

5th task: Tourist Information Office

TOURIST INFORMATION OFFICE

Useful phrases

<p style="text-align: center;">AROUND TOWN</p> <p>Where can I get a taxi? Excuse me, where's ...? the tourist information office the bus station the train station the police station the harbour</p> <p>Is there a ... near here? cashpoint bank supermarket hairdressers chemists</p> <p>Do you know where there's an internet café?</p>	<p style="text-align: center;">EVENTS AND ACTIVITIES</p> <p>What are you interested in? Are there any ... on at the moment? exhibitions cultural events sporting events</p> <p>Are there any ...? excursions tours day trips</p> <p>Is there a city tour? Could you tell us what's on at the ...? cinema theatre concert hall opera house</p> <p>Can I book tickets here? Do you have any brochures on ...? local attractions Can you recommend a good restaurant?</p>
<p style="text-align: center;">GETTING AROUND</p> <p>Do you have a map of the...? city town</p> <p>Where's the...? city centre art gallery museum main shopping area market railway station</p> <p>What's the best way of getting around the city? Where can I hire a car?</p>	<p style="text-align: center;">FINDING ACCOMMODATION</p> <p>We're looking for accommodation. We need somewhere to stay. Do you have a list of...? hotels B&Bs (bed and breakfasts) youth hostels campsites</p> <p>What sort of accommodation are you looking for? Can you book accommodation for me?</p>



Exercises

1. Discuss with your partner where the following famous monuments are. Use the expressions in the box.

Landmarks		Country
Cervino Mountain		
Christ Redeemer		
Coliseum		
Eiffel Tower		
Machu Picchu		
Mount Fuji		
Pyramids		
Statue of Liberty		
Taj Mahal		
Tower Bridge		

I'm not sure but I think that...

I'm absolutely sure it's... / it's not...
quite sure
certain
positive

Well, it's possible...
it's impossible...
it might (not) be...
it could happen...

I suppose, but I wouldn't like to say for certain.
I'm not sure
I doubt it.
I have my own doubts.
it's doubtful.
It's highly / very unlikely.

Well, you never know of course,
no one can know for certain.
I can't tell you for sure.

5th task: Tourist Information Office

2. Match the halves.

- | | |
|---------------|--------------------|
| 1. go | a. immigration |
| 2. book | b. a museum |
| 3. board | c. some research |
| 4. check | d. an arrival card |
| 5. do | e. customs |
| 6. visit | f. on a trip |
| 7. fill in | g. local customs |
| 8. pass | h. into a hotel |
| 9. go through | i. a plane |
| 10. respect | j. a plane ticket |

3. Read the following dialogue and complete with the words in the box:

see – welcome - holidays – recommend – dish - information - tourist office – typical - helpful

Maria: Welcome at the (1) _____. My Name is Maria Krenn. How can I help you?

Hannah: Hi. I'm spending my (2) _____ in Vienna for the first time. I would like to see some sightseeing's and I want to know something about them. Could you please give me some (3) _____ about some attractions in Vienna?

Maria: The Prater was first mentioned in 1162.

Hannah: But what can I do there or (4) _____?

Maria: After you have visited the Prater you can go to the Naschmarkt.

Hannah: What is offered there? Would you (5) _____ it?

Maria: About 170 booths with fruits, vegetables, meat, herbs and so on. You can get delicious food there. And I would definitely recommend it.

Hannah: Where can I go if I'm hungry? I would like to eat something really (6) _____ for Austria. What is a typical Austrian (7) _____?

Maria: A typical Austrian dish is the APFELSTRUDEL and the Wiener Schnitzl. You can go to the Zur Goldene Glocke at Schönbrunner Strasse 8 That's in the 5th District.

Hannah: Thank you for your information. They were really (9) _____. Bye.

Maria: You're (10) _____. Bye and enjoy your stay in Vienna.

4. Write a short role-play using the expressions on page 1.

At the tourist information office

5. LISTENING. Listen to a tourist asking for information in a tourist information office. Then put the things he asks about in the order he asks.

1. a map
2. activities in the area
3. booking for a coach tour
4. public transport
5. the historic part of the town
6. walking distance to the historic part

6. Listen to the dialogue and fill in the gaps with the words in the box below.

book in advance - bus station - feel free - streets - coach tours - church - guide
timetables - map - guided tours - on holiday - road - information - helpful

Tourist: Excuse me. Do you speak English?

Woman: Yes, of course. Can I help you?

Tourist: Yes, we've just arrived (1) _____ here. Have you got a (2) _____ of the town?

Woman: Yes. Here you are. The tourist office is just here. I'll mark it with a cross. If you walk down this street here, you get to the beach. It's about 5 minutes.

Tourist: Thank you. Where is the old part of the town?

Woman: Over here. You can see lots of narrow winding (3) _____, and there's the (4) _____.

Tourist: How long would it take to walk there?

Woman: About 10 or 15 minutes. The easiest way from here is to turn left and go straight along the (5) _____ until you reach the (6) _____, and then turn right.

Tourist: Is there a train station as well as a bus station?

Woman: Yes. The train station is here on the edge of the town. I'll just get you some (7) _____. (pause and rustling) Here you have a train timetable, and one for the buses.

Tourist: Thanks very much. Do you have any information about things to do in the area?

Woman: Yes, of course. Over there we've got (8) _____ about local attractions. And this free (9) _____ here tells you what's on this month. It has information about concerts, festivals, children's events etc.

Tourist: That looks very useful, thank you.

Woman: There are also several (10) _____ you can take from here. There's a walking tour of the old town. It takes a couple of hours and is very interesting. And then there are (11) _____. There's one which takes you round the castles in this area. I don't know if you know that this region is famous for its castles.

