

T.C.
MİLLÎ EĞİTİM BAKANLIĞI



MEGEP

(MESLEKİ EĞİTİM VE ÖĞRETİM SİSTEMİNİN
GÜÇLENDİRİLMESİ PROJESİ)

KONAKLAMA VE SEYAHAT HİZMETLERİ

MESLEKİ YABANCI DİL 2

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Milli Eğitim Bakanlığı tarafından geliştirilen modüller;

- Talim ve Terbiye Kurulu Başkanlığının 02.06.2006 tarih ve 269 sayılı Kararı ile onaylanan, Mesleki ve Teknik Eğitim Okul ve Kurumlarında kademeli olarak yaygınlaştırılan 42 alan ve 192 dala ait çerçeve öğretim programlarında amaçlanan mesleki yeterlikleri kazandırmaya yönelik geliştirilmiş öğretim materyalleridir (Ders Notlarıdır).
- Modüller, bireylere mesleki yeterlik kazandırmak ve bireysel öğrenmeye rehberlik etmek amacıyla öğrenme materyali olarak hazırlanmış, denenmek ve geliştirilmek üzere Mesleki ve Teknik Eğitim Okul ve Kurumlarında uygulanmaya başlanmıştır.
- Modüller teknolojik gelişmelere paralel olarak, amaçlanan yeterliği kazandırmak koşulu ile eğitim öğretim sırasında geliştirilebilir ve yapılması önerilen değişiklikler Bakanlıkta ilgili birime bildirilir.
- Örgün ve yaygın eğitim kurumları, işletmeler ve kendi kendine mesleki yeterlik kazanmak isteyen bireyler modüllere internet üzerinden ulaşılabilirler.
- Basılmış modüller, eğitim kurumlarında öğrencilere ücretsiz olarak dağıtılır.
- Modüller hiçbir şekilde ticari amaçla kullanılamaz ve ücret karşılığında satılamaz.

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AÇIKLAMALAR

KOD	222YDK004
ALAN	Seyahat Acenteciliği
DAL/MESLEK	Alan Ortak Modülü
MODÜLÜN ADI	Mesleki Yabancı Dil 2 İngilizce
MODÜLÜN TANIMI	Bu modül öğrenciye acente operasyon organizasyonları ile ilgili bilgi ve becerilerin verildiği öğrenim materyalidir.
SÜRE	40/32
ÖN KOŞUL	Yabancı Dilde Temel Kurallar ve Yabancı Dilde İletişim modüllerini başarmış olmak.
YETERLİK	Mesleği ile ilgili terimleri ve konuları yabancı dilde konuşmak.
MODÜLÜN AMACI	<p>Genel Amaç Gerekli ortam sağlandığında seyahat acentelerinde operasyon organizasyonlarını acente prosedürlerine uygun olarak gerçekleştirebileceksiniz.</p> <p>Amaçlar</p> <ol style="list-style-type: none">1. Yabancı bir Turist ile temel İngilizce düzeyinde diyalog kurabileceksiniz.2. Yabancı ve yerli turistlerin otel odası satış işlemlerini hatasız olarak gerçekleştirebileceksiniz.3. Konukların acente prosedürüne uygun olarak transfer işlemlerini gerçekleştirebileceksiniz.4. Konukların vize işlemlerini eksiksiz olarak takip ve kontrol edebileceksiniz.5. Konuklara tur satma işlemlerini acente prosedürüne uygun olarak gerçekleştirebileceksiniz.

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

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 yada geç yok olmaya mahkumdurlar. Bu nedenle sadece yerli turist ile çalışmayacağımız için iletişim sorunları çıkabilir ve müşteri memnuniyetinde azalma olabilir.

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 ülkemiz 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 your country by studying this module.

LEARNING ACTIVITY-1

1. ENQUIRIES AND RESERVATION

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.

1.1.1. Key Words

sort

accommodation

available

private

air condition

convenient

suburbs

medium-size

1.2. Presentation: The Dialogue

Mr. Harvey is in a travel agency to enquire about the hotels in İstanbul



Picture 1.1: Travel Agency

Travel agent : Good morning. How can I help you?

Mr. Harvey : Good morning. I need a double room with a bath for two nights.

