



OVERVIEW ▼

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Starting up

A Answer these questions individually. Then compare your answers with a partner.

- 1 How often do you travel by air, rail, road and sea?
- 2 What do you enjoy about travelling? What don't you enjoy?
- 3 Put the following in order of importance to you when you travel.

comfort	safety	price	reliability	speed
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- 4 Does the order change for different types of travel?

B Choose the correct word from the box to complete the following list of things which irritate people when flying.

seats	trolleys	queues	luggage
room	cancellations	food	jet

- | | |
|--------------------------------|------------------------------|
| 1 not enough leg | 5 no baggage available |
| 2 lost or delayed | 6 overbooking of |
| 3 long at check-in | 7 flight delays and |
| 4 poor quality and drink | 8- lag |

C 2.1 Listen to three people talking about their travel experiences. Tick the problems in Exercise B that they mention.

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D Which of the things in Exercise B irritate you most? Which irritate you least? Discuss your ideas with a partner.

“He travels fastest who travels alone.”


Proverb

Vocabulary

British and American English

A Match the words and phrases below which have the same meaning. For each pair decide which is British English and which is American English.

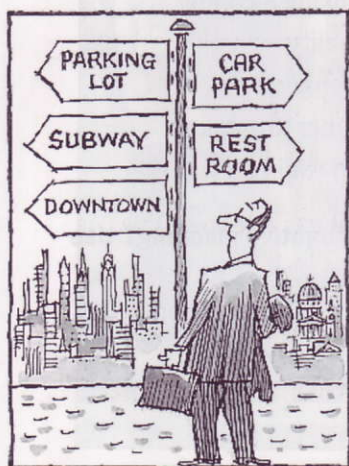
- | | |
|--------------------|------------------|
| 1 subway | a) motorway |
| 2 city centre | b) lift |
| 3 carry-on baggage | c) public toilet |
| 4 one way | d) schedule |
| 5 return | e) economy class |
| 6 freeway | f) single |
| 7 rest room | g) parking lot |
| 8 elevator | h) underground |
| 9 coach class | i) hand luggage |
| 10 timetable | j) round trip |
| 11 car park | k) downtown |

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B Work in pairs. Use words or phrases in American English from Exercise A to complete the text below.

My last overseas business trip was a nightmare from start to finish. First of all there was a delay on the way to the airport as there was an accident on the freeway ¹. When I got there I found the lower level of the airport ² was flooded. Next my ³ was too big and heavy so I had to check it in. When we arrived the ⁴ was closed and there were no cabs at all. After a long time trying to read the ⁵ and waiting for forty minutes, we finally got a bus ⁶ and found the hotel, but the ⁷ wasn't working and our rooms were on the fifth floor.

C  2.2 Listen to the recording and check your answers.



Listening

A business traveller's priorities



▲ Stephanie Taylor

A 2.3 Stephanie Taylor is a businesswoman who travels regularly as part of her job. Listen to the first part of the interview and choose the three priorities she mentions from the list below.

- Good organisation
- Easy booking
- Regular transport
- Balancing cost with comfort
- Being patient
- Airline food

B Why does Stephanie think it is still important for businesspeople to travel regularly?

C 2.4 Listen to the second part of the interview and list the best and worst travel experiences that Stephanie describes.

Best: 1 Worst:
2

D In pairs discuss what developments you expect to see in future business travel.

E 2.5 Listen to what Stephanie says about future business travel and complete her prediction below.

Perhaps, particularly in the area of¹, I think hotels will need to improve² in general. There are some very good hotels already, but I think more hotels will provide³ for businesspeople ... perhaps some⁴ facilities for⁵.

Reading

Air rage

A Answer these questions before you read the article.

- 1 What was your worst experience when travelling by air?
- 2 Why do some people get angry when they are travelling on a plane?

Vocabulary file page 173

B Now read the article. Which of these statements are true about the article? Correct the false ones.

- 1 People in groups are more likely to behave badly on planes.
- 2 Drink is often the cause of problems on board.
- 3 Airlines can do little to improve air quality.
- 4 Travellers are using new technology to express their dissatisfaction with airlines.
- 5 Airlines have taken no action to address travellers' concerns.

C Which of the following reasons are given for air rage in the article?

- | | |
|----------------------------------|---------------------------|
| 1 poor service | 6 people drinking alcohol |
| 2 flights not leaving on time | 7 poor air quality |
| 3 poor quality of food | 8 noisy passengers |
| 4 too many passengers on a plane | 9 not being able to smoke |
| 5 not feeling safe | 10 not enough cabin crew |

D Which of the following words from the article have a negative meaning? Use a good dictionary to help you.

- | | | | |
|--------------|----------------|----------------|-------------|
| rage | misbehaviour | quality | frustration |
| concern | harm | optimum | valuable |
| irritability | disorientation | complaints | criticise |
| disruptive | dangerous | dissatisfactio | |

Road ragers in the sky

By Derek Brown



Airlines and their long-suffering customers are reporting a steep climb in air rage incidents. Some incidents are apparently caused by problems which are familiar to many regular travellers. One case reported from America stemmed

from an interminable delay in takeoff, when passengers were cooped up in their aircraft on the tarmac for four hours, without food, drink or information. Mass unrest is less common than individual misbehaviour, as in the case of the convict who recently went crazy on a flight, attacked the crew and tried to open a door in mid-flight.

