

Chapter 3

Tourist information services

- ① Assessing customer types
- ② Information services
- ③ How do I get to...?
- ④ Giving recommendations
- ⑤ Giving directions and prepositions of movement
- ⑥ Information types
- ⑦ Linking words together



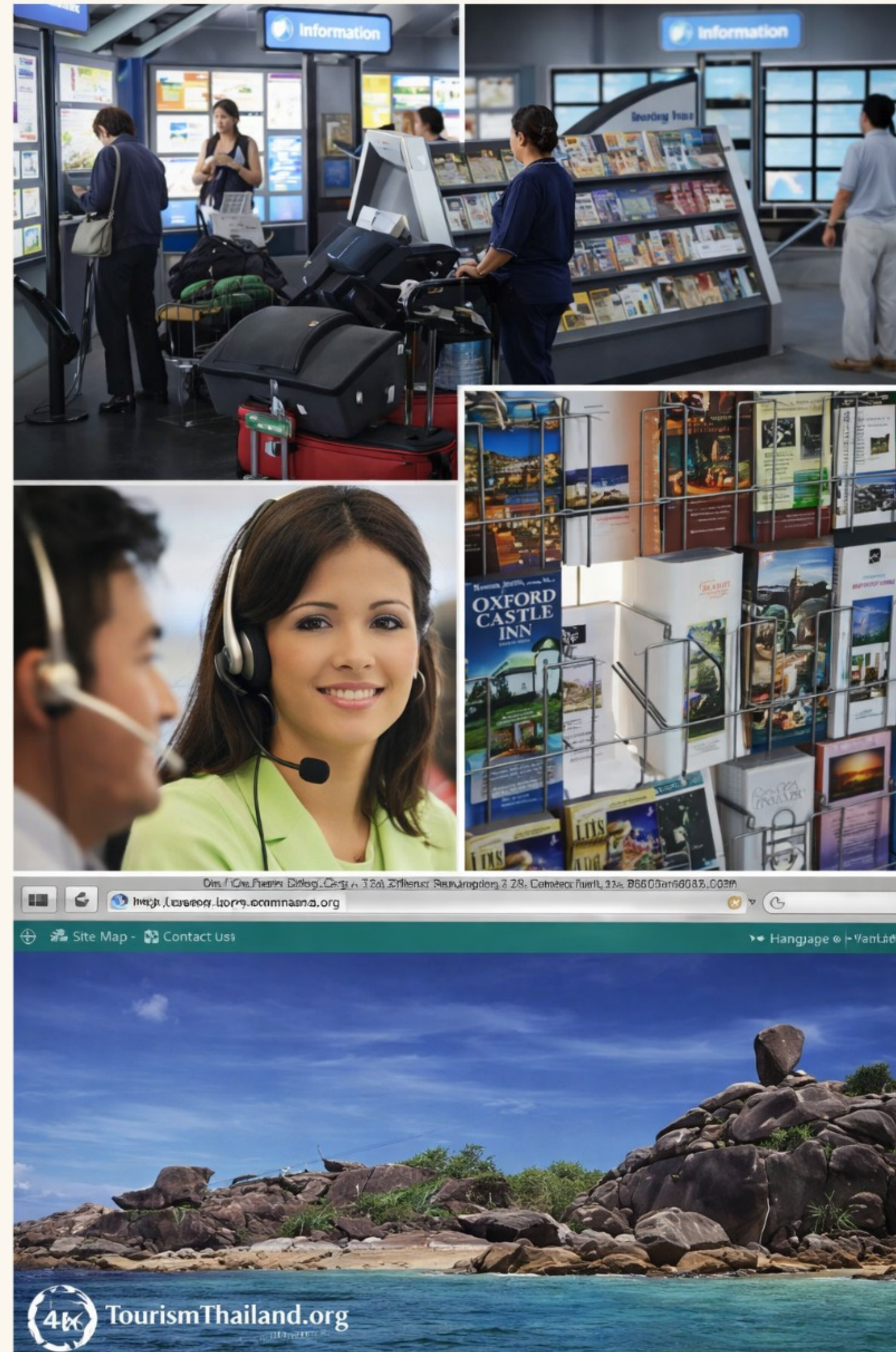
Three questions

1. How many different ways of providing information to tourists can you think of? Use the photos to help you.

EXAMPLE

printed brochures and leaflets

2. What types of encounters with the public do they involve? **EXAMPLE** *face-to-face (at a Tourist Information Centre)*
3. What types of questions do the public ask? **EXAMPLE** Directions (How can I get to the castle?)



