



ENGLISH FOR TOURISM



MODUL PADA PROGRAM
REKOGNISI PEMBELAJARAN LAMPAU
IKIP SILIWANGI, STKIP SOE & BELMAWA KEMENRISTEK DIKTI

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Let's Travel

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UNIT- 1

INTRODUCTION

Source: <https://www.slideshare.net/ethelkondo/introduction-to-tourism>

Learning Objectives

In this unit students will be able to:

1. Understand what tourism is.
2. Learn the components of Tourism.
3. Knows the benefits and costs of tourism.

1.1 What is Tourism?

The **United Nations World Tourism Organization (UNWTO)** defines tourism as follows:

Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal or business/professional purposes. These people are called visitors (which may be either tourists or excursionists; residents or non-residents) and tourism has to do with their activities, some of which imply tourism expenditure (United Nations World Tourism Organization, 2008).

Tourism can be divided into four categories:

- 1) International Tourism
 - a. Inbound Tourism: Visits to a country by non residents.
 - b. Outbound Tourism: visits by residents of a country to another country.
- 2) Internal Tourism: visits by resident and non residents of a country of reference.
- 3) Domestic Tourism: visits by residents of a country to their own country.
- 4) National Tourism: internal tourism plus outbound tourism.

1.2 The Components of Tourism

Based on article written by verma <http://www.shareyouressays.com/knowledge/6-major-components-of-the-tourism-and-travel-industry/111179> **Tourism** is the business of attracting visitors and catering to their needs and expectations. The following is an overview of the major components of the tourism.

1. Tourist Destinations
2. Transportation
3. Accommodation:
 - a) Hotels
 - b) Motels
 - c) Resorts
 - d) Cruise lines.
4. Tourist Attractions:
 - a) Attractions
 - b) Theme parks
 - c) Museums.
5. Travel Brokers:
 - a) Travel agents
 - b) Tour and charter operators
 - c) Travel incentive companies.



1.3 Benefits and Costs of Tourism

Tourism brings both economic and non-economic benefits and costs to host communities.

a. Benefits of Tourism

The benefits including

- 1) Provides employment opportunities.
- 2) Generates supply of needed foreign exchange.
- 3) Increase income.
- 4) Creates increased Gross National Product.
- 5) Reinforces preservation of heritage and tradition.
- 6) Develops an infrastructure that will also help stimulate local commerce and industry.



b. Costs of Tourism

The costs including

- 1) Develop excess demand for resources.
- 2) Create social problems.
- 3) Degrades the natural physical environment and create pollution.
- 4) Degrades the cultural environment.
- 5) Increase the incidence of crime .
- 6) Commercialize culture, religion, and the arts.
- 7) Contributes to disease, economic fluctuation and transportation problems.

UNIT- 2

AT THE AIRPORT



Source: <https://www.fluentu.com/blog/english/english-travel-phrases/>
https://www.audioenglish.org/english-learning/english_dialogue_air_travel_reservations_airline_2.htm

Learning Objectives

In this unit students will be able to:

1. Identify phrases and the international signs used at the airport.
2. Know the several travel documents such as boarding pass and departure card.
3. Use appropriate expression to ask to the flight attendants
4. Demonstrate how to offer something, refuse and accepting the offer
5. Understand several vocabularies relating to reservation airline.
6. Practice taking booking details on the phone.

When you go to an English-speaking country, your first encounters of English will probably be at an airport. Check out these phrases to make *checking into your flight* (letting the airline know you have arrived) a breeze!

No	Phrases	Description
1	I would like...	This phrase is the standard and polite way to say that you want or you would desire something. For example, if you're thirsty, you might say "I would like some water."
2	What time is my flight?	Airports are not always great for communicating travel times, but this question will help make sure you don't miss your flight and you get to your English-speaking destination.

3	What airline am I flying?	An <i>airline</i> is the company which owns the plane you're flying on.
4	Where is my gate?	A <i>gate</i> is the point of entry to the airplane, and it is the place where you will wait before boarding your flight.
5	Where is the restroom?	A <i>restroom</i> is a place where you go to freshen up and use the toilet. This phrase has many variations, and countries call this room many different things: a <i>bathroom</i> , a <i>washroom</i> , the <i>toilets</i> .
6	How much does the magazine cost?	Who wants to travel without some entertainment? By asking how much a particular <i>magazine</i> (a book-like publication with short articles) costs, you can figure out how much money you have to pay for it.

Activity 1. Vocabulary Practice

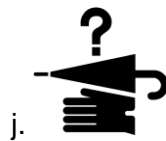
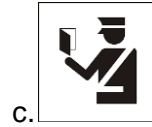
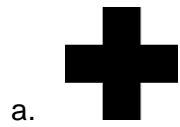
Match the the following words with its meaning then give the example sentence!

A	Arrivals	E	Conveyor belt/carousel/baggage claim
B	Boarding pass	F	Long-haul flight
C	Fragile	G	Passport
D	Visa	H	Travel agent

No	Meaning	word	example sentence
1	When your plane arrives, your bags and suitcases come out on the moving conveyor belt.		
2	A flight that travels a long distance in one go		
3	A travel agent is a person who will help you to organize your travel plans and book your flights.		
4	A card that a passenger must have in order to be allowed to get on an airplane		
5	things that are delicate or easily broken when we travel.		
6	When your plane arrives at the airport, your family and friends will meet you at arrivals.		
7	a special document that gives you permission to enter a country.		
8	an official document issued by a government, certifying the holder's identity and citizenship and entitling them to travel under its protection to and from foreign countries.		

2.1 International Sign

Activity 2. Match the sign with the correct facility description!



1. Bar
2. Lost and found property
3. Post Office
4. Currency Exchange
5. Immigration
6. Baggage claim
7. Toilet
8. Departure
9. First Aid
10. Ticket Purchase

2.2 Travel Document

2.2.1 Boarding Pass

The Example of Boading Pass



Activity 3. Answer these questions carefully!



1. When do passengers receive a boarding pass?

.....

2. What is a boarding pass used for?

.....



Yulia Murdianti

Depart
Yogyakarta (JOG)

Arrive
Singapore (SIN)

Booking no.
BFEQMK

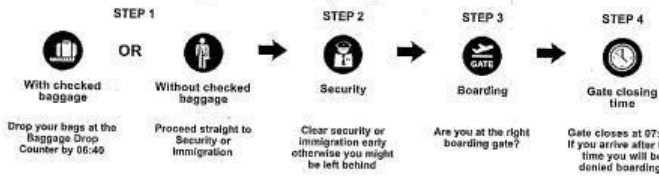
Seq no.
12

Boarding Pass

Flight no.	QZ 658
Date	12 JUL 14
Boarding time	06:45 (12 Jul 14)
Gate no.	
Seat no.	18A



Airport Guide for Yogyakarta: 4 easy steps!



At anytime after you have checked-in, we may change our schedule and/or cancel, terminate, divert, postpone, reschedule or delay any flight where we reasonably consider this to be justified by circumstances beyond our control or for reasons of safety or commercial reasons.

3. Where is the passenger going?



4. What is the flight number?



5. What is the passenger's seat number?



2. 2.2 Departure Card

DEPARTURE CARD		FOR FOREIGN TRAVELLERS	
PLEASE COMPLETE IN ENGLISH. FILL IN <input type="checkbox"/> WITH <input checked="" type="checkbox"/>			
Family Name	<input type="text"/>	Date of Birth	YEAR MONTH DAY
Given Names	<input type="text"/>	Male	<input type="checkbox"/>
Passport No.	<input type="text"/>	Female	<input type="checkbox"/>
Nationality	<input type="text"/>	Your Main Reason for Departure from China (one only)	
Flight No. Ship Name Train No.	<input type="text"/>	Convention / Conference	<input type="checkbox"/> Business <input type="checkbox"/>
Destination	<input type="text"/>	Employment	<input type="checkbox"/> Settle down <input type="checkbox"/>
Address in China	<input type="text"/>	Visiting friends or relatives <input type="checkbox"/>	
		Outing /in leisure	<input type="checkbox"/> Study <input type="checkbox"/>
		Return home	<input type="checkbox"/> Others <input type="checkbox"/>
I declare the information I have given is true, correct and complete. I understand incorrect or untrue answer to any questions may have serious consequences.		SIGNATURE	Date of Departure
		<input type="text"/>	YEAR MONTH DAY

OFFICIAL USE ONLY
证件类型
公安
出入境管理局
监制

2.3 Speaking with flight attendants/passengers 1

Source: <https://www.learnenglishfeelgood.com/travelenglish/>

The people who work inside the airplane serving food and drinks are called **flight attendants**. Below is the conversation that Sinta has with the flight attendant when dinner is served on the flight.

- Flight attendant** : Chicken or pasta?
Sinta : Pardon?
Flight attendant : Would you like chicken or pasta?
Sinta : I'll have pasta.
Flight attendant : Anything to drink?
Sinta : What kind of soda do you have?
Flight attendant : Coke, Diet Coke, Sprite, Orange, and Dr. Pepper.
Sinta : A Diet Coke, no ice, please.
Flight attendant : Here you go.
Sinta : Thanks.

2.3.1 Offering Things

Offering things in English is important for every time we want to be polite. We can use the phrases below which is about how to accept offers graciously if we want to treat our guests generously.

Here are some of the most important phrases used to offer something :

Formal	Informal
<ul style="list-style-type: none">• Can I get you some...?• Would you like some..?• May I offer you some...?• Would you like me to get you some..?	<ul style="list-style-type: none">• How about some?• What about some?• What do you say about some?• Are you up for some?

2.3.2. Accepting Offer

Accepting offers is as important as we offer something. We have to make sure to thank our host to show our politeness. The following phrases are commonly used when accepting an offer:

- Thank you.
- Yes, please.
- I'd like it very much.
- Thank you, I would.
- That would be very nice.

2.3.3 Refusing Offer

If we don't want to accept an offer, be sure to politely refuse. Offering an excuse is also a good idea in order not to offend your kind host.

Politely refusing offers:

- No, thanks.
- No, I really won't, thank you.
- Not for me thanks.
- No, thanks. I'm not hungry.
- Thank you, but I'm on a diet.

That's very kind. Unfortunately, I'd like to, but...

