



# Unit 5 Business Travel

# Business Travel

## UNIT 5

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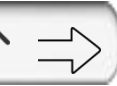
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# Warm-up



Work in pairs. What will people usually do when they travel by air? Rearrange the following steps in the correct order.

- a. Watch an in-flight movie
- b. Collect their luggage
- c. Check in their luggage
- d. Queue at the check-in
- e. Go through customs
- f. Book a hotel room
- g. Check in at the hotel
- h. Buy a ticket
- i. Take a bus or taxi to a hotel
- j. Go through security

The correct order is: h → f → d → c → j → a → b → e → i → g





# Listening Practice



**Task 1** John Smith is phoning to book an airplane ticket. Here is the dialogue between John and the ticket agent. Put it in the correct order, then listen to the dialogue to check your answers. The first one has been done for you.

- a. East China Airlines. How may I help you?
- b. By credit card. Can I give you the details now and then can you send me the tickets through the post?
- c. I'll set off on the 3rd of next month.
- d. You are welcome. Goodbye.
- e. Would you prefer first class, business or economy?
- f. May I have your name?
- g. OK. I've booked you on East China Airlines Flight Number EC135 leaving at 9 o'clock, June 3rd and arriving in Paris at 11 o'clock the same day. Please arrive at the airport two hours before departure time to check in.
- h. Economy, please.
- i. How would you like to pay for the ticket?
- j. Goodbye.
- k. All right, I will. Thank you very much.
- l. We have seats available on a flight leaving Shanghai at 9 o'clock and arriving in Paris at 11 o'clock in the morning of the same day. Is that all right?
- m. Thank you.
- n. When do you plan to leave?
- o. I'd like to make a reservation for Paris, please.
- p. Certainly.
- q. John Smith.
- r. Sounds great.

**Script**

The correct order is:

a → o → n → c → l → r → e → h → f → q → g → k → i → b → p → m → d → j







# Script

*Agent:* East China Airlines. How may I help you?

*John:* I'd like to make a reservation for Paris, please.

*Agent:* When do you plan to leave?

*John:* I'll set off on the 3rd of next month.

*Agent:* We have seats available on a flight leaving Shanghai at 9 o'clock and arriving in Paris at 11 o'clock in the morning of the same day. Is that all right?

*John:* Sounds great.

*Agent:* Would you prefer first class, business or economy?

*John:* Economy, please.

*Agent:* May I have your name?

*John:* John Smith.

*Agent:* OK. I've booked you on East China Airlines Flight Number EC135 leaving at 9 o'clock, June 3rd and arriving in Paris at 11 o'clock the same day. Please arrive at the airport two hours before departure time to check in.

*John:* All right, I will. Thank you very much.

*Agent:* How would you like to pay for the ticket?

*John:* By credit card. Can I give you the details now and then can you send me the tickets through the post?

*Agent:* Certainly.

*John:* Thank you.

*Agent:* You're welcome. Goodbye.

*John:* Goodbye.





## *New Words and Expressions*

reservation *n.* 预订

registration form 登记表

fasten *v.* 系牢

declare *v.* 申报

receipt *n.* 收据

round-trip *adj.* 往返的

boarding pass 登机证

duty-free *adj.* 免税的







## Task 2

1. Listen to five short conversations, then decide where they take place.

Conversation (1): \_\_\_\_\_ in a taxi

Conversation (2): \_\_\_\_\_ at a hotel

Conversation (3): \_\_\_\_\_ on an airplane

Conversation (4): \_\_\_\_\_ at customs

Conversation (5): \_\_\_\_\_ in a booking office



Script





# Script

## Conversation (1)

*A:* Where to?

*B:* 36 Wen Hua Road. How long will it take?

*A:* About 30 minutes.

*B:* How much will it cost?

*A:* Whatever is on the meter. But it should be around RMB ¥30.

*B:* Fine. Let's go.

## Conversation (2)

*A:* Good afternoon, my name is Silvia. I made a reservation at your hotel last week.

*B:* Ms. Silvia Squires from California?

*A:* That's right.

*B:* You're in Room 16, on the 7th floor. Would you please fill in this registration form?

*A:* Certainly.

## Conversation (3)

*A:* Ladies and gentlemen, the plane is about to take off. Please fasten your safety belts.