Vocabulary

information types

Which of the headings (a–i) from a tourist information website will give information on

- 1 accommodation? ^{/kh/}
- 2 events? ^{/s/}
- 3 attractions? ^{/th/}
- 4 children's activities? ^{/z/}
- 5 transport?
- 6 guided tours?
- 7 emergencies?

- a What's on 2
- b Walks and tours 6
- c Book-a-bed-ahead 1
- d This month's featured events 2
- e Places to visit 3
- f Emergency health care 7
- g Places to stay 1
- h Family fun 4
- i Getting about 5

Vocabulary information types

Which of these words do you associate with

1 a Tourist Information Centre?

2 a website?

3 other information sources?

a What's on 2

b Walks and tours 1

c Book-a-bed-ahead 3

d This month's featured events 1

e Places to visit 2

f Emergency health care 3

g Places to stay 2

h Family fun 1

i Getting about 2

i FAQs 2

j helpline 2/3

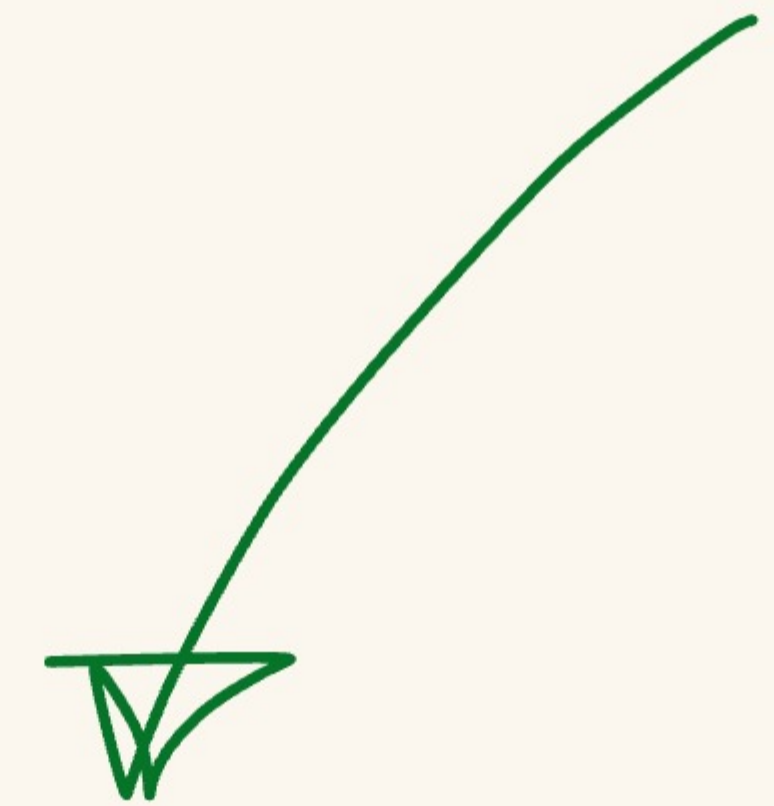
k listings 1

l maps 1

m touch screen 1/3

n interactive 1

o customer care 1



Listening

Tourist information

1 Listen to these extracts from different sources of tourist information. Decide if the information is

- a a recorded information line
- b given face-to-face
- c from a phone helpline.

1	2	3	4	5
✓	✓	✓	✓	✓

Listening

Tourist information

 Listen again. What information is the enquirer asking about? Choose from this list.

high chair

- a sights to visit
- b visas
- c train availability
- d theatre tickets
- e art galleries
- f booking accommodation
- g currency exchange
- h guided excursions
- i child-friendly restaurants
- j local maps

1



2



3



4



5



Listening

Registration procedures

R = Receptionist, G = Guest

Note down the **expressions** that the tourism employees use *to offer help*.

a

R Good evening, Ms Meier. How nice to see you again.

G Good evening. It's nice to be back, even if it's for work.

R Well, if we didn't have a job to go to ... I'm afraid your usual room isn't free, Ms Meier. But I can put you on 615. That's on the next floor and has the same view. Would that be all right?

G Yes, of course.

b

R Good evening, sir. **How can we help you?**

G Do you have a double room for tonight?

R Just one moment and I'll check availability. Would that be a non-smoking room, sir?

G Preferably.

R And just for the one night?

G Yes, just for tonight.

R Yes, we can do that. Could I see some identification, please?

c1

R Good evening, sir. How can I help you?

G I have a reservation in my name Scott. George Scott.

R Mr Scott. Let me see ... Yes, here you are. A twin-bedded room, non-smoking, three nights.

G That's right.

R Could I just see some identification, please, Mr Scott ...

c2

R Good evening, sir. How can I help you?

G I have a reservation in my name Scott. George Scott.