Activity 4

Choose the correct, most natural-sounding responses according to the context of the conversation:

1. You: Could I get another _____, please? I'm a little cold

- a. Coke
- b. Blanket
- c. Magazine

2. Flight attendant : Certainly, sir. Would you like a pillow as well?

You : No, thanks. But could you please bring me a _____?

- a. Coke
- b. Liquid
- c. soft

3. Flight attendant : Sure, would you like ice in that?
 You : Yes, please... Oh! Could you also lend me a pen to _____ this immigration form?
- Write
 - Fill out
 - make
4. Flight attendant : I don't have one on me right now, but I'll get one for you.
 (the flight attendant comes back with your drink and a pen)
 You : Thanks. Do you know when we will be _____?
- Landing
 - On land
 - Grounding
5. Flight attendant : In about 2 hours.
 You : What's the _____ in Seattle right now?
 Flight attendant : I'm not sure... I'll check with the pilot.
- Degrees
 - Hot
 - Temperature

Activity 5

Choose the correct, most natural-sounding responses according to the context of the conversation:

1. You : Excuse me, would it be possible to _____ seats with someone?
 My wife and I would like to sit together.
- Alter
 - Interchange
 - Switch/change
2. Flight attendant : Certainly, sir. For now, please take your seat, and once the plane takes off, I'll help you with that.
 You : Thank you. Could you help me put this bag in the _____ compartment?
- Up
 - Overhead
 - High

3. Flight attendant : Sure... there you go.

(you see that someone is sitting in your seat)

You : I'm sorry, I think you're_____.

- a. Sitting wrong
- b. A mistake
- c. In my seat

4. Other passenger: Oh, let me check my boarding_____... Yes, I'm sorry, my mistake.

- a. pass
- b. passport
- c. document

5. You : No problem. I'm going to_____ anyway. My wife and I would like to sit together.

Other passenger : Oh, well, I can switch places with your wife. That way you two can sit together.

You: Really? That would be great! Thanks a lot.

- a. Transfer
- b. move
- c. trade

Activity 6 Choose the correct QUESTION for the ANSWER that's given.

What did the person ask to get this answer?

source: <https://www.learnenglishfeelgood.com/travelenglish/airport-questions-answers1.html>

1. ANSWER : No, you'll have to transfer either in Chicago or Kansas City.

QUESTION :

- a. Are there any direct flights to Dallas?
- b. How much is a ticket to Dallas?
- c. How long does the flight to Dallas take?

2. ANSWER : It's right there, next to that restaurant.

QUESTION :

- d. How early should I check in?
- e. How much do I have to pay for the extra bag?
- f. Where's the lost-and-found office?

3. ANSWER : I'm sorry, this bathroom is being cleaned.

QUESTION :

- a. Can I go into the bathroom?
- b. Where can I get a coffee around here?
- c. Where's the ticket office?

4. ANSWER : \$75.

QUESTION :

- a. Where's the lost-and-found office?
- b. How much do I have to pay for the extra bag?
- c. How long is the delay?

5. ANSWER : 2 hours.

QUESTION :

- a. How long is the delay?
- b. Has the flight been cancelled?
- c. What time is it?

6. ANSWER : At 2:00 PM.

QUESTION :

- a. How long is the delay?
- b. When does the flight to Bangkok leave?
- c. What time is it?

7. ANSWER : No, this is the arrivals area.

QUESTION :

- a. Is this the departures area?
- b. Is this the arrivals area?
- c. Is this the lost-and-found office?

8. ANSWER : It's \$10 per 24 hours.

QUESTION :

- a. Where are the lockers?
- b. How much does a locker cost?
- c. Where are the luggage carousels?

9. ANSWER : It was. The gate has been changed to 44D.

QUESTION :

- a. Can I buy a ticket here?
- b. How long is the delay?

c. Is this the gate for flight 234 to Madrid?

10. ANSWER : You can bring one small bag on the plane with you.

QUESTION :

- a. How much carry-on luggage am I allowed?
- b. How many bags can I check?
- c. Where can I pay for the extra bag?

2.4 Reading

Directions: Read the following passage carefully.

- Reservations clerk : Northwind Airways, good morning. May I help you?
- Mary Jones : Yes, do you have any flights to Sydney next Tuesday afternoon?
- Reservations clerk : One moment, please... Yes. There's a flight at 16:45 and one at 18:00.
- Mary Jones : That's fine. Could you tell me how much a return flight costs? I'll be staying three weeks.
- Reservations clerk : Economy, business class or first class ticket?
- Mary Jones : Economy, please.
- Reservations clerk : That would be \$346.
- Mary Jones : OK. Could I make a reservation?
- Reservations clerk : Certainly. Which flight would you like?
- Mary Jones : The 16:45, please.
- Reservations clerk : Could I have your name, please?
- Mary Jones : My name is Mary Jones, that's M-A-R-Y J-O-N-E-S.
- Reservations clerk : How would you like to pay, Ms. Jones?
- Mary Jones : Can I pay at the check-in desk when I pick up my ticket?
- Reservations clerk : Yes, but you will have to confirm this reservation at least two hours before departure time.
- Mary Jones : I see.
- Reservations clerk : Now you have been booked, Ms. Jones. The flight leaves at 16:45, and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476.
- Mary Jones : Thank you.

2.5 Focus on Grammar

There are 3 cases for the simple future:

10. **Predict:** "Will" and "Going to" are the same when the speaker believes something will happen: "The Yankees will win." is the same as "The Yankees are going to win."
11. **Plan:** To describe a plan, we usually use "going to": "We are going to see a movie tonight. "
12. **Willingness:** For something we agree to do (or someone else agrees to do) we use will: "Don't worry about dinner; I will cook. "

Activity 2. Identify how the simple_future is used in the sentence(s) below

13. The flight leaves at 16:45, and your arrival in Sydney will be at 9:25 a.m., local time.

2.6 Matching

Activity 7 Write the letter of word that matches the definition on the line. If it helps, feel free to also draw a line between the definition and the matching word.

A. arrival	1. _____ Make better.
B. improve	2. _____ Something that can be used.
C. reservation	3. _____ Exchanges or sacrifices made in order to obtain something else.
D. resources	4. _____ The act of holding back complete approval or agreement.
E. costs	5. _____ The act or process of coming.

UNIT-3

AT THE HOTEL

Source: <https://www.linkedin.com/pulse/telephone-call-receiving-procedure-hospitality-gajanan-shirke-mih>

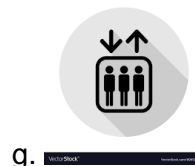
Learning Objectives

In this unit students will be able to:

- a. Understand the symbols related to the facility description.
- b. Understand the classification of Hotel and kinds of Hotel Department.
- c. Identify hotel facilities, hotel services and amenities.
- d. use appropriate expressions deal with handling telephone.
- e. demonstrate how to ask and give information in the telephone.
- f. respond to the caller.

3.1 Telling Symbol

Activity 1. Match the following symbols with the correct facility description



1. Valet Parking
2. Cofee shop
3. Facilities for the disabled
4. Hair salon
5. Lift
6. Baby sitting
7. Luggage storage
8. Parking vallet

3.2 What is hotel?

“Hotel” means commercial establishment providing lodging, meals, and other guest services. If you're working in, or thinking of working in the hotel industry, it's important to know the differences between the many types of hotels that exist today. Just as hotel guest

compare the facilities and amenities offered by each hotel, before choosing the best fit for their planned vacation or business trip, any potential hotel employee will want to find the work environment that appeals to them the most!

3.3 Hotel Classification

Hotels are classified based on several aspects as follows:

- 3.3.1 Based on Location
- 3.3.2 Based on ownership
- 3.3.3 Based on Target Market
- 3.3.4 Based on Theme
- 3.3.5 Based on Level of Services
- 3.3.6 Based on Length of Time
- 3.3.7 Based on Size
- 3.3.8 Based on Target Market

3.3.1 Based on Location

Resort hotel:

- These hotel cater a person who wants to relax, enjoy themselves.
- It's located at hill stations, beaches, lakes, backwater, forest belt.
- It provides recreational service.
- A Variety of F&B outlets is available, ranging from informal to fine-dining restaurants.

Airport hotel:

- These hotels are set up near by the airport.
- The guest are business client, transit guest who stay over between flights, airline passanger with cancelled flights, or airline personnel.
- Full service.
- Room service and restaurant timing may be extended, even offered twenty four hours.

City center/Downtown :

- It's generally located in the heart of city within a short distance from business center, shopping arcade.
- The service and service are varied

Motel:

- It's located primarily on highways

- It provide's lodging to highway travelers and also provide ample parking space. The length of stay is usually overnight.
- It offers limited facilities and services.

Suburban hotel:

- It's located in suburban areas.
- The guests are budget travelers.
- Services and facilities might be limited

Floating hotel:

- It's on luxury liners or ship. It is located on river, sea or big lakes.
- In cruise ships, rooms are generally small and all furniture is fixed down.
- It has long stay guest.

3.3.2 Based on ownership

Independent Hotel :

3.3.2.1 They do not have identifiable ownership or management affiliation with other properties.

3.3.2.2 That means these properties doesn't have any relationship to another hotel regarding policies, procedures , marketing or financial obligations .

Chain hotel :

3.3.2.3 It imposes certain minimum standards, rules , policies and procedures to restrict affiliate activities .

3.3.2.4 The more centralized the organization, the stronger the control over the individual property .

3.3.2.5 Some chain have strong control over the architecture, management and standards of affiliate properties . Others concentrate only on marketing , advertising and central purchasing .

Time-share hotel:

3.3.2.6 It involves individual or corporate owner who form an association and hire a management company to operate their units as a hotel or resort.

3.3.3 Based on Star Rating

One star

3.3.3.1 The hotel is often has a more personal atmosphere.

3.3.3.2 It is usually located near affordable attractions, major intersections and convenient to public transportation.

3.3.3.3 Furnishings and facilities are clean but basic.

3.3.3.4 Most will not have a restaurant on site.

Two star

3.3.3.5 The hotel is usually small to medium sized.

3.3.3.6 It's located to moderately priced attractions.

3.3.3.7 The facilities typically include telephones and TVs in the bed room.

3.3.3.8 Some hotels offer limited restaurant service.

3.3.3.9 Room service and bell service are not usually provided.

3.3.3.10 Some offers laundry and dry cleaning services.

Three star

3.3.3.11 It offers spacious accommodations that include well appointed rooms, decorated lobbies.

3.3.3.12 Bell desk services are generally not available.

3.3.3.13 It's often located near major express ways or business areas, convenient to shopping and moderate to high priced attractions.

