

**T.C.  
MİLLÎ EĞİTİM BAKANLIĞI**

**KONAKLAMA VE SEYAHAT  
HİZMETLERİ**

**MESLEKİ YABANCI DİL 1(İNGİLİZCE)**

**222YDK003**

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- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- PARA İLE SATILMAZ.

# İÇİNDEKİLER

AÇIKLAMALAR .....	iii
GİRİŞ .....	1
PREFACE .....	2
LEARNING ACTIVITY 1 .....	3
1. ASKING FOR INFORMATION .....	3
1.1. Key Words.....	3
1.1.1. Key Words.....	4
1.2. Presentation: The Dialogue .....	4
1.3. Understanding the Dialogue.....	5
1.4. Studying a Dialogue .....	5
1.5. Check Your Vocabulary.....	5
LEARNING ACTIVITY-2 .....	7
2. ADVISING.....	7
2.1. Key Words.....	7
2.1.1. Key Words.....	7
2.2. Presentation: The Dialogue .....	8
2.3. Understanding The Dialogue .....	8
2.4. Studying A Dialogue .....	9
2.5. Check Your Vocabulary.....	9
2.6. Check Yourself.....	10
LEARNING ACTIVITY- 3 .....	11
3. HELPING WITH RESERVATION.....	11
3.1. Key Words.....	11
3.1.1. Key Words.....	11
3.2. Presentation: The Dialogue .....	12
3.3. Understanding The Dialogue .....	14
3.4. Building Up A Dialogue .....	15
3.5. Check Your Vocabulary.....	15
3.6. Check Yourself.....	16
LEARNING ACTIVITY 4.....	17
4. MAKING FLIGHT RESERVATION .....	17
4.1. Key Words.....	17
4.1.1. Key Words.....	17
4.2. Presentation: The Dialogue .....	18
4.3. Understanding the Dialogue.....	18
4.4. Studying a Dialogue .....	19
4.5. Check Your Vocabulary.....	19
4.6. Check Yourself.....	20
LEARNING ACTIVITY-5 .....	21
5. MAKING TICKET RESERVATION .....	21

5.1. Key Words.....	21
5.1.1. Key Words.....	21
5.2. Presentation: The Dialogue .....	21
5.3. Understanding the Dialogue.....	23
5.4. Studying a Dialogue .....	24
5.5. Check Your Vocabulary.....	24
5.6. Check Yourself.....	25
5.7. Necessary Idioms For Plane.....	25
5.7.1. Match The Idioms With Their Turkish Meanings. ....	25
LEARNING ACTIVITY-6 .....	27
6. INFORMATION ABOUT RAILWAY .....	27
6.1. Key Words.....	27
6.1.1. Key Words.....	27
6.2. Presentation: The Dialogue .....	28
6.3. Understanding The Dialogue .....	29
6.4. Building Up A Dialogue .....	30
6.5. Check Your Vocabulary.....	31
6.6. Check Yourself.....	31
6.7. Necessary Idioms for Railway .....	31
6.7.1. Match the idioms with their Turkish meaning. ....	31
LEARNING ACTIVITY-7 .....	33
7. A TOUR BY SHIP .....	33
7.1. Key Words.....	33
7.1.1. Key Words.....	33
7.2. Presentation: The Passage .....	34
7.3. Understanding the Passage.....	35
7.4. Studying A Tour Programme .....	35
7.5. Check Your Vocabulary.....	36
7.6. Check Yourself.....	37
ANSWERS OF THE QUESTIONS.....	38
KAYNAKÇA .....	44

# AÇIKLAMALAR

<b>KOD</b>	<b>222YDK003</b>
<b>ALAN</b>	<b>Seyahat Acenteciliği</b>
<b>DAL/MESLEK</b>	<b>Alan Ortak Modülü</b>
<b>MODÜLÜN ADI</b>	<b>Mesleki Yabancı Dil 1 İngilizce</b>
<b>MODÜLÜN TANIMI</b>	Rezervasyon ve biletleme işlemlerini acente prosedürlerine uygun, İngilizce diyaloglar, ile ilgili öğrenim materyalidir.
<b>SÜRE</b>	40/32
<b>ÖN KOŞUL</b>	Yabancı Dilde Temel Kurallar ve Yabancı Dilde İletişim modüllerini başarmış olmak.
<b>YETERLİK</b>	Mesleği ile ilgili yabancı dildeki yayınları okumak ve anlamak.
<b>MODÜLÜN AMACI</b>	<b>Genel Amaç</b> Gerekli ortam sağlandığında rezervasyon işlemlerini acente prosedürlerine uygun olarak gerçekleştirebileceksiniz. <b>Amaçlar</b> 1. Yabancı bir Turist ile temel İngilizce düzeyindediyalog kurup bilgi verebileceksiniz. 2. Ulaşım ile ilgili bilgileri yabancı dilde (İngilizce) hatasız olarak verebileceksiniz. 3. Otobüs bilet rezervasyonunu ve otobüs bilet satış işlemlerini yabancı dilde (İngilizce) hatasız olarak gerçekleştirebileceksiniz. 4. Uçak bileti rezervasyon işlemlerini yabancı dilde (İngilizce ) hatasız olarak gerçekleştirebileceksiniz. 5. Bilet satış işlemlerini yabancı dilde (İngilizce) hatasız olarak gerçekleştirebileceksiniz. 6. Tren bilet rezervasyonu ve satış işlemlerini yabancı dilde (İngilizce) hatasız olarak yapabileceksiniz. 7. Gemi bilet rezervasyonu ve satış işlemlerini yabancı dilde (İngilizce) hatasız olarak gerçekleştirebileceksiniz.