*B:* Could you show me how to fasten the safety belts?

*A:* Sure.

*B:* Thank you.





# Script

## Conversation (4)

*A:* Do you have anything to declare?

*B:* No, I don't.

*A:* Would you please open your suitcase?

*B:* No problem.

*A:* Thank you. Have a good stay in our country.

*B:* Thanks a lot.

## Conversation (5)

*A:* Good morning. May I help you?

*B:* Good morning. I'd like to buy a round-trip ticket to Singapore. How much is it, please?

*A:* Which class would you like and when are you leaving?

*B:* Economy, and I am leaving next Monday.

*A:* That'll be US \$800.

*B:* Thank you. Here it is.

*A:* Thank you.





## Task 2

### 2. Listen to another five conversations and fill in the blanks.

#### Conversation (1)

A: Reservations. Can I help you?

B: I'd like to reserve a room for next Monday.

A: Hold on. Let me check for you.

B: Thanks.

A: I'm sorry, we're rather full right now. We don't have any vacancies for next Monday. Perhaps you could try The Hilton; it's in the same area. I'm sorry we can't help you this time, but we hope to see you on another occasion. Thanks for calling.

#### Conversation (2)

A: May I have your ticket and passport, please?

B: Sure, here you are.

A: How many pieces of luggage would you like to check?

B: Two suitcases.

A: OK. Here is your ticket, passport, and boarding pass. The luggage tags are attached to the ticket cover.

B: Thank you.



### Conversation (3)

A: Room service. Can I help you?

B: I'm in Room 1607. I'd like to order two ham and cheese sandwiches and a pot of coffee.

A: Two ham and cheese sandwiches and a pot of coffee, is that all?

B: Yes. Oh, wait a minute. You can forget the sugar and cream. Just plain coffee.

A: OK, no sugar, no cream, black coffee. We'll bring it to you right away.

B: Thank you.

### Conversation (4)

A: Anything to declare?

B: Just my camera and personal things. Are they subject to duty?

A: Oh, no. Your personal belongings are duty-free.

### Conversation (5)

A: I'm Williams from Room 718. I want to check out. Can I have my bill, please?

B: Certainly. Wait a moment, please. Here is your bill. It comes to RMB ¥780, Mr. Williams.

A: Thank you. Here's the money.

B: Thanks. This is your change and your receipt. Thank you for staying in our hotel.



**Script**





# Script

## Conversation (1)

*A:* Reservations. Can I help you?

*B:* I'd like to reserve a room for next Monday.

*A:* Hold on. Let me check for you.

*B:* Thanks.

*A:* I'm sorry, we're rather full right now. We don't have any vacancies for next Monday. Perhaps you could try The Hilton; it's in the same area. I'm sorry we can't help you this time, but we hope to see you on another occasion. Thanks for calling.

## Conversation (2)

*A:* May I have your ticket and passport, please?

*B:* Sure, here you are.

*A:* How many pieces of luggage would you like to check?

*B:* Two suitcases.

*A:* OK. Here is your ticket, passport, and boarding pass. The luggage tags are attached to the ticket cover.

*B:* Thank you.

## Conversation (3)

*A:* Room service. Can I help you?

*B:* I'm in Room 1607. I'd like to order two ham and cheese sandwiches and a pot of coffee.

*A:* Two ham and cheese sandwiches and a pot of coffee, is that all?

*B:* Yes. Oh, wait a minute. You can forget the sugar and the cream. Just plain coffee.

*A:* OK, no sugar, no cream, black coffee. We'll bring it to you right away.

*B:* Thank you.







# Script

## Conversation (4)

*A:* Anything to declare?

*B:* Just my camera and personal things. Are they subject to duty?

*A:* Oh, no. Your personal belongings are duty-free.

## Conversation (5)

*A:* I'm Williams from Room 718. I want to check out. Can I have my bill, please?

*B:* Certainly. Wait a moment, please. Here is your bill. It comes to RMB ¥780, Mr. Williams.

*A:* Thank you. Here's the money.

*B:* Thanks. This is your change and your receipt. Thank you for staying in our hotel.