Travel agent : I see. What sort of a hotel would you like?

Mr. Harvey : Well, could you tell me what kind of accommodations are available?

Travel agent : Well, of course, there are different classes of hotels. Hotel prices start from 30 YTL for a one star hotel and go up to 1000 YTL for a five star hotel.

Mr. Harvey : I want a three star hotel. What are there in a three star hotel?

Travel agent : There are a private bath with 24 hours hot water, air condition, a minibar, a telephone and a TV set.

Mr. Harvey : Ah! Thank you very much.

Travel agent : Where would you like the hotel to be located? The hotels in the center are more convenient than the hotels in the suburbs, but the city center hotels are more expensive and noisier.

Mr. Harvey : We would like to be in the city center. Which of these has a good location?

Travel agent : Well, The City Hotel, The Central Hotel and The Park Hotel are all very central.



Picture 1.2: Hotel

Mr. Harvey : Could you tell me the prices of the City Hotel ?

Travel agent : It is 150 YTL.

Mr. Harvey : What is it like?

Travel agent : It is a medium - size hotel with about 80 beds and it's very comfortable.

Mr. Harvey : Can I book a room in The City Hotel from here?

Travel agent : Certainly, that's no problem. So, that's for today and tomorrow, isn't it?

Mr. Harvey : Yes .

Travel agent : What is your name please?

Mr. Harvey : Bill Harvey.

Travel agent : Thank you Mr. Harvey, just a moment please, I need to confirm your booking.

1.3. Understanding the Dialogue

Give short answers to these questions.

1. How long does Mr. Harvey want to stay?
2. What kind of a room does he want?
3. What kind of accommodations are available?
4. How much are the prices of the hotels?
5. In what ways are suburban hotels better ?
6. How big is the City Hotel?
7. What are there in a three star hotel?
8. Is it possible to book a room from the travel agency?

1.4. Studying a Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
Collect all the necessary information for the dialogue	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 sentences correctly and pronounce them correctly.

Perform the dialogue.	Perform the dialogue with your classmates. While you are performing, be careful with your pronunciation and intonation.
Build up your own dialogue	a. change the prices of the hotel, b. change the kind of the hotel.

1.5. Check Your Vocabulary

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

Travel agent : Hello, can I help you?

Customer : We are looking for

Travel agent : How long are you going to stay?

Customer : Two nights.....please.

Travel agent : I will checkfor you.

Customer : Also we would like somewhere a bit

Travel agent : Would you like a..... room with a.....?

Customer : Yes.

Travel agent : Bed and breakfast or.....?

Customer : I'm not sure.

Travel agent : If I were you, I would choose bed and breakfast, then you can eat out in the restaurant at night.

Customer : OK. Then, make myplease.

Half board, relaxing, double, reservation, accomadation, twin, availability, balcony
--

1.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you give information to the customer about hotels?		
3. Can you recommend the customer about the hotels?		
4. Can you tell the customer options of the hotel?		

LEARNING ACTIVITY- 2

2. TRANSFER

2.1. 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.

2.1.1. Key Words

Guide	obviously
guests	overlap
coaches	combine
approachable	basically
commentary	separate
architecture	purchase
local	provide
customs	convenient
independent	contact
principals	itinerary

2.2. How To Be A Good Guide

A guide must be careful, neat and he must have a good knowledge of history, architecture and local customs. He must know at least two languages, also he/she must be friendly, helpful and approachable.

The guide of the travel agency meets the foreign guests at the airport.

When the plane lands, the guide welcomes the guests and reads out their names then he /she takes them to their coaches. On each coach, there is a guide. Guides give commentaries to the guests about the places where they are passing through.

A guide must know the itinerary of the tour and give the guests detailed information. A guide also must warn the guests about the rules of the places, where to go and where not to go and give them the necessary telephone numbers.



Picture 2.1: A tour guide is welcoming the guests.

2.3. The Differences Between A Tour Operator And A Travel Agent

It is quite obvious that there is overlapping between two roles, but basically, the tour operator buys the separate elements of transport, accommodation, and other services and combines them into a package. A travel agent sells his products and other services to the public, and provides a convenient location, such as a shop or office, for the purchase of the travel.

