Course of English
For
Customer Service

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Contributor: MSc. Olga Cárdenas
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UNIT ONE
At the airport

I. Vocabulary Section
How many things can you name from these pictures?

aisle seat
to arrive/arrival
to board
boarding pass
to book (a flight)
to check-in
customs
customs officer
to declare
to depart/departure
departure lounge
duty free
to fly/flight
flight attendant
gate
immigration
to land
luggage
to go straight to
overweight baggage fee
one way ticket
passport
passengers
pilot
plane
to take off
timetable
visa
round trip
runway
safety belt
to sit/seat
security check-point
stopover / layover
Practice I.
Fill in the following paragraph with the vocabulary from above.

Is it the first time you are travelling by ____________(1)? Well if it is so, there are some things you have to know about air travelling. Depending on the country you are travelling, you will need to get a ________(3) and a ________________(4) that are permissions to enter those countries. You will also need to ____________(5) your flight in advance to avoid problems in the last moment.

If you have your ticket now, you can start to prepare your ________________(6), for this, it is a good idea to know what clothes you should bring and put only the necessary items.

At the airport, the first thing to do is going to the _________________(7) in order to confirm that your documents are fine, leave your baggage and go through ____________(8) to show your boarding pass and finally you should go and wait for your departure at the _______________(9). Finally you can ____________(10) the plane and enjoy your trip.

English phrases used at the airport.

1) Buying a ticket
A: I'd like to reserve two seats to the Galapagos.
B: Will that be one way or round trip?
A: How much is a round trip ticket?
B: It's $819. Will you pay by check or by credit card?
A: Here's my Visa Card. Can we get an aisle seat please?
B: You can choose your seat when you check in.

2) Checking In
A: Can I see your ticket and passport, please?
B: Here they are. Can we get one seat near the aisle?
A: Yes, that's no problem. You're in seats 27B and 27C.
B: Thanks. Where do we go next?
A: Go to Gate A8, straight ahead then turn left.

3) On the Airplane
A: Would you like something to drink?
B: Could I have Coke with no ice?
A: Here you are. Please fill out this form before the plane lands.
B: What is this form for?
A: It's a Customs and Immigration form. You will use that in the airport before you can enter the country.
A: Can I have a pillow? / a blanket? a pair of headphones? / a headset? some extra napkins?
B: Certainly. I will bring it/them right away.
4) The Arrival
A: Thank you for flying East West Airlines!
B: I had a good trip. Thanks for your help.
A: It was our pleasure and we hope to see you again.

5) Getting through Customs
A: Do you have anything to declare?
B: I just have one bottle of wine. It's a gift for my friend.
A: How much wine is in the bottle?
B: It contains 750ml.
A: That's fine. Have a nice stay.

A: Do you have anything to declare?
B: No, nothing. Only my personal items.

A: Please hand me the customs operation form.
B: Here it is.

6) Getting your luggage
A: At which carrousel will our luggage be?
B: At number 5, over there.
A: Great! I'll get a cart right away.
B: Be sure you have your luggage ticket.
A: Yes, it is right here attached to my plane ticket.

7) Going through Immigration
A: What's in the small bag?
B: I have a laptop computer and some books.
A: Could you open it please and turn on your computer.
B: Sure. It will take a few moments to boot up.
A: Okay, everything seems okay. You can go.

8) Getting out
A: Excuse me, where can I get a taxi?
B: Go down to the end of the hall and the taxis are waiting just outside.
A: Thank you!

Practice II.
A. Use some of the expressions above to complete the dialogues below.
1. A: Can I have a ticket to Canada, please?
   B: Certainly. ________________________________?
   A: One way.
   2. A: Can I see ________________________________?
   B: Here they are.
A: Fine. You can go to __________ number 4.
3. A: __________________________________?
B: Yes, I have a box of chocolates and a bottle of whisky.
4. A: Where can I __________________________?
B: There is a taxis stand from that gate to the right.

Practice III.
B. Choose some of the dialogues above and practice them. Substitute some of the words.

II. Grammar Section

<table>
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<tr>
<th>Can I</th>
<th>Can I see your passport?</th>
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<tbody>
<tr>
<td>May I</td>
<td>May I book a flight for two people, please?</td>
</tr>
<tr>
<td>Could I</td>
<td>Could I have an aisle seat, please?</td>
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</table>

<table>
<thead>
<tr>
<th>I will</th>
<th>I will travel the first week of August.</th>
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<tbody>
<tr>
<td>I would like to</td>
<td>I would like the business class, please.</td>
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<table>
<thead>
<tr>
<th>Should I</th>
<th>Should I get a vaccination?</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should</td>
<td>You should arrive at the airport two hours earlier.</td>
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<tr>
<td>You shouldn’t</td>
<td>You shouldn’t bring weapons and sharp metal objects.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do</th>
<th>Turn off your cell phone.</th>
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<tbody>
<tr>
<td>Don’t</td>
<td>Remember to bring your documents.</td>
</tr>
<tr>
<td></td>
<td>Be sure not to forget going through passport check-in.</td>
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<tr>
<td></td>
<td>Don’t forget to lock your safety belts.</td>
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Present Simple for future

<table>
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<tr>
<th>What time does the plane leave?</th>
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<tr>
<td>It leaves at 6:00 a.m.</td>
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Present Progressive for future

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<thead>
<tr>
<th>Where are you staying?</th>
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<tbody>
<tr>
<td>I am staying at a hotel.</td>
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</table>

Be going to future

<table>
<thead>
<tr>
<th>Are you going to stay at your friends’?</th>
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<tbody>
<tr>
<td>I am going to stay at a hotel.</td>
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Practice IV.