# Language Focus A

## Making enquiries for your trip

Could you tell me about the flights to Paris, please?  
Do you have any flights in the morning?  
There aren't any direct flights, sir, so you'll have to stop over in Florida.  
How much is the fare?  
How much is the one-way/round/return trip?  
How much luggage can I take on the plane?  
What is the luggage allowance?  
Is there any discount for a group booking?  
Do you have any special terms for a night flight?  
Are you offering any deals at present?  
What time do I have to be at the airport?  
What's the check-in time?  
You're supposed to be at the airport by 9:30 at the latest.

## Checking in at the airport

May I see your passport, sir?  
Your ticket and passport, please.  
Can I take these small bags with me?  
Can I take these bags as carry-on luggage?  
Did you pack your bags yourself? Has anyone given you anything to carry for him/her?  
Do you have any sharp items like scissors in your carry-on bag? You must check them in, if you have.  
I'm sorry. Your luggage is five kilograms overweight.  
What's the charge for the excess weight?

## Going through customs

Do you have anything to declare?  
May I see your passport and your customs and health declaration forms, please?  
Anyone who has anything to declare, please follow the red arrow/please go through the Red Passage.  
I don't know what I have to pay duty on.  
Please fill in this Customs Declaration Form.  
You're through now.  
Cleared. Have a pleasant stay!

## Booking airline tickets

I'd like to book a ticket on British Airways Flight 108 to Paris.  
Can I make a reservation for a morning flight on December 1st, please?  
I'd prefer economy.  
Wait a moment, let me see if there are tickets available.  
Sorry, we're all booked up for that date.





## Follow-up Practice

### *New Words and Expressions*

beforehand *adv.* 事先, 提前

projector *n.* 投影仪

embarrassing *adj.* 为难的, 尴尬的

afterwards *adv.* 然后, 后来

adjournment *n.* 散会, 休会

## Follow-up Practice

1. Listen to a conversation at the check-in counter, then complete the chart below.

Seat(s): 1) Seats C and D in Row 12 (window seat)

Pieces of luggage to check: 2) two

Luggage allowance: 3) 20 kilos per passenger

Luggage weight: 4) 26 kilos

Excessive luggage charge: 5) US \$24

Boarding gate: 6) Gate 7

Boarding time: 7) now

**Script**





# Script

*A:* May I have your ticket and passport, sir?

*B:* Sure. Here you are.

*A:* Thank you. Have you paid the airport fee?

*B:* Yes. Here's the receipt.

*A:* Thanks. Would you like a window or aisle seat?

*B:* I'd prefer a window seat. By the way, I'm travelling with my colleague; could you put us together?

*A:* Sure. I can give you Seats C and D in Row 12.

*B:* Thank you.

*A:* Have you got any luggage to check in?

*B:* Yes. I've got two pieces.

*A:* Would you put your suitcase on the scale, please?

*B:* Sure.

*A:* Sorry, your bag is 6 kilos overweight. The luggage allowance is 20 kilos per passenger.

*B:* Then how much do I have to pay?

*A:* US \$24.

*B:* Here's the money.

*A:* Here's your ticket, passport and boarding card.

*B:* Where are my luggage tags?

*A:* They're attached to your ticket cover.

*B:* Oh, yes. Thank you.

*A:* Your flight is now boarding at Gate 7.





## Follow-up Practice

2. Listen to the following announcements that are broadcast at the airport. Pay attention to the flight numbers, departure times and boarding gate numbers, then write them in the blanks.

Airlines	Destination	Flight numbers	Departure time	Boarding gate
TWA	New York	<u>TWA flight 695</u>		Gate <u>15</u>
British Airways	Los Angeles	<u>BA565</u>		Gate <u>8</u>
Aer Lingus	Dublin	<u>AL231</u>		Gate <u>3</u>
British Airways	Tokyo	<u>BA885</u>	<u>10:10</u>	Gate <u>3</u>
East African Airlines	Washington	<u>EA821</u>		Gate <u>2</u>
Iberia	Madrid	<u>IB221</u>	<u>10:25</u>	Gate <u>15</u>
British Airways	Frankfurt, Athens and Karachi	<u>BA283</u>	<u>12:30</u>	Gate <u>17</u>