<b>EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI</b>	<b>Ortam:</b> Dil laboratuvarı, seyahat acentaları <b>Donanım:</b> Tv, video, video kasetleri, cd oynatıcı, cd ler, bilgisayar, kulaklık.
<b>ÖLÇME VE DEĞERLENDİRME</b>	<ul style="list-style-type: none"><li>➤ Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz.</li><li>➤ Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.</li></ul>

# GİRİŞ

## **Sevgili Öğrenci,**

Günümüz şartlarında tüm sektörler için gerekli olan İngilizce Turizm sektöründe çok daha önemlidir.

Takdir edileceği gibi Seyahat işletmelerinde, yabancı misafirler ile çalışıyor olmamız, mesleki anlamda İngilizcenin önemini bir kat daha arttırmaktadır. Hedef pazar yelpazesini arttırmayan ve genişletmeyen işletmeler er ya da geç yok olmaya mahkumdurlar. Bu nedenle sadece yerli turist ile çalışmayacağımız için iletişim sorunları çekmiş olur ve müşteri memnuniyetinde azalma olacaktır.

Bu modül ile misafirlerimiz ile çok rahat iletişim kurabileceksiniz, bu da sizin sektörde daha kolay iş bulmanıza olanak sağlayacaktır.

Çalışacağınız bu modül ile dünya üzerindeki pastadan ülke adına pay almada çok önemli rol üstlenmiş olacaksınız.

# PREFACE

## **Dear Student;**

English, which is very important for all sectors in today's conditions, is more important for tourism sector.

As appreciated, we are working with foreign guests in travel institutions and it increases the importance of English in vocational meaning. The institutions which do not increase and widen their target field are convicted to disappear sooner or later. For this reason, since we are not going to work with only local guests, we may have communication problems and the guests' pleasure may decrease.

You will be able to communicate with your foreign guests easily by the help of this module and this will help you to find a job in the sector more easily.

You will get a very important role in taking a portion from the cake on the world in the name of country by studying this module.



# LEARNING ACTIVITY 1

## AIM

With this activity, you'll be able to give information to the guests about the sightseeing tours. You will be able to learn the vocabulary you need to talk to the guests.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get a brochure.

## 1. ASKING FOR INFORMATION

### 1.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.



Picture 1.1: Travel agent and guest

### 1.1.1. Key Words

information

suggest

stay

ancient

options

sights

travel agent

brochure

### 1.2. Presentation: The Dialogue

Robert comes into a travel agency. He wants to get some information about some touristic sights in Turkey.



**Picture 1.2: Travel agent**

Robert : Hello, I've just arrived in Turkey. I have no idea where to go. I'm going to stay 10 days in Turkey so I would like to get some information about some touristic sights in Turkey.

Travel agent : There are many options. What kind of holiday would you like?

Robert : I would like to visit some historical places and also sand and sea.

Travel agent : OK. I'll suggest you to go to Antalya. You can visit some ancient places and also you can enjoy the hot sun, sand and sea.

Robert : Oh! That sounds nice. Have you got a brochure about Antalya?

Travel agent : Of course we have, here you are .

Robert : OK. Thanks a lot. I'll call you later. Bye.

### 1.3. Understanding the Dialogue

Give short answers to these questions.

1. Where is Robert?
2. What does he want?
3. What kind of holiday does he want?
4. What does the travel agent suggest Robert ?
5. Does he like it ?
6. Does the travel agent have a brochure about Antalya?

### 1.4. Studying a Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for the dialogue</b>	First, read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the dialogue.</b>	With your classmate perform the dialogue. While you are performing, be careful with your pronunciation and intonation.
<b>Build up your own dialogue</b>	a. change the period of staying, b. change the kind of the holiday, c. change the city.

### 1.5. Check Your Vocabulary

Complete travel agent's part of the dialogue using words and the expressions in the box.

Guest: Hello, I would like to get some information about touristic sights in Turkey?

Travel agent: Yes, .....do you want?

Guest: I'd like to visit some ancient places.

Travel agent: OK. I'll.....you to go to Ephesus.

Guest: Ah! That sounds nice.

Travel agent: Will you .....

Guest: No, not now.

Suggest, What kind of holiday, confirm
--

### 1.6. Check Yourself

Check yourself	Yes	No
1. Did you learn the new words?		
2. Can you give advice to the customer about sightseeing?		
3. Can you recommend the customer about the places?		