Complete the following conversations
1. A: ................ (see) your boarding pass, please?
   B: Certainly, here it is.
   B: Where will you stay?
3. A: Raul, what time ......................you......(be) at the airport?
   B: The flight leaves at 3 p.m., so I ......................three hours earlier. (be)
4. A: .........................to bring your passport and plane tickets with you.
   B: Thanks for reminding me. I have that with me.
5. A: When …………………the flight …………. in Cuenca? (arrive)
   B: It ………………... In about 30 minutes.
6. A: …………………you …………at a hotel? (stay)
   B: No. I …………………...at a friend’s house.
7. A: What cities …….you …………………in Canada? (visit)
   B: We ………………………Quebec, Ottawa and Toronto.
8. A: The tour …………..at 9:00 a.m. (start)
   B: Yes. When ……….it …………..? (finish)
   B: You …………………the Niagara falls. (visit)
10. A: I……………….shopping. What places do you suggest? (go)
    B: You ……………….to Wal-Mart, it’s cheap and good quality. (go)

III. Listening Section
Listen to a conversation at customs and fill it in with the words from the box.

| visit | passport | trip | room | luggage | bag | country | enjoy |

1¹Customs Officer: Next. Uh, your __________please.
Woman: Okay.
Customs Officer: Uh, what is the purpose of your__________?
Woman: I’m here to attend a teaching convention for the first part of my__________,
and then I plan on touring the capital for a few days.
Customs Officer: And where will you be staying?
Woman: I’ll be staying in a __________ at a hotel downtown for the entire week.
Customs Officer: And uh, what do you have in your __________?
Woman: Uh, well, just, just my personal belongings um…, clothes, a few books, and a CD player.
Customs Officer: Okay. Uh, please open your__________.
Woman: Sure.
Customs Officer: Okay . . . Everything's fine. [Great]. Uh, by the way, is this your first visit to the__________?
Woman: Well, yes and no. Actually, I was born here when my parents were working in the capital many years ago, but this is my first trip back since then.
Customs Officer: Well, __________your trip.
Woman: Thanks.

IV. Speaking Section
A. You work at the check-in point at the airport. Create a dialogue between you and a passenger.

B. You are a flight attendant. Tell your passengers what TO DO and NOT TO DO before the plane takes off.

¹Source: Randall’s ESL Listening Lab, “Immigration and customs”: http://www.esl-lab.com/customs/custsc1.htm
V. Reading Section

A. Read the following information about returning home from a trip and answer the questions below.

Returning home

Returning back to the airport is the last part of your journey.

When you land, be prepared for the plane to be quite noisy as all the passengers make their way off. Make sure you get all your personal belongings before leaving the plane. You will either get off the plane onto steps, by bus, or through the air bridge. Once you are in the terminal you have to go through immigration. This means showing a member of staff your passport so they can check it and let you through to the baggage reclaim hall. This is the area for you to pick up your suitcase which will have been taken off the plane. Look at the information screens to find out which carousel relates to your plane. You may need to get a trolley ready and wait for your bag to come round.

After collecting your bags you will go through customs, this is the area which stops people bringing illegal items into the U.K. In this area you might see uniformed staff with sniffer dogs waiting for passengers to come through. These well-behaved dogs are specially trained to sniff out illegal items in people’s bags.

Follow the signs to get into the arrivals area. Here you will find the information desk if you need any help and signs to the taxi rank, shuttle buses and the train station.

B. Answer these questions about the reading
1. Write five things you have to do after the plane arrives in the airport.
   a. ______________________________________________________
   b. ______________________________________________________
   c. ______________________________________________________
   d. ______________________________________________________
   e. ______________________________________________________

2. The sentences below are TRUE or FALSE?
   a. You should pick up all your things before leaving the plane. _____
   b. The second thing you should do is to get your baggage. _____
   c. At customs you should declare any illegal item. _____
   d. Sniffer dogs are trained dogs. _____
   e. To get a taxi, you need to go to the check-out desk. _____
VI. Writing Section

A. Describe the steps to do from the check-in point to the plane.
UNIT TWO
At the Hotel

I. Vocabulary Section
A. Match the name with the picture. Listen to the instructor to practice pronunciation.

Objectives:
To understand foreign people at the hotel and give the adequate service using English.

luggage  conference room  staircase  bellhop
minibar  beach chairs  Jacuzzi  cart
swimming pool  balcony  reception/front desk  safe
sheets  to check in / out  to book  games room
B. Match the words with the pictures:

single room  
double room  
twin room  
triple room  
internet service  
suite  
en-suite  
bathroom  
half board / full board  
launder  
beauty salon  
check-in  
check-out  
car parking  
Baby-sitting service  
Handicapped facilities  
Shuttle service  
Pets allowed

B. Talk to a partner about the most common services and facilities you need at a hotel. Tell each other which ones are not very necessary.
Practice I.
Use some of the words from the vocabulary to complete the following paragraph about hotel services and facilities.