A tour operator has to do things like deciding what tours and holidays to organize. It might be inclusive tours or independent holidays. Then, when they are preparing a tour, they need to contact with various airline companies and hotels and other principals.

2.4. Understanding the Passage

1. How must a good guide be?
2. What must a guide know?
3. Who does the guide meet?
4. What does he read out?

5. Where does he take the guests to?
6. What does he give to the guests?
7. What are the differences between a tour operator and a travel agent?
8. What does a tour operator combine into a package?
9. What does a travel agent sell?
10. How many types of holidays are there?

2.5. Matching

A tour operator is phoning a guide to see if she can do some work. Read the guide's sentences and match them with the tour operator's sentences.

Tour operator : Hello, Ertan Kurt.

Guide (1) :

.....

Tour operator : Ah! Hello, nice to hear from you again. What can I do for you?

Guide (2) :

.....

Tour operator : I'll just get my diary. Can you give me the details? OK, go ahead please.

Guide (3) :

.....

Tour operator : Would it be the same as I did last year in the open - top bus?

Guide (4) :

.....

Tour operator : Good, so I might be able to use the commentary I prepared last time but what sort of a group is it?

Guide (5) :

.....

Tour operator : Oh good, so there won't be any language problems. Now, when would you like me

to do it?

Guide (6) :

.....

Tour operator : That's fine for me. I'm free then . Have you got anything in your mind for later on ?

Guide (7) :

.....

Tour operator : OK, let me take a note of it.. By the way, what play is it?

Guide (8) :

.....

Tour operator : Right, and do you want me to book a restaurant?

Guide (9) :

.....

Tour operator : Thank you very much, good bye!

- a. Right, the first part is an afternoon tour.
- b. Yes, that's right, and the route is still the same.
- c. Hello, this is Aynur Tuncsiper from Sontage Tours.
- d. No, that's OK. We've arranged it all, but it might be a good idea to confirm it. I'll send you all the details and if there is anything else you need to know, call me.
- e. It's a group of about 15 people who are here for a week.
- f. Yes, it will be followed by a theatre trip and dinner.
- g. Well, I was wondering if you would be able to organize a tour for us.
- h. Next Wednesday, that's the eighteenth.
- i. It is a musical –Lüküs Hayat. We have got the tickets.

2.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you describe a good guide?		
3. Can you give information to the guests?		
4. Can you have a good contact with the guests?		
5. Can you help the guests?		

LEARNING ACTIVITY- 3

3. TRANSFER

3.1. 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.

3.1.1. Key Words

enjoy	journey
luxurious	Virgin
relaxing	unquestionable
explore	scheduled
board	change
elegant	exchange
ancient	currency
opportunities	declare
excellent	boarding pass
bazaar	souvenirs



Picture 3.1.:

Airport

3.2. Transfer

3.2.1. Arrival Transfer

After taking the guests from the airport, the guide reads out the programme of the tour.

“Good morning ladies and gentlemen, welcome to İzmir, my name is Mehmet Gül. I’m your guide and I hope you will enjoy your stay in İzmir. You will use Turkish Liras and you can exchange your money in the official banks and exchange offices.

Now, I'll give you information about money currency;

- One dollar is 1 YTL and 35 kuruş
- One euro is 1 YTL and 65 kuruş

You must be careful while you are doing shopping and you shouldn't go away far from the group.



Picture 3.2: Meeting tourists at the airport.

Our coach is going to transfer you to the luxurious Garden Palace Hotel in Alsancak. The evening is free to settle in and then, you are going to enjoy a relaxing dinner .

Tomorrow, you are free to explore Alsancak and Kordon Street. Later in the day, we are going to get on our coach to go to Güzelyalı for dinner. After the dinner, our coach will take us back to Garden Palace Hotel.

Next morning, we are going to take a short drive to Karşıyaka. It is an elegant city with excellent shopping opportunities. We are going to have our lunch in Karşıyaka. After the lunch, we are going to take you to ancient Kemeraltı Bazaar. We are going to drink our Turkish coffee at Hisarönü and you will be able to buy souvenirs from Kızlarağası Hanı.