# Script





# Script

- (1) Ladies and gentlemen, may I have your attention, please? TWA flight 695 to New York is now boarding at Gate 15.
- (2) Attention, British Airways passengers wishing to travel to Los Angeles on flight No. BA565: this flight is now boarding at Gate 8.
- (3) Attention, please. Aer Lingus passengers to Dublin—flight No. AL231: this flight is now closing at Gate No. 8. All remaining passengers to Dublin, please go immediately to Gate 3—flight No. AL231: this flight is now closing at Gate No. 3.
- (4) Last call for British Airways flight BA885 to Tokyo. BA885 to Tokyo due to depart at 10:10. Last call for boarding at Gate 3.
- (5) East African Airlines flight EA821 to Washington: this flight is now boarding at Gate 2.  
East African Airlines flight EA821 to Washington: this flight is now boarding at Gate 2.
- (6) Iberia flight IB221 to Madrid, Iberia flight IB221 to Madrid due to depart at 10:25 is boarding now at Gate 15.
- (7) British Airways flight BA283 for Frankfurt, Athens and Karachi. Flight BA283 for Frankfurt, Athens and Karachi due to depart at 12:30 is now boarding at Gate 17.





# Video 1

## Going through customs



## *New Words and Expressions*

associate *n.* (生意) 伙伴

dutiable *adj.* 应纳税的

pay duty on 为……纳税

pack *n.* 包

formalities *n.* 正式手续

customs declaration form 通关申报表格



## Pre-viewing

1. Do you know about any duty-free or dutiable articles that need to be declared when going through customs? Figure out as many articles as you can.

Duty-free articles



Dutiable articles



## 2. Look at the following pictures to have a rough idea of the video.

*Traveller*



George is going abroad on business. This is the first time he has travelled abroad. He is now going through customs.

*Inspector*



The inspector/customs officer is making a routine check of George's passport and luggage.

*Setting*



The dialogue takes place at the airport. Passengers are queuing to go through customs before boarding the plane.







## Viewing

1. Watch the video and decide whether the following statements are true (T) or false (F).

- F   (1) George goes abroad to travel for pleasure.
- T   (2) George will stay in that country for about seven days.
- F   (3) George has been invited to attend an exposition.
- F   (4) George has got three pieces of luggage.
- F   (5) George has to pay duty on his laptop computer.
- F   (6) George has carried five packs of cigarettes, and they are duty-free.
- T   (7) Articles for commercial use are subject to duty.
- T   (8) The value of articles for personal use should be within the limit.



# Script



## Going through customs

*(George is going abroad on business. This is his first time travelling abroad. Now he is going through customs.)*

**Inspector:** Good afternoon. May I see your passport, please?

**George:** Of course. Here you are.

**Inspector:** Thank you. What is the purpose of your visit—business or pleasure?

**George:** Business.

**Inspector:** I see. How long will you be staying in our country?

**George:** About a week.

**Inspector:** Is this your first time in the country?

**George:** Yes. I've been invited by our business associates to attend a trade fair.

**Inspector:** Fine. Is this all your luggage?

**George:** Yes, that's all my luggage, one suitcase and one bag.

**Inspector:** Do you have anything to declare?

**George:** I guess not. I mean I'm not quite sure about it. You see, this is my first time...

**Inspector:** I see. Well, would you mind opening your suitcase?

**George:** Oh, not at all.

**Inspector:** Thanks.

# Script

*(George opens his suitcase. The inspector is inspecting the suitcase, and now he looks at a bag.)*

**Inspector:** What's inside the bag?

**George:** That's my laptop computer. Do I have to pay duty on it?

**Inspector:** No, it's duty-free.

**George:** By the way, I'm carrying four packs of cigarettes for my own use. Are they dutiable?

**Inspector:** No, goods for personal use rather than commercial use are not subject to duty. And they are within the limit.

**George:** Good. And thanks for the information.

**Inspector:** All right. Here's your passport.

**George:** Is that all the customs formalities?

**Inspector:** Yes. You're through now. Have a pleasant stay.


**George:** Thanks a lot.





## Post-viewing

**Work in pairs. Make up dialogues according to the following situations.**

- 
1. You are going to attend an exposition in London next month. Phone the booking office of an airline to reserve a ticket for the travel.
  2. You are flying to Melbourne on business. Now you are at the check-in counter, waiting to check in. Your partner plays the role of the check-in agent. Change the roles when you have completed one round of practice.
  3. You work in a company which specialises in producing video cameras. You have been invited by one of your business associates to attend a trade exhibition in their country. As well as some personal belongings like clothes and a laptop computer, you have brought with you a video camera (which is dutiable) as a sample. Now you are going through customs. Design a dialogue between you and the customs officer.