The De Cameron resorts are my favorite place for a vacation because they offer all the services and facilities you may need. The staff is really helpful from the first moment you arrive. At the _________ counter, the receptionist helps you _________ the rooms you need. She asks you if you need a ________ or a ________ room and if you want ________ or ________ board. After that, the ____________ takes your luggage to the room and gives you the ________. There is a ___________ who helps you park your car, and the _______________ who keeps your room clean all the time.
All the resorts offer ________, but they also have a ________ in each room in case you would like some drink.

Expressions

- **Guest - Reserving a Hotel Room over the Phone**
  - Hello, can I reserve a room over the phone, please?
  - Hi, I'd like to reserve a double room, please.
  - Hello, I want to reserve a single room for next week.
  - Hello, I'd like to book a twin room, please.

- **Guest - Asking for a Room at a Hotel**
  - Do you have any vacant single room?
  - Do you have a double room available for 3 nights?
  - Can I book a room for tonight?
  - I need a room for 2 nights.
  - I'd like a single, non-smoking room for tonight, please.
  - I'd like a double room with two beds, please.
  - What's the room rate for a single room?

- **Clerk - Common Questions to ask a Guest**
  - How long will you be staying?
  - How many nights will you be staying?
  - Do you have a reservation?
  - Would you like a smoking or non-smoking room?
  - Would you like a double bed or twin beds?
  - May I have your name and phone number please?
  - May I ask you to fill out this form for me please?
Practice II.
Use some of the expressions above to complete the dialogues below.

1. A: Can I __________ a room for two for tonight, please?
   B: Sure. When do you need?

2. A: What kind of room ________________?
   B: I would like a double, non-smoking room for 3 nights.

3. A: Would you like a _________ bed or _________ beds?
   B: I would like a single bed, please.

4. A: ________________ your name and phone number, please?
   B: Certainly. My name is Amparo Peralta and my phone number is 0999081234.

5. A: How many days ________________?
   B: We will be staying here for two nights.

Practice III.
Use some of the expressions above to create your own conversation with a partner.

II. Grammar Section
Asking and answering about service

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<th>Would like</th>
<th>I would like to reserve a room.</th>
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</thead>
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<tr>
<td></td>
<td>'I’d like a room with ... an en-suite bathroom / a bath a shower / a view / a sea view / a balcony What sort of room would you like? I’d like a ... single room / double room / twin room triple room / suite / I’d like ... half board / full board / B&amp;B</td>
</tr>
<tr>
<td>Will be v-ing</td>
<td>How many days will you be staying?</td>
</tr>
<tr>
<td></td>
<td>How long will you be staying? one night / two nights / a week / a fortnight</td>
</tr>
<tr>
<td>May I ...?</td>
<td>May I have your phone number, please?</td>
</tr>
<tr>
<td>Could I / we?</td>
<td>Could we have an extra bed?</td>
</tr>
<tr>
<td>Can I ...?</td>
<td>Can I book a room for tonight?</td>
</tr>
<tr>
<td>Do you ...?</td>
<td>Do you have a reservation? Do you allow pets? Do you have wheelchair access? Does the room have internet access? / air conditioning?</td>
</tr>
<tr>
<td>Is there...?</td>
<td>Are there any souvenir shops around here?</td>
</tr>
<tr>
<td>Are there ...?</td>
<td>I would like a bigger room. This suite is tidier than the one on the left. Do you have a more comfortable room? I think the service here is better than at Peter’s.</td>
</tr>
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</table>
Examples:

Dialogue 1: (booking a room over the phone)
- Clerk: Royal Inn. How may I help you?
- Jim: Hello, I'd like to reserve a single room for next week.
- Clerk: Certainly, sir. When will you be arriving?
- Jim: Well, I'll be arriving on May 15.
- Clerk: And how many nights will you be staying?
- Jim: Two nights. I'll be leaving on May 17.
- Clerk: OK. I'll check to see if there are any vacancies. Please hold on.
- Jim: Thanks.
- Clerk: Hello, sir. There's no problem. There are rooms available on May 15.
- Jim: Great! By the way, what is the room rate?
- Clerk: US$75 per night for a single room.
- Jim: OK. Does it come with a bath?
- Clerk: Yes, all of our rooms have bath or shower.
- Jim: OK. Can I reserve a room then?
- Clerk: Sure. May I have your name and telephone number, please?

Dialog 2: (asking for a room at a hotel 1)
- Clerk: Good evening. May I help you?
- Jim: I need a single room, please.
- Clerk: Do you have a reservation?
- Jim: No, I'm afraid I don't.
- Clerk: I'm sorry, we are fully booked.
- Jim: Oh! Do you know where I can find another hotel in this area?
- Clerk: There is a Holiday Inn across the street.
- Jim: OK. I'll try there. Thank you.

