1 Arrivals

Take off

Look at the photos.

1 Where are they?

EXAMPLE *at a hotel*

2 What type of tourist or visitor is being welcomed in each case?

Reading

Welcome – the first encounter

1 Match the words with their dictionary definitions.

1 encounter
2 experience
3 hospitality
4 welcome

a friendly and generous behaviour towards guests
b a meeting, especially one that is sudden and unexpected
c a greeting that is given to somebody when they arrive, especially a friendly one
d something that has happened to you, often unusual or exciting

2 Read the text. Which subtitle do you think is the best?

- Tourism: the encounters industry
- Tourism: the experience industry
- Tourism: the hospitality industry
- Tourism: the welcome industry

3 Which of the six points (a–f) would include this advice?

1 Offer to carry a bag, to get a drink, to open the door, anything to show you're there to help.
2 Do your research – know who you're meeting, know where you're going.
3 Have confidence in your abilities and personality.
4 There are many ways of greeting in different countries, but the smile is universal.
5 Dress appropriately – be smart, clean, and tidy.
6 Find out about the person you're with, and ask them about themselves.

4 Can you think of more advice to add to the list above?



An introduction to working in tourism

Tourism is about encounters – encounters with people, with places, and with experiences. And the most important encounter is the first one: arrival and greetings. Get that one right and the rest is much easier.

Arrival encounters can take place anywhere: at the airport, at the hotel, at the campsite, in the restaurant, on the tour bus, or at the attraction. Wherever it takes place, the rules are the same:

a Be prepared
b Look the part
c Smile
d Be interested
e Be helpful
f Be yourself.

In this unit

- welcoming
- greeting and introducing
- car hire
- describing arrival services

Where in the world?

What do you know about Singapore?

1 Is it an island or on the mainland?
2 Where is it located?
3 Why do tourists visit Singapore and where do they come from?

Read on and find out.



A warm welcome to the world's most colourful city – Singapore

An exciting tropical destination with modern western comforts and an Asian soul.

Fact file

Location: the Republic of Singapore consists of the island of Singapore and around sixty smaller islands off the southern tip of Malaysia, 135 kilometres north of the equator.

Capital: Singapore City is the country's capital and occupies the main island.

Size: 650 square kilometres

Population: approximately 4.2 million

Tourism

Visitors outnumber the local population by 1.6 to 1.

Visitors come from many countries. The top three are Indonesia (17%), Japan (13%), and Australia (6%). They usually stay for short visits, often stopovers en route to other Asian countries or Australia or New Zealand, or for sightseeing and shopping.

Transport hub

Changi Airport consists of three terminals and is one of the most important air hubs in the region.

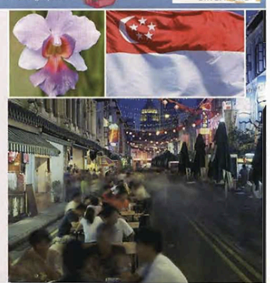
The International Airport serves 167 cities in 53 countries and is capable of handling 64 million passengers a year.

Transport from the airport

Number 36 bus to Orchard Road
Maxicab shuttle bus (06.00–24.00)
MRT train (Mass Rapid Transit) (05.30–23.00).

The Port of Singapore is the world's busiest port for cargo, and is also a stopping place for cruise ships.





namaste is the way of greeting in India and some other Asian countries. The word is said with the palms of the hands held together, with fingers pointing up and touching the chin, and with a slight bow.



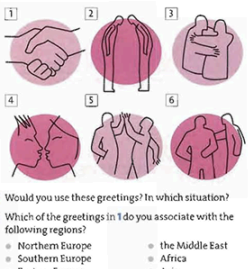
Customer care

Cultural differences in greetings



Even before you say a word, there are many ways of greeting people. How you do it will depend on many things, for example your nationality and culture, how well you know the person you are greeting, your relative ages, and your gender. You need to think about who you are meeting and greeting before you do it.

1 Do you know what each of these ways of greeting is?



2 Would you use these greetings? In which situation?

3 Which of the greetings in 1 do you associate with the following regions?

- Northern Europe
- Southern Europe
- Eastern Europe
- North America
- Central and South America
- the Middle East
- Africa
- Asia
- Australasia

Listening

Greeting and introducing

1 Listen to eight greetings and introductions. For each one, answer the questions.

1 Where does the conversation take place?
2 Have the speakers met before?
3 Is the conversation formal or informal?
4 Is another person or are other people introduced?

2 Listen again and complete the sentences.

1 Hello, Peter – it's _____ again. Welcome to Atlanta. How was your flight?
2 Hello, and _____ joining us tonight. _____ Praphat and _____ my colleague Amphai. We'll _____ on tonight's excursion.
3 Good _____, Mr Ellman. Is everything to _____? _____ get you some more wine?
4 _____ introduce myself? My name is Chie Mashida and I'm the manager. _____ to the people who are going to be looking after you during the conference. _____ Masako ...
5 A Hi, it's Johann, _____? Glad you could make it. _____?
B Good, yeah. You?
A _____. Have you _____ Lucy? She organized this reception.
6 Ladies and gentlemen, _____ Paradise Cruises. _____ you all on board. We _____ to offer you a complimentary glass of champagne.
7 You _____ Ms Holweger. Welcome to Copenhagen. _____ take your bag for you.
8 Welcome _____, Dr Allegretti. Nice _____. We've put you in your usual room.

Bienvenue
Willkommen
ようこそ
Benvenuto
приветствовать
Üdvözöljük

Language spot

Greeting and introducing

1 Look at the expressions from *Listening* and add more examples.

Greeting	Welcoming
Hello, Peter – it's great to see you again.	Welcome to Atlanta.
Introducing yourself	**Introducing someone else**
My name's Praphat.	This is my colleague Amphai.
Checking someone's identity	**Making an offer**
You must be Ms Holweger.	Can I get you some more wine?

2 Match the following responses with some of the conversations in *Listening* 2.

a That's very kind. It's rather heavy. Is the car very far?
b It was OK, although it was rather long. Are we going straight to the hotel?
c No, I don't think we've met before. You've done a great job.
d No, thank you, I'm OK. It's very nice though – where's it from?

3 In pairs, practise the conversations. Try to continue the conversations for a few more sentences.

» Go to **Grammar reference** p.118

Speaking

Welcoming visitors

1 You're meeting a visitor to your country at the airport. Apart from 'welcome', what topics might you talk about? Choose from the list or think of your own.

- comfortable flight?
- visited this country before?
- hungry or thirsty?
- the weather where they came from
- a brief history of your city
- what's going to happen in the next hour or so
- people and places in the visitor's country that you know

For each one you choose, what would your first sentence be?

2 You are at a reception for an international tourism fair in your city. Work in two groups.

Group A: Meeters and greeters

You are working at the reception. Your job is to welcome each of the guests and begin a short conversation. You may want to offer something or introduce the guest to another person.

NOTES

Make sure that you treat each guest with the appropriate level of respect and formality.

Two of the guests should be people that you already know.

None of the guests should be left on their own.

You should meet and greet as many different guests as possible.

Group B: Guests

Write your name and job / position on a badge / label. Choose from this list or think of your own.

- a local hotel manager
- a local tour operator
- a local travel agent
- a tour guide
- the mayor of the city (a VIP)
- an invited guest from another country
- the driver who brought the mayor

When you have finished, change roles and repeat the activity.

Vocabulary

Car hire

Look at the online booking form for car hire at Cape Town airport.

1 Find words, phrases, or abbreviations that mean

1 four doors with air-conditioning
2 automatic gears
3 move to a better service
4 insurance cover if you damage the hire car
5 insurance cover if you injure somebody or damage somebody's car
6 the glass at the front of a car
7 somewhere to put extra luggage on top of the car
8 an extra charge
9 the place where the petrol goes
10 money given as first part of a payment.

2 Find words which are the opposite of

1 automatic (for describing gears)
2 pick up
3 empty
4 maximum.

Car image	Capacity	Description Auto / Manual	Phone price	Online price	Booking
	x2 x2 x1 x1	Economy 2dr Manual No air-con	~~€202.00~~	£138.00 (€199.00)	BOOK NOW
	x2 x2 x1 x1	Economy 4dr Manual No air-con	~~€206.00~~	£141.00 (€203.00)	BOOK NOW
	x2 x2 x1 x1	Economy 4dr / a/c Manual Air-con fitted	~~€225.00~~	£153.00 (€220.00)	BOOK NOW
	x2 x3 x1 x2	Compact 4dr / auto a/c Auto Air-con fitted	~~€374.00~~	£252.00 (€363.00)	BOOK NOW

IMPORTANT INFORMATION
Minimum driver's age is 21. Drivers 18–20 will be subject to a surcharge of R100 per driver.
Your car will be supplied with a full tank of fuel and must be returned full.
You will be required to leave a deposit of R1,000. If the car is damaged, you may be charged an excess of between R980 and R4,900 depending on the size of the car (unless you purchase the "holiday auto damage excess waiver").

Credit card payments must be in the name of the lead driver.
I confirm that I have read and understood the important information above and the car rentals terms and conditions section. ☐

Your booking
Customer name: [Jacobson Mr]
Destination: [South Africa]
Pick-up location: [Cape Town Airport]
Drop-off location: .....
From: [11 August] To: .....
No. of days: .....
Age of driver: .....
Car selected: .....

Upgrade your car now to
☐ 5-seater 4 dr a/c for only £3 extra per day

Pre-bookable insurance options
☐ collision damage waiver
☐ third-party liability
☐ holiday auto damage excess waiver
☐ cancellation protection
☐ windscreen replacement cover

Extras payable locally at time of pick-up
☐ additional driver
☐ baby seat 0–1 years
☐ baby seat 1–3 years
☐ child seat 3 years +
☐ roof-rack

You could drive a car around the world 4 times with the amount of fuel in a jumbo jet.



Listening

Car hire dialogue

1 Listen to someone picking up a car from the car hire desk at Cape Town airport. Complete the online booking form on p.8.

2 Listen again. Complete the questions used by the assistant for each of the prompts from a training guide.

1	Offer help Can _____?
2	Find out name What _____?
3	Online booking? Was _____?
4	Offer upgrade Would _____?
5	Check drop-off You're going to drop it off in ten days' time? Is _____?
6	Ask age Can you _____?
7	Offer additional insurance Do you _____?
8	Check / offer extras Do you _____?
9	Ask age of child How old _____?
10	Anything else? Is there _____?
11	Get signature Could you _____?
12	Ask method of payment How will _____?

3 Use the questions to practise the dialogue with a partner.

Pronunciation

1 Look at the names of different makes of car. How would you pronounce them in your language?

Make of car	Pronunciation
1 Chrysler	a /fɔːd/
2 Citroën	b /tɔɪˈjoʊtə/
3 Ford	c /ˈaʊpl/
4 Hyundai	d /ˈkraɪzlə/
5 Mercedes	e /məˈsedɪziː/
6 Opel	f /ˈsɪtrɑn/
7 Renault	g /ˈhɪjˈondaɪ/
8 Toyota	h /ˈrenəʊ/

2 Match the names with their phonetic transcriptions.

3 Listen to the names. Compare the English pronunciation with the pronunciation in your own language. Pay attention to

1 which syllable the main stress is on
2 which consonant sounds are different
3 which vowel sounds are different.

4 Practise the English pronunciation of the different makes of car.

Speaking

Car hire at an airport

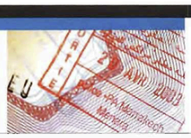
Work in pairs. Student A, you are the customer. Choose a car from the form on p.8 and invent booking details as you wish. Student B, you are the car hire agent.

Role-play the conversation, following these stages.

- Greeting
- Ask name
- Make special offer
- Check booking details
- Check insurance options
- Check extras
- Ask for payment
- Check for any other requests
- Explain collection arrangements
- Say goodbye

Now change roles.

What is it?



Vocabulary

Arriving and moving on

1 Look at the list of arrival places. Where do you find them?

EXAMPLES
at an airport, at a seaport, at a land border

1 domestic / international terminal
2 terminus
3 arrivals lounge
4 Customs
5 border control
6 immigration
7 harbour
8 meeting point

2 What happens at each place?

3 Match a word in A with a word in B. There may be more than one possibility.

A	B
1 accommodation	a booking service
2 car	b bus
3 city	c centre
4 connecting	d desk
5 information	e flight
6 rush	f hour
7 scheduled	g lounge
8 shuttle	h rank
9 taxi	i rental
10 transfer	j service
11 transit	

4 Complete the arrival information sheet using words from 3.

If you have a _____[1] flight, please go to the _____[2] lounge.

There is a _____[3] bus between the airport and the city centre. This scheduled _____[4] takes approximately 30 minutes (45 minutes in the _____[5]). Alternatively, you can go to the _____[6] rank.

If you have pre-booked the transfer _____[7], please go to the information _____[8] to meet your driver.

If you have pre-booked a hire car, please go to the _____[9] desks.

Reading

Cape Town arrival information

1 In pairs, read these questions. Which of the words from *Vocabulary* do you think will appear in the answers?

1 How long will it take to drive from the airport to the city centre?
2 What transport services are available from the airport to the city centre?
3 Where can you find a taxi?
4 How much will a taxi cost?
5 Where do the intercity buses and mainline trains terminate?
6 Where can tourists find information?

2 Read the text and answer the questions in 1.

3 Look at the text again. Find examples of sentences that include the following words.

there is / there are
you'll need
you'll find
if
operate(s)
terminate(s)
best place
everything you need
must

4 For each sentence you found, write a different sentence.

EXAMPLE
(from the text) There's a scheduled service to the main train terminus.
(different sentence) There's a minibus service to the city.

Find out

What are the nearest international points of arrival to the place where you are studying? Research the different points – by air, land, and sea (if appropriate) – and find out as much about them as possible.

Writing

Arrival information

Write an arrival information sheet for your city or region. If appropriate, include sections on

- general arrival information
- airport to city / town centre
- intercity buses and trains
- other arrival points
- car hire
- information.

Arriving in Cape Town



Airport
Cape Town International Airport (flight information, tel: 934 0407) is on the Cape Flats, 22 km and half an hour's drive (longer during rush hour) from the city centre.

Intercape operates two shuttle buses from the airport: there's a scheduled service to the main train terminus, running on the half hour and costing R30. From their office in the international terminal they operate a door-to-door transfer service which goes to anywhere on the Peninsula.

A cheaper door-to-door option is the 24-hour Backpackers Airport Shuttle, a minibus that takes passengers from the airport to anywhere in the city centre. The service operates in response to demand, which means you'll either need to pre-book or wait up to 45 minutes for them to get to the airport.

If you want to travel by car, there are taxi ranks outside the terminals (about R100 to the city centre). Please note that taxis must display the driver's name and a clearly visible meter. Inside the terminals you'll find the desks of the major car rental firms. There are no trains from the airport.

Intercity buses and trains
Greyhound, *Intercape*, and *Translux* intercity buses, and mainline trains from other provinces, all terminate in the centre of town around the interlinked central complex that includes the railway station and the Golden Acre shopping mall. Everything you need for your next move is within two or three blocks of here.

Information
The best place for information is the Cape Town Tourist Information Office, on the corner of Burg and Castle Sts.

Checklist

Assess your progress in this unit. Tick (✓) the statements which are true.

- I can use different expressions for welcoming
- I can greet and make introductions
- I can carry out a car hire dialogue
- I can write about arrival information

Key words

Greetings
handshake
hospitality
welcome

Arrival and transport
arrivals lounge
border control
door-to-door
hub
rush hour
taxi rank
transit lounge

Car hire
automatic (gears)
CDW – collision damage waiver
drop-off
excess
manual (gears)
pick-up
pre-book
roof-rack
(fuel) tank
third-party liability
upgrade
windscreen

Next stop

1 What can you remember about the first time you stayed in a hotel? Tell your partner.

2 Do you like staying in hotels? Why (not)?

3 How do you think people who travel a lot feel about hotels?