3.3.3.14 It usually feature medium sized restaurants which offers breakfast through dinner.

3.3.3.15 Room service availability may vary.

3.3.3.16 Valet parking, fitness centers, pools are often provided.

Four star

3.3.3.17 Mostly large formal hotels with reception areas, front desk service, and bell desk service.

3.3.3.18 It's usually located near shopping, dining, and other major attractions.

3.3.3.19 The level of service is well above average.

3.3.3.20 The rooms are well lit and well furnished.

3.3.3.21 Restaurant dining is usually available and is having more than one choice.

3.3.3.22 Room service is usually available during most hours.

3.3.3.23 Valet parking, concierge service, fitness centers, pools are often provided.

3.3.3.24 It should have a recognized travel agency, book stall, safe deposit facilities, left luggage etc.

Five star

3.3.3.25 It offers the highest level of accommodations and services.

- 3.3.3.26 The properties offer a high degree of personal service.
- 3.3.3.27 Although most five star hotels are large properties, sometimes the small independent (non-chain) property offers an elegant intimacy that can not be achieved in larger setting.
- 3.3.3.28 The hotel locations can vary from the exclusive location of suburban area to heart of the city.
- 3.3.3.29 The hotel lobbies are sumptuous.
- 3.3.3.30 The rooms complete with stylish furnishings, and high quality linen.
- 3.3.3.31 The amenities often include DVD players, Jacuzzis and more.
- 3.3.3.32 It feature up to three restaurants with exquisite menus.
- 3.3.3.33 Room service is also available 24 hours a day.
- 3.3.3.34 Fitness centers, valet parking are typically available.
- 3.3.3.35 A concierge is also available to assist you.

3.3.4 Based on Theme

Heritage hotel:

- 3.3.4.1A guest is graciously welcomed
- 3.3.4.2It offers rooms that have their own history
- 3.3.4.3It serves traditional cuisine.

3.3.4.4 This hotel puts its best efforts to give the glimpse of their region.

Ecotels : these are environment friendly hotels these hotel use eco friendly items in the room.

Boutique hotels:

- 3.3.4.5 This hotel provides exceptional accommodation, furniture in a themed and stylish manner
- 3.3.4.6**It caters to corporate travelers.

3.3.5 Based on Level of Service

Limited service (economy and budget)

- 3.3.5.1It typically offers guest rooms only.
- 3.3.5.2There is little or no public space.
- 3.3.5.3It has no or very limited food and beverage facilities.

Mid

3.3.5.4 Mid scale hotels offers a wide range of facilities and amenities.

3.3.5.5 More public space and meeting/function space with at least one food and beverage facility.

Luxury hotel

3.3.5.6 It features upscale decor and furnishings that may be unique to the particular hotel.

3.3.5.7 It offers a full range of amenities and services.

3.3.5.8 It typically has a concierge service and several food and beverage operations, including fine dining facilities, banquet area and full room service.

3.3.5.9 Different types of recreational facilities are also available.

3.3.6 Based on Length of Stay

Transit hotel :

3.3.6.1 Guest stays for a day or even less

3.3.6.2 It is situated near airport.

Residential hotel:

3.3.6.3 Guest can stay for a minimum period of one month and up to a year.

3.3.6.4 The rent can be paid on monthly or quarterly basis.

3.3.6.5 It provides sitting room, bed room and kitchenette.

3.3.7 Based on Size

- Small hotel: fewer than 25 rooms
- Medium hotel: around 26 to 99 rooms
- Large Hotel: around 100 to 299 rooms
- Major Hotel: more than 300 rooms

3.3.8 Based on Target Market

Commercial hotel:

3.3.8.1 It's situated in the heart of the city in busy commercial areas so as to get good and high business.

3.3.8.2 It caters mostly businessmen.

Convention hotel:

3.3.8.3 It has large convention complex

3.3.8.4 It caters people attending a convention, conference

Casino hotel:

3.3.8.5 Hotel with predominantly gambling facilities comes under this category

3.3.8.6 It has guest room and food and operation too.

3.3.8.7 It caters leisure and vacation travelers.

3.3.8.8 Gambling activities at some casino hotels operate 24 hours a day and 365 days a year.

Activity 2.

Match the the following words with its meaning then give the example sentence!

A	adjoining rooms	F	book
B	Bellboy	G	Jacuzzi
C	check-in	H	luggage cart
D	amenities	I	vacancy
E	housekeeping, maid	J	check-out

No	Meaning	word	example sentence
1	local facilities such as stores and restaurants		
2	go to the front desk to receive keys		
3	available rooms		
4	a device on wheels that guests can push their luggage on		
5	two hotel rooms with a door in the centre		
6	arrange to stay in a hotel		
7	return the keys and pay for the bill		
8	a staff member who helps guests with their luggage		
9	a small hot pool for relaxation		
10	staff members that clean the rooms and linen		

Activity 3. Facilities, services or amenities?

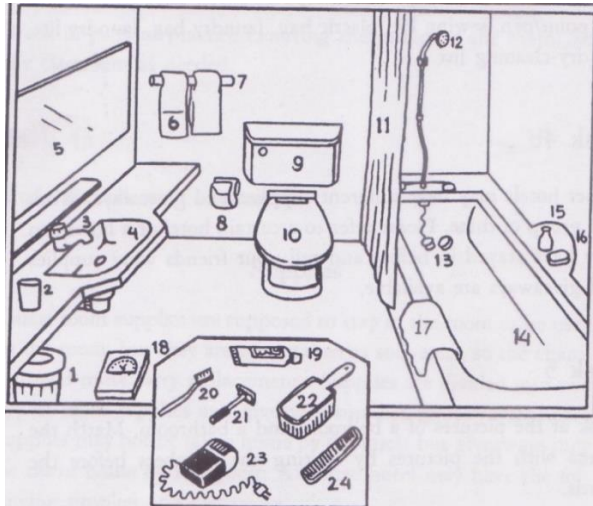
1	Pool		8	Hair dresser	
2	Air conditioning		9	Kitchenette	
3	Airport shuttle		10	Sauna	
4	King-size bed		11	Kid Land	
5	Golf course		12	Mini-bar	
6	Currency exchange		13	Dry cleaning	
7	Parking area		14	Breakfast	

Activity 4. Match the hotel department in column A with their description in the column B.

A	
1	Reservation Clerk
2	Front Desk Clerk
3	Concierge
4	Doorman
5	Accountant
6	Bell Boy
7	Duty Manager
8	Room boy
9	Security Officer
10	Operator

B
a. A hotel employee who assists the guests efficiently, courteously, and professionally in all front office related function.
b. A hotel employee who has responsibility for looking after the safety of the hotel.
c. A staff member of hotel who assists guests by handling the storage of luggage to the room.
d. A hotel employee who open the door for hotel guest.
e. A person who cleans and cares for bedroom in hotel
f. One that keeps, audits, and inspects the financial records of a hotel.
g. A manager who is on duty. She/he handles the job of manager
h. A staff member of a hotel who assists guests, by handling the storage of luggage, taking and delivering message, and making reservation for tours.
i. A person who operates the telephone switchboard and is usually under the Front Office Department
j. A hotel employee who handles future reservations, matching the needs of the guests with those of the hotel.

Activity 5. Match the words with the picture by writing the numbers before the words



a sink/washbasin
b bath mat
c safety razor
d toilet paper
e tap/faucet
f plug
g electric razor
hcistern
i tumbler
jtoilet

Activity 6. Choose the correct answer

- If you've never been to this city, you should take a look at our sight-seeing
 - Menu
 - Brochure
 - Front desk
- Sorry, we don't have a _____ service. You'll have to park your car yourself.
 - Room
 - Laundry
 - valet
- The room has a pull-_____ couch, so it will sleep an extra person.
 - Off
 - Over
 - out
- I'm sorry, but we don't have any vacancies. We are fully-_____ tonight.
 - Vacant
 - Booked
 - closed
- After your long conference you can relax in the.....
 - Kitchenette
 - Parking lot
 - Hot tub

6. I'll call housekeeping and ask them to bring you some fresh.....
 - a. Ice
 - b. Milk
 - c. linen
7. If you need to do your workout we have a _____ on the third floor.
 - a. Gym
 - b. Restaurant
 - c. library
8. You might like to voice your complaint about the rate to the....
 - a. Housekeeper
 - b. Valet driver
 - c. Hotel manager
9. Please put your used _____ in the basket and leave unused ones hanging on the rack.
 - a. Dishes
 - b. Towels
 - c. tissues
10. If you need a midnight snack there's a _____ full of potato chips on your floor.
 - a. Bellboy
 - b. Kitchenette
 - c. Vending machine

3.4 Telephone Call Receiving Procedure

3.4.1 Things You Should Learn:

1. You Should Know:
 - a. Your system first. You should be able to identify what is external and what is internal call. Source: www.google.com
 - b. How to transfer a call.
 - c. Some frequently use telephone code
 - d. Country code for outbound calls
 - e. How to put your caller in hold
 - f. How to use different phrase while talking
 - g. How to receive other's call in your phone, etc.

A. During Call:

1. People easily become friendly and feel happy if you call him by his name. So, first ensure how should you address him and then call him by his name.
2. While talking for quite a long time shows your caller that you are eagerly listening to him. So sometimes making noises like “hmm”, “yes”, “ok”, “I understand” can make the conversation spontaneous. Otherwise in middle of a long discussing if you keep silent for the whole time your caller may be confused whether you are listening or whether you are still on line or not. So, don't make your caller confused.
3. Receiving call demands deep attention. If you talking over telephone and at the same time doing other business then you cannot concentrate on anything.

So, if you really have to finish another job then it is better to hold the caller or tell him that you will call him after a certain period of time.

1. Make your tone as friendly as possible. Try to smile while talking, the way you talk reflects in your tone.
2. Don't neglect any call. Take it as a business opportunity for your organization.
3. If you or the caller cannot listen to other then offer him to call back.