Picture 3.3: Ephesus



Picture 3.4: Virgin Mary

On the fourth day, we are going to get on our coach for a journey to Ephesus and Virgin Mary. It is unquestionably one of the world's most beautiful ancient cities. I'm sure you'll enjoy it.

OK. Now, you are going to be taken to your hotel for a rest. We are going to pick you up at 11.00 a.m from the gate of the hotel.

3.2.2. Departure Transfer

The last day, after breakfast, we are going to take you from your hotels by our coaches and transfer you to Adnan Menderes Airport for your scheduled flight. After the passport and luggage control, you are going to be given your boarding pass and you are going to get on your planes. If you have something to declare, please do it before your luggage control.



Picture 3.5: Boarding

3.3. Understanding the Passage

1. What does the guide read out?
2. What is the guide's name?
3. What did the guide advice to the guests?
4. What kind of a hotel are they going to stay in?
5. What are they going to do in Alsancak and Kordon Street?
6. Where are they going to have their dinner?
7. What opportunities are there in Karşıyaka?
8. What are they going to drink at Hisarönü?

9. What can they buy at Kızlarağası Hanı?

10. Where are they going to be taken on the fourth day?

3.4. Studying a Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
Collect all the necessary information for the dialogue	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 sentences correctly and pronounce them correctly.
Perform the dialogue.	Perform the dialogue with your classmates. While you are performing, be careful with your pronunciation and intonation.
Build up your own dialogue	a. change the city where you meet your guests, b. change the name of the hotel, c. change the places where you are going to take your guests d. change the activities

3.5. Check Your Vocabulary

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

It is always useful to have some.....particularly if it is a world.....
American dollars are the best as they are readilyall around the world.

Try to take some cash of the you are going to. When you arrive in
a.....country, the banks may beand you may have to pay
.....or make a However, it is usually easy tomoney at the
airport when you arrive.

Country, taxi driver, foreign, change, cash, phone call, currency, accepted, closed

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you give information to the guests?		
3. Can you have a good contact with the guests?		
4. Can you help the guests?		

LEARNING ACTIVITY- 4

4. TAKING VISAS

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 when you hear them. Do not worry about understanding the conversation wholly, but try to recognize the key words.

4.1.1. Key Words

organize	form
abroad	salary
discount	fill
daughter	application
options	
visa	
accept	
passport	
registration	

4.2. Presentation: The Dialogue

A travel agency is organizing tours abroad for the New Year activities.

Some of their tours are;

- from İstanbul to London, five days and four nights, 750 dollars for each person, 50 % for children under 10 years, five star hotel, credit card is accepted,
- from Istanbul to Paris, five days four nights, 600 dollars for each person, 50 % for children under 10 years, five star hotel, credit card is accepted,
- from Istanbul to Cyprus, five days four nights, 100 dollars for each person, 50 % for children under 10 years, five star hotel, credit card is accepted.

Travel agent : Can I help you.?

Andrew : Ah! Yes, I want to arrange a trip abroad for the New Year.

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

Andrew : No, for three. Me, my wife and my eight year old daughter.

Travel agent : Here are the options. (shows the brochures of tours)

Andrew : Do we need visa for these trips?

Travel agent : Yes, for England and France you need visa, for Cyprus you don't need a visa.



Picture 4.1.

Andrew : OK. I would like to go to Paris.

Travel agent : OK. Have you got your passport?

Andrew : Yes, we have a family passport.

Travel agent : Well, you must bring two photos for each of you, your passport, registration form, a form from your work, and your salary form.

Andrew : Is that all?

Travel agent : Yes, but pay attention that you must bring them 15 days before the trip so, we will arrange everything for you.

Andrew : Thank you very much.

Travel agent : Could you fill in this application form please?

4.3. Understanding the Dialogue

Give short answers to these questions.

1. What does the travel agency organize?
2. How many days are the trips?
3. Why does he want to go abroad?
4. How many people are they?
5. Does he need visa for these trips?
6. Which trip doesn't need visa?
7. Does he have a passport?
8. What does he need for getting visa?
9. What will the travel agency arrange?
10. What must he fill in?