Practice IV.
Complete the following dialogue using some of the grammar parts from the charts.
A: Good afternoon. I 1. ____________________________ a room, please?
B: Good afternoon, Madam/Sir. For how many people do you need?
A: I am alone, so I would like a 2.__________________.
B: How long 3. ________________________________?
A: Three nights starting today.
B: Sure. May I 4. ________________________________?
A: Certainly.
A: 5._______________ a sauna or whirlpool?
B: Yes, there is. It is on the base floor at the back.
A: Does 6.____________________ internet service?
B: Yes, it does. The 24 hours.
A: What 7._____________rate?
B: US$50.
A: Does 8.____________________ room service?
B: Yes, it does. You just ring and ask what you need.
III. Listening Section
Listen to the audio recording and complete it with the words in the box.

reservations accommodations look online microwave restaurant
necessities amenities youth hostel to book

Before I go on vacation, I always make hotel ________ in advance so I have a place to stay. I usually_______ for cheap hotels or other______. Sometimes, I ________ a nice hotel that has a number of______ like a swimming pool, exercise room, or kitchenette. These rooms often come furnished with a ______ oven and a small refrigerator. If I eat at a ______ at the hotel, I just have the meal billed to the room and pay for the room charge and meals at the same time. Other times, I just look for cheap hotels or motels that provide the basic______. If I really want to save money, I reserve a bed at a______. The price is cheaper, but I have to share a room with other patrons, which doesn't bother me at all.

Source: http://www.dailyesl.com/hotel-reservations.htm

Practice V.
Use some of the words from the audio recording to describe the way you get prepared before a vacation. Do you book a hotel in advance? Do you look for a cheap one? Is it important for you that the hotel have all the amenities?

IV. Speaking Section
Imagine you are going on vacation. Call the hotel to make a reservation. Tell how long you are staying, how many people are going, what kind of service you want, etc. (your partner is the receptionist)
Real Audiencia is located in Quito’s colonial Plaza de Santo Domingo, and offers a panoramic view of the impotent Santo Domingo Church. Rooms feature traditional decoration, free Wi-Fi, and cable TV.

All rooms at Hotel Real Audiencia have private bathrooms. Some include a separate lounge area or a mezzanine floor.

Open all day long, the hotel’s highlight is the Panoramic Restaurant, offering impressive views of Santo Domingo Church. Guests can choose between international dishes and traditional Ecuadorian recipes.

The hotel is located in the Plaza de Santo Domingo, one of the first colonial squares in Quito, surrounded by churches, monasteries and museums. It is also 8 blocks away from The Panecillo Hill.

Facilities of Hotel Real Audiencia

Activities: Library

Food & Drink: Bar, Breakfast in the room

Internet Free! Wi-Fi is available in all areas and is free of charge.

Parking: Private parking is possible at a location nearby (reservation is needed) and costs USD 12 per day.

Services: Airport shuttle, Shuttle service (surcharge), 24-hour front desk, Tour desk, Luggage storage, Laundry, Ironing service, Meeting/banquet facilities, Fax/photocopying, Bridal suite

General: Safety deposit box, Non-smoking rooms, Allergy-free room

Languages spoken: Spanish, English

Now, answer the following questions about the reading:
1. Where is the Real Audiencia hotel located?
2. What parts of the city can you see from the hotel?
3. Do rooms have a modern decoration?
4. What facilities does the restaurant offer?
5. What is the most important part of the hotel? Why?
For more information: [http://www.booking.com/hotel/ec/real-audiencia.en-gb.html](http://www.booking.com/hotel/ec/real-audiencia.en-gb.html)

**Practice VI.**
Tell your partner about the most interesting hotel you know. Describe the location, amenities it offers, price, etc.

**VI. Writing**
Write a short paragraph about a hotel review.
UNIT THREE
At the restaurant

I. Vocabulary Section

A. Match the words from the box with the pictures.

- [Image of a tablecloth] Hairnet
- [Image of soup] Soup
- [Image of a bottle] Bottle
- [Image of a glass] Glass
- [Image of a menu] Menu
- [Image of a fork] Hairnet
- [Image of a spoon] Spoon
- [Image of a spatula] Spatula
- [Image of a straw] Straw
- [Image of a tray] Trays
- [Image of a glass] Glass
- [Image of a pot] Pot
- [Image of a pan] Pan
- [Image of a cutlery] Cutlery
- [Image of a fork] Fork
- [Image of a grill] Grill

Objective:
To understand foreign tourists at the restaurant and give the adequate service using English for Specific Purposes.
B. Match the words with the pictures:
C. Listen to the instructor and practice the pronunciation.

<table>
<thead>
<tr>
<th>Napkin</th>
<th>Knife</th>
<th>Tablecloth</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______</td>
<td>______</td>
<td>_______</td>
</tr>
<tr>
<td>of lemon</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
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<td>______</td>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>______</td>
</tr>
</tbody>
</table>

Restroom  
Rice  
Onions  
Dry beans  
Herbs  
Meat  
Wine  
Garlic  
Plate  
Spices  
Apron  
Vegetables  
Waiter  
Bill/check  
Containers  
Slice  
Bar tender  
Potatoes  
Bowl  
Sandwich
Useful Expressions:

At the table
A salad, please.
A table for two, please.
Can you bring me the ketchup, please?
Could I have chips (AE: French Fries) instead of salad?
Do you have wine by the glass?
Here you are.
I think you've made a mistake.
I'd prefer red wine.
I'll have the same.
May we sit at this table?
Please bring me the bill (AE: check) with my coffee.
Please bring us another beer.
That's all, thank you.
The rest is for you.
The steak for me, please.
This is on me.
We're not ready yet.
What can you recommend?
What's on the menu?