## Sample

### Booking Air Ticket

*A:* Northwest Airways, good morning. Can I help you?

*B:* I'd like to book a seat on a flight from New York to London on the 2nd of next month, please.

*A:* Do you want a morning or an afternoon flight?

*B:* There is a flight leaving Kennedy Airport 17:30 in the afternoon. That would be the most convenient.

*A:* I'm afraid that flight is fully booked. I'll just check to see if there have been any cancellations. No, it's fully booked at the moment.

*B:* Could you check other flights leaving New York for London on the late afternoon on the 2nd of next month?





## Sample

*A:* There are seats available on a flight departing Kennedy Airport at 16:15, arriving at London at 18:50 local time.

*B:* And after 18:30?

*A:* There is a flight leaving 18:45, arriving at London Heathrow Airport at 21:15 local time. There are plenty of seats available on that.

*B:* I think the 16:15 service is more suitable. Can I book a seat on that, please?

*A:* Could I have your name, please?

*B:* My name is Johnson. The first name initial is M.

*A:* First class or economy?

*B:* First class please.

*A:* Single or return fare?

*B:* Single.

...







# Language Focus B

## Making a reservation

I'd like to reserve a room for June 1st.  
Could I have a single room facing the sea?  
Do you have any vacant rooms for November 12?  
Sorry, we're all booked up.  
Sorry, we're full on that date.  
We regret to say that all rooms are occupied.  
What kind of room would you like?  
Which type of room: deluxe, superior or standard?  
Would you like a single room or a double room?  
How long will you stay?  
Do you provide laundry service?  
Do you have room service?  
What's the rate for a double room?  
Are there any special discounts for a group booking?  
How much is a single room, please?  
I'd prefer a cheaper room if you have one.



## Checking in

I'd like to check in, please.  
I have a booking for tonight.  
You should have a reservation in the name of Smith.  
Hello, I believe there is a room booked for me. The name is John Henry.  
May I have your name?  
Let me see. Yes, we have a room booked for you, Room 309.  
Could you show me your passport, please?  
Will you fill in the registration card, please?

## Checking out

When is the check-out time?  
I'm Jones from Room 725. I want to check out. Will you please make out my bill?  
I'm in Room 303. I will come downstairs to check out in a minute.  
Would you get my bill ready, please?  
I'm leaving tomorrow. Will you close my account, please?  
I want to check out now. Could you prepare the bill for me?  
Can you charge it to my credit card?  
Can I pay by VISA card?  
Your bill amounts to US \$760.



## Follow-up Practice

1. Answer the following questions briefly according to what you hear.



(1) Q: When does the guest want to have the room?

A: From January 15th to 18th.

(2) Q: Is there any vacant single room in the hotel?

A: No, there isn't.

(3) Q: How will the guest pay his bill?

A: By credit card.

(4) Q: What kind of room is the male speaker booking?

A: He is booking a small conference room.

(5) Q: What kind of service is the male speaker asking for?

A: He is asking for a wake-up call for tomorrow morning.

(6) Q: How long does the laundry service take?

A: Approximately 8 hours.

(7) Q: What's the price difference between a single room with garden view and a similar room with rear view?

A: The price for a single room with garden view is US \$150, and that for a similar room with rear view is US \$125.



**Script**





# Script

(1) *A*: Morning, Reservations. How can I help you?

*B*: I'd like to book a room for January 15th to 18th; do you have any vacancies?

(2) *A*: I want to book a single room in your hotel for tomorrow night; is that possible?

*B*: Sorry, sir. All the single rooms have been booked up. We only have one double room left.

(3) *A*: I'd like to check in, please.

*B*: May I have your ID card? And how are you paying the bill?

*A*: Yes, here you are. I'll pay by credit card.

(4) *A*: I wonder if it's possible to reserve a small conference room in your hotel for the 12th?

*B*: Yes, we have a conference room which holds about 10 people.

*A*: That's fine. I'll take it.





# Script

(5) *A*: Room service, can I help you?