# LEARNING ACTIVITY-2

## AIM

With this activity, you'll be able to give information to the guests about their trip choices.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get a brochure about the trips.

## 2. ADVISING

### 2.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.

#### 2.1.1. Key Words

made up his mind

anywhere else

round trip

cash

trip

package tour

prefer

credit card

## 2.2. Presentation: The Dialogue

Robert comes back to travel agency. He has made up his mind to travel to Antalya.



**Picture 2.1: Tour Bus**

- Robert : Hello, I'm planning a trip to Antalya. I'd like to get some information please?
- Travel agent : Sure. When do you plan to go?
- Robert : I would like to be there tomorrow.
- Travel agent : OK. How long would you like to stay in Antalya?
- Robert : About a week.
- Travel agent : Good! Would you like to go anywhere else?
- Robert : Yes, if it is possible, I'd like to make a few visits somewhere near Antalya.
- Travel agent : OK. Sure there is a package tour that gives you a round trip to Antalya.
- Robert : Oh! That's great! How can I go there?
- Travel agent : Well, tomorrow there is a bus tour early in the morning and there is a flight. Which one do you prefer?
- Robert : I prefer bus tour. What time is it?
- Travel agent : It is at 09:00 am. How would you like to pay, cash or credit card?
- Robert : By VISA.

## 2.3. Understanding The Dialogue

Give short answers to these questions.

1. Why has he come back to travel agency?
2. Where is he planning to go?
3. When does he want to be in Antalya?
4. How long is he going to stay there?
5. Does he want to visit anywhere else?

6. Why does he prefer going by package tour?
7. Which one does he prefer, bus or plane?
8. How does he want to pay?

## 2.4. Studying A Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for the dialogue</b>	First, read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the dialogue.</b>	With your classmate perform the dialogue. While you are performing, be careful with your pronunciation and intonation.
<b>Build up your own dialogue</b>	<ol style="list-style-type: none"> <li>a. change the place,</li> <li>b. change the period of time,</li> <li>c. change the transport.</li> </ol>

## 2.5. Check Your Vocabulary

Complete the gaps using the words and expressions from the box.

Guest : I'm planning.....to Bodrum. ....I .....some information?

Travel agent : Sure when .....you .....?

Guest : Next week.

Travel agent : OK. How long .....you .....to stay?

Guest : Two nights

Travel agent : There is a.....

Guest : Ah! That's great.

Travel agent : How would like to.....?

Guest : By credit card.

Pay, would-like, combined tour, a trip, can-get, do- you want to go

## 2.6. Check Yourself

<b>Check Yourself</b>	<b>Yes</b>	<b>No</b>
1. Did you learn the new words?		
2. Can you give information to the customer about the trip?		
3. Can you tell the departure time?		
4. Can you ask the customer how he / she would like to pay?		



## LEARNING ACTIVITY- 3

### AIM

With this activity, you'll be able to help the guests with the bus ticket reservations.

### SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get information about bus reservations.

## 3. HELPING WITH RESERVATION

### 3.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.

#### 3.1.1. Key Words

ticket

fare

one way

round trip

agent discount

confirm

spell

### 3.2. Presentation: The Dialogue

YOLCU					
TAŞIMA BİLETİ					
.....TURİZM ŞİRKETİ					Peron: 12
SERİ: B 221287					
Yolcu Adı,Soyadı/Passenger : Robert ANDERSON					
Biniş Yeri	İniş Yeri	Hareket	Hareket	Koltuk No.	Taşıma
Arrival	Destination	Tarihi	Saati	Seat No.	Ücreti (TL)
		Departure	Departure		Price (KDV
		Date	Time		Dahil)
İZMİR	ANTALYA	23. 02.2006	09.00 AM	13	50 YTL
Servis Senti	Servis Saati	Sefer		Taşıma ücretine F.K. Sigorta Bedeli	
Shuttle Dep.	Shuttle Time	Kodu		500.000TL Dahildir.	
Alsancak	08.30AM	PI605		Sigorta Poliçe Kuponu Ektedir	
Şube/Branch	Alsancak	Düzenleyen	C.Güleç	Tarih/Saat(Date)	22.02.2006
		Issue By			

Picture 3.1: Bus Ticket

Now Robert is in a travel agency in İzmir. He is buying his ticket.



**Picture 3.2 : The customer is buying his ticket**

Travel agent : Can I help you?

Robert : Ah! Yes. I want to arrange a bus trip to Antalya.

Travel agent : OK. Is that just one person?

Robert : Yes.

Travel agent : Is it one way or round trip?

Robert : It is a round trip. How much is the fare?

Travel agent : OK. Round trip ticket is 50 YTL with the agent discount.

Robert : Oh! That's great.

Travel agent : Well, Could I have your name please?

Robert : Robert Anderson.

Travel agent : Could you spell your last name?

Robert : Sure. It's A-N-D-E-R-S-O-N.