4.4. Studying a Dialogue

STEPS OF THE ACTIVITY	SUGGESTIONS
Collect all the necessary information for the dialogue	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 sentences correctly and pronounce them correctly.
Perform the dialogue.	Perform the dialogue with your classmates. While you are performing, be careful with your pronunciation and intonation.
Build up your own dialogue	a. change the trips, b. change the options, c. change the fares of the trips,

4.5. Check Your Vocabulary

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

Everybody knows that they must have awhen they go to another country. But many people wait until the last minute beforefor a new passport or for the Of their old one. In Turkey it can take up about twenty days to have a newin a passport. Before your travel write down theof your passport, the and theand keep this information perhaps in your diary.

Sometimes you will need specialto enter acountry and you will have toa visa. Usually yourwill tell you if you need a

If you have any doubt you shouldthe of the country you want to go to and ask them.

Cotact, date of issue, embassy, visa, passport, number, date stamped, renewal, travel agent, foreign, place of issue, permission, safe, applying, obtain
--

4.6. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you tell the customer about the options of the trip?		
3. Can you tell him/ her what he/she needs for visa?		
4. Can you ask him/her to fill in application form ?		

LEARNING ACTIVITY -5

5. TOUR OPERATOR

5.1. Key Words

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

5.1.1. Key Words

duration	include
bargain	valid
sale	quoted
bookable	one parent
prior	infants
accommodation	rate
travel insurance	entertainment
personal expenses	



Picture 5.1.: Travel agency

KAPADOKYA TOUR

WEEKLY DEPARTURES EVERY MONDAY FROM İZMİR TO KAPADOKYA FOUR NIGHTS DURATION

TRANSPORT INFORMATION All times are available

Departure day: Monday

prices

BARGAIN

From 02 May to 28 November

November

245 YTL

SALE

from 02 May to 15 July

265 YTL

STANDARD

from 16 July to 28

350 YTL

BARGAIN bookable only during the last seven days prior to departure

Your price includes : Return transport, meals during the journey, free drinks with main meals during the journey, accommodation in a four star hotel, breakfast and dinner during the stay, travel insurance.

It doesn't include: Personal expenses, lunch

Children's discount : Valid for all prices quoted (valid only for children travelling with at least one parent or other adult members of the family)

❖ <u>Infants up to 2 years</u>	<u>FREE</u>
❖ <u>Children from 2 to 12</u>	<u>30% discount</u>
<u>Children from 12 to 16 years</u>	<u>20% discount</u>

No limit to the number of children travelling at discount rates!

TOUR PROGRAMME

Day 1: Transfer by air-conditioned coach to Konya, visiting Mevlana, lunch in Konya, arriving in Nevşehir, transfer to the hotel, dinner and rest.

Day 2: Breakfast, visiting underground city, lunch, visiting an old church, returning to the hotel, tasting the famous Kapadokya wine, dinner and entertainment.



Day 3: Breakfast, visiting volcanic rocks, lunch, flying by balloon and other surprise activities,
returning to the hotel, dinner and entertainment.

Day 4: Breakfast, getting on coach and driving back to İzmir.

5.2. Understanding the Table

1. Where is the tour trip to?
2. How many price choices are there ?
3. Which one is cheaper?
4. When can you book bargain price tour?
5. What is free during the trip?
6. What is not free during the trip?
7. Who can travel free?
8. What age of children can travel with %20 discount?
9. What is the first day's programme?
10. Which day is the church visit?
11. When is the volcanic rocks visit?
12. How long is the tour programme?

5.3. Studying a Table

STEPS OF THE ACTIVITY	SUGGESTIONS
Collect all the necessary information for the table.	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 sentences correctly and pronounce them correctly.
Discuss the table.	Discuss the table with your classmates. While you are discussing, be careful with the time and places.
Build up your own table.	<ul style="list-style-type: none"> a. change the trips, b. change the options, c. change the fares of the trips, d. change the duration.

5.4. Check Your Vocabulary

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

Meals are notin this price,.....for breakfast in Kemer. Wecustomers to set aside a sum of for ten YTL. To cover all other meals. There is a.....in Kemer before you are to Antalya. The tripfour days all together. Over nightis in village hotels or lodges. We chose thisfor are customers because not only is it cheap it is a way ofIt depends on where you are . Some of these lodge have simple

Bedroom, others offer more comfortable with quitemenus. We do alsoinclude in the price the guides and the porters who areif you

are to enjoy your trip to the full. Would you like us to send you ourwith further

accommodation, establishing, essential, details, accommodation, included, sightseeing, accept, sophisticated, lasts, recommend, driven, provide, brochure, option, communal

5.5. Check Yourself

Check Yourself	Yes	No
1. Did you learn the new words?		
2. Can you prepare a new tour table?		
3. Can you explain to the tourists the table?		
4. Can you organize a tour programme?		

ANSWERS OF THE QUESTIONS

LEARNING ACTIVITY 1

1.3. UNDERSTANDING THE DIALOGUE

1. For two nights.
2. A double room with bath.
3. Different classes of accommodation are available.
4. Starts from 30 YTL for a one star hotel and goes up to 1000 YTL for a five star hotel.
5. Cheaper and quieter.
6. Medium size.
7. Private bath with 24 hours hot water, air condition, a minibar, a telephone and a TV set.
8. Yes

1.5.CHECK YOUR VOCABULARY

accommodation

double

availability

relaxing

twin- balcony

half board

reservation

LEARNINING ACTIVITY 2

2.3. UNDERSTANDING THE PASSAGE

1. He must be careful, neat and he must have good knowledge of history, architecture and local customs.
2. He must know at least two languages and the programme of the tour.
3. He meets the guests.
4. He reads out the names.
5. He takes them to their coaches.
6. He gives them detailed information and necessary telephone number.
7. A tour operator buys the separate elements of transport accommodation and other services and combines them in to a package; a travel agent sells his products and other services to the public.
8. A tour operator buys the separate elements of transport accommodation and other services and combines them in to a package.
9. A travel agent sells the tour operator's package and other services to the public.
10. There are inclusive tours and independent holidays.

2.4. MATCHING

- 1-c
- 2-g
- 3-a
- 4-b
- 5-e
- 6-h
- 7-f
- 8-i
- 9-d

LEARNING ACTIVITY 3

3.3. UNDERSTANDING THE PASSAGE

1. He reads out the programme.
2. Mehmet Gül.
3. He advises them to exchange their money from the official Bank and exchange offices also be careful when they are shopping and not to go away far from the group.
4. They are going to stay in Garden Palace Hotel
5. They are free to explore Alsancak and Kordon.
6. They will have their dinner in Güzelyalı.
7. Excellent shopping opportunities.
8. They will drink Turkish coffee.
9. They can buy souvenirs.
10. To Ephesus and Virgin Mary.

3.5 CHECK YOUR VOCOBULARY

cash
currency
accepted
country
foreign
closed
taxi driver
phone call
change

LEARNING ACTIVITY- 4

4.3. UNDERSTANDING THE DIALOGUE

1. Tour abroad for new years.
2. Five days and four nights.
3. For new year.
4. Three .
5. He needs visa for Paris and London.
6. Cyprus doesn't need visa.
7. Yes.
8. He needs registration form, a form from work and salary form.
9. They will arrange everything.
10. Application form.

4.5. CHECK YOUR VOCOBULARY

Passport,
applying
renewal
date stamped
number
date of issue
place of issue
safe
permission
foreign
obtain
travel agency
visa
contact
embassy

LEARNINING ACTIVITY 5

5.2. UNDERSTANDING THE TABLE

1. Cappadocia .
2. There are three prices.
3. Bargain price is cheaper.
4. You can book it only last seven days before the trip.
5. Return transport drinks during travelling, accommodation, breakfast and dinner.
6. Personal expenses and lunch.
7. Infants up to two years old.
8. Children from 12 to 16 years old.
9. Drive to Konya visiting Mevlana arriving in Nevşehir dinner and rest.
10. Second day.
11. Third day.
12. Four days.

5.4. CHECK YOUR VOCOBULARY

Included

Except

Recommend

Sightseeing

Driven

Lasts

Accommodation

Option

Established

Communal

Accommodation

Sophisticated

Provided
Essential
Brochure
details

KAYNAKÇA

- HARDİNG Keith Going International English for Tourism
- JACOB Miriam English for International Tourism
- WRİGHT Andrew How To Be a Successful Traveller