Practice I.

Choose one of the expressions above to complete the dialogues:

1. A: Good afternoon, Sir/Madam. May I help you?
   B: Yes. .................................................
   A: Certainly. Would you prefer the smoking or the non-smoking section?

2. A: ..........................................................?
   B: Sorry, Sir/Madam. This table is booked.

3. A: May I take your order?
   B: .......................................................... I'll call when I am ready.

   B: ....................................................... Can I take you order?

5. A: That's all, thank you. ....................................................?
   B: Certainly. Here you are.
Preparation and Cooking Methods

Listen to the pronunciation of the following words and practice.

<table>
<thead>
<tr>
<th>Boil</th>
<th>sauté</th>
<th>simmer</th>
<th>grill/barbecue</th>
<th>broil</th>
<th>roast</th>
<th>fry</th>
<th>bake</th>
</tr>
</thead>
<tbody>
<tr>
<td>chop</td>
<td>slice</td>
<td>peel</td>
<td>smoke</td>
<td>stuff</td>
<td>blend</td>
<td>dice</td>
<td>mince</td>
</tr>
<tr>
<td>grate</td>
<td>heat</td>
<td>poach</td>
<td>steam</td>
<td>serve</td>
<td>boil</td>
<td>scramble</td>
<td>wash</td>
</tr>
</tbody>
</table>

Practice II.

Write some of the preparation and cooking methods for the words in the list.

<table>
<thead>
<tr>
<th>FOOD</th>
<th>Preparation and Cooking methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>eggs</td>
<td></td>
</tr>
<tr>
<td>chicken</td>
<td></td>
</tr>
<tr>
<td>potatoes</td>
<td></td>
</tr>
<tr>
<td>Beef</td>
<td></td>
</tr>
<tr>
<td>Pork</td>
<td></td>
</tr>
<tr>
<td>vegetables</td>
<td></td>
</tr>
</tbody>
</table>

Describing a recipe

Cevichocho

(For Four people)

Ingredients

Salt and pepper to taste
1 pound pork skin
1 1/2 cup of Chocho
1 spoonful chopped coriander
2 cups of orange juice
1/2 cup of lemon juice
1 red onion sliced in fine sticks
1 spoonful chopped curly-leafed parsley
2 tomatoes
1 spoonful of oil

Preparation

Boil the pork skin with water and salt until it is ready. Chop it in even pieces and keep it aside. Chop one tomato and keep aside. Blend the other tomato with the orange juice. Put the onion and orange juice in a bowl, add the chopped tomato and the blended tomato with the juice, the chochos, parsley and coriander, season to taste with salt and pepper, add the pork skin and oil, serve with green banana chips and dry roasted Andean corn (tostado).
Practice III.

Use some of the words from the vocabulary above to describe your favorite recipe.

------------------------------------------

Ordering a meal in a Restaurant

Take a look at this Menu

<table>
<thead>
<tr>
<th>Starters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain empanada</td>
<td>$2.50</td>
</tr>
<tr>
<td>Shrimp ceviche</td>
<td>$6.50</td>
</tr>
<tr>
<td>Chicken stock</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main Course</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Roast beef</td>
<td>$6.50</td>
</tr>
<tr>
<td>Fried pork (fritada)</td>
<td>$6.50</td>
</tr>
<tr>
<td>Roasted pork (hornado)</td>
<td>$6.50</td>
</tr>
<tr>
<td>Fried fish</td>
<td>$6.50</td>
</tr>
<tr>
<td>Chicken stew</td>
<td>$5.00</td>
</tr>
<tr>
<td>Lamb stew</td>
<td>$6.50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drinks</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee</td>
<td>$1.25</td>
</tr>
<tr>
<td>Tea</td>
<td>$1.25</td>
</tr>
<tr>
<td>Soft Drinks - Coke, Sprite, Beer, etc.</td>
<td>$1.75</td>
</tr>
</tbody>
</table>
Read the dialogue:
Waiter: Hello, Can I help you?
Kim: Yes, I'd like to have some lunch.
Waiter: Would you like a starter?
Kim: Yes, I'd like a bowl of chicken soup, please.
Waiter: And what would you like for a main course?
Kim: I'd like grilled fish.
Waiter: Would you like anything to drink?
Kim: Yes, I'd like a glass of Coke, please.
Waiter... After Kim has her lunch: Can I bring you anything else?
Kim: No thank you. Just the bill.
Waiter: Certainly.
Kim: I don't have my glasses. How much is the lunch?
Waiter: That's $9.75.
Kim: Here you are. Thank you very much.
Waiter: You're welcome. Have a good day.
Kim: Thank you, the same to you.

Practice IV.
Complete this dialogue with a partner and practice.