B. Other People's Call:

1. Don't say, you don't, whether the person is whom the caller's looking for. Tell him that you will call him back after locating him.
2. If you can't find that person then offer the caller to receive any message on behalf of that person.
3. If you know when the person will be available then suggest the caller to call him.
4. Don't share any personal contact address as long you are not sure enough about the caller.

3.4.2 Phrases and Expressions used in Handling Telephone.

Now we will learn some most common widely used phrases and expressions used while handling calls:

2. Sometimes by hearing the tone you may not identify whether you caller is male or female. It is better to ask “How should I address you?” or “May I have your name please?”

3. If you need to transfer any call then say “Please allow me to transfer your call to Mr. X. Could you please hold down for a minute?” After that if the caller allows you and says Yes or Ok then transfer the call.
4. If you found the extension is not reachable or dead then say “Thanks for holding. But I am afraid Mr. Y is not available. Would you like to leave a message for him or call back later?”
5. If you found the extension is busy then say “Thanks for holding. Mr. Y is busy and still on line. Would you like to leave a message for him or call back later?”
6. While finishing a conversation say “Thank you Mr. X for calling. Have a nice day.”
7. Some common phrases are: “May I have your name please”, “May I have your contact number please”, “Mr. X please let me repeat the message.....Is that all right?”, “Mr. X could you please hold down for a minute?”

Always keep pad, pen or pencil to receive any message. When you take any message try to write down these points of information in clear handwriting so that you can understand next time:

1. Date & Time of the message
2. Callers name
3. Reason of Calling
4. Message he left to deliver
5. Name of the Guest, caller calls
6. Guest’s room number
7. Callers telephone number, etc.

9 Telephone Call Receiving Procedure

9.1 Answering Telephone in Hotel & Restaurant: DOs & DON'Ts

Telephone always plays a significant role in hospitality industry. People from all round the world call for making booking or asking information or transferring message to the guest or for various other purposes. If you are a hotelier then you may have to answer telephone calls. This happens mostly with front desk staffs. Today we will learn some most effective telephone answering tips. These are some basic techniques you should apply while answering any call in hotel or restaurant.

DOs:

1. Answer the telephone promptly within 3 rings.
2. Make the caller know your work area, your name and offer appropriate greeting. If it is an inbound call then just mention your department and if it is outbound call then mention name of the hotel with your identity.
3. Always have pen and paper on hand, specially front desk personnel should always be ready to keep records.
4. Listen carefully. Pay close attention to details being expressed by the caller.
5. Make the caller feel that they have your undivided attention. Make an occasional acknowledgment of what he/she says. Mention the name of the caller, once established.
6. If you have to ask the caller to hold on, explain why. Wait for the caller's agreement before actually putting him/her on hold.
7. If you have to transfer the call, explain why and make sure that the caller is properly introduced to the next party. If the purpose of the call has been said already, repeat the same to the next party.
8. If you say you will call back, do so as soon as possible. Give him some sorts of idea that how long he or she need to wait.
9. Sometimes you may not understand whether the caller is a man or lady. To be on the safe side politely ask his or her name or you can say "how should i address you"?
10. Repeat back any details and follow up in writing (if necessary).
11. Close conversation politely. Always say "thank you for calling."
12. Let's caller hang up first.
13. Try to satisfy your guest with proper information. If you don't know detail then transfer the call to the right person. Never give wrong information.

DON'Ts:

1. Let the telephone ring more than 3 times.
2. Answer the phone with merely "hello" or "yes".
3. Ask the caller to hold on while you scramble for pen and paper.
4. Rely on your memory instead of writing what the caller says. Asking the caller to repeat the details is annoying and does not leave a good impression.
5. Say "hold on" and leave the caller wondering if he/she is still being attended
6. Say "I'll transfer your call" without saying to whom and why.
7. Say you will call back when you have no intention to.

8. Say you cannot help and not offer to connect the caller to someone who can.
9. Say “he hasn’t come in yet”, “she hasn’t come back from lunch yet” or “he is in the toilet”.
10. People do not want to know the reason and are given the wrong impression by such answers.
11. Hang up without trying to close the conversation.
12. Hang up without thanking the caller for calling.
13. Put your least intelligent, least coherent or “panicky” staff in charge of the phone.
14. Keep talking to another person while answering phone.
15. Eating something while answering phone.

3.5 How to Take Reservation on Phone

Telephone plays an important role in times of reservation on phone. Perfect telephone handling ensures efficiency of the reservation agent which at the same time upholds hotel’s standard. All the time you should follow proper telephone manner. These are some basic tips you should follow while you are taking reservation on phone.

3.5.2 Pick up the phone before 3 rings.

Greet the caller. Try to keep very fresh, clear and friendly voice tone so that guest from other side of the phone may feel comfortable. Remember First Impression is the Last Impression.

3.5.3 It is advisable to greet in this way “Namaskar Reservations. How may I Assist you?”

3.5.4 Try to identify caller gender by his or her sound.

Listen to the name properly. Repeat the name with Mr. or Ms. Caller may be hurt if you by mistake call him wrongly.

3.5.5 Try to understand why the caller calls.

In a hotel people call not only for making reservation but also for getting information, arranging party, sending message to a guest or making business deal etc. So, first listen carefully to identify what sorts of assistance the caller wants from you.

3.5.6 If the caller calls for room reservation and if he is not a repeated guest then you should try to give a short overview on your hotel including hotel’s feature and amenities, specialty, special offer you are offering etc.

- 3.5.7 In the meantime, look at the room status or reservation chart. It will be so bad if after informing everything, guest becomes convinced and wants to have a room booked but you don't find any room to sell as all are occupied. So, always be updated specially about room status.
- 3.5.8 If callers requested date indicates "SOLD OUT" which means you are unable to sell the room for that specific date, then very politely say sorry to the guest and let him know why you are unable to sell the room.
- 3.5.9 If the requested date indicates "WAIT-LISTED" then politely inform the guest about the situation and inform him that reservation on that day is wait-listed for that reason you are taking his reservation but not giving full guarantee and request him to check again closer to that requested date.
- 3.5.10 After giving an overview of you hotel, now try to identify what sorts of room the caller wants and try to offer him some options so that he can decide from his own or if he needs then assist him.
- 3.5.11 If the guest want to book the room then say that we are very pleased to reserve a room for you. May I have some information from you please? Now try to collect these information with proper spelling:

- 3.5.11.1 Name of the Guest
- 3.5.11.2 His Contact Address
- 3.5.11.3 Room Types
- 3.5.11.4 Room Rates
- 3.5.11.5 Date of Arrival
- 3.5.11.6 Date of Departure
- 3.5.11.7 Date of Reservation Made
- 3.5.11.8 Mode of Payment
- 3.5.11.9 Special Remark (if any)
- 3.5.11.10 Reservation Made by Person or Company

- 3.5.12 Repeat all the information caller gives and at the same time give him a reservation confirmation number.
- 3.5.13 If you have any objection about guest's mode of payment or anything then inform the guest about your rules and request him to give you another option.
- 3.5.14 After settling everything thanks the caller for his patience and calling you. End up the call as warmly as you start and try to make him feel that he just have made a perfect decision.

Activity 1

You may need the following expressions when handling the telephone. Look over and study the expressions.

- a. Good morning, Asyik Cottage. May I help you?
- b. Good afternoon, housekeeping. Can I help you?
- c. Hold the line, please.
- d. Could you hold on, please?
- e. Will you hold or will you call back later?
- f. I'm sorry the line is engaged/busy.
- g. I'm sorry there is no reply.
- h. I'm sorry, it's a bad line, could you put the telephone down and dial again, please.
- i. I'm sorry it's very noisy.
- j. I'm sorry, Mr. Bedjo, the line is engaged.
- k. Would you like to hold the line, please?
- l. Would you like to leave a message?
- m. Could I take a message?
- n. Could I know who's calling, please?
- o. May I know who's speaking, please?
- p. I'm sorry to keep you waiting, sir.
- q. I'm sorry to have kept you waiting, Mr. Aris.
- r. I'll pass on your message to Miss Laura as soon as she is back.
- s. My name is Olivia.
- t. Thank you for calling Asyik Cottage.
- u. Thank you for your call.

Activity 2. Study the following dialogues.

Dialogue A

- Operator : Asyik Cottage, good evening.
- Caller : Can you give me a message to Mr. Akmal in room 123?
- Operator : Certainly, sir.
- Caller : My name is Rudi. That's R-U-D-I. Could you tell Mr. Akmal that I'm arriving at 07.30 not 06.30 because of delay in the departure.
- Operator : I'll pass on your message to Mr. Akmal as soon as possible, sir.
- Caller : Thank you.

Dialogue B

- Operator : Good morning, Asyik Cottage. Can I help you?
- Caller : Good morning. Could you put me through to Mr. Abraham, please.
- Operator : What room number is he in, madam?
- Caller : I think room number 234.
- Operator : Hold on, please. I'm trying to connect you.
- Caller : Thank you very much.
- Operator : Oh, I'm sorry the line is engaged. Would you like to hang on?
- Caller : No, thank you. Could you just tell him to call me at 12345.
- Operator : one two three four five.....Yes, I'll give him the message.
- Caller : Thank you.
- Operator : And could I have your name, please?
- Caller : Annisa, A-N-N-I-S-A.
- Operator : Thank you for the call, Madam Annisa.

Activity 3. Work in pairs to practice the dialogues A and B!

UNIT-4

AT THE RESTAURANT



Source: www.google.com

<https://www.eslfast.com/robot/topics/restaurant/restaurant.htm>

Learning Objectives

In this unit students will be able to:

1. use appropriate expressions deal with making reservation at the restaurant.
2. use appropriate expressions deal with making positive comments on food
3. demonstrate how to order food and drink at the restaurant.
4. demonstrate how to delivering the meal order, and bringing the bill.

4.1 Making a Reservation

Dialogue 1

- Waiter** : Shogun Restaurant.
- Guide** : Hi, I would like to make a dinner reservation.
- Waiter** : Of course, what evening will you be joining us on?
- Guide** : We will need the reservation for Tuesday night.
- Waiter** : What time would you like the reservation for?
- Guide** : We would prefer 7:00 or 7:30.
- Waiter** : How many people will you need the reservation for?
- Guide** : There will be 4 of us.
- Waiter** : Fine, I can seat you at 7:00 on Tuesday, if you would kindly give me your name.
- Guide** : Thank you. The last name is Foster.
- Waiter** : See you at 7:00 this Tuesday, Mr. Foster.
- Guide** : Thank you so much. I appreciate your help.

