

voucher paper which you can give for money or goods

protection *keeping safe*

relieve *make free*

rental agency *company from which*

*you rent (= pay to use) e.g. a car*

reverse side *other side*

scheme system, way of organizing  
*things*

security *being safe*

spouse *husband or wife*

statement *Your bank statement says*

*how much you have in the bank.*

store shop

subsidiary company *belonging to*

*another company*

throughout *in all parts of*

transferable *can be used by another  
person*

## Unit 7 On the telephone

on/corr



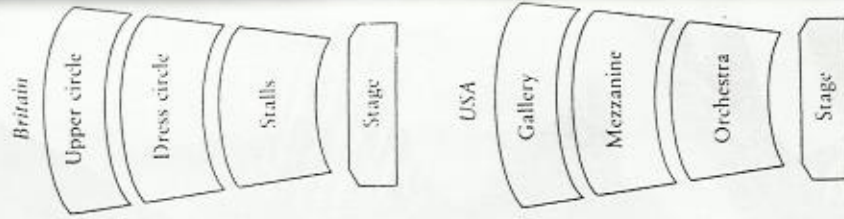
### Dialogue

Peter and Maria Almar have decided to stay in Athens for a short holiday. Peter wants to book seats for a concert. He is telephoning the concert hall.

- Peter Hello? Is that the concert hall?  
 Booking clerk Yes, speaking.  
 Peter I'd like to book some tickets for the concert on Saturday, please.  
 Booking clerk How many would you like?  
 Peter Two, please. Two seats together.  
 Booking clerk Well, the stalls are sold out, but we have a few in the circle.  
 Peter I see. What time is the performance?  
 Booking clerk Eight o'clock.  
 Peter Is there a matinee?  
 Booking clerk No.  
 Peter Well, can I book two tickets?  
 Booking clerk Sorry, we don't take telephone bookings. Can you come to the box office?  
 Peter Oh, all right. Thank you.

Maria wants to telephone the Almars' shop in Zurich to tell their assistant that they will be back next Tuesday.

- Maria Hello? Operator? I'd like to book a call to Switzerland.  
 Operator Pardon?  
 Maria I want to book a call to Switzerland. I've been trying to dial direct, but I can't get through.  
 Operator Can I have your number, please?  
 Maria Yes, it's Athens 5709-918.  
 Operator And who are you calling?  
 Maria Zurich 63 24 35.  
 Operator Zurich 63 24 35. And what time would you like the call?  
 Maria Would it be possible to book it for three o'clock this afternoon, please?  
 Operator Right. We'll call you back later, then.  
 Maria Thank you. Goodbye.



Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.

### Key words

- |              |   |                      |   |
|--------------|---|----------------------|---|
| box office   | place where you buy theatre tickets           | operator             | person who puts through telephone calls                           |
| concert hall | building where music is played                | (I beg your) pardon? | (USA: Excuse me?) = Please repeat what you said; I didn't hear.   |
| connect      | put through a call                            | performance          | the playing of a concert, the acting of a play etc.               |
| delay        | time when you have to wait                    | person               | call (USA: person to person) telephone call to one special person |
| dial         | You dial a telephone number with your finger. | receiver             | You hold the receiver when you make a phone call.                 |
| engaged      | (USA: busy) used by another person            | replace              | put back  |
| expect       | someone back                                  | sell out             | all sold, none left to buy  |
| fetch        | go and bring back                             | speaking             | Smith speaking = I am Smith. (on the phone)                       |
| hold on      | wait  |                      |   |
| matinee      | performance in the afternoon                  |                      |   |

### Using the language

#### Making contact on the telephone

Listen to the examples on your tape and then try to do the exercise without looking at your book.

- You are telephoning the National Theatre. Hello? Is that the National Theatre?
- You are telephoning the Universal Travel Agency. Hello? Is that the Universal Travel Agency?

the Hotel Berlin.  
 Kennedy Airport.  
 the Hong Kong Restaurant.  
 City Taxis.  
 Barclays Bank.  
 the police.

You are telephoning



- 1 What must you hear before you can dial?
- 2 What must you do when you hear rapid pips?
  - a) Dial again.
  - b) Put money in.
- 3 What does a continuous single tone mean?
  - a) The number is incorrect.
  - b) The number is engaged.
- 4 What do you dial for the operator?
- 5 What would you dial if you saw a bad road accident?

Now check your answers with the Key on page 105.

### Notes

*ambulance* An ambulance takes people to hospital.  
*appropriate* correct  
*at once* Do it at once. = Do it now; don't wait.  
*code* The code for London is 01.  
*(GB: STD code, USA: area code)*  
*continue* go on, not stop  
*continuous* not stopping  
*dial tone* the sound you hear before you dial  
*have difficulty* have a problem, not be able to do something  
*emergency* a situation where you have to do something quickly e.g. a fire

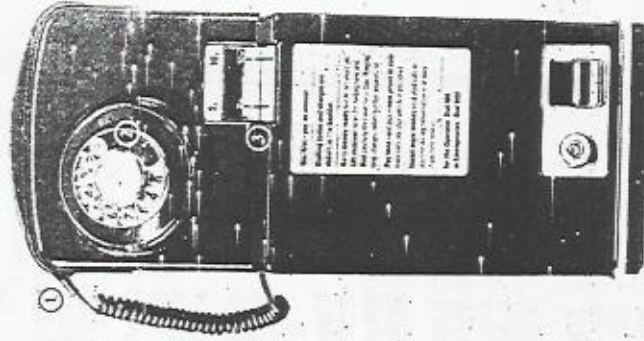
*exchange* place where telephone lines are connected  
*indicate* show  
*insert* put in  
*instructions* Instructions tell you how to use something.  
*interrupted* stopping, not continuous  
*kiosk* (USA: booth) telephone box  
*pip* a short high sound  
*public* for everyone  
*purring* sound the sound of a cat  
*when it is happy*

*rapid* fast

*regular* the same each time

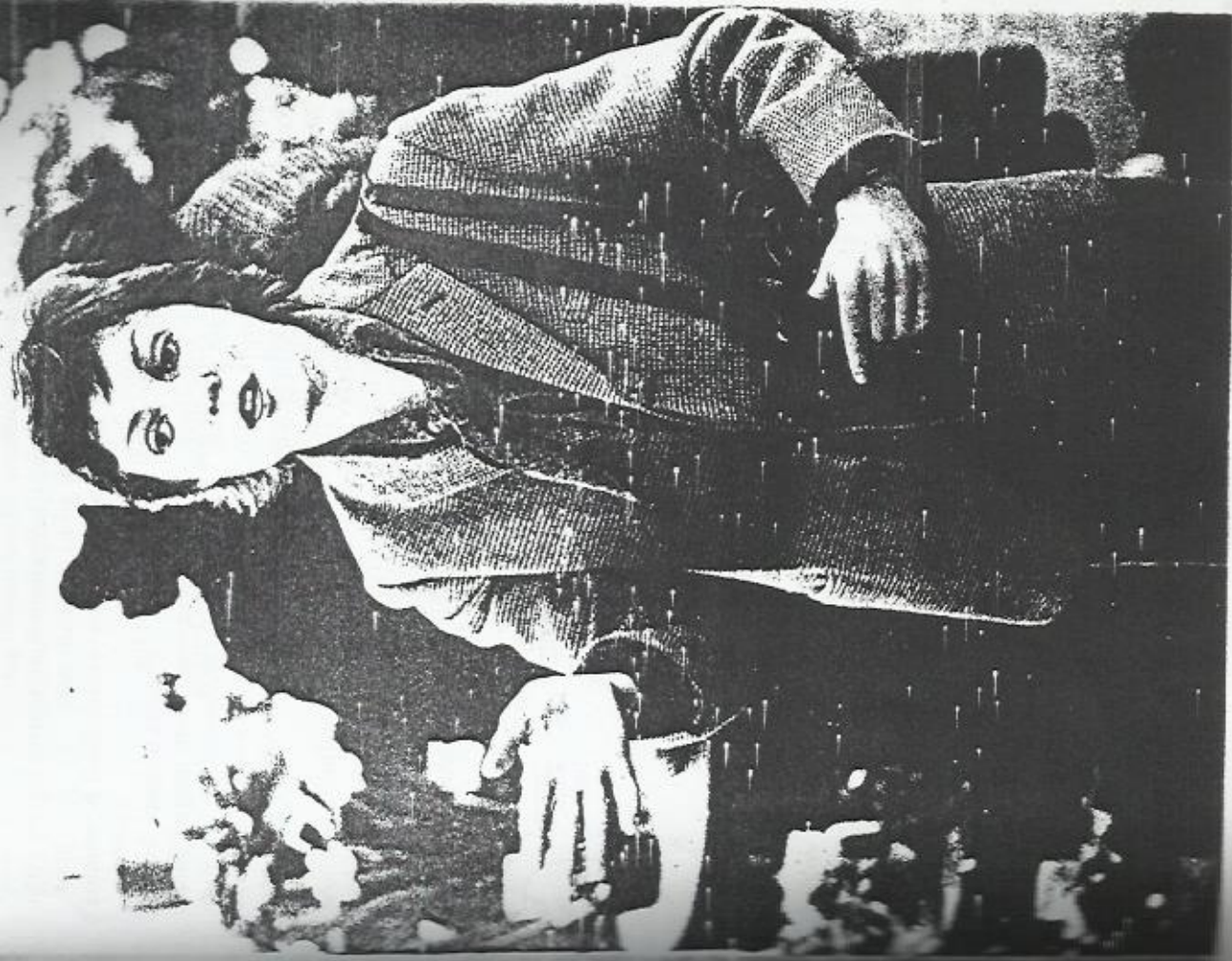
*repeat* say or do again

*unobtainable* cannot be used



- 1 Receiver
- 2 Dial
- 3 Slot

## Unit 8 Asking the way



**Key words**

bus stop place where you wait for a bus  
 carry on go further on the same road  
 counter A bank cashier sits behind a counter.  
 inland inside a country  
 main largest, most important  
 mile = 1.61 kilometres  
 motorist person driving a car  
 opposite on the other side of the road  
 overseas in other countries  
 pedestrian person walking  
 pedestrian (zebra) crossing (USA: street crossing) place to cross the road (painted black and white)  
 ring road road going in a circle around a town or city  
 roundabout (USA: traffic circle) — see page 72  
 sign Road signs give drivers information.  
 signposted The station is signposted. = There are road signs showing the way to the station.  
 straight ahead/straight on forward, not turning right or left  
 (set of) traffic lights lights which tell drivers to stop or go  
 turning place where one road comes into another  
 yard = 0.91 metres

**Using the language**

**Asking the way**

Listen to the examples on your tape and then try to do the exercises without looking at your book. You will hear each correct answer after you say it.

- 1 You want to know where the post office is.  
*Excuse me. Could you tell me the way to the post office?*
- 2 You want to know where the airport is.  
*Excuse me. Could you tell me the way to the airport?*

where Terminal 2 is,  
 where the bus station is,  
 where the National Bank is,  
 where the police station is,  
 where Thomas Cook's travel agency is,  
 where the Air France office is.

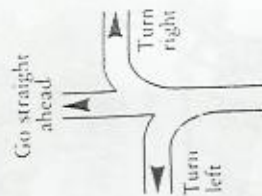
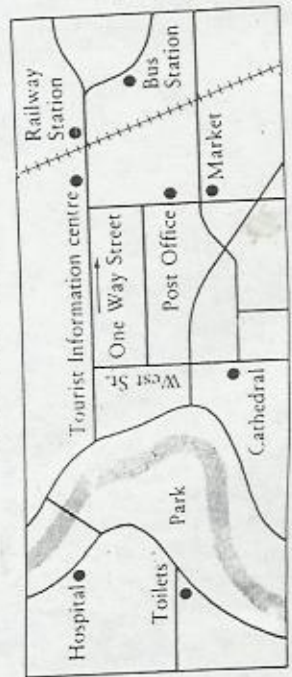
You want to know

**Dialogue**

Peter and Maria Almar are at their hotel in Athens. Maria cannot get through on the telephone to Zurich, so they want to go to the main post office to send a telegram.

Peter Excuse me. Could you tell me the way to the main post office, please?  
 Receptionist Well, it's in Acoulou Street, near Omonia Square.  
 Peter Is it far to walk?  
 Receptionist It's about two kilometres.  
 Maria Can we get a bus from here?  
 Receptionist Yes, a number twelve.  
 Maria Where's the bus stop?  
 Receptionist Turn left outside the hotel and go straight ahead until you get to the main road. Then turn right and the bus stop is on the right hand side opposite some shops.  
 Peter I think we'll take a taxi. Could you order a taxi for us, please?  
 Receptionist There's a taxi outside now, sir.  
 Peter Oh, good. Thank you.  
 Hello, taxi? How much would it be to the main post office?  
 Taxi driver Twenty-five drachmas.  
 Peter OK. Could you take us there, please?

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter and Maria's words after them.



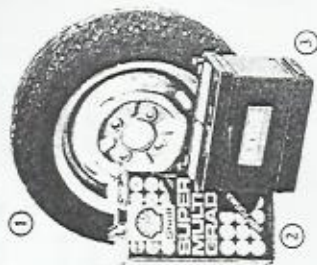
## Unit 9 Hiring a car



## Dialogue

Maria Almar is going to hire a car so that she and her husband can go on a trip to Delphi. She is at the Self-Drive Car Rental Company.

- Maria Good afternoon.  
 Assistant Good afternoon, madam.  
 Maria I want to hire a car tomorrow. Do you have any available?  
 Assistant We have a Fiat 124.  
 Maria How much would that cost?  
 Assistant It's \$12 a day plus 12 cents a kilometre.  
 Maria And that includes insurance, presumably.  
 Assistant Yes, insurance is included.  
 Maria But I have to pay extra for the petrol, do I?  
 Assistant Yes, you buy your own petrol, but we check the car and put some oil in before you start.  
 Maria Do I have to pay a deposit?  
 Assistant Yes, we require a deposit of \$20.  
 Maria And do you accept American Express?  
 Assistant Yes, that'll be all right. And we need to see your driving licence.  
 Maria Right. Can I see the car, please?  
 Assistant Certainly, madam. This way, please.



- 1 Tyre (USA: tire)
- 2 Oil
- 3 Battery

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Maria's words after her.

- 1 Petrol (USA: gas)
- 2 Windscreen (USA: windshield)
- 3 Engine



### Key words

accident *The man was killed in a road accident.*  
 as well also, too  
 carburettor *Petrol and air are mixed in the carburettor.*  
 check *see that something is all right*  
 cough *You cough (= make a noise) through your mouth.*  
 damage *The fire did a lot of damage to the hotel.*  
 deduct *take away*  
 deposit *payment of part of the money in advance*  
 driving licence (USA: license) *Your driving licence shows that you are allowed to drive.*

mechanic person who repairs cars  
 mileage the number of miles you drive  
 pick up *take away*  
 presumably *I think, I suppose*  
 return *bring back*  
 saloon car (USA: sedan) *closed car for 4-7 people*  
 set off *start a journey*  
 third-party insurance *insurance against accidents to another person*  
 unlimited mileage *as many miles as you like*

### Using the language

#### Asking to do something

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- 1 You want to see the car.  
*Can I see the car, please?*
- 2 You want to reserve a seat.  
*Can I reserve a seat, please?*

sit near the front.  
 cash a traveller's cheque.  
 see the room.  
 pay the bill.  
 make a call to Venezuela.  
 send a telegram to Kuwait.

You want to

### Checking information

Listen to the information and then say a sentence with *is it?*, *are they?*, *does it?* or *do you?*. You do this to check information and make sure it is correct.

- 1 Petrol is extra.  
*Petrol is extra, is it?*
- 2 The price includes insurance.  
*The price includes insurance, does it?*
- 3 You want a deposit.
- 4 The service charge is 10%.
- 5 The meals are included.
- 6 You accept credit cards.
- 7 The allowance is 200 cigarettes.
- 8 The play starts at eight.

### At a garage

Listen to this dialogue.

Mechanic Can I help you?  
 Motorist Yes, there's something wrong with my car.  
 Mechanic What's the matter with it?  
 Motorist Well, it won't go very fast and the engine makes a coughing noise all the time.  
 Mechanic You've probably got dirt in the carburettor. I'll have a look at it for you.  
 Motorist You can look at it now, can you?  
 Mechanic Yes, in a few minutes.  
 Motorist Can I wait here, please?  
 Mechanic Yes, take a seat.  
 Motorist Thank you.

Go back and play the role of the motorist. Say the motorist's words at the same time as he does. You can look at your book if you need to.  
 Now go back again and this time play the role of the motorist without looking at your book. Stop the tape after the mechanic's words and say the motorist's words.

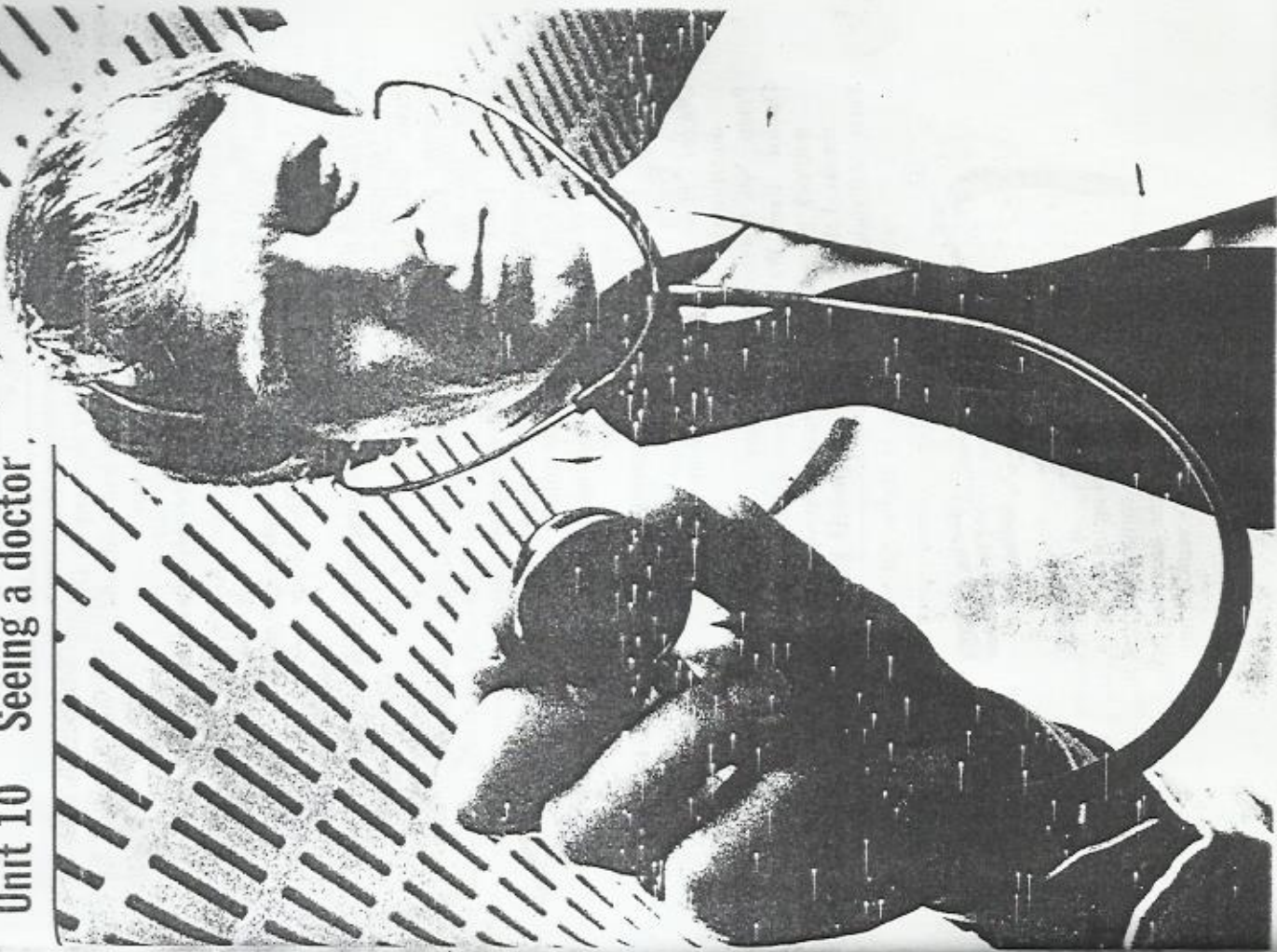
- 1 Can you hire a car in one town and leave it in another town?
- 2 Which of these is *not* included in the rates given here?
  - a) Taxes.
  - b) Public liability insurance.
- 3 If you are over 25 and do not buy extra insurance, what is the most you will have to pay for accident damage?
- 4 How much extra does it cost per day if you do not want to pay for any accident damage?
- 5 Does the Ford Fiesta have automatic gear change?
- 6 Does the Ford Futura have air-conditioning?
- 7 How much does it cost to hire a Chevrolet Nova for 5 days in winter?
- 8 How much does it cost to hire a Ford Mustang for 10 days in August?

### Notes

- air-conditioning a system that keeps air clean and cool
- automatic If the gear change is automatic, you don't need to use the gear lever.
- basis availability basis = only when it is available
- client customer, person who buys or hires something
- collision accident
- except We open every day except Sunday. = Sunday is the only day when we are closed.
- fitted with (a radio) having (a radio)
- gear Most cars have 4 forward gears.
- location place
- manual by hand; here: manual gear change
- notice warning, telling a person about something before it happens
- property thing owned by someone, e.g. a house or car
- provide give
- provided if
- public liability having to pay for accidents to other people
- purchase buy
- refer to look at
- renting station place from which a car is hired/rented
- responsibility liability, having to pay for something
- season part of the year
- section part (of a piece of written information)
- similar almost the same
- subject to change may change
- theft stealing
- violate break
- waive give up: Payment will be waived. = You will not have to pay.

Now check your answers with the Key on page 105.

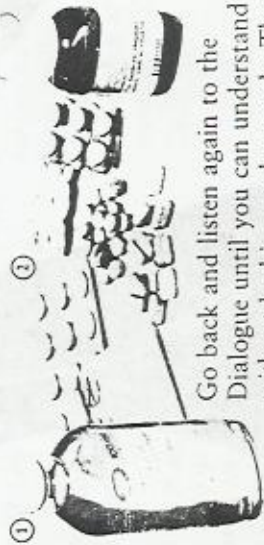
## Unit 10 Seeing a doctor



### Dialogue

Peter and Maria Almar are back in Athens after their trip to Delphi. Peter has got a bad cold, and he has gone to see a doctor.

- Peter I've got a very bad cold, Doctor. My head aches and I've got a sore throat, too.  
 Doctor Do you get colds very often?  
 Peter Well, I had a cold about two months ago, and I had a chest infection afterwards. The doctor gave me some antibiotics.  
 Doctor And did you complete the course of treatment as directed?  
 Peter Oh, yes.  
 Doctor Have you had any fever?  
 Peter No, no fever.  
 Doctor Have you had any other symptoms, such as a cough?  
 Peter No, but I had a cough last time.  
 Doctor Was there any mucus coming up?  
 Peter Yes, it was white in colour.  
 Doctor White but not yellow or green?  
 Peter That's correct.  
 Doctor Have you had a stomach upset or any diarrhoea?  
 Peter No, my stomach is all right.  
 Doctor I see. Well, I can give you some medicine to unblock your nose and to ease the pain in your throat. I think the cold will clear up in a day or two.  
 Peter All right. Thank you.



- 1 Medicine
- 2 Tablets

Go back and listen again to the Dialogue until you can understand it without looking at the words. Then practise saying Peter's words after him.

### Key words

- ache *hurt all the time*  
 antibiotic *e.g. penicillin*  
 appetite *wish to eat*  
 basis *on a regular basis = regularly (e.g. three times every day)*  
 blocked *full: You cannot breathe through a blocked nose.*  
 chemist (USA: druggist) *person who sells medicine*  
 clear up *get better*  
 colicky *colic = short sharp pain in the stomach*  
 a couple of *two*  
 course of treatment *treating an illness (helping to make it better)*  
 over a period of time  
 diarrhoea *going to the toilet very often*  
 as directed *as someone tells you to do*  
 drug medicine  
 ease the pain *make the pain less bad*  
 fever *the body being too hot*  
 health *in good health = not ill*
- infection *illness*  
 mucus *Mucus comes from your nose when you have a cold.*  
 nauseated *feeling that you want to be sick*  
 now and again *sometimes*  
 otherwise *in other ways*  
 pain *something hurting*  
 patient *person who sees a doctor*  
 prescription *a note from a doctor to say what medicine someone needs*  
 recurrent *happening often*  
 sore *giving pain*  
 squeeze *press together tightly*  
 stomach *food goes into your stomach.*  
 such as *e.g., for example*  
 symptom *A symptom shows that you are ill.*  
 upset *Too much rich food gives you an upset stomach/chaos stomach upset.*  
 vomit *be sick, bring up food from the stomach*  
 while *period of time*

### Using the language

#### Saying what is wrong with you

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- 1 You are seeing a doctor about a sore throat.  
*I've got a sore throat.*
- 2 You are seeing a doctor about a bad cold.  
*I've got a bad cold.*