The psychology of air rage is a new area of study, and there are almost as many explanations as examples. Most analysts of the phenomenon blame alcohol, but many people now think that the airlines are at fault. To cut costs, they are cramming ever more passengers into their aircraft, while reducing cabin crew, training and quality of service, all of which increase passenger frustration. In addition, there is increasing concern in the US about another cost-cutting exercise, which could seriously harm passengers' health: cabin ventilation.

Modern aircraft are equipped with sophisticated air conditioning devices – but running them at optimum capacity burns up valuable aviation fuel. Many airlines routinely instruct their flight crews to run the systems on minimum settings. Campaigners for improved air quality claim that this

can lead to irritability and disorientation.

In the US, the soaring number of passenger complaints across a wide range of issues is reflected in a number of new Internet sites which criticise the airlines and demand better service. One of the sites is demanding an air passengers' Bill of Rights.

Cabin and flight crews, who are in the front line of the battle against disruptive and dangerous in-flight behaviour, have called for stiffer penalties against the offenders. Management have also called for legislation – while denying that its cost-cutting practices have contributed to the problem. But there are some signs, in the US at least, that the airlines are at last attempting to respond to customer dissatisfaction. Some major lines have announced concessions to the most frequent complaint of all, and are removing seats to make more room for their customers.

From *The Guardian*




Language review

Talking about the future

We can use different language forms to talk about the future.

- 1 We use *going to* to talk about what we intend to do and have already decided to do. *We're going to attend the seminar in France next week. Are you going to book the tickets for the flight?*
- 2 We use *will* or *'ll* to talk something we have decided to do at the time of speaking: *The flight's late. I'll call the office to cancel the meeting.*
- 3 We use the present continuous to talk about a fixed arrangement. *I'm travelling to Germany next week. Are you flying on the same flight as your boss?*
- 4 We use the present simple to talk about a timetable or programme. *The train leaves Rome at 2 p.m. tomorrow. It doesn't stop at Milan.*

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A Complete each dialogue with the correct form of *going to* or *will*.

- 1 **A** I'm really sorry, I can't take you to the station. Something has just come up.
B Oh, don't worry. I (take) a taxi.
- 2 **A** We've chosen a name for our new low-cost airline.
B Really. What (you / call) it?
- 3 **A** Have you decided how to increase the number of passengers?
B Yes, we (offer) a family discount at weekends.
- 4 **A** I can't send an e-mail to the travel agent; my computer's just crashed.
B Write down your details and I (fax) them over for you.
- 5 **A** How's your daughter?
B She's fine. She (learn) to be a pilot for the flying doctor service next year!

B Use the present continuous or the present simple to complete the sentences below.

- 1 His flight *arrives / is arriving* at 9 o'clock tomorrow morning.
- 2 *We're staying / stay* at the Hilton Hotel for next month's sales conference.
- 3 The next seminar *is beginning / begins* at 3 p.m.
- 4 I *travel / am travelling* by train from Paris to London next time.
- 5 The boat *is departing / departs* at midday so you have the whole morning to get ready.
- 6 The delegation from China *are seeing / see* the Chairman the following Monday.

C Work in pairs. Take turns to complete the sentences below. Use *going to*, *will*, the present continuous or the present simple.

- 1 I'm sorry, I can't attend the sales meeting tomorrow.
- 2 The marketing department have decided on their travel plans for the next month.
- 3 The trains are delayed because of bad weather, so
- 4 Don't worry if you can't drive me to the airport,
- 5 I've got the details of your flight to Turkey.
- 6 Oh no! There's been an accident and the traffic is very heavy on the motorway.
- 7 Did I give you the departure time? It
- 8 I've made up my mind,



Skills

Making arrangements on the telephone

A 2.6, 2.7 **Philippa Knight, Sales Director at The Fashion Group in New York, makes two telephone calls to Maria Bonetti, a fashion buyer in London. Listen and note: a) the purpose of each call and b) the result.**

B 2.6 **Listen to the first call again and complete the extract below.**

Philippa I'm calling because I'll be in London next week and
¹ to see you. I want to tell you about our new collection.

Maria Great. What²? I'm fairly free next week, I think.

Philippa³? In the afternoon? Could
⁴ then?

Maria Let me look now. Let⁵. Yes, that'd be no problem at all.⁶ 2 o'clock? Is that OK?

C 2.7 **Listen to the second call again and complete the extract below.**

Receptionist Thank you. I'm putting you through. Hello, I'm afraid she's engaged at the moment.¹ or can I take a message?

Philippa I'll leave a message, please. The thing is, I should be meeting Ms Bonetti at 2 p.m.,². My plane was delayed, and I've got to reschedule my appointments. If possible,³ tomorrow.⁴ in the morning.
⁵ here at the hotel, please?