Travel agent : OK Mr. Anderson, your bus leaves at 09:00 am, so you must be here at 08:30 am. Here is your ticket, please confirm your ticket.

Robert : Thank you very much.

Travel agent : Have a nice trip.

---

### 3.3. Understanding The Dialogue

Give short answers to these questions.

1. What is he doing in the travel agency?
2. Is he travelling alone?
3. Is he going to stay in Antalya ?
4. What does the travel agent ask him ?
5. What time does his bus leave ?
6. What time must he be in the travel agency?
7. How much is the fare?

### 3.4. Building Up A Dialogue

STEPS FOR THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for the dialogue</b>	First, read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the dialogue.</b>	With your classmate, perform the dialogue. While you are performing, be careful with your pronunciation and intonation.
<b>Build up your own dialogue</b>	a. change the departure time. b. change the kind of ticket. c. change the fare.

### 3.5. Check Your Vocabulary

Fill in the gaps using the words and the expressions in the box.

Travel agent: .....

Guest : Ah! Yes, I would like to go to İzmir.

Travel agent : Is that .....one person.

Guest : No, a group.

Travel agent : Yes , when do you want?

Guest : Tomorrow, how much is the ticket ..... ?

Travel agent : 25 YTL but there is .....

Guest : It is good. Please .....the ticket for us.

Confirm, just, Can I help you, fare, group rate

### 3.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you tell the customer about the fare of the ticket?		
3. Can you ask his / her name?		
4. Can you tell him / her about the times?		

# LEARNING ACTIVITY- 4

## AIM

With this activity, you'll be able to help the guests with the flight ticket reservations and give them information about the planes.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get information about flight reservations.

## 4. MAKING FLIGHT RESERVATION

### 4.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words as you hear them. Do not worry about understanding the conversation, but try to recognize the key words.

#### 4.1.1. Key Words

arrange

flight

adults

leave

via

direct flight

disappointing

section

passenger

allowed



Picture 4.1.: Airport

## 4.2. Presentation: The Dialogue

Now Robert and his family are in a travel agency in İzmir and they want to fly to Erzurum.

Travel agent : Can I help you?

Robert : Ah! Yes, we want to arrange a one way flight to Erzurum.

Travel agent : OK. How many people?

Robert : Two adults and a child.

Travel agent : Yes there's a flight that leaves on Saturday at 08:30 am, it goes via Ankara.

Robert : I'd prefer a direct flight, if possible.

Travel agent : No, I'm very sorry sir, we have only a flight via Ankara.

Robert : Well, that's disappointing. OK, we would like the seat in a non- smoking section of the plane.

Travel agent : For the passengers' safety smoking is not allowed on the plane.

Robert : How long do we have to wait in Ankara?

Travel agent : Just 45 minutes.

Robert : That's OK.

## 4.3. Understanding the Dialogue

Give short answers to these questions.

1. Where do Robert and his family want to fly?
2. How many people are they?
3. Is it a direct flight?
4. Where does the plane stop over?
5. Which section of the plane do they want to sit?
6. What time is the flight?
7. Why is it not allowed to smoke on the plane?
8. How long does the plane wait in Ankara?



#### 4.4. Studying a Dialogue

Steps of the Activity	Suggestions
<p><b>Collect all the necessary information for the dialogue</b></p>	<p>First, read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.</p>
<p><b>Perform the dialogue.</b></p>	<p>With your classmate perform the dialogue. While you are performing, be careful with your pronunciation and intonation.</p>
<p><b>Build up your own dialogue</b></p>	<p>a. change the departure time, b. change the kind of ticket, c. change the city.</p>

#### 4.5. Check Your Vocabulary

Fill in the gaps using the words and the idioms in the box

Travel agent :.....?

Guest : Ah! Yes, we'd like to arrange .....flight to Cyprus.

Travel agent : O K .When do you want to .....?

Guest : Tomorrow morning but .....flight please.

Travel agent : For the direct flight we will add you in..... .

Guest : OK. Please .....my name.

Registerate, waiting list, can I help you?, return, travel, direct

---

## 4.6. Check Yourself

<b>Check Yourself</b>	<b>Yes</b>	<b>No</b>
1. Did you learn the new words?		
2. Can you tell the customer about the flight time?		
3. Can you answer his /her questions about the plane?		
4. Can you tell him/her about the stops?		

# LEARNING ACTIVITY- 5

## AIM

With this activity, you'll be able to help the guests with the flight ticket fares and give them information about the planes schedule.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get information about flight reservations.

## 5. MAKING TICKET RESERVATION

### 5.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.

#### 5.1.1. Key Words

schedule	extra
departure	shuttle bus
luggage	available

### 5.2. Presentation: The Dialogue

Sandra is buying a flight ticket for İstanbul and she is dealing with the travel agent.



**Picture 5.1: Customer is buying her flight ticket.**

Travel agent : Yes madam, How can I help you?

Sandra : Ah! Yes. I would like to fly to İstanbul tonight.

Travel agent : OK. Is that just for one person?