R Mr Scott. Let me see ... Yes, here you are. A twin-bedded room, non-smoking, three nights.

G That's right.

R Could I just see some identification, please, Mr Scott?

G Here you are.

R OK. And will you be using the garage?

G No.

R Will you be paying by credit card?

G Yes. American Express.

R Could I just have your card a moment, please, to swipe it?

G Yes, of course. Here you are.

R OK. And if you could just sign here on the registration card? Good. And this is your key card. Remember not to keep them together for security. Erm, breakfast is from six-thirty to nine-thirty. The breakfast room is in the basement. Er, the restaurant is here on the ground floor. The lifts are over there next to the concierge's desk. Welcome to the Monumental.

G Thank you.

R Not at all. Have a nice stay.

Speaking

Giving information

Work in pairs. For each of the **nine website headings a–i** in *Vocabulary*, think of a piece of **information for your city** or region. Deliver a short presentation.

1 accommodation?

2 events?

3 attractions?

4 children's activities?

5 transport?

6 guided tours?

7 emergencies?

8 food

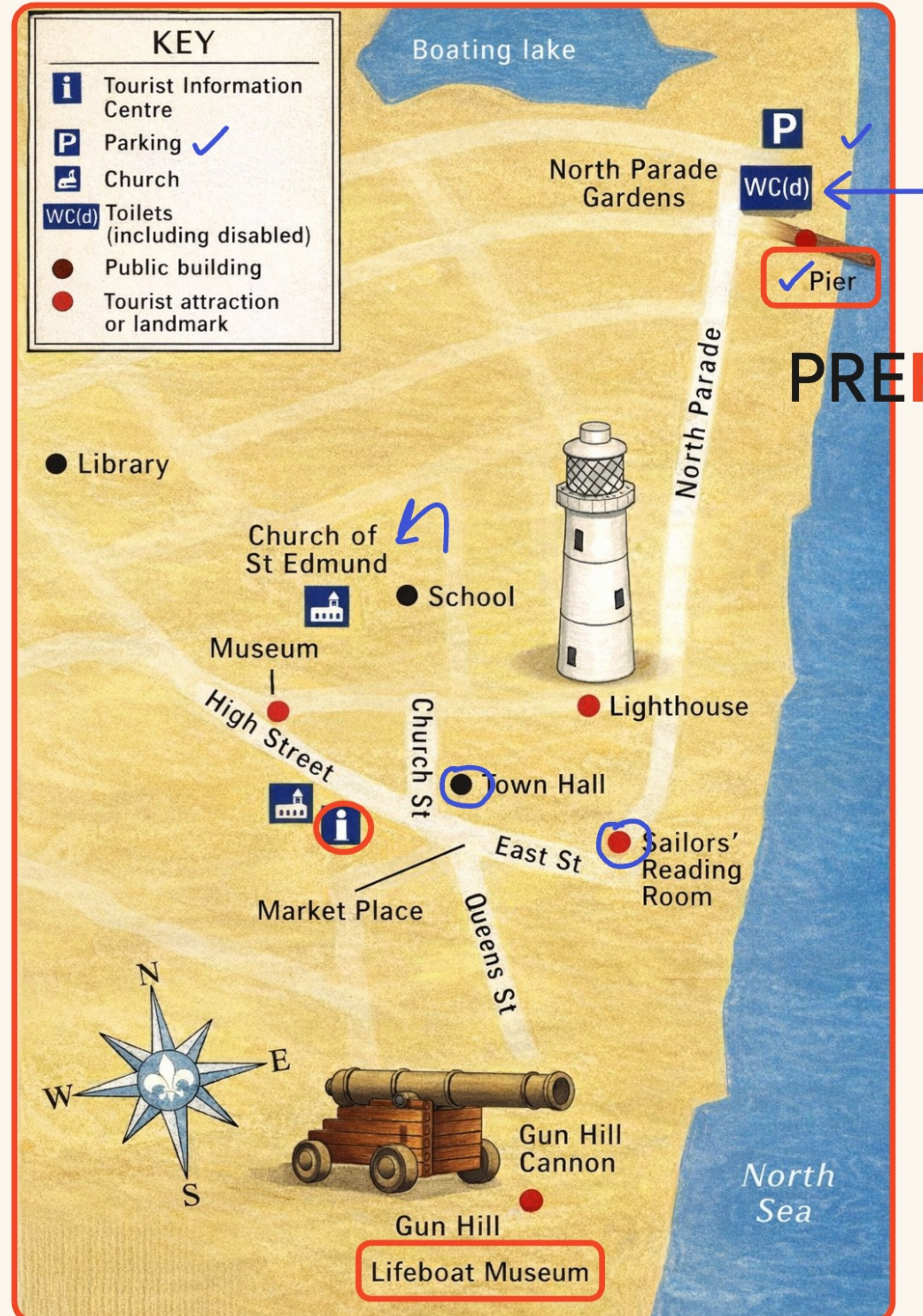


Listening

How do I get to...?