Waiter: Good afternoon, sir/Madam. Can I .........?
Costumer 1: Yes, please. I would like ..................
Costumer 2: ..................see the menu, please?
Waiter: Certainly,  .........................
(Later)
Waiter: Can I ...................?
Costumer 1: For ...............I'd like..................
Costumer 2: I'll ........................................
Waiter: ...........................anything else?
Costumer: Sure. ..................................
Costumer 2: and for me ...........................
Waiter: .................................in a minute.
(Later)
Costumer 1: Waiter, ..............................the bill, please?
Waiter: ........................................
Costumer 2: ..................................................
II. Grammar Section

<table>
<thead>
<tr>
<th>Do you want/have...?</th>
<th>Do you want something to drink?</th>
<th>Do you have appetizers?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I/May I/Could I have...?</td>
<td>May I have a glass of water, please?</td>
<td>Can I have a piece of cake?</td>
</tr>
<tr>
<td>Would you like...?</td>
<td>Would you like anything else?</td>
<td></td>
</tr>
</tbody>
</table>

| I will have | I will have roast beef, please. |
| I would like | I would like a cup of tea, please. |
| I want/prefer | I prefer the baked potatoes. (informal) |

A: I’d like a glass of red wine, please.  
B: So do I./ I do, too./me, too.  
The same for me please.

A: I won’t have the French fries.  
B: Neither will I. / I won’t, either.  
Me neither.

A: I wouldn’t like anything else.  
B: I would. I’ll have another glass of juice.

A: I will have the lamb stew.  
B: I won’t. That will be all for me.

| What kind of Ice cream | would you like? |
| What flavor Juice | would you prefer? |
| What’s your favorite topping /dressing | for your pizza?/salad? |
| What | would you like to order? |

**Quantifiers**

Some: Can I have some ketchup, please?/Would you like some wine?
Any: I am sorry. There isn’t any dessert for the money.
A little: How much sugar would you like in your coffee? A little, please.
Not much: I wouldn’t like much vinegar in my salad.
Practice V.

**Fill in the sentence with the correct word or phrase.**

1. What ..........you like to order?
   a. do     b. would     c. will
2. ..........I have a ham sandwich?
   a. Would    b. Will     c. Can
3. ..........you like a side order? Yes, please. I'll have the house salad.
   a. Would    b. Do       c. May
4. I.............have some cookies.
   a. May       b. would    c. will
5. A: I’d prefer the grilled chicken.
   B: ....................
   a. So do I    b. I would, too.  c. me neither.
6. A: I won’t have any dessert.
   B: ....................
   a. So do I    b. I will, too.   c. Neither will I.
7. What ..........juice would you like?
   a. prefer    b. taste      c. kind of
8. What is your favorite ............... for the cake, chocolate, strawberry or vanilla?
   a. topping    b. dressing    c. preparation
9. What ..................to order?
   a. you’d like  b. you like    c. would you like
10. Can I ................the bill?
    a. see       b. have       c. give

**Practice VI. The sentences below are incorrect.** Mark the error and write the correct sentence.

1. Can I want a piece of chocolate cake, please?
2. Do I have a glass of wine, please?
3. I will like the tuna sandwich and a glass of orange juice, please.
4. Would you have the pepperoni or the Hawaiian pizza?
5. A: I will have the fish soup. How about you?
   B: So I will.
6. A: I would prefer the baked potatoes.
   B: I wouldn’t, either. I would prefer the French fries.
7. What flavor meat would you prefer; beef, lamb or pork?
8. A: What dressing would you like for your ice cream?
   B: Chocolate, please.
9. Would you like any drink?
10. Can you bring much ketchup for my fries, please?

III. Listening Section

A. Listen to the following conversation at a restaurant and fill in the gaps.

<table>
<thead>
<tr>
<th>anything</th>
<th>order</th>
<th>sundaes</th>
<th>sorry</th>
<th>dressing</th>
</tr>
</thead>
<tbody>
<tr>
<td>fried</td>
<td>meal</td>
<td>orange</td>
<td>back</td>
<td></td>
</tr>
</tbody>
</table>

\(^2\text{Waiter: Hi. Welcome to Heavenly Pies. May I take your 1. ..............?}
\text{Man: Uh . . . yes. I'd like the chicken 2. ...........steak.}
\text{Waiter: Okay. Would you like fries, bread, or rice with your 3. ...........?}
\text{Man: Umm. I'll take the rice?}
\text{Waiter: Would you care for anything to drink?}
\text{Man: Yeah. I'll take a medium 4. ...........juice.}
\text{Waiter: I'm sorry. We only have large or small.}
\text{Man: Well, in that case, uh, I'll have a small one.}
\text{Waiter: Okay. A small juice. And what kind of 5. ...........would you like with your salad. It comes with the fried steak.}
\text{Man: What dressings do you have?}
\text{Waiter: We have French, Italian, blue cheese, and ranch.}
\text{Man: Oh! Ranch, please.}
\text{Waiter: Would you like 6. .............. else?}
\text{Man: Well, I'd like to see your pie menu. That's the main reason why I like to dine here.}
\text{Waiter: Oh, I'm so 7. .............., but we aren't serving pies today.}
\text{Man: Huh? I thought this was Heavenly Pies Restaurant.}
\text{Waiter: Well, it usually is, but, Dave, our baker, slipped in the kitchen on a banana two days ago, and hurt his leg. [Oh] He'll be out for at least two weeks. In the meantime, we're serving ice cream 8. .............. instead. Sorry.}
\text{Man: Wow. I'm sorry to hear that. Well in that case, I'll have an ice cream sundae.}
\text{Woman: I'll be 9. ..............with your order in a few minutes.}

B. Listen again and practice.

\(^2\text{Source: Randall's ESL Listening Lab: “Heavenly Pies Restaurant”, http://www.esl-lab.com/pie1/piesc1.htm}
IV. Speaking Section

A. Use the vocabulary and grammar structures to create a dialogue between a waiter and a customer.
B. Describe an Ecuadorian dish. It can be a starter, a main dish, a side dish, a dessert or a beverage.