Being Seated at the Restaurant

- Waiter** : Good evening, sir, and welcome to Chez Attitude.
- Guide** : We have a dinner reservation for four at 7:00 under the name of Foster.
- Waiter** : Yes, Mr. Foster, if you would please be seated over in the waiting area, our hostess will be with you in a moment.
- Guide** : Thank you. Would it be OK if we have a cocktail while we are waiting?
- Waiter** : Of course, I will tell her.
- Tourist** : I would really prefer an outside table. Would that be possible?
- Waiter** : Sure, if you would like one of those tables, I could seat you right away.
- Tourist** : Sure, that would be great! Thank you!
- Waiter** : Here are your menus and the wine menu, and would you like to order your drinks now?
- Tourist** : Yes, I would like a vodka gimlet, please.
- Waiter** : Sure, no problem, sir.
- Tourist** : Thank you very much.

4.1.1 Ordering Food and Drinks

- Waiter** : Good evening, can I get you a drink?
- Tourist** : Sure, I would like a Coke.
- Waiter** : Would you like to order anything off the appetizer menu?
- Tourist** : Let's see, can I get some fried zucchini, please?
- Waiter** : Would you like to order anything else?
- Tourist** : No, that's it, thank you.
- Waiter** : No problem, call me when you're ready to place the rest of your order.
- Tourist** : I would like to order my food now.
- Waiter** : What did you want to order?
- Tourist** : Can I get a cheeseburger and some fries?
- Waiter** : Can I get you anything else?
- Tourist** : That's all, thank you.

4.1.2 Ordering Appetizers

- Waitress** : My name is Mary, and I will be your waitress tonight.
- Tourist** : Thank you, Mary. We have been looking forward to trying out this restaurant.
- Waitress** : Before your main course, would you like to order an appetizer?
- Tourist** : Sure, that sounds great. Where are your appetizers listed?
- Waitress** : There is a special appetizer menu right here in the center of the table.
- Tourist** : The chicken and cheese quesadilla looks good. Is that pretty good?
- Waitress** : You know, that is one of my favorites!
- Tourist** : OK, I'll take one order of that.
- Waitress** : You could choose another appetizer for half price to share.
- Tourist** : Perfect! Please add on an order of onion rings.

4.2 Making Positive Comments on Food

- Tourist** : I really love this meal.
- Chef** : Thanks. I was hoping that you would all enjoy this meal.
- Tourist** : Where did you learn to cook these amazing dishes?
- Chef** : I got a really wonderful cookbook for my birthday and decided to try out a few of the recipes.
- Tourist** : The chicken is out of this world!
- Chef** : I love that dish as well. It is coconut chicken with rice.
- Tourist** : I was wondering if there was shrimp in the soup.
- Chef** : Yes, that soup has a shrimp base. I also added sea vegetables and lemon grass.
- Tourist** : It worked out well that the wine that I brought to share seems to blend well with this meal.
- Chef** : I love this wine! It goes very well with the chicken.

UNIT- 5

ASKING AND GIVING DIRECTION



Bali Tour

Source: www.englishcafe.co.id

Learning Objectives

In this unit students will be able to:

1. use appropriate expressions to ask and give information to tourists.
2. demonstrate how to ask and give information to tourists.
3. give sufficient information needed by tourists.

Tourists are interested to hear any information about places of interest they will visit. They want to know what they can see, do, buy, enjoy prior their visit. A tour guide needs to introduce those places of interests to attract their curiosity.

Activity 1. Study the following expressions.

We're looking for accommodation.

We need somewhere to stay.

What sort of accommodation are you looking for?

Do you have a map of the city town..?

Can you book accommodation for me?

Where's the city centre art gallery, museum, main shopping area, or market?

What's the best way of getting around the city?

Where can I hire a car?

What are you interested in?

Are there any cultural events, exhibitions, sporting or events on at the moment?

Offering help

Can I help you?

May I help you? Asking for more detail

What type of place are you looking for?

Did you have anything in particular in mind? Making a suggestion

Why don't you go there?

I can recommended it. Offering more help

Is there anything else I can help you with?

Would you like any more information? Ending the conversation

Activity 2.

Study the following dialogues, then work in pair to read the following dialogues between a tourist and information center (IC) officer.

Dialogue A

Tourist : Good morning,

I.C. Officer : Good morning sir. May I help you?

Tourist : What's the best way of getting around the city?

I.C. Officer : There are some ways to get around the city but I would suggest you to take Bandros (Bandung city tourist bus)

Tourist : Oh, there is a tourist bus that goes around the city?

I.C. Officer : Yes, exactly sir. You can get on the bus at Balai Kota. It is just over there.

Tourist : Good, thank you.

Dialogue B

Tourist officer: Hello, can I help you?

Visitor : Yes, I am looking for a place to eat with my family.

Tourist officer: Are you looking for some type of a restaurant in particular?

Visitor : Oh, we'd like to go for something local.

Tourist officer: Sure, I'd definitely recommend the Sundanese restaurant just around the corner. The meals there are delicious and don't forget to try the bajigur (local traditional drink)

Visitor : Thank you, that sounds great.

Tourist officer: Is there anything else I can help you with?

Visitor : Can you tell me what would possibly entertain my children? They are 8 and 10.

Tourist officer: I think, they'd definitely want to see the bamboo traditional music performance (Saung Angklung Udjo). It is fun for children and parents as they can practice playing the instruments there. And it is educative as well.

Visitor : Great. How can I get there?

Tourist officer: It is better to take a taxi. It will take around half an hour to get there.

Visitor : Thank you.

Tourist officer: No problem. Would you like any more information?

Visitor : Not for now. Thanks, bye.

Tourist officer: Bye and have a nice day.

Dialogue C

Tourist : Would you be able to pick me up at the airport next Saturday?

Guide : Certainly, I would be happy to help you. What time are you arriving?

Tourist : I will be arriving at 13:00 in the afternoon.

Guide : By the time you pick up your luggage, it will be around 13:30.
What if I meet you outside the airport?

Tourist : That would be a good time to meet, but what if I am running late?

Guide : I can track your plane online. I can just put in the flight number and I can see if you are on time.

Tourist : Can you make sure that you have your mobile phone with you so I can call you?

Guide : Yes, that would be good idea.

Tourist : If something happens and you can't make it, just let me know and I'll book a taxi.

Guide : Don't worry. I'll be able to pick you up.

Tourist : Good, thank you.

Dialogue D

Guide : If you have any questions while we are going along, please don't hesitate to ask.

Man : I have a question actually.

- Guide : Sure, what's that?
- Man : Where is the best place to have dinner around here?
- Guide : Well, that is a good question. There are so many good restaurants. My personal favourite is traditional local restaurant.
- Man : How do we get there?
- Guide : I will point it out when we pass it. it's going to come up on your right in a few minutes.
- Woman : My daughter wants to know if we are going to be passing The Trans Studio today?
- Guide : No, I'm afraid The Trans Studio is further into the city. We're going to be staying near the mountain today. I can give you a map of the city, though. It shows where all of the Trans Studio is.
- Man : Sorry, I have another question.
- Guide : No problem. That's what I'm here for.
- Man : Are we allowed to take pictures once we get inside the museum?
- Guide : Oh, I'm glad you asked that. I forgot to mention that taking photographs inside the art gallery and the museum is prohibited. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful.
- Woman : Oh, and what time will we be stopping for lunch?
- Guide : We will break around noon and meet back at the bus at 12:45 sharp.

Activity 3. Practice the dialogues of asking and giving information with your partner. You have to change some of the information such the time, name of entertainment, restaurant, food served, etc.

Activity 4. Work in pair to create or write dialogues of welcoming tourists at the airport and in the bus. Then, demonstrate in front of the class and minimize to look at what you write.

(Adapted: English for Professional Tour Guiding Services, Sutanto Leo)

UNIT-6

HUNTING SOUVENIR



Source: <https://www.eslfast.com/robot/topics/travel/travel22.htm>

Learning Objectives

In this unit students will be able to:

1. Use expressions dealing with hunting souvenirs.
2. Demonstrate how to buy souvenir using English.

Activity 1. Study these dialogues and make sure you understand their meanings!

Dialogue A

A: I want to look at the souvenirs over at the souvenir stand.

B: What do you need to buy?

A: I usually buy myself some jewelry or some clothing.

B: I always buy a lot of things for my family. How about you?

A: Yes, they practically swarm me when I get home!

B: What are some of their favorite gifts?

A: The teenagers like me to bring them tee shirts that you can't get anywhere else.

B: This stuff is pretty expensive, isn't it?

A: Souvenirs cost a lot for what they are, but we can shop around for better prices.

B: Let's go across the street and see what they have over there.

Dialogue B

A: Let's stop and look at the souvenirs at the souvenir stand.

B: What types of souvenirs were you looking for?

A: When I travel, I usually like to bring back a special necklace or clothing.

B: I end up buying a lot of stuff for the kids in my family. Do you like to do that, too?

A: My family loves for me to take trips so they can get the goodies I bring them.

B: What types of things do they like?

A: The little kids like little trinkets, like those little shell animals over there.

B: I feel like this stuff is kind of overpriced.

A: Some souvenir stands charge more than others, so it pays to shop around.

B: Why don't we try checking prices a little farther away from the tourist section?

Dialogue C

A: We need to stop so I can shop for some souvenirs at the souvenir stand.

B: Do you have anything in particular that you are looking for?

A: I love to go clothes-shopping when I travel or buy a new piece of jewelry.

B: The kids in my family love getting souvenirs. How about the children in your family?

A: Everyone in my family enjoys getting treats from my travels!

B: What do they like you to bring home?

A: My nieces love to get little jewelry boxes like those on the top shelf.

B: Things seem to cost a lot at this stand.

A: You really need to shop around with souvenirs because they can vary a lot in price.

B: We could walk a few more blocks away from the beach and see what the prices are like there.