*B*: This is Room 2115. Would you please give a wake-up call tomorrow morning at 6:10 for Rooms 2115, 2116 and 2117?

*A*: Sure.

(6) *A*: Room service. How may I help you?

*B*: I wonder how long the laundry service takes.

*A*: Laundry is collected at nine in the morning and will be returned in the afternoon of the same day. It takes approximately 8 hours.

(7) *A*: Reservations. Can I help you?


*B*: Yes. I'd like to book a single room please. What's the rate?

*A*: We have two kinds of single room: one is with a garden view, with a rate of US \$150 a night; the other is with a rear view, and the rate is US \$125.



## Follow-up Practice

**2. Work in pairs. Make up dialogues according to the following situations.**

- 
1. You are going to attend a trade fair in a city in a foreign country. You make a phone call to book a room for three nights from November 12th to 14th in a local hotel. You'd like to have a single room with a private bathroom. Take turns to be the client and the hotel clerk.
  2. You, a manager of a business firm, have just arrived at a hotel where your secretary last Monday reserved a single room for you. You check in.





## Sample 1

### **Booking a hotel room**

*A:* Good afternoon, San Felice Hotel. May I help you?

*B:* Yes. I'd like to book a room, please.

*A:* Certainly. When for, madam?

*B:* November 12th.

*A:* How long will you be staying?

*B:* From November 12th to 14th.

*A:* What kind of room would you like, madam?

*B:* Er... single room with a private bathroom. I'd appreciate it if you could give me a room with a lake view.

*A:* Certainly, madam. I'll just check what we have available. . . Yes, we have a room on the 4th floor with a really splendid view.





## Sample 1

*B:* Fine. How much is the charge per night?

*A:* Would you like breakfast?

*B:* No, thanks.

*A:* It's 84 euro per night excluding VAT.

*B:* That's fine.

*A:* Who's the booking for, please, madam?

*B:* For myself, Ryefield, that's R-Y-E-F-I-E-L-D.

*A:* OK, let me make sure I got that: Ms. Ryefield. Single with private bath from Nov. 12th to 14th. Is that correct?

*B:* Yes, it is. Thank you.

*A:* Let me give you your confirmation number. It's 7576385. I'll repeat that: 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.

*B:* Goodbye.





## Sample 2

### Checking in at hotel

*A:* May I help you, ma'am?

*B:* Yes. I have a reservation under the name Jenny Lin.

*A:* How do you spell your last name?

*B:* L-I-N. Lin.

*A:* Ah, here it is. Room 501.

*B:* Good.

*A:* Just a moment, please. Let me get your key.

*A:* Thank you.

*B:* You're welcome.





## Video 2

### Making a room reservation





## *New Words and Expressions*

vacancy *n.* 空房间

dry-cleaning *n.* 干洗

overlook *v.* 俯瞰

settle *v.* 确定

IDD telephone 国际直拨长途电话



## Pre-viewing

1. Work in pairs. Which kind of facilities do you expect to have in a hotel? Tick them and then compare with your partner.

- |                                       |   |   |
|---------------------------------------|---|---|
| <input type="checkbox"/> telephone    | <input type="checkbox"/> TV set             | <input type="checkbox"/> air conditioner                        |
| <input type="checkbox"/> wardrobe     | <input type="checkbox"/> electric hairdryer | <input type="checkbox"/> photocopier                            |
| <input type="checkbox"/> computer     | <input type="checkbox"/> scanner            | <input type="checkbox"/> coffee machine                         |
| <input type="checkbox"/> safe         | <input type="checkbox"/> swimming pool      | <input type="checkbox"/> bowling alley                          |
| <input type="checkbox"/> mini bar     | <input type="checkbox"/> ATM                | <input type="checkbox"/> tennis court                           |
| <input type="checkbox"/> room service | <input type="checkbox"/> exercise equipment | <input type="checkbox"/> courtesy bus between airport and hotel |

Have you anything to add? If yes, they are: \_\_\_\_\_.





## 2. Look at the following pictures to have a rough idea of the video.

Secretary



Mary Woods is phoning a hotel to make a room reservation for her boss. Her first call is not a success, while the second is.

Receptionist



The receptionist is receiving the call from Mary, and is answering Mary's enquiries about the room, price, facilities, etc.