Tourist: No, I didn't. Would we need to (12) _____?

Woman: Yes, for the coach tour you need to book at least a day in advance, and you can do that from here. For the walking tour you just turn up outside this office at ten o'clock in the morning on Tuesday or Thursday.

Tourist: Right, well, thank you very much. You've been most (13) _____.

Woman: Not at all. I hope you enjoy your stay here and if you need to know anything else, (14) _____ to ask.

ASKING AND GIVING DIRECTIONS

Useful phrases

Asking for directions:

- Can / could you tell me the way to...?
- How do I get to... ?
- Excuse me, Sir / Madam, do you know where... is located?
- Where is the ...?
- I'm looking for ...
- How do I find... ?
- I'm trying to find...
- In what direction is... ?
- Can you guide me to...?



Giving directions:

<ul style="list-style-type: none"> -Walk -Go 	<ul style="list-style-type: none"> across / cross through between down over up along 	<ul style="list-style-type: none"> the bridge the road tunnel Avenue 	<ul style="list-style-type: none"> - To get to... - Then you go... - You turn right / left - At the corner of - At the first / second / third... turning - At the traffic lights... - Take the first left / right - Go straight on - The ... is
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- Finally you're ... / you find the ...

- | | |
|---|--|
| <ul style="list-style-type: none"> - post office - railway station - bus station - bus stop - school - restaurant - grocery - supermarket - bakery - stadium - airport - hospital - university - bank - television network - parking lot - police station - (...) | <ul style="list-style-type: none"> - underground / metro / subway - church - river - telephone - travel agency - medical centre - roundabout / traffic circle - disco - theatre - hotel - market - cinema - park - zoo - museum - camping - library |
|---|--|

between
among
near
next to
on the left
on the right
on the corner
in the middle



1. Watch the videos and write a short dialogue using the words and expressions on page 4.**2. Listen to the conversation and choose the correct answer.**

- 1). Where does the woman want to go?
 - a. To Third Street Station
 - b. To Central Station
 - c. To the stadium
 - d. To Straight Street

- 2). How will the woman travel?
 - a. By subway
 - b. By car
 - c. By taxi
 - d. By bus

- 3). What will the woman do at Central Station?
 - a. Get off at the seventh stop
 - b. Exit by the north stairs
 - c. Reverse the process
 - d. Change routes

3. Listen to the conversation again and fill in the gaps.

corner - catch - right - lines - stop - transfer - stadium - terminal - west

- To get from here to the (1) _____, you need to take two different (2) _____, first the orange and then the blue. You can (3) _____ at Central Station.
- OK. I can (4) _____ the orange line at the Third Street Station just around the (5) _____, can't I?
- Yes. Take that line five stops to Central Station. From there catch the blue line, going (6) _____. Get off the blue line at the seventh (7) _____; that'll be Straight Street. Exit the (8) _____ by the north stairs, turn (9) _____, and walk one block to the stadium. To come back, just reverse the process.



Let's talk about TOURISM



Take nothing but photos, leave nothing but footprints.

How often do you go on holiday?
Where have you been?

What are the most popular tourist attractions in your country?

Describe a sightseeing trip you have taken.

Which museums have you visited? Which did you enjoy most? Why?

City trip or beach holiday? Which do you prefer? Why?

What are the benefits of tourism for a country? Explain.

What are possible disadvantages of tourism for a country? Explain.

What kind of jobs are there in the tourism industry? Would like to do one?

What makes a good tour guide? Explain.

For tourists, what is the most convenient way to get around in your country?

Have you flown? Was it short or long haul? Did you suffer from jet lag?

Have you taken a long distance bus trip? How many hours were you on the bus?

Which of the 7 new world wonders do you know? Where are they located?

Which city or country would you like to visit most? Explain why.

Name some landmarks from your city or country. Describe them.

Which countries are the most popular destinations? Discuss. Do online research.

Which cities or countries have you visited? What's your top 3?

Does your country benefit from tourism? In what way?

Which places do you spend your holidays in and why?
a caravana, a campsite, a hotel, a holiday camp, bed & breakfast, a guesthouse, a youth hostel, a flat, a self-catering cottage...

Which equipment do you take for your holidays and why?

Do you like spending your holidays in an active or passive way? What do you do?

Have you ever had an exciting adventure during your holidays? Tell the class about it.

What problems can you encounter while travelling abroad?

What are the advantages and disadvantages of hitchhiking?

Individual task

- Interview another student (choose 4 - 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
 - Example: Pedro loves traveling...
- Choose one or two questions and ask them to Kati.



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TOURISM

Which is more convenient – travelling by train or by bus? Why?

Is hitchhiking popular in your country? Why (not)? Have you ever hitchhiked?

Package holidays have got supporters and opponents. Why? What's your opinion?

Which continent is worth visiting and why?

What are the tourist attractions in your country? Which place would you recommend to visit?

What are pros and cons of travelling around the world?

Sightseeing is boring. Discuss.

Are you good at giving directions? Why? Can you explain how to get to your home from here?

What can we do for people who suffer from motion sickness?

What holiday equipment is essential if you go hiking? Why?

Do you use a guidebook on holidays? Why (not)?

Camping holidays are the best – do you agree? Why (not)?

What are the most beautiful views you have ever seen? When did you see them?

A guesthouse, a youth shelter or a mountain shelter – which one do you prefer? Why?

Is it easy to put up a tent? Why (not)?

Which activities do you find the most exciting: car racing, dog sledging or snorkeling? Why?

When you travel, do you often ask people the way? Why (not)?

Have you ever got stuck in a traffic jam while on holidays? What did you do?