Activity 2

Bandung Shopping List of Sundanese Souvenirs

1. Angklung



Angklung is a Sundanese traditional music instrument made of bamboo. We play it by shaking it and each instrument will reflect one note. Therefore, the souvenir shops usually sell it as one set and in smaller dimension for interior decoration. The good manufacturer of angklung is Mr. Udjo Ngalagena House of Angklung at Padasuka street. Here you can see the performance as well as the production of angklung. Actually Sundanese has other bamboo music instruments such as flute and calung, but angklung is the most popular one.

2. Bamboo Wind Chime



As obviously named, this type of wind chime is made of bamboo. I prefer the soft sound of this wind chime than the high pitched sound of the metal wind chime. However, it has shorter life span when we hang it in the outdoor.

3. Wayang Golek




Wayang Golek is the Sundanese puppet. The face, torso and limbs are made of wood. Then they are painted and accessorized with sparkly things such as crown and clothes.

There are two types of wayang as puppet: the 3 dimension Wayang Golek from Sunda and the 2 dimension of Wayang Kulit (Leather Puppet) from Central and East Java. However, most of their stories are similar, which are based on Mahabarata story from India. Each puppet represents a character from the story. The story teller

	called Dalang will sit in front of the audiences and play the puppet while telling the story all night long!
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4. Wooden Mask

	This wooden mask is worn by the dancers from Cirebon when they perform the mask dance. However, due to the intricate and beautiful designs of these masks, many people collect them. That's when these masks transform into artistic ornaments in many homes.
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5. Sundanese Batik

UNESCO has recognized batik as one of world heritage culture from Indonesia. Batik is the process of dyeing a cloth through wax resist method. Despite of the similar process, each region in Indonesia has its own unique technique, color, motives and patterns. Nowadays you can easily find batik in batik boutique in malls as well as department stores such as Metro, Matahari, Keris, or Yogya, but most of them are Javanese batik from Jogjakarta, Solo or Pekalongan. The major producers of batik in Sunda come from Cirebon. One of them is Batik Komar that has a showroom in Sumbawa street no 22, Bandung.

6. Paintings at Jalan Braga

	There is a section on the pedestrian of Braga street that is used to display and sell paintings. They have been there for who knows how long. Most of the paintings are nature related, such as paintings of scenery, animals, and flowers.
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UNIT-8

Tour Operator and Travel Agent

Learning Objectives

In this unit students will be able to:

1. Identify the differences of tour guide, operator and manager.
2. Comprehend the tasks of tour guide, operator and manager.

Activity 1. Match the following jobs with its definition and its tasks

Tour
Guide

Tour
Operator

Tour
manager

No	Definitions	Job
1.	A person whose job duties includes organizing tours. He typically combines tour and travel components to create a holiday package. He advertises and produces brochures to promote the products, holidays, and itineraries.	
2.	A person who manages an itinerary on behalf of the tour operator ensuring the program is carried out as described in the tour operator's literature and sold to the traveller/consumer and who gives local practical information.	
3	a person who works for a travel and tour agency, who guides domestic and foreign tourists in the language of their choice for a fee, commission, or any lawful form of remuneration	

10.1 Tasks of Tour Guide

- a. Greeting and welcoming tourist groups
- b. Giving information/describing attractions

- c. Giving orientation/briefing
- d. Giving the information of local food
- e. Suggesting a place of interest to visit
- f. Explaining safety, rules, etiquette, and custom
- g. Closing and reporting tour activity
- h. Providing safety device
- i. Providing direction to tourist

10.2 Tasks of Tour Operator

- a. Deciding how many holidays to sell each season
- b. Visiting resort to ascertain accommodation quality and suitability
- c. Liaising with coach operator, airlines, hoteliers, and resort rep
- d. Agreeing service levels, contracts, and costs
- e. Confirming customer names with the airlines/hotels
- f. Producing brochures and internet-based information
- g. Providing pricing information
- h. Marketing holidays to clients via website, brochures, etc.
- i. Handling booking, invoicing, and issuing of tickets

10.3 Tasks of Tour Manager

- a. Checking tourist tickets and other relevant documents, seat allocation, etc.
- b. Helping with tourists' passport and immigration issues
- c. Assisting tourists' check-in and settle into their accommodation
- d. Making sure all travel arrangements run according to plan and that accommodations, meals, and service are satisfactory
- e. Ensuring that the tour running smoothly

10.4 Planning packaged tours

Package Tour is Excursions or holidays which “package” a variety of services together to make a single combined trip. There are several Types of Package Tours:

- a. Special interest tours
- b. Adventure tours
- c. City/regional tours
- d. Escorted tours

- e. Religious tours



Think of the tour packages for your holiday!

1. Type of tour
2. Target market
3. Destination
4. Things that will be given commentary

UNIT-9

HOLIDAY PACKAGE (MAKING ITINERARY)



Source: <https://www.tripit.com/blog/2015/07/4-steps-for-creating-the-perfect-travel-itinerary-template.html>

Learning Objectives

In this unit students will be able to:

1. Understand the vocabularies related to tour itineraries
2. Comprehend how to make Tour Itineraries

5.1 Tour Itineraries

Itineraries is a detailed plan for a journey, especially a list of places to visit; plan of travel. Creating the perfect travel itinerary template might seem like a lot of work. You have airline confirmation emails, hotel reservations, rental car information, restaurant reservations ... you get the idea. There are a lot of parts to your trip that need to be organized. On top of that, you need to pick out and schedule all of your activities and sightseeing.

Don't feel overwhelmed. Planning your travel itinerary is actually quite simple. Start with an upcoming trip you're taking and follow these steps.

1. Create an Inspiration Board

You know where you're traveling to, but the destination is just the beginning of your journey. There's such a wealth of information online to help guide your planning, so create an inspiration board to keep it organized and in one place.

Pinterest is a great starting point because you can search your destination and immediately have a ton of photos, videos and articles to pin to your board. You can also pin content you find across the Web to your Pinterest board so everything is in one central place you can access from the Web, your smartphone or your tablet (just like TripIt!). If Pinterest isn't your cup of

tea, try using [Evernote](#) to create a notebook for your trip that's full of info you've clipped from the Web.

2. Organize Your Travel Itinerary Essentials

Next add your essential travel information to your itinerary, which includes the following:

- Airline tickets
- Hotel reservations
- Rental car confirmations
- Restaurant reservations

[TripIt](#) is a great travel itinerary template because you can simply forward all of your confirmation emails to plans@tripit.com, and we'll automatically make you a free schedule for your whole trip. You can access your plans from the Web, smartphone or tablet—and you don't even need a Wi-Fi connection.

3. Add In Your Activities

Now that you have your inspiration board populated full of ideas and all of your essential travel information locked and loaded in TripIt, it's time to add some activities to your travel itinerary. [Viator](#) is great for finding tours, sightseeing adventures, shows, excursions and more. [Trover](#) is another great resource to discover off-the-beaten-path gems and can't-miss sights. Forward any tour confirmations to TripIt, or, for any activities or stops without confirmation emails, you can simply add it in yourself.

4. Leave Time for Exploration

Just because you have everything scheduled doesn't mean you have to follow your itinerary to a T. Your trip will be much more rewarding if you give yourself some room for flexibility. So you didn't make it to Empire State building on Wednesday. No big deal. Maybe you stumbled across a cool art gallery that wasn't on your inspiration board. Or what if you missed your noon reservations at the swanky café you booked months ago. Perhaps you got a recommendation from a local you just couldn't pass up. The lesson is your travel itinerary is there for you when you need it to keep you on track, but it definitely isn't meant to constrain you.

The examples of itinerary:



5.2 BANDUNG TRIP ITINERARY – 3 DAYS OR NIGHTS | INDONESIA TRAVEL GUIDE

By: View all posts by Guest

Source: <https://allindonesiatravel.com/bandung-trip-itinerary-3-days-or-nights/>

Vocabulary Section

Activity 1. Study the following keywords and definitions.

1. culinary -(adj) - Related to cooking professionally.
2. delectable -(adj) - Very delicious.
3. diverse -(adj) - Different from one another.
4. itinerary -(n) - A travel plan.
5. pleasant -(adj) - Agreeable.
6. sense -(n) - Meaning or feeling from voice or action but not words.
7. unique -(adj) - Different from everything else, special.
8. notable -(adj) - Remarkable; deserving recognition.

9. treats -(v) - To behave or deal in a certain way.
10. hub -(n) - The center of activity.
11. vibrant -(adj) - Lively and exciting.
12. due to -(adj) - Because of.
13. find -(v) - To locate something.
14. strolling -(v) - To walk slowly and enjoy what is around.
15. can -(v) - Have the ability to do something.

Reading Section

Activity 2. Read the following passage carefully.

Bandung is your one-stop destination for culinary, culture, shopping and nature. Your trip will definitely tickle your every sense with Bandung's diverse tourist attractions and things to do.

Culinary wise, you will find unique cafes in every corner and delicious local food everywhere. Culture-wise, there are the Lawangwangi art space performances while shopping wise, you will be spoilt for choices with its many factory outlets and boutiques.

To top it off, get around Bandung for excursions to famous places like the Kawah Putih Crater or chill by Situ Patenggang lake or look up the legend of Tangkuban Perahu.

Read on for our Bandung Trip 3 days itinerary plan that will help you to maximise your visit here!

Day One – Shopping, Cafe and Restaurant

Bandung is really quite a vibrant city and is considered a hub for retail and culinary tourism. Jalan Setiabudi, Jalan Cihampelas, and Jalan Riau are a couple of very popular areas where you'll find the streets fill with shopping and eating opportunities!

Start the morning with a trip to Rumah Mode on Jalan Setiabudi (to beat the afternoon crowds!). This factory outlet bursts at the seams with all things retail. They also have a few eateries where you can taste local treats such as Batagor, Nasi Timbel, and Martabak, set around beautiful garden settings.

Midday head down to Jalan Cihampelas, popularly known as 'Jeans Street' due to the huge amount of denim sellers there. This is also a busy street with a notable lack of walking areas – so take care when moving from shop to shop! What makes this street stand out are the large cartoon statues that head some of the shops. You'll find Rambo, Spiderman, Aladdin,

Hercules, Superman, to name just a few! This street isn't the cleanest or most organized, but it's worth a visit if only just to see it's unique visual appeal.