Sandra : Yes, a round trip ticket please.

Travel agent : I will have a look at the schedule. Yes there are two flights to İstanbul tonight. One is 7:30 pm and the other one is 9:00 pm.

Sandra : For 9:00 pm, please.

Travel agent : OK. I'm arranging your ticket. What is your name?

Sandra : Sandra Brown.

Travel agent : Your departure time is 09:00 pm. You must be at the airport at 08:30 pm. for the ticket and luggage control.

Sandra : Is the shuttle bus available from here to the airport?

Travel agent : Yes, at 07:00 pm the shuttle bus will take you to the Adnan Menderes Airport.

Member of IATA

3 ÜÇÜ SAYFADAKİ ŞÖZLEŞME ŞARTLARINA TABİ  
SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET

YOLCU BİLETİ VE  
BAĞAJ MAKBUZU  
PASSENGER TICKET  
AND BAGGAGE CHECK  
YOLCU KUPONU  
PASSENGER COUPON

ÇIKIŞ ORJİNİ/VARİS/DESTINATION  
RRRL01

BEZ BİLGİSİ/AIRLINE DATA  
TURKISH AIRLINES  
ATATURK APT  
TURKEY

88491421 17FEB16

NON-END/1102, 1123

TUR KODU/TOUR CODE

TRANSFER EDİLMEZ  
(NOT TRANSFERABLE)

BAGLANTILI BİLETLER/CONJUNCTION TICKETS  
2354494652070

QZYMS

SEYAHAT İÇİN GEÇERLİ DEĞİLDİR NOT GOOD FOR PASSAGE	TASİYECİ CARRIER	UÇUŞ FLIGHT	SINIF CLASS	TARİH DATE	SAAT TIME	DURUM STATUS	ÖCNET ESASI FARE BASIS	ÖNCE GEÇERLİ DEĞİLDİR NOT VALID BEFORE	SONRA GEÇERLİ DEĞİLDİR NOT VALID AFTER	SERİ ALLOW
VOID		VOID	VOID	VOID			VOID	VOID	VOID	VOID
VOID		VOID	VOID	VOID			VOID	VOID	VOID	VOID
ISTANBUL	ISTTK	1338 W		17 FEB	2200	OK	WLOVECP		17 FEB 17 FEB 20K	
TASHKENT	TASTK	1340 W		17 FEB	0215	OK	WLOVECP		25 FEB 25 FEB 20K	
ISTANBUL	IST									

ÖCNET HESABI/FARE CALCULATION

EUR 199.00 17 FEB 0615 TK TAB117.10TK IST117.10NUC234.20 END ROE0.84969

TRY 314.00 XT3.99FX15.97UZS3.22YR

VERGİ/HARC/MASRAFI/TAX/FEE/CHARGE  
19.97TR

VERGİ/HARC/MASRAFI/TAX/FEE/CHARGE  
73.66XT

VERGİ/HARC/MASRAFI/TAX/FEE/CHARGE

YEKÜN/TOTAL  
TRY 407.65  
TKT CHK071

ÖCEME ŞEKLİ/FORM OF PAYMENT  
CASH

KPN CPN HAVAYOLU AIRLINE CODE FORM SERİ NUMARASI FORM AND SERIAL NUMBER CK CK  
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LİK NESİR TASİYECİ ORIGINAL ISSUE SERİ NO. DOCUMENT NUMBER YER PLACE TARİH DATE AJANTA NUMARA KODU AGENTS NUMERIC CODE

BU BEYAZ BÖLGEYE YAZI VEYA İŞARET KOYMAYINIZ  
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE

Picture 5.2 : Plane ticket

Sandra : How much is the fare?

Travel agent : It's 240 YTL.

Travel agent : If your luggage is over 30 kilos, you will have to pay extra fare at the airport.

Sandra : That's OK.

Travel agent : Have a nice flight.

### 5.3. Understanding the Dialogue

Give short answers to these questions.

1. Where does Sandra want to fly?
2. When does Sandra want to fly?
3. Is she going alone?
4. Which flights are available?
5. What time is the departure time?
6. What time must she be at the airport?
7. How will she go to the airport?
8. How much did she pay?

## 5.4. Studying a Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for the dialogue</b>	First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the dialogue.</b>	With your classmate, perform the dialogue. While you are performing, be careful with your pronunciation and intonation.
<b>Build up your own dialogue</b>	a. change the departure time, b. change the kind of ticket, c. change the fare of the ticket.

## 5.5. Check Your Vocabulary

Fill in the gaps using the words and the idioms in the box.

Travel agent : Yes sir, how can I help you?

Guest : I would like to .....to Adana.

Travel agent : Is it just.....?

Guest : Yes, .....please

Travel agent : .....there are two flights tonight.

Guest : OK. Please..... my ticket.

Travel agent : Your ... .....time is at 07:30 am. But you must be at the airport for  
 ..... and .....control.

Guest : Is there .....from here?

Travel agent : Sure.