Boss



John Smith will stay in the city in a foreign country on business. He'd prefer a single room with a private bath, and with a park view preferably. And he hates to be too hot.



## Viewing

1. Watch the video and decide whether the following statements are true (T) or false (F).

       F

(1) Mary will go with Mr. Smith on the business trip.

       T

(2) The first hotel is fully booked up due to the trade fair.

       F

(3) The first hotel is fully booked till the middle of next month.

       F

(4) Mary books a single room overlooking the park for her boss.

       F

(5) There is no air conditioning in the second hotel.

       T

(6) There is a bar in the second hotel.



**Script**



00:05 / 03:00





# Script

## Making a room reservation

*(Mary phones a hotel to book a room for her boss, Mr. Smith, who is going to stay in a foreign city on business.)*

**Receptionist:** Good morning, Reservations. Can I help you?

**Mary:** Good morning. This is Mary Woods calling from Canada. I'd like to book a room please.

**Receptionist:** When would you like to stay?

**Mary:** Oh, I'm sorry. I should have said, I want to make a reservation for my boss. He will be in London on the 23rd of this month.

**Receptionist:** Hang on. Let me check whether there are any vacancies.

**Mary:** Thank you.

**Receptionist:** I'm sorry, miss. We're fully booked till the end of the month due to the trade fair. I'm very sorry we can't help you on this occasion. Thank you for calling.

*(Try another hotel.)*

**Receptionist:** Advance Reservations. How can I help you?

**Mary:** Hello, I'd like to reserve a room for my boss. I wonder if you still have any rooms available.

# Script

**Receptionist:** When does your boss plan to stay here?

**Mary:** From the 23rd to the 25th of this month.

**Receptionist:** Wait a minute. Let me see.

**Mary:** OK.

**Receptionist:** Yes, we still have some rooms available. What kind of room would your boss like, miss?

**Mary:** A single room with a private bath overlooking the park, preferably.

**Receptionist:** I'm sorry, miss. All the single rooms overlooking the park have been booked up. How about a room with a side view? It overlooks a quiet street.

**Mary:** That would be fine. What's the rate per night?

**Receptionist:** \$150 a night.

**Mary:** What services come with that?

**Receptionist:** That includes breakfast and there is a colour television, an IDD telephone and a computer with Internet access.

**Mary:** That sounds fine. By the way, is there an air conditioner in the room? It's hot these days, and my boss kind of hates being too hot.

**Receptionist:** Oh, yes. Every room has air conditioning. Don't worry, miss.





# Script

**Mary:** Thank you. I wonder, do you offer other services like laundry, food, etc.? My boss may need them.

**Receptionist:** Certainly. We provide room service, wake-up call, laundry, dry-cleaning, translation, ticket purchase, etc. and we have two restaurants and a bar that are open until midnight.

**Mary:** I think he'll be glad to hear that. OK, thank you. I'll take it for him.

**Receptionist:** Very good. What's his name, please?

**Mary:** Smith, John Smith—J-O-H-N, S-M-I-T-H.

**Receptionist:** Thank you. Can you give me a contact number, please?

**Mary:** 892-2239.

**Receptionist:** All right. So... a single room with a side view, for Mr. John Smith, from the 23rd to the 25th, two nights in total.

**Mary:** That's right.

**Receptionist:** Thank you very much. We look forward to seeing Mr. Smith on the 23rd.

**Mary:** Good. That's all settled then. Thank you, goodbye.

**Receptionist:** Goodbye.



## Viewing

2. Watch the video again, pay special attention to the details of the booking, and then fill in the chart below.

Name	John Smith
Arrival date	23rd of this month
Departure date	25th of this month
Length of stay	two nights
Room description (e.g. front view or rear view, etc.)	with side view, overlooking a quiet street
Room facilities	colour television, an IDD telephone, a computer with Internet access, air conditioning
Services offered	room service, wake-up call, laundry, dry-cleaning, translation, ticketing purchase, etc.








## Post-viewing

**Role-play the following situation with your partner.**



You will leave the hotel where you stay on a business trip tomorrow morning. Ring the front desk and ask them to prepare your bill.