If Jeans Street tired you out, which it most certainly will, you can pop into Ciwalk Mall for a bit of relaxation with more complete, organized shops and restaurants. It's designed in a garden walk style which makes for pleasant strolling. Gokanna serves up traditional Indonesian and Sundanese (the local food in Bandung) dishes, or there are western favourites such as Soho, Raffles, and Pizza Hut among others.

After a bit of rest, Jalan Riau calls for more shopping and an abundance of delectable cafes and restaurants. Two favourite factory outlets here are The Secret Factory Outlet and Heritage Factory Outlet. They're both comfortable, complete, and reasonably cheap. Heritage is set in one of the old Dutch buildings that have been refurbished to suit modern Bandung, and there's quite a good restaurant next door called Dakken Coffee and Steak, also in a refurbished colonial building. They serve tasty local and western food, recommended! Otherwise, there's a lovely café around the corner on Jalan Progo called Hummingbird Eatery, which also has a decadent selection of cakes and cookies!

If you don't fancy settling in for dinner here around Riau, there's a nice restaurant not too far away called Atmosphere Resort Café that has a stunning traditional décor and delectable menu.

With shopping and eating thoroughly explored in the city, it's time to find some nature!

Head to the south Ciwidey hills in the morning. You'll find the temperatures drop and the natural scenery takes over. Kawah Putih Crater Lake is quite a beautiful sight! The enchanting turquoise crater, ghostly bare trees, grey hills and white mist make it a rather stunning spot for budding photographers and selfie-takers. Make sure you wear a mask or cover your nose and mouth as breathing in sulfur fumes can be uncomfortable. Nearby, you'll find lushly green tea plantations such as Rancabali that will also take your breath away! They cover rather large areas, so crowds aren't a worry and peaceful moments are enough for everyone. There are a few places that have thermal hot pools too, but they're usually full of local families and can get really crowded.

Stop by Situ Patenggang lake and prepare to witness yet another sight for sore eyes. Take a small boat ride to Batu Cinta and hear the old story about this 'Love Rock' in the middle of the lake. This is a really picturesque lake so make sure you have your camera ready! No doubt you'll be doing a lot of snacking on local treats around Ciwidey, but for a late lunch, there are some good traditional restaurants. Saung Gawir comes recommended, as does Sidang

Reret, both boast delicious local cuisines and stunning natural scenery. They are located on the main road from which you come and go from Ciwidey area.

In the evening, you might find yourself tired from the hectic traffic getting to and from Ciwidey. So it might be a nice idea to chill at your hotel or take an evening stroll along Jalan Braga, possibly the most unique and well-known heritage streets in Bandung that still holds its colonial style architecture. Here you'll find cafes, restaurants, art shops and even a mall (Braga City Walk). On the southern corner sits Gedung Merdeka which houses the Asian-African Conference Museum that was first held in 1955, and its 60th-anniversary conference was held just recently in 2015. Masjid Raya Bandung is just around the corner in Alun-Alun. The most noteworthy mosque in the city is open to the public on Saturday and Monday. It should also be said that most shops on Jalan Braga are closed on Sundays, so a visit to this area would be best on Saturday (though very busy), or Monday.

Day Three – Nature, art and food

Today can be a relaxing and unwinding mix of nature, art, and food. 30km to the north of Bandung lies a stratovolcano crater called Tangkuban Perahu (meaning: 'up-turned boat') which has an interesting local legend about love and tragedy that can be told by locals there, just ask! There are three main craters: Kawah Ratu, Kawah Domas, and Kawah Upas. The atmosphere is friendly and very local, with souvenirs, snacks, and plenty of photo opportunities. It gets pretty chilly up there so be sure to bring a jacket and scarf. Or you can buy colourful scarves and gloves on the site!

Also in the north, there are a few villas and resorts like Gracia Resort and Spa * (75,000 IDR entrance) and Ciater Hot Springs (40,000 IDR entrance) which have hot spring pools and nice restaurants. Spend a night here to experience the cool temperatures and steamy springs, and sample local delicacies in any of the cosy restaurants. Really, quite a treat! Again, the temperatures are comfortably neutral during the day but can get rather cold once night falls.

While you're in the area, visit an art gallery and restaurant. One popular gallery is called Lawangwangi Art Space. They have alternate exhibitions monthly with both local and international artists, a café, event rooms, garden, and photogenic balcony with a beautiful view of Bandung. Another famous gallery is called Selasar which has similar features but specializes in delicious Indian dishes among other Indonesian and western flavors. Selasar tends to be a lot quieter and calmer in the atmosphere than the ever-popular Lawangwangi.

Stays here range from high end to mid-range hotels to hostels, B&Bs and budget hotels or hostels. Being a fairly popular travel destination for both locals and foreigners, Bandung

does not lack in choices of place to stay. Most people like to stay in the center of Bandung for easy access to shopping and food, but if you are looking for a relaxing and tranquil getaway, a little up north are some beautiful retreats, with quicker access to tourist spots

Agoda.com is a great choice because they have the most extensive hotel listings in Asia with great deals.

Booking.com * is a favourite of many because it offers cancellation allowing flexibility.

Comprehension Questions

Activity 3. Read the following questions and answer each to the best of your ability.

1. Identify a quote from the text that you think is very important and explain why.

2. What part of the text is hard for you to understand? What do you think it means?

3. What connections can you make between the text and other texts, information, or experiences?

Word Roots & Stems

Rule: The suffix *y* changes a noun into an adjective, like *dirty*.

Activity 4.

Identify the word that ends with -y in each sentence and write it on the line.

1. Spend a night here to experience the cool temperatures and steamy springs, and sample local delicacies in any of the cosy restaurants.

2. Nearby, you'll find lushly green tea plantations such as Rancabali that will also take your breath away!

3. Most people like to stay in the center of Bandung for easy access to shopping and food , but if you are looking for a relaxing and tranquil getaway, a little up north are some beautiful retreats , with quicker access to tourist spots

Activity 5. Fill in the blanks below, just as in the models.

cuddly (cuddle -e) + y She's a cuddly puppy.

dirty dirt + y Her room is not clean - it's dirty.

1. sleepy _____

2. hairy _____

3. sunny _____

Activity 6. Vocabulary Practice

Use the word bank to identify the word that best completes the sentence.

A. culinary

B. delectable

C. diverse

D. itinerary

E. pleasant

F. sense

G. unique

H. notable

I. treats

J. hub

K. vibrant

L. due to

M. find

N. strolling

O. can

1. Some of the best chefs in the world graduate from that _____ school.

2. The game was stopped _____ rain.

3. They _____ through the park.

4. Bach was a _____ composer.

5. I _____ read and write in English.

6. She _____ everyone with respect.
7. Picasso was a _____ painter.
8. The weather is warm and sunny and it is a very _____ day.
9. There was a _____ of sadness when he smiled and congratulated the groom.
10. I lost my keys but Joe _____ them.
11. Our _____ says we have five days in London and one week in Paris.
12. People from all over the world live in Queens, which is the most ethnically _____ borough of New York City.
13. The cookies are _____!
14. The kitchen is the _____ of our house; everyone always goes there.

Activity 7. Write the letter of word that matches the definition on the line.

If it helps, feel free to also draw a line between the definition and the matching word.

A. culinary	1. _____ Related to cooking professionally.
B. delectable	2. _____ Because of.
C. diverse	3. _____ To walk slowly and enjoy what is around.
D. itinerary	4. _____ Remarkable; deserving recognition.
E. pleasant	5. _____ Have the ability to do something.
F. sense	6. _____ To behave or deal in a certain way.
G. unique	7. _____ Lively and exciting.
H. notable	8. _____ Different from everything else, special.
I. treats	9. _____ Agreeable.
J. hub	10. _____ Meaning or feeling from voice or action but not words.
K. vibrant	
L. due to	11. _____ To locate something.
M. find	12. _____ A travel plan.
N. strolling	13. _____ Different from one another.
O. can	14. _____ Very delicious.
	15. _____ The center of activity.

UNIT-10

ORIENTATION MEETING AND BRIEFING



Source: www.tripadvisor.co.nz

Learning Objectives

In this unit students will be able to:

1. prepare an orientation meeting or briefing.
2. give a warm welcome and inform adequate information about the tour to the visitors in the meeting.
3. conduct orientation meeting and briefing adequately.

12.1 Orientation meeting

Orientation meeting is to welcome and to give general information about the tour and is normally held once for a tour running more than two days. The tourists of this tour are often arranged to arrive at the hotel before dinner time and the meeting is held after dinner.

12.2 Briefing

A tour briefing is usually for travel agents and other industry personnel and is intended to acquaint them with a new destination or new procedures. Briefing is almost the same as an orientation meeting but it is much briefer and is held more often before leaving for a destination in a tourist bus or some near the bus in the parking area. This is also often given before entering a place of interest to deliver the entrance ticket, to remind the local regulations, to tell the length of the visit, etc.

In the orientation meeting and briefing, there are three main parts to be considered by a tour guide. The contents of each part are as follows:

- a. Opening
 1. Welcoming remarks.
 2. Welcoming performance if available.
 3. Greetings in the customers language then local language, giving travel kits if available. Short information about the agent, the area, city or town to be visited.
 4. Introducing yourself on behalf of the company.
 5. Introducing the driver, co-driver especially for briefing.
- b. Main information about the tour
 1. Short information about the destination.
 2. Places of interest or attractions to be visited day by day.
 3. Route of the tour.
 4. Time to get to the place of interest or attraction.
 5. Estimating time of the tour, on the way, at the places, lunch, shopping, etc
 6. What they can see on the way, on the spots.
 7. Where they will stay, shop, eat.
 8. Health and safety: diseases being spread 'bird flu' and the prevention.
 9. Tour regulations: going to toilet, time.
 10. Local regulations: no footwear, taking pictures, etc.
 11. Optional tour if applicable-offer and decide.
- c. Closing
 1. Last greeting.
 2. Wish the guests to have a nice stay. It's for orientation meeting.
 3. Ask the guests to get into the bus, remind their steps. It's for briefing out of the bus.

Activity 1. Study the following common expressions for orientation meeting and briefing.

- Welcome to Bandung.
- Welcome to our first day tour.
- How was your trip to Bandung.
- Hope it was a nice trip.
- How was your sleep last night.