V. Reading Section

Read the following information about dining etiquette in Ecuador and discuss if it is true or false.

Dining Etiquette in Ecuador

✓ Never arrive on time when invited to a home. Although it may sound strange you should arrive a little later than invited, i.e. 30-45 minutes late.
✓ Dress well as this affords the host respect.
✓ Don’t discuss business at social events unless prompted to.
✓ It is considered good manners to reciprocate any social invitation.
✓ Table manners are Continental -- the fork is held in the left hand and the knife in the right while eating.
✓ Guests are served first.
✓ The host says “buen provecho” (“enjoy” or “have a good meal”) as an invitation to start eating.
✓ Food is always eaten with utensils. Even fruit is eaten with a knife and fork.
✓ It is considered polite to leave a small amount of food on your plate when you have finished eating.
✓ Meals are social occasions and can be quite lengthy.
✓ Expect lively conversation during the meal.
✓ Wait for a toast to be made before taking the first sip of your drink.
✓ The host makes the first toast. The most common toast is “Salud!”
✓ When you lift your glass, look at the person being toasted.
✓ If you do not want to drink more, leave your glass one-quarter full.

VI. Writing Section.

Write a review about the best restaurant you have visited. Describe the location, the kind of restaurant it is, the food, service, atmosphere, etc. (75-90 words)
UNIT FOUR
At a Shop

I. Vocabulary Section
Study the following vocabulary:

- shop
- customer
- cashier
- wallet/purse
- scales
- till
- shelf(sheles)
- barcode
- trolley
- bag
- escalator
- elevator/lift
- basket
- Changing/fitting room
- credit/debit cards
- check
- cash
- coin
- To buy /to shop
- To pay
- To withdraw

Objective:
To understand foreign tourists at the shops and give the adequate service using English for Specific Purposes.
**Practice I.**

Complete the following paragraph using some of the words from the vocabulary.

I usually go shopping on Sundays at about 3:00 p.m. because there are not many people and I can save some time. The first thing I do before getting in the supermarket is to ________ (1) some cash because I don’t pay with _________ cards.

When I arrive at the ________ (3), I leave my bags on the ________ (4), then I take a _________ (5) and start taking the groceries, the meat, the dairy products and the bread.

Finally, I go to the ________ (6) and she weighs some fruit and vegetables in the ________ (7). She registers the prices in the ________ (8), puts the items in some ________ (9) and gives me the change. I keep it in my ________ (10) and leave the shop.

**USEFUL EXPRESSIONS**

**Finding a shop**

**Questions**

- Can you recommend a good toy/clothes shop?
- Is there a chemists/supermarket in the area?
- Where can I get toothpaste/pet food?
- Where’s the nearest shopping center?

**Answers/Comments**

- There’s a really good bookshop just around the corner.
- You can buy that here in the hotel.
- The best toy shop is in the shopping center.
- The nearest one is a few miles away.

**Opening Hours**

**Questions**

- What time do you open, please?
- What time do you close, please?
- What are your opening hours?
- Are you open all day?
- Are you open on Sundays?
Answers/Comments
• We're open 24/7. (24 hours a day / 7 days a week)
• We're closed at lunchtime, between 12 and 2pm.
• We're open from 9am till 6pm, Monday to Friday.

Shopping for clothes

Questions
• Could you help me, please?
• Could you tell me where the sales department is?
• Excuse me, I'm looking for a trolley.
• Is there somewhere I can try this on, please?
• Does it suit me?
• Do you have this in a (larger/smaller size) (different color), please?
• Do you do adjustments?
• Do you open on Holidays?
• Is this in the sale?

Answers/Comments
• It's too long / short.
• It's too tight / loose.
• The ladies / gents changing rooms are over there.

Paying

Questions
• Do you take credit cards?
• Do you give credit?
• Do you have a loyalty card?
• Does it have a warranty?
• Can I pay by check?
• Do you offer a cash discount?
• Could I leave my bags here and pick them up later?

Answers/Comments
• We take all the major credit cards.
• We only accept checks.
• We are offering 6 months free credit with no deposit.
• Sorry, no.
• Yes, certainly.
Practice II.
Use some of the expressions above to complete the dialogues below.

1. a. What time ______ the open ______?
   b: it ___________ at 9:00 a.m.
2. a: Does this jacket _______ ____?
   b: The color suits you well, but it is too _____________.
3. a: Can I pay by ______________?
   b: Sorry, but we only ____________ cash.
4. a: Do you _______ a cash discount?
   b: Yes, we offer 10% discount.
5. a: _____ you accept checks?
   b: No, we __________ accept credit cards.

II. Grammar Section

Can I
Could I
May I
Can you
Could you
Will you

I want
Do you
What size
What color
What styles
Which one(s)
How much

Larger
The most expensive
As warm as
Not as expensive as

This shirt is larger than the blue one.
That dress is the most expensive.
This jacket is as warm as the black one.
These shoes are not as expensive as the boots.

There is
There are

There is a large selection of souvenirs.
There are some beautiful hand-made items.

Is there
Are there

Is there a department store near here?
Are there any handicrafts?
Too
not enough

<table>
<thead>
<tr>
<th>Too</th>
<th>It is too loose</th>
</tr>
</thead>
<tbody>
<tr>
<td>not enough</td>
<td>It is not big enough</td>
</tr>
</tbody>
</table>

Practice III.

Choose the correct option to complete the sentences below. More than one option is possible.
1. Good morning. ………………………help you with anything?
2. ………………………show me that in a red color, please?
3. ………………………have black jeans?
4. The blue jacket is ………………………than the brown one.
5. Which ………………………do you prefer, the small or the medium-sized?
6. Is this blouse ………………………than that one?
7. What color ………………………?  
8. Excuse me. ………………………handicrafts?
9. How much ………………………?
10. ………………………credit cards?

Practice IV.

Create your own conversation at a shop. Use some of the useful expressions and some from the grammar chart.
III. Listening Section

A. Listen and complete the dialogue with the expressions from the box:

<table>
<thead>
<tr>
<th>try them on</th>
<th>go ahead</th>
<th>a pair of</th>
<th>how much</th>
<th>changing room</th>
</tr>
</thead>
<tbody>
<tr>
<td>all right</td>
<td>anything else</td>
<td>here you are</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**4 AT THE CLOTHES SHOP**

**Shop assistant:** Hello, can I help you?

**Lydia:** Hi, I’m looking for ________ jeans. May I take a look?

**Shop assistant:** Of course, _______! In any case you need help, let me know.

**Lydia:** Ok, thanks. … (After some minutes). ___________ are these jeans?

**Shop assistant:** They’re $ 30.25

**Lydia:** Can I _________?

**Shop assistant:** Of course. There’s a __________ over there, on the left.

**Lydia:** Thanks (Lydia tries the jeans on and goes to the counter)

**Shop assistant:** Are they _________?

**Lydia:** Yes, they’re fine. I’ll get them

**Shop assistant:** Do you want _____________?

**Lydia:** No thanks.

**Shop assistant:** That’s $30.25 then, please

**Lydia:** __________.

**Shop assistant:** That’s 75 cents change. Thank you.

**Lydia:** Thank you, Goodbye.

**Shop assistant:** Goodbye.

IV. Speaking Section

Create a similar conversation to the one in the listening. One person is the salesclerk and the other is the client.

………. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. ……. …....

*Source: http://www.english4allages.com/dialogues-to-act-out-with-listening-and-activities*
V. Reading Section
Read the following selection and answer the questions below.

Seven shopping tips to save money and time

Trying to save money when shopping, means spending a lot of time instead. If you don’t like to shop or if you don’t have time to go from store to store, here are seven ways to shop economically without spending all your time.

1. Shop with a list. Obvious? Yes, but it’s still true. If you keep to the list, you can avoid making impulsive buys.

2. Buy quality. Quality items work better and last longer. You can buy one great pair of shoes to wear for years instead of going shopping to replace them every season. But in general, having fewer, better things means you spend less time to maintain and replace your stuff.

3. Know your brands. If you know which brands are usually the best, then you have a better chance of getting a value even if you don’t stop to compare prices that day.

4. Shop at discount stores. Instead of waiting for the sales, shop at places that always offer discounted prices. The trick is not to get distracted by what you don’t need.

5. Let the internet work for you. Even when shopping locally, try to look at Amazon or Epinions to check prices and product reviews. Try to take advantage of free shipping offers to save a trip to the store.

6. Check the store’s return policy. If you don’t have time to shop, you definitely don’t have time to deal with a difficult return policy. Ask if you need the receipt, how many days you have, and if you can receive a full refund instead of store credit in case you return the item.

7. Stick to the plan. Department stores put the men’s section on the first floor by the door. They understand most men just want to buy something fast. Let that be your strategy. Choose a time when the store won’t be so busy (not Saturdays), and then go. Only come home with the item you planned to buy.

Source: http://smallnotebook.org/2008/09/08/7-shopping-tips-to-save-money-and-time/
Answer the questions about the reading:

1. Why is it necessary to do a shopping list?
_______________________________________________________________________________.

2. Why is it important to buy quality items?
_______________________________________________________________________________.

3. What should (not) you do at shops with permanent discounts?
_______________________________________________________________________________.

4. Which of these tips do you apply when shopping?
_______________________________________________________________________________.

5. Give another tip to save money and time when shopping.
_______________________________________________________________________________.

VI. Writing Section.

Write a short paragraph describing your favorite department store. Include the items quality, prices, customer service, discounts, etc. (80-100 words)

…………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………
…………………………………………………………………………………………………………………………………………………
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