# Business Culture



# How to Behave Appropriately on a Business Trip

Whether this will be your first or your thousandth business trip, you should be conscious of conduct that is considered proper during your absence from the office. As a representative of your company, you need to know how to behave appropriately on a business trip. The following are useful instructions for the success of a business trip:

## Step 1

Pack all essential items in a carry-on bag to avoid being ill-prepared for business if the airline loses your luggage. Showing up for a trade show or a meeting with a client dressed in yesterday's clothes will not make a positive impression.

## Step 2

Dress professionally during the entire trip. Your attire should reflect the fact that you are on a business trip, whether you are on a plane, on a golf course or in a conference room.





### **Step 3**

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Be prepared and be on time. You may normally arrive at the office at 8:10 every morning and not speak until after your first cup of coffee, but clients will not take kindly to your decision to be 10 minutes late for an important meeting and still needing to go over your notes.

### **Step 4**

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Use proper business language. Even though some business trips may include more casual situations, such as lunch, dinner or even golf, keep in mind that you are still representing your company, and like the old saying goes, “Loose lips sink ships.”





## Step 5

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Brush up on table manners and the basics of business etiquette before you go. This may help you avoid an embarrassing gaffe (出丑, 失态) while on your trip.

## Step 6

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Save all receipts from your trip so you can easily determine your expenses when you return.

## Step 7

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Conduct yourself with grace and decorum (举止得体) at all times. If you are uncertain about these terms, consider buying a book on business etiquette for some light reading while on the plane.





# Text Bank

## Luggage and Customs Control in the UK

On arrival and once you are through Immigration Control, you should go to the Luggage Reclaim Area. At each luggage carousel there is an electronic sign displaying the flight number and name of the airport of departure for the luggage being unloaded there.

### The Blue Channel

The BLUE CHANNEL is for travellers arriving from another EU country (i.e. those who have arrived from an airport within the European Union) where you have already cleared all your luggage through Customs. When you enter the UK from another EU country, no further taxes or duties apply to your goods, but you should ensure that you have proof that duty has been paid.

### The Green Channel

The GREEN CHANNEL is for travellers arriving from outside the EU who are not declaring any goods for customs' duty. Customs officials may still stop you and ask you to open your luggage for inspection or they may allow you to pass straight through.







## The Red Channel

The RED CHANNEL is for travellers from outside the EU who have goods to declare. You have goods to declare if you are carrying more duty-free or tax-free goods than you are allowed to bring, or if you are carrying any prohibited goods. If you are unsure about what you can bring into the UK, you should check with the local British Embassy or High Commission before you begin your journey to the UK. There are also instructions posted at the entrance to Customs Control and on the website Her Majesty's Customs and Excise.

When you go through the Red Channel, a customs official will ask you what you have to declare. He or she will probably also ask you to open your luggage so he or she can see what you are bringing into the UK. You won't be allowed to bring any prohibited goods. If you are carrying more duty-free goods than you are allowed, you will be able to bring them in, but you will have to pay "duty" on them before you can proceed—in most cases this would be standard VAT at 17.5% but it may be more. So if you choose to bring in more goods than your duty free allowance, do make sure you have a credit card or enough extra cash with you to pay the duty.

As a student you are permitted to bring into the UK, free of duty or tax, articles for use in your studies (including computers), clothing and household linen, and household effects for furnishing your room. If you are bringing a computer or other expensive item, you should declare it; if you fail to do so, duty may be charged. If you are not sure whether or not you have anything to declare, go through the RED CHANNEL. You may have to







open your luggage for inspection—Customs Officers do random checks. Be prepared for a long wait.

### **A Word of Caution**

Under European Union regulations, persons arriving in the EU must declare their belongings and pay any duty or tax at the first port of arrival. Students travelling to the UK via another EU airport may find they have to pay duty on belongings, particularly personal computers, as import regulations may differ between member states of the EU. Any duty paid may subsequently be claimed back. Do not agree to carry anyone else's luggage through Customs. Immigration procedures for non-EU nationals at Heathrow can sometimes take up to two hours.

### ***Discussion:***

1. What kind of travellers should go through the Blue Channel when passing through Customs Control in EU countries?
2. What kind of travellers should go through the Green Channel when passing through Customs Control in EU countries?
3. What kind of travellers should go through the Red Channel when passing through Customs Control in EU countries?



**THANKS**