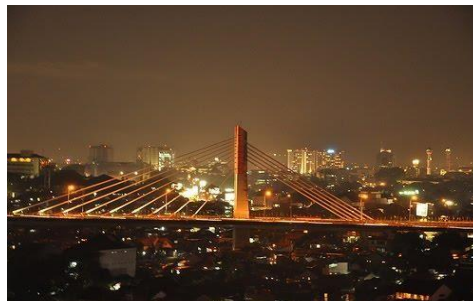
- On behalf of....Agent, I would like to thank you for...
- My name is... and you can call me...
- First of all I'd like to introduce myself, I am your guide for today.
- Let's get into the bus.
- Watch your head.
- Be careful,it's a bit wet and slippery.
- Our programme for today is to visit...
- Our driver is Mr. Bedjo, a very experienced driver.
- He is the best driver for our company.
- His experience guarantees the safety of our trip.
- Ladies and gentlemen, this is Mr. Bedjo.
- Our co-driver who keeps the cleanliness of our bus is Mr. Amin.
- Please help him to keep the cleanliness of the bus.
- Please do not litter but put the rubbish into the trashcan available, thank you.

Activity 2

Read the following orientation meeting text presented by a tour guide. Please, pay attention on the opening, main and closing parts of the orientation meeting.

Orientation Meeting

Good evening ladies and gentlemen. Selamat malam. Welcome to Bandung. Selamat datang di Bandung. On behalf of KABITA Tour and Travels, we would like to welcome you to join our Bandung tour. My name is Andika Pratama or just call me Andika. I'm the guide of your two-day tour in Bandung.



Jembatan pasupati, Bandung

Source: www.panoramio.com

Let me tell you about Bandung, the capital city of west Java. Bandung is known as Kota Kembang or Flower City. Bandung is situated in central high land range, in a huge valley basin, 768 metres above sea level with a cool climate throughout the year surrounded by volcanic mountains. It is a comparatively new into city that came into its own in the late 19th century. Established by the Dutch who found the cool climate conducive to their industry and temperament, it quickly developed into headquarters for their army and plantation industry.

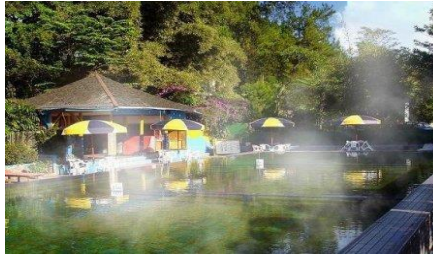
Solid Dutch holiday bungalows and hotels were built and the Sociteit Concordia, now known as Gedung Merdeka of Liberty Building, was the social club of the time. Planters stayed in their isolated plantation homes during the week and came to Bandung to conduct their business, to see their friends and to buy supplies. Because of the relaxed life style and the cosmopolitan cafe society that developed, it was known as the Paris of the East- high on the list of places to visit whilst in Java.



Source: www.detakbanten.com

Today with a population of over two million and half, Bandung is a growing business city with a number of first class hotels catering to the ever increasing flow businessmen and tourists visiting the city. Home industries, hotel industry, restaurants, textiles, garments, food products, electronic, automotive and other public services are promising businesses. Shoes and textile are among the most well-known products. Factory outlets with the export quality products are everywhere in the city centre. The pride of the country's biggest aircraft factory is in the southern part of the city. If you are interested to become an investor, please do not hesitate to contact me.

Now, I would like to inform you about our itinerary. On the first day, we are going to leave the hotel for Tangkuban Perahu mountain. Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters, Ratu and Domas craters. It's often quite foggy, windy, rainy and cold in there, I hope you wear jacket and bring umbrella. We'll spend about 90 minutes there. From Tangkuban Perahu, we'll go down to Sari Ater hot spring resort. You can do some swimming or take a dip in the hot water swimming pools. The water is said to be able to cure skin diseases. If you want to swim, please bring your swimming trunks. Lunch will be served at Sari Ater Restaurant.



Source: www.karyajasa.co.id

We will have lunch at Sariater Restaurant. After lunch, we'll leave for Cihampelas Jeans Centre, to have a look or buy some jeans. This jeans centre is the most popular in Indonesia not only because of the various collections and sizes of jeans but also the beautiful shop decorations. Our last place to visit is Saung Angklung Mang Udjo, the most popular traditional Sundanese musical instruments made of bamboo. Be ready with your handycam to record the whole performance to be shown to our relatives and friends. This music performance will end at about 09.30. We'll go back to the hotel.



Source: www.google.com

On the second day, the first visit is to Bandung Technology Institute, the country's prestigious Institute where our first president, Soekarno, gained his first degree in engineering. Next, we go to Gua Pakar Dago, a historical resort which has two caves built when Dutch and Japanese colonized Indonesia. After that we're going to Dago Tea House Restaurant to have delicious food. After having lunch, we visit Geological Museum, the biggest museum in Southeast Asia. We can see skeleton of prehistoric elephants, rhinos, water buffaloes, fossilized trees and also 156 kilograms of meteor which fell in 1884 in Java Island. From the museum, we go across to the right to Satay Building, the landmark of Bandung built by J. Gerber in 1917. This art deco style building is decorated with six satays with its satay skewer on top. The six satays describes the six million Guilder, the cost of building it. The last activity of the second day is shopping. We'll go to Factory Outlets at Jl. Martadinata: The China Emporium,

Renaritti, Oases, The Heritage, etc. to buy souvenirs for your family and friends. Finally, we'll go back to hotel to have dinner and get ready to go to the railway station to Jakarta.



<http://perwakilan.jabarprov.go.id/>

Thank you for joining this meeting. I hope you will have a nice dream tonight and I will see you tomorrow morning at 7.45 down there at the parking area in front of the hotel. Thank you. Good night.

(Adapted: English for Professional Tour Guiding Services, Sutanto Leo)

Activity 3

Answer the following questions.

1. How does the tour guide open the orientation meeting?

2. What do you know about Bandung?

3. How Gedung Merdeka was used at the beginning?

4. What kind of business grows in Bandung?

5. What is Bandung proud of and why?

6. What is the most interesting activity on the first day of the tour?

7. What do most visitors do in Sari Ater hot spring resort?

8. What is the last attraction to be visited on the first day tour? Describe what you know about that attraction.

9. Why do you think Bandung Institute of Technology is famous?

10. What does Gedung Satay mean?

Activity 4. Complete the following Tour briefing using the appropriate words.

Tour Briefing

Good morning ladies and gentlemen. Welcome to our first say tour. How was your sleep last night? I hope you could sleep well. I'm your guide today and _____ a) still remember my name. Oh Yes, Andika, thank you. Our driver is Mr. Bedjo, a very _____ b). He has worked as a bus driver in Middle East for 10 years and has been with us for more than 12 years. He is the best driver _____ c). His experience guarantees the safety of our trip.

Ladies and gentlemen, this is Mr. Bedjo, and _____ d) who will also help to keep the cleanliness of our bus is Mr. Amin. He suggests that keeping cleanliness of the bus is our job. So, _____ e) but put the rubbish into the trash can available, thank you.

Let's have a look at our itinerary of today. First, we are going to leave the hotel for Tangkuban Perahu mountain. As _____ f) last night, Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters, Ratu and Domas craters. It's often foggy, windy, rainy and cold in there. I notice everybody is wearing jacket and also carrying an umbrella. It will _____ g) to go there. We'll spend about 90 minutes there. From Tangkuban Perahu, we'll go down to Sari Ater hot spring resort. You can do some swimming or take a dip in the hot water swimming pools. The water is said to be able _____ h). Are you ready with your swimming trunks?

After lunch, we'll leave for Cihampelas Jeans Centre, to have a look or buy some jeans. This jeans centre is _____ i) centre in Indonesia not only because of the various collections and sizes of jeans but also the beautiful shop decorations. Our last place to visit is

Saung Angklung Mang Udjo, the most popular traditional _____ j) made of bamboo. Be ready with your handy cam to record the whole performance to be shown to your relatives and friends. This _____ k) will end at about 19.30. We'll go back to the hotel.

Now, let's get into the bus. mind your steps. Let me check to make sure that everybody is here. Mr. and Mrs. Black, Mr. Lamb, Mr. Lee, Ms. Caterall is there, Mr. Nation, ... Mr. Bygate, not here yet. He is _____ l). Oh there he is. All right, it is time to go.

Activity 5

Work in group of three to write your speech in conducting orientation meeting and briefing.

Activity 6

Conducting orientation meeting and briefing presentation. Present in front of the class how you conduct orientation meeting and briefing presentation based on what you have done in Activity

UNIT-11

EXPLAINING SAFETY, RULES, ETIQUETTE AND CUSTOMS

Learning Objectives

In this unit students will be able to:

1. identify information about tour rules, safety, etiquette, and customs.
2. explain information about tour rules, safety, etiquette, and customs.
3. give information about tour rules, safety, etiquette, and customs.

12.1 Safety

Safety is the condition of being protected from harm or other non-desirable outcomes. Rule is an accepted principle or introduction that states the way things are or should be done, and tells you what you are allowed or are not allowed to do. Etiquette is conventional requirements as to social behavior; proprieties of conduct as established in any class or community or for any occasion. Custom is a traditional practice or usual way of doing something followed by a social group or people.

12.2 Rules of Tour

- a. You are strictly forbidden from taking photographs inside the museum.
- b. Please stay on the marked path.
- c. I'm sure this goes unsaid, but remember to place all trash in the garbage bin.
- d. Please remember to hold on your garbage until you reach a garbage bin.
- e. Please pay attention to the time. We don't want to keep the driver waiting.
- f. Please do not walk off the designated paths.
- g. Classes are in progress, so we need to keep our voices down.
- h. Since this is a non-smoking bus, no one is permitted to smoke.
- i. The bus will be leaving at 5:00 pm sharp.
- j. You'll have some free time to look around after lunch.
- k. Please meet back here in one hour.

12.3 Safety information

- a. Please keep your seatbelts fastened at all times.
- b. I ask that you keep your hands inside the train.
- c. As a safety precaution, please stand behind the yellow line.
- d. For your own safety, we ask that you refrain from putting your arms out the window.
- e. Please do not feed the animals.
- f. Please remain seated until we come to a full stop.
- g. Please stay with your group at all times.
- h. Please keep to the sidewalk.
- i. Please do not leave your precious belongings unattended.
- j. I do not recommend swimming here. The water is very rough.
- k. We suggest only carrