

English basic for tourism



ENGLISH BASIC FOR TOURISM

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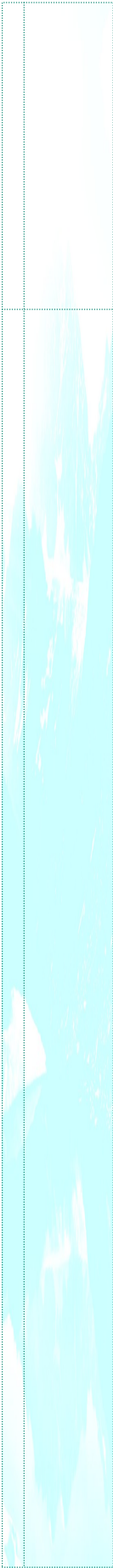
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Introduction.

Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal or business-professional purposes. These people are called visitors (which may be either tourists or excursionists; residents or non-residents) and tourism has to do with their activities, some of which imply tourism expenditure.

As such, tourism has implications on the economy, on the natural and built environment on the local population at the destination and on the tourists themselves. Due to these multiple impacts, the wide range and variety of production factors required to produce those goods and services acquired by visitors, and the wide spectrum of stakeholders involved or affected by tourism, there is a need for a holistic approach to tourism development, management and monitoring. This approach is strongly recommended in order to formulate and implement national and local tourism policies as well as the necessary international agreements or other processes in respect of tourism.

English is the main language of international communication and is essential for people working in the tourism industry. This guidebook introduces the key vocabulary and skills needed to speak English with tourists.

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UNIT I

ENGLISH GLOSSARY

Why learn English when it is so difficult?

Well, knowing English will make you bilingual and more employable in every country in the world.

English is the most commonly used language among foreign language speakers. Throughout the world, when people with different languages come together they commonly use English to communicate.

English is the language of science, of aviation, computers, diplomacy, and tourism.

Knowing English increases your chances of getting a good job in a multinational company within your home country or of finding work abroad.



Notes

The glossary has been made possible thanks to the international community's work on defining a new conceptual framework for measuring and analyzing tourism economics; an effort that lasted almost three years. The international consensus that followed, in the form of United Nations approved International Recommendations, establishes the concepts, definitions, classifications and the basic set of data and indicators that should be part of any national System of Tourism Statistics.

Understanding-tourism-basic-glossary

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English is based on an alphabet and, compared to Chinese, it can be learned fairly quickly.

English is also the language of the Film Industry and English means you no longer have to rely on subtitles.

Speaking English immediately opens up opportunities regardless of your ethnicity, color, or background.

Learning English will open your job prospects and increase your standard of living.

In many places, you will have no problem ordering food and checking into your hotel entirely through English. This is, after all, pretty much the only reason you ever need to talk to other human beings: to get French fries and an air-conditioned bedroom.



Fig. 1.– Ordering food

<http://sina.echineselearning.com/english/contents/survival-chinese/ordering-food.html>

If you're an English speaker, you don't have any work at all to do in learning the international language! You automatically have the advantage over everyone else, as it should be. All English speakers agree that this is perfectly fair, so it is!

You will find lots of other tourists to hang out with wherever you go. It's way more logical to travel thousands of kilometers to hang out with people from just down the road; you share so much in common!

Foreign countries are so weird; it's best to avoid any kind of immersion and stick to what you know!

English is the best language in the world and perfectly suited to being the international language. Anyone could find the inconsistent spelling rules, unnecessary formalities, huge amount of synonyms, irregularities and vast differences between dialects super easy to master. It's not like there's any good competition for international language or anything.



More information: <https://elt.oup.com/student/oefc/tourism3/?>

Tourism.

accomodation

admission fee

brochure

camping site, campsite

car rental (US)

car hire (GB)

car park (GB)

caravan

city centre (GB)

cruise

double room

double room with

twin beds

downtown (US)

flight

fortnight

guesthouse

guide

high season

hiking trail

holidays (GB)

holidaymaker

hostel

hotel



alojamiento

costo de la entrada

folleto

sitio para acampar

alquiler de autos

alquiler de autos

estacionamiento

casa rodante

centro de la ciudad

crucero

habitación doble

habitación doble con

dos camas

centro de la ciudad

vuelo

quincena

casa de huéspedes, pensión

guía

temporada alta

sendero de caminata

vacaciones

veraneante, turista

hostal

hotel



hotel chain

inn

low season

motor-home

one-way ticket (US)

package deal

parking lot (US)

resort

return ticket (GB)

round ticket (US)

season

sightseeing tour

single ticket (GB)

single room

sightseer

ski resort

sun lotion

sunglasses

sunblock

sunburn

theme park

time-sharing



cadena de hoteles

posada

temporada baja

casa rodante

viaje de ida

paquete

estacionamiento

lugar de vacaciones

viaje de ida y vuelta

viaje de ida y vuelta

temporada

visita con guía

viaje de ida

habitación simple

turista, excursionista

estación de esquí

bronceador

gafas de sol

filtro solar

quemadura de sol

parque de diversiones

tiempo compartido



tour operator

tourist office

travel agency

travel agent

vacation (US)



voyage

waiting list

youth hostel

to book

to confirm

to drive

to fly



to go on holiday (GB), vacation (US)

to go abroad

to go camping

to go climbing

to go hiking

to go mountaineering

to go sightseeing

to go skiing

to go swimming



empresa de viajes

oficina de turismo

agencia de viajes

agente de viajes

vacaciones



viaje (en barco o nave es

lista de espera

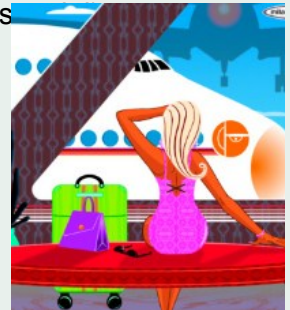
albergue juvenil

reservar

confirmar

conducir

volar



irse de vacaciones

irse al extranjero

ir de camping

ir a escalar

ir a dar una caminata

hacer alpinismo

visitar lugares de interés

ir a esquiar

ir a nadar



to go to the beach

to have a good time

to have a bad time

to make a reservation

to hold a reservation

to plan

to rent a car

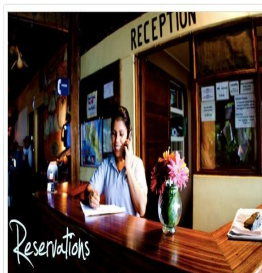
to stay

to sunbathe

to take a holiday (GB), vacation (US)

to take a photograph

to travel



ir a la playa

pasarlo bien

pasarlo mal

reservar

mantener una reserva

organizar

alquilar un auto

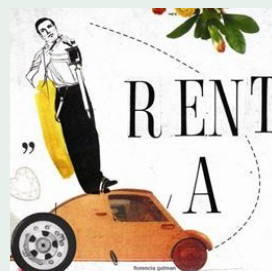
permanecer

tomar sol

tomarse vacaciones

tomar una fotografía

viajar



At the hotel.

Arrival

cancellation

cardex

departure

free booking

front office

hospitality desk

king size

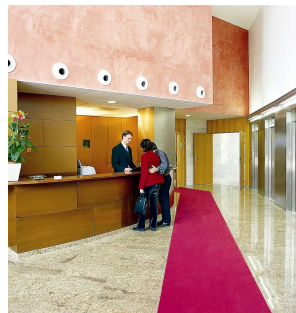
no-show

pax

refund

registration card

release



llegada

cancelación

ficha del cliente

salida

venta libre de reservas

recepción

mostrador de bienvenida

cama de gran tamaño

cliente que no se presenta en el hotel

pasajero, persona

reembolso

tarjeta de registraci3n

tiempo para confirmar una reserva sin gene-

rar gastos de cancelaci3n



staff

vacancy

voucher

waiting list

walk-in

to book

to check in

to check out

to deposit

to disturb

to do a room

bungalow



personal

disponibilidad de habitaciones

cupón

lista de espera

cliente sin reserva previa

reservar

registrarse

registrar la salida

depositar

molestar

hacer una habitación

chalet



At the restaurant.

restaurant

drive-in restaurant

fast-food restaurant

self-service restaurant

bar

pub

cafe

takeaway (GB)

takeout (US)

food

meal

hot meal

full meal

square meal



restaurante

restaurante sin salir del

coche

restaurante de comida rápida

restaurante de autoservicio

bar, cantina, taberna

pub, bar

cafetería

comida para llevar, restaurante que la vende

comida para llevar

comida

comida

comida caliente

comida completa, de tres platos

comida completa, de tres platos



combo

snack

starter / entree

main course

dessert

appetizer

beverage

bill (GB)

bottle opener

bread plate

check (US)

chef

cook

cup

dinner



combinación de comidas

tentempié, bocadillo

entrada, primer plato

plato principal

postre

aperitivo

bebida

cuenta

destapador

plato de pan

cuenta

chef

cocinero

taza

cena



dish



plato

dressing

aliño/condimento (de ensalada)

fork

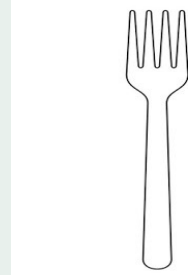
tenedor

glass

vaso, copa

knife

cuchillo



lunch

almuerzo

menu

carta, menú

fixed-price menu

menú de precio fijo

mug

jarro

napkin

servilleta



on the rocks

con hielo

saucer

platito

soft drink

refresco

spoon

cuchara

table

mesa



tip

tip included

waiter

waitress

rare

medium

well done

to ask for the bill

to book a table

to foot the bill

to order

to recommend

enjoy your meal!

no smoking

no pets allowed



More information: <http://www.tradserv.net/imagenes/Glosario%20A.%20Rodriguez%20Web.pdf>

propina

servicio incluido

camarero

camarera

poco cocido (carne)

medio cocido (carne)

bien cocido (carne)

pedir la cuenta

reservar una mesa

pagar la cuenta

pedir

recomendar

¡buen provecho!

prohibido fumar

no se permite el ingreso de animales



At the airport.

air hostess

air traffic control

aircraft

airline

airline counter

airport

aisle seat

animal in hold

arrivals

arrivals are delayed

arrivals are on schedule



azafata



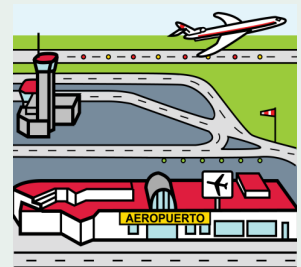
control de tránsito aéreo

avión, aeronave

aerolínea

mostrador

aeropuerto



asiento del lado del pasillo

animal vivo en la bodega

llegadas

las llegadas están demoradas

las llegadas están en horario

baggage / luggage

baggage allowance

baggage carousel (US)

baggage claim

baggage compartment

boarding pass

briefcase

bumpy flight

cabin

carry-on luggage

checked luggage

check-in desk

cockpit

concourse

connecting flight

control tower



equipaje

límite de equipaje

cinta transportadora de equipaje

reclamo de equipaje

compartimiento para equipaje

pase de abordó

maletín, portafolios

vuelo turbulento

cabina

equipaje de mano

equipaje facturado

mostrador de facturación

cabina del piloto

explanada

conexión

torre de control



copilot

crew

customs

customs official

delayed

departure lounge

departures

departures are delayed

departures are on schedule

direct flight/ non-stop flight

domestic flight

duty free

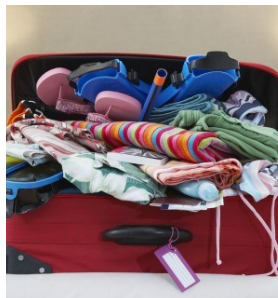
emergency exit

emergency landing

excess baggage

excess baggage

charge



copiloto

tripulación

aduanas

funcionario de aduana

demorado

salón de espera

salidas

las salidas están demoradas

las salidas están en horario

vuelo directo

vuelo de cabotaje

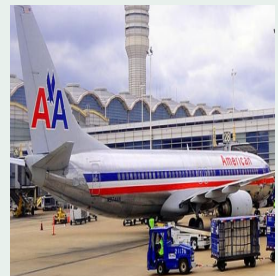
libre de impuestos

salida de emergencia

aterrizaje de emergencia

exceso de equipaje

recargo por exceso de equipaje



final destination

flight attendant

flight number

gate

immigration

immigration official

in-flight manual

international flight

jet bridge

jet lag

landing

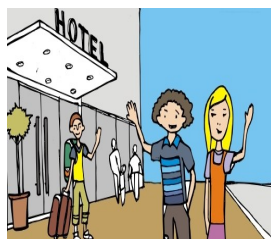
layover hotel

life vest

loudspeakers

luggage / baggage

luggage allowance



destino final

azafata, auxiliar de vuelo

número de vuelo

puerta

inmigración

funcionario de inmigración

manual de la tripulación

vuelo internacional

manga, pasarela

descompensación por la diferencia horaria

aterrizaje

hotel de pernocta

salvavidas

altoparlantes

equipaje

límite de equipaje



luggage conveyor belt (GB)

meal tray

meeting point

on schedule

one-way trip

overbooking

overweight

pilot

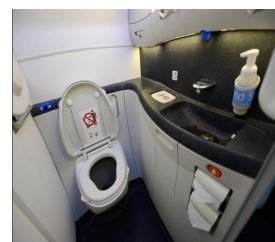
plane

registered luggage

restroom / lavatory

round trip

runway



cinta transportadora

bandeja de comida

punto de encuentro

en horario

viaje de ida

sobreventa (de asientos)

sobrepeso

piloto

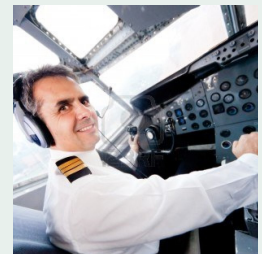
avión

equipaje certificado, despachado

sanitarios

viaje de ida y vuelta

pista



scales

seat

seat belt

shuttle bus

stopover

suitcase

stewardess

take-off

timetable

time of arrival

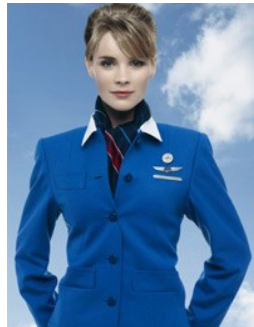
actual time of arrival (ATA)

time of departure

actual time of departure

(ATD)

to frisk



balanzas

asiento

cinturón de seguridad

autobús de traslado

escala

maleta

azafata (old fashioned)

despegue

listado de horarios

hora de llegada

hora de llegada real

hora de salida

hora de salida

real

cachear



Personal Information:

Mr.

Mrs.

Miss

first name

middle name

middle initial

last name, family name

address

street

number

floor

apartment

postal code (GB), zip code (US)

city

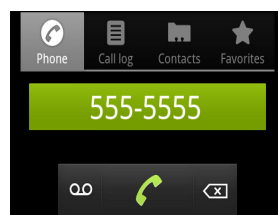
country

telephone number

profession

occupation

Full Name	Last Name	First Name	Middle Name
Pearson, Charles Henry	Pearson	Charles	Henry
Pearson, Charles	Pearson	Charles	
Pearson, Charles H	Pearson	Charles	H
Pearson, Charles	Pearson	Charles	
Pearson,	Pearson		
Pearson,	Pearson	Pearson	
Pearson Jr, Charles H	Pearson Jr	Charles	H
Pearson Jr, Charles	Pearson Jr	Charles	
St James, Michael K	St James	Michael	K
St James, Michael	St James	Michael	
St James Jr, Michael	St James Jr	Michael	
St James Jr, Michael Ken	St James Jr	Michael	Ken
Miller-Cross Jr, Janet Louise	Miller-Cross Jr	Janet	Louise
Miller-Cross, Janet K	Miller-Cross	Janet	K



Señor

Señora

Señorita

primer nombre

segundo nombre

inicial del segundo nombre

apellido

domicilio, dirección

calle

altura, número

piso

apartamento

código postal

ciudad

país

número de teléfono

profesión

ocupación



identification card

passport

passport

number

age

sex, gender

male

female

place of birth

nationality

native town

country of

residence

marital status

single

married

separated



documento de identidad

pasaporte

número de pasaporte

edad

sexo, género

masculino

femenino

lugar de nacimiento

nacionalidad

ciudad de origen

país de residencia

estado civil

soltero

casado

separado



Giving and asking directions.



Go straight on Elm Street.
Vaya todo recto de la calle Elm



Go along Elm Street.
Vaya a lo largo de la calle Elm



Go down Elm Street.
Vaya hacia debajo de la calle Elm



UNIT II

USEFUL INFORMATION

Useful information.

When you travel around the world. It is wise to be prepared for anything that may occur. You may need to ask for general assistance, request price information, directions, and locations for food and transportation. You may also need to be able to communicate in an emergency and notify people of your medical condition as well as any special needs you or your companions may have.

Below is a list of helpful phrases that are valuable to know when traveling. Adapt these phrases as necessary so they are appropriate to your travel destination.

1. Do you speak English?

¿Habla usted Inglés?

2. My name is _____.

Mi nombre es _____.

3. Can you speak more slowly?

¿Puede hablar más despacio?

4. Where can I find a bus/taxi?

¿Dónde puedo encontrar un bus/taxi?

5. Where can I find a train/metro?

¿Dónde puedo encontrar un tren/metro?

6. Can you take me to the airport please?

¿Puede llevarme al aeropuerto por favor ?

Notes

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7. How much does this cost?

¿Cuánto cuesta?

8. Do you take credit cards?

¿Usted recibe tarjetas de crédito?

9. Where is the nearest bathroom?

¿Dónde es el baño más cercano?

10. Where can I get something to eat?

¿Dónde puedo conseguir algo de comer?

11. Can you show me on a map how to get there?

¿Puede enseñarme en el mapa cómo llegar allí?

12. Will you write that down for me?

¿Escribiría eso para mí?

13. I need help.

Necesito ayuda.

14. I'm lost.

Estoy perdido

15. I'm hungry.

Tengo hambre.

16. I'm hot.

Tengo calor

17. Please, could you open the window?

Por favor, ¿Podría abrir la ventana?

18. Please call the Ecuadorian Embassy.

Por favor puede llamar a la Embajada Ecuatoriana.

19. Please call the police.

Por favor llame a la policía,

20. I need a doctor.

Necesito un doctor.

21. My blood type is _____.

Mi tipo de sangre es _____.

22. I'm allergic to _____.

Soy alérgico a _____.

23. I don't understand.

No entiendo.

24. Please repeat again.

Por favor repita otra vez.

25. I'm an Ecuadorian citizen.

Soy un ciudadano ecuatoriano.



More Information: <https://www.youtube.com/watch?v=wCyWGjDNPnY>

At the airport.

Ticket please.

Boleto por favor.

May I see your ticket?

¿Puedo ver su ticket?

Do you have an e-ticket?

(e-ticket es un boleto aéreo que se imprime a través del Internet)

¿Tiene Ud. Un boleto aéreo?

Do you have your ID card?

¿Tiene Ud. Su tarjeta de identificación?

How many bags are you checking?

(checking es el verbo en forma -ing que significa o se relaciona al registro de maletas)

¿Cuántas maletas está Ud. Registrando?

Did you pack these bags yourself?

¿Empacaste las maletas tu mismo?

Do you have a carry-on bag?

¿Va a llevar las maletas dentro del avión?

Do you require special assistance?

¿Requiere alguna asistencia especial?

Have you paid your airport improvement fee/tax?

(fee significa una tarifa y tax impuesto)

¿Has pagado tu impuesto/tarifa aeroportuario?

Would you like a window or an aisle seat?

¿Le gustaría a la ventana o sitio de pasillo ?

Your baggage is overweight.

Su equipaje está con sobrecarga de peso .

Your flight is delayed.

Su vuelo esta retrasado,

Your flight has been cancelled.

Su vuelo ha sido cancelado.

Your connecting flight/connection has been cancelled/is delayed.

Su vuelo ha sido cancelado.

Your ticket is expired.

Su boleto ha expirado.

Your passport is expired.

Su pasaporte ha expirado.

Boarding pass, please.

Pase de abordar, por favor

Take your shoes off.

Sáquese los zapatos.

Open your bag.

Abra su maleta.

Take off/remove your belt.

Sáquese la correa.

Do you have any metals?

¿Tiene algo de metal?

Do you have any food/produce?

¿Tiene alguna comida o producto?

Do you have any liquids or medicine?



Fig. 2.- At the airport reception

<http://i1.bookcdn.com/data/Photos/OriginalPhoto/350/35088/35088691/Nh-Vienna-Airport-photos-Interior-Reception-Lobby.JPEG>

At the hotel.

May I help you?

¿Puedo ayudarle?

I need a room.

Necesito una habitación

Do you require a single or double room?

¿Requiere una simple o doble habitación?

A single room will do.

Una habitación simple.

Please fill your name in this register.

Por favor complete su nombre en este registro

Does it include break fast?

¿Incluye el desayuno?

Is the room air conditioned?

¿Tiene la habitación aire acondicionado?

Can you arrange some one to bring my luggage to the room?

¿Puede alguien traer mi equipaje a la habitación?



Fig. 3. – At the hotel

<http://search.tb.ask.com/search/AJimage.jhtml?&searchfor=imagenes+de+hotel+recpscion&p2=Y6^xmd006^S12285^ec&n=781aefa2&ss=sub&st=tab&ptb=F6190468-16A4-4020-B8E0-405658CDE-AF7&tpr=sbt&imgsize=all&safeSearch=on&imgDetail=true>

At the Restaurant.



Fig. 3.– At the restaurant.

<http://search.tb.ask.com/search/AJimage.jhtml?&searchfor=imagenes+de+restaurantes+&ts=1426523534523&p2=Y6^xmd006^S12285^ec&n=781aefa2&ss=sub&st=tab&ptb=F6190468-16A4-4020-B8E0-405658CDE-AF7&tpr=sbt&imgsize=all&safeSearch=on&imgDetail=true>

Are you ready to order?

¿Está listo para ordenar ?

I'd like _____.

Me gustaría (nombre del plato)

Would you like anything to drink?

¿Le gustaría algo de beber?

I'll have a _____ *please.*

Here is your food.



More information: <https://www.youtube.com/watch?v=IZJPOd1sGqM&list=PL5D380524BB539462>

Aquí esta su comida

Enjoy your meal.

Disfrute su comida.

Would you like anything for dessert?

The bill, please

La cuenta por favor.



More information: https://www.youtube.com/watch?v=SFmAH0GfT_0

Giving and asking directions.

Conversation 1.

A. Excuse me! Excuse me, sir!

A. Could you tell me how to get to the bank, please?

B. Sure. When you leave the hotel, turn left and walk three blocks. Make a left turn at the bookstore. You will see a cafe and a post office. The bank is next to the post office.

A. Thank you

B. You're welcome.

Conversation 2.

Could you tell me where the Science Museum is, please?

It is on the corner of Maple Street and Lincoln Road.

How do I get there from here, please?

Go down this street and turn right at the traffic light.

Walk two blocks and turn right onto Maple Street.

Go past the department store and the flower market, and you'll see the Science Museum across the street.

It is a large red-brick building.

Thank you very much.

You're welcome.

Asking For and Giving Directions Activity

Activity One:

Work in pairs, one student will be "A" and one will be "B". Don't look at the other student's information – just lay your hand over it.

Using the map below the tables, direct each other to the locations on your table below. Each student should carefully trace the directions they are given to see if they really get where they were told to go.

Student "A"

Tell Student "B" how to get to the following locations:

1. People's Park
2. Building 47 (top right corner of the map)
3. Building 49
(bottom left of map)

Student "B"

Tell Student "A" how to get to the following locations:

1. Little Acorn Park
2. Pardott Gardens (top right of map)
3. Building 42 (top left of map)



Activity Two:

Pick any location on the map and ask your partner how to get there. Trace the route with your finger to be sure they are correct. Both students should do at least three locations.



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