Receptionist Certainly. What's the number, please?

Philippa It's⁶.

D **Role play these two telephone situations.**

1 Student A is a company employee who has arranged to meet Student B, a colleague from one of your subsidiaries. Explain that you cannot keep the appointment, and give a reason. Suggest an alternative day.

2 Student B is on a business trip to Sydney, Australia and wants to stay an extra day. Telephone the Qantas airline office. Talk to the representative, Student A, to arrange a different flight.

Useful language

Answering the phone

Hello, Erik Halse speaking.
 Good morning, Madison Ltd.

Making contact

I'd like to speak to Anna Schilling, please.
 Could I have the sales department, please?

Identifying yourself

This is / My name's Marta Blanco.
 Marta Blanco speaking.

Stating your purpose

I'm calling about ...
 The reason I'm calling is ...

Making arrangements

Could we meet on Monday at 10.30?
 How / What about April 10th?
 Is 11.15 convenient / OK?

Changing arrangements

I'm afraid I can't come on Friday.
 We've got an appointment for 11.00, but I'm afraid something's come up.
 Could we fix another time?
 I can't make it on ...

Responding

That's fine / OK for me.
 Sorry, I can't make it then.
 No problem.

Closing

Good. So, I'll see you on the 8th.
 Thank you. Goodbye.
 Right. / OK then.
 That's great, I'll see you ...



Background

ICON is a computer software company based in Los Angeles, USA. The Manager of its company travel service is making arrangements for some senior managers to attend a seminar in France.

The seminar starts on Friday July 5th and ends on Sunday July 7th. It will include meetings to discuss work problems and executive games to encourage teamwork. This is important because the participants are of different nationalities. The participants will expect to work hard, then relax, enjoy the amenities of the hotel, explore the surrounding area and have a really good time. The Manager of ICON's travel service wants to

book a hotel which is both stylish and value for money.

Stage 1

The Manager of ICON's travel service phones the Account Manager for Corporate Travel at Universal Airlines. He asks Universal to propose three hotels in France for the seminar. The Account Manager of Corporate Travel asks for more details about the seminar and its participants. Manager, ICON's travel service: turn to page 140. Account Manager, Universal Airlines: turn to page 147.

Read your information files. Then role play the telephone conversation and arrange to meet one day the following week.

Task

You are either:
 Manager, ICON's travel service
 or
 Account Manager for Corporate Travel, Universal Airlines
You should keep these roles throughout the case study.

Stage 2

The Manager of ICON's travel service has to change the date of the meeting. Read your information files and role play the telephone call. Manager, ICON's travel service: turn to page 142. Account Manager, Universal Airlines: turn to page 149.

Château Monfort ***

Description:	18th century castle; 35 rooms
Location:	In the countryside. Bordeaux – 30 km; airport – 25 km; railway station – 20km
Restaurant:	French cuisine. Excellent vegetarian food.
Price:	€200 per room per night. Cost of meals per day: €50 Group discount: 20%
Conference facilities:	1 large room, 3 small rooms. Basic equipment.
Other facilities:	Swimming pool, Gym, Bar Disabled facilities on the ground floor only. No smoking
Entertainment:	Free visits to a nightclub (Sat evening).



Hotel Marine ***

Description:	Modern hotel; 68 rooms
Location:	On the seafront in the Bay of Arcachon; Bordeaux – 60 km; airport – 50 km; railway station – 1.5 km
Restaurant:	International cuisine. Vegetarian menu available
Price:	€150 per room per night. Cost of meals per day: €80. No discount for groups
Conference facilities:	2 large rooms, 2 smaller rooms. High-tech equipment.
Other facilities:	Bar, Satellite TV, Modem point, Air conditioning Smoking areas in hotel lounge only. Disabled facilities on ground floor only. Outdoor activities including golf, horse-riding, wind-surfing, fishing and boat trips.

Hotel Splendide ***

Description:	Modern hotel (built in 1992); 120 rooms
Location:	In Bordeaux city centre in a large pedestrian zone. Airport – 15 km; railway station – 15 km; hotel shuttle bus to and from the airport
Restaurant:	French and Italian cuisine. Vegetarian menu available.
Price:	€220 per room per night. Cost of meals per day: €80. Group discount: 10%
Conference facilities:	1 large rooms, 3 small rooms. Basic equipment.
Other facilities:	Bar, Satellite TV, Modem point, Air conditioning No smoking. Disabled facilities on all floors.



Stage 3

The Account Manager at Universal Airlines sends information about three possible hotels for the seminar to the Manager, ICON's travel service. They are all in Bordeaux, or in the surrounding area. At the meeting they discuss the three proposals and choose one of the hotels for the seminar. Role play the discussion.

Writing

As the Account Manager for Corporate Travel at Universal Airlines, write an e-mail to the manager of the hotel chosen for the seminar. Confirm the booking, giving details of the number of participants, arrival and departure times, meals, equipment and any other special requirements.

➔ Writing file page 133