Departure, on the schedule, arrange, luggage, ticket, a shuttle bus, fly, one person,  
a round ticket

## 5.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you give the customer information about the planes?		
3. Can you tell him /her about the time?		
4. Can you arrange the ticket?		
5. Can you tell the customer about the flights departure?		

## 5.7. Necessary Idioms For Plane

### 5.7.1. Match The Idioms With Their Turkish Meanings.

1. Do I have to change planes? (a) Bagajımı kaybettim
2. Is it direct? (b) Varış ne zaman?
3. How many items of carry-on luggage are permitted? (c) Uçuş gecikti
4. Is there a layover? (d) Aktarma yapmam gerekecek mi?
5. How long is the layover in Ankara? (e) Direkt uçuş mu?
6. There is one -hour layover. (f) Valizim kayıp
7. When does the next flight leave? (g) Yanıma ne kadar el bagajı alabilirim?
8. What is the departure time? (h) İki sefer arasında bekleme var mı?
9. When does the plane get here? (i) Uçuşumu iptal etmek zorundayım
10. What is the arrival time? (i) Bekleme süresi bir saat
11. When will I make my connection (j) Ankara'da aktarma ne kadar

- 
12. I have to cancel my flight.
13. I've lost my luggage.
14. My luggage is missing.
15. The flight has been delayed.
16. The flight has been moved to gate M-2
17. The flight is overbooked
18. May I see your boarding pass?
- sürecek?
- (k) Bir sonraki uçuş ne zaman?
- (l) Biniş kartınızı  
görebilir miyim?
- (m) Uçakta koltuk sayısından  
fazla yolcu var
- (n) Ne zaman aktarma  
yapacağım?
- (o) Hareket saati ne zaman?
- (p) Uçak buraya ne zaman  
varır?
- (r) Uçuş M-2 kapısına  
yönlendirildi



# LEARNING ACTIVITY-6

## AIM

With this activity, you'll be able to help the guests with the train ticket fares and give them information about the trains schedule.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a railway station and get information about train reservations.

## 6. INFORMATION ABOUT RAILWAY

### 6.1. Key Words

These are the key words that you will need to understand the dialogues. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.

#### 6.1.1. Key Words

types	cabin
sink	comfortable
compartments	include
cruise	needs
insured	



**Picture 6.1: Train station information office**

## **6.2. Presentation: The Dialogue**

Richard walks into the travel agency. He wants to get information about trains.

Travel agent : Welcome sir, how can I help you?

Richard : Ah! Yes, I would like to get information about trains from İstanbul to Ankara.



**Picture 6.2: Train station**

Travel agent : There are three types of trains from İstanbul to Ankara.

There is Blue Train at 08:30 am. It arrives in Ankara at 04:00 am ,

Express Train is at 01:30 am. It arrives in Ankara at 07:00 pm,

Fast Train is at 05:00 pm. It arrives in Ankara at 09:00 pm,

Richard : Can you give me some information about the trains?

Travel agent : In all trains, there is a restaurant service. You can get all your needs from these restaurants. All cabins have a sink and WC. First class passengers can travel on the seats which can turn into bed at night. Some compartments have beds. The other compartments have comfortable seats.

Richard : OK. Then what about the prices?

Travel agent : Blue Train and Express Train have the same price.  
First Class fare is : 20 YTL  
Compartments with Bed fare is : 22 YTL  
Ordinary Compartments fare is : 15 YTL  
Fast Train prices:  
First Class fare is : 30 YTL  
Compartments with Bed fare is : 32 YTL  
Ordinary Compartments fare is : 25 YTL

Richard : I want to book a ticket for two on Fast Train. First class, please.

Travel agent : First class, on the Fast Train for two is 60 YTL. Ticket price doesn't include restaurant service. If you eat in the restaurant you will have to pay for it.

Travel agent : You must be in the station 30 minutes before.

Travel agent : All the passengers and their luggage is insured by the Turkish Railway Company. You must be at the railway station at 08:30 pm for the ticket and luggage control.

Richard : Do you accept VISA?

Travel agent : Yes of course. Thank you. Have a nice journey!

### **6.3. Understanding The Dialogue**

Give short answers to these questions.

1. What does Richard want?
2. How does he want to travel?

3. How many types of trains are there?
4. Which train is faster?
5. Which trains are cheaper?
6. What is there on the train?
7. What do all cabins have?
8. How can the first class passengers travel?
9. What do some compartments have?
10. Which train does he want to travel on?
11. Does the ticket price include the food in the restaurant?
12. Who insured all the passengers?

#### 6.4. Building Up A Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for the dialogue</b>	First read the dialogue carefully. If you don't know the meaning of a word, look up the new words in an English dictionary and learn their meanings. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the dialogue.</b>	With your classmate perform the dialogue. While you are performing, be careful with your pronunciation and intonation.
<b>Build up your own dialogue</b>	<ol style="list-style-type: none"> <li>a. change the departure time,</li> <li>b. change the kind of train,</li> <li>c. change the fare of the ticket.</li> <li>d. change the city.</li> <li>e. change the type of payment.</li> </ol>

## 6.5. Check Your Vocabulary

Fill in the gaps using the words and the idioms in the box

Travel agent : Welcome Sir. How can I help you?

Guest : I would like to ..... a train ticket from İzmir to İstanbul.

Travel agent : Which train do you want?

Guest : I would like on ..... train.

Travel agent : Do you want to .....it now.

Guest : Yes, please.

Travel agent : If you buy .....ticket there is .....

Guest : OK. A round ticket for two please.

Confirm, a round, express, book, discount,
--

## 6.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you give the customer information about the trains?		
3. Can you tell the customer about the train comfort?		
4. Can you arrange the ticket?		
5. Can you tell the customer about the trains departure?		

## 6.7. Necessary Idioms for Railway

### 6.7.1. Match the idioms with their Turkish meaning.

1. Is it direct?

(a) Varış ne zaman?

2. Is there a layover?

(b) Kapılardan uzak durum

- 
3. Is there a dining car?
  4. Is the train on time?
  5. What's the arrival time?
  6. Are there seats available?
  7. Stand away from the doors.
  8. Please move away from the doors
  9. Please have your tickets ready for the conductor
  10. Is this seat occupied?
  11. Can you crack the window, please?
- (c) Direkt mi?
  - (d) Boş yer var mı?
  - (e) Camı aralayabilirmisiniz?
  - (f) Bu koltuk boş mu acaba?
  - (g) Lütfen kondüktör gelmeden  
biletlerinizi hazırlayın
  - (h) Mola var mı?
  - (i) Yemekli vagon var mı?
  - (j) Tren zamanında hareket  
edecek mi?
  - (k) Lütfen kapıların yanından  
uzaklaşın

# LEARNING ACTIVITY-7

## AIM

With this activity, you'll be able to help the guests with the ship tour fares and give them information about the tours schedule.

## SEARCH

Look up the new words in an English dictionary and learn their meanings. If you have opportunity, go to a travel agent and get information about ship tour reservations.

## 7. A TOUR BY SHIP

### 7.1. Key Words

These are the key words that you will need to understand the passage. Listen to your teacher and tick the words when you hear them. Do not worry about understanding the passage wholly, but try to recognize the key words.

#### 7.1.1. Key Words

coach

welcoming

Maritime

familiarization

itinerary

set of

across

towards

marketing

special

church

champagne

firework

display

wooden horse

snack

## 7.2. Presentation: The Passage

An agent for Turkish Maritime is welcoming a group on a familiarization tour.

“Good evening ladies and gentlemen, and on behalf of Turkish Maritime, I would like to welcome you to our familiarization trip aboard the TC. ERDEK Ship.

I’d just like to run through our itinerary for the next few days. We will be setting off in a few minutes, and tonight we will be sailing across the Marmara Sea towards Çanakkale. If the weather holds we will have arrived in Çanakkale by 06:00 in the morning.



**Picture 7.1 : Cruivasier**

The coach will take us to the Hotel Anafartalar in Çanakkale. This is the hotel that we will be using for all our future tours as well. During the day, you will visit the places where the big Battle of Çanakkale took place. In the evening, you will be having a special dinner in the hotel’s famous restaurant. At midnight, there will be champagne and a firework display, followed by dancing in the disco. In the morning, after the breakfast, we will be visiting the famous Troy, where there is the Wooden Horse.

In the afternoon, we will be taking back to our board. While we are having our snack, we will be sailing across the Aegean Sea and by 06:00 pm., we will have arrived in Ayvalık. We are going to take off the board and go to Cunda Island. We are going to visit the churches and also we’ll be able to do shopping and at 09:00 pm. we will be sitting by the sea and eating our fish. At 11:30 pm we are going to be on the board and we’re going to set off again. Our next stop is Birds Island.....

We hope you enjoy your trip.



### 7.3. Understanding the Passage

Give short answers to these questions.

1. Who is the agent welcoming?
2. What is the agent running through?
3. When will they be setting off?
4. Where will they be sailing?
5. What time will they have arrived in Çanakkale?
6. Where will they visit during the day?
7. What will they be doing in the evening?
8. What will they see in Troy?
9. What will they be doing while they are having their snack?
10. What will they be able to do in Cunda Island?
11. What will they eat?
12. Where is their next stop?

### 7.4. Studying A Tour Programme

STEPS OF THE ACTIVITY	SUGGESTIONS
<b>Collect all the necessary information for your ferry tour.</b>	First read the passage carefully. If you don't know the meaning of a word, look up the new words in an English dictionary and learn their meanings. Try to understand the tenses of the verbs. Be sure that you understand the sentence correctly and pronounce it correctly.
<b>Perform the ferry tour.</b>	With your classmate perform the tour programme. While you are performing, be careful with your pronunciation and intonation.

<p><b>Build up your own ferry tour.</b></p>	<p>a. change the place,  b. change the times,  c. change the activities on board,  d. change the activities at the hotel.</p>
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### 7.5. Check Your Vocabulary

Fill in the gaps using the words and the idioms in the box.

Travel agent: : Yes madam. How can I help you?

Guest : Yes, we are looking a .....trip to Rhodos Island.

Travel agent: : Yes, next week, there is an.....tour.

Guest : How is the .....programme?

Travel agent: : Ferry will be.....next week Wednesday afternoon and  
.....in Rhodos Island the next morning. There will be .....  
dinner on the ferry, also ..... display. You will be ..... to your hotel in  
Rhodos. It is a ..... tour.

Guided, ferry, itinerary, special, setting off, inclusive, firework, arrive, transferring

## 7.6. Check Yourself

<b>Check Yourself</b>	<b>Yes</b>	<b>No</b>
1. Did you learn the new words?		
2. Can you give the customer information about the board?		
3. Can you tell them about the time?		
4. Can you tell your passengers about the activities on the board?		
5. Can you tell the customer about the board setting off?		

# ANSWERS OF THE QUESTIONS

## LEARNING ACTIVITY 1

### 1.3. UNDERSTANDING THE DIALOGUE

1. He is in the travel agency.
2. He wants to get some information about visiting some touristic sights in Turkey.
3. He would like to visit some historical sights also sand and sea.
4. The travel agency suggests him to go to Antalya.
5. Yes he does.
6. Yes it does.

### 1.5. VOCABULARY CHECK

What kind of holiday

Suggest

confirm

## LEARNING ACTIVITY 2

### 2.3. UNDERSTANDING THE DIALOGUE

1. Because he has made up his mind.
2. He is planning to go to Antalya.
3. Tomorrow.
4. About a week.
5. Yes he does.
6. Because he can travel around Antalya by package tour.
7. Plane.
8. By visa.

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## **2.5. VOCABULARY CHECK**

a trip, can-get

do-you want to go

would-like

combined tour

pay

## **LEARNING ACTIVITY 3**

### **3.3. UNDERSTANDING THE DIALOGUE**

1. He is buying his ticket.
2. Yes he is.
3. No, he isn't.
4. His name.
5. His bus leaves at 09:00 am.
6. At 08:30 am.
7. 50 YTL.

### **3.5. VOCABULARY CHECK**

can I help you

just

fare

group rate

confirm

---

## LEARNING ACTIVITY 4

### 4.3. UNDERSTANDING THE DIALOGUE

1. They want to fly to Erzurum.
2. They are three. Two adults and a child.
3. No it isn't .
4. In Ankara.
5. In non smoking section.
6. It is at 08:30 am.
7. For the passengers' safety.
8. 45 minutes.

### 4.5. VOCABULARY CHECK

Can I help you

Return

Travel

Direct

Waiting list

registrate

## LEARNING ACTIVITY 5

### 5.3. UNDERSTANDING THE DIALOGUE

1. To İstanbul.
2. Tonight.
3. Yes she is.
4. 07:30 pm. and 09:00 pm.
5. At 09:00 pm.
6. At 08:30 pm.

7. By shuttle bus.
8. 240 YTL.

## 5.5. VOCABULARY CHECK

fly  
one person  
a round ticket  
on the Schedule  
arrange  
departure – luggage- ticket  
shuttle bus

### 5.7.1. MATCHING THE IDIOMS

1-d	10-b
2-e	11-n
3-g	12-i
4-h	13-a
5-j	14-f
6-i	15-c
7-k	16-r
8-o	17-m
9-p	18-l

---

## LEARNING ACTIVITY 6

### 6.3. UNDERSTANDING THE DIALOGUE

1. He wants to get information about trains.
2. He wants to travel by train.
3. Three types.
4. Fast train.
5. Blue Train and Express Train.
6. Sink, WC, bed and restaurant.
7. Sink and WC.
8. On seats which can turn into bed.
9. Comfortable seats.
10. He wants to travel on Fast Train.
11. No, it doesn't.
12. The Turkish Railway Company.

### 6.5. VOCABULARY CHECK

book

Express

Confirm

Round

Discount

### 6.7.1. MATCHING THE IDIOMS

1-c

2-h

3-i

4-i

5-a

6-d

7-b



8-j

9-g

10-f

11-e

## LEARNING ACTIVITY 7

### 7.3. UNDERSTANDING THE DIALOGUE

1. He is welcoming a group.
2. Itineraries for the next few days.
3. In a few minutes.
4. They will be sailing across the Marmara Sea.
5. They will be arriving in Çanakkale tomorrow morning at 06:00 am.
6. They will visit the places where the big Çanakkale War took place.
7. They will be having a special dinner.
8. The famous Wooden Horse.
9. They will be sailing across the Aegean Sea.
10. They'll be able to do the shopping.
11. They will eat fish.
12. Their next stop is Birds Island.

### 7.5. VOCABULARY CHECK

ferry

inclusive

itinerary

be setting off-arrive-special-firework, transferring-guided

# KAYNAKÇA