Look at the map of **Southwold**, a seaside resort in England. Describe the location of the following places, using the preposition in brackets.

1. TIC (**next to**) The TIC is **next to** the church.
2. disabled toilets (**opposite**) ✓
3. disabled toilets (**between**) ✓
4. Town Hall (**on**)
5. Sailors' Reading Room (**at the end of**) ✓
6. school (**near**)



PREPOSITION

Listening

How do I get to...?

1

2

3



pedestrian
path

Listening

How do I get to...?



Listen to a tourist information officer giving directions from the TIC. Follow the routes and identify the names of two places he is describing.



Listening

How do I get to...?



Listen again and complete the directions.

a

When you come out¹ of the Information Centre, turn right and go down² the High Street. Walk on through the Market Place until you come to³ a fork in the road. If you take the right hand fork⁴ and go along Queen Street, you'll go past⁵ some nice antique shops and a small art gallery and eventually you'll come to⁶ a green hill. Head up⁷ the hill past⁸ the cannon and you're there.

b

The best way is to cut through¹ Church Street – it's just over there² to the right; can you see it? If you turn right at the end of³ Church Street, you'll go past⁴ a lovely little green and you'll see⁵ the lighthouse – you can't miss it⁶ it. Just walk towards⁷ the lighthouse and then the seafront is just ahead of⁸ you. When you get to the seafront, turn left⁹ and you can either walk along¹⁰ the beach or the cliff. You'll see it in the distance sticking out to sea. It shouldn't take you¹¹ any longer than fifteen minutes.

Language spot

Giving directions and prepositions of movement

Which of the following are spoken by someone giving directions?

1. The best way to go is ... ✓
2. How do you get to ... ? ✗
3. Do you want the most direct route? ✓
jooyou
4. If you turn left here, ... ✓
5. I'm trying to get to the station. ✗
6. What you need to do is ... ✓
wachyou



Language spot

Giving directions and prepositions of movement

Match the phrases in A with the places in B. There will often be more than one possibility.

A	B
1 go along	a the TIC
2 walk towards	b the hill
3 come out of	c the street
4 get to	d a bus
5 walk on through	e the city centre
6 turn right out of	f the bar
7 turn right at	g the park
8 reach	h the fork in the road
9 take	i the right-hand turn
10 go past	j the market

Speaking

Choose two of the pairings and make **four** sentences. Link each sentence using **if, when, until, or and**.

EXAMPLE

Go along the street **until** you come to **the market**.

Giving directions and prepositions of movement

A	B
1 go along	a the TIC
2 walk towards	b the hill
3 come out of	c the street
4 get to	d a bus
5 walk on through	e the city centre
6 turn right out of	f the bar
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Giving Directions

& Recommending Places

Giving Directions

We usually use the **imperative form** (base verb).

Examples:

- Go straight.
- Turn left.
- Take the first road.

We can also use **if/when/and/until** sentences.

Example:

If you take the first road on the left, you'll see the market on the right.

Structure:

If + present, will + present

Prepositions of Movement

Common verbs: **go, come, get**

Common prepositions:

along, at, down, out of, past, through, up

Examples:

- Go past the station, then turn left.
- **Walk along** this road.
- Come out of the market and turn left.
- Turn right at the Tourist Information Centre.
- **Cut through** the park.

Important:

towards = in the direction of

to = reach the place

Examples:

- **Walk towards** the church.
- **Walk to** the church.

Giving Directions

& Recommending Places

Recommending and Promoting Places

negative + without

- Example:
No trip is complete without visiting the museum. or Don't leave Liverpool without visiting the museum.

well worth

Structure: **worth + ing / noun**

- Example:
The Cavern Club is worth visiting.

why not

Structure: **Why not + verb**

- Example:
Why not watch a football match?

If sentences (recommendation)

- Example:
If you want to go out, you could start at Pleasureland.

a must

Used as a noun for **strong recommendation**.

- Example:
The Beatles Museum is a must.

You can find

- Example:
In Liverpool, you can find everything for a great holiday.

Whether

Used to give options.

- Example:
Whether you like music or shopping, Liverpool has something for you.

boast

Used to promote a place.

- Example:
The city centre boasts many shops.

Giving Directions

Writing

Use the map of Sanai to give directions to different places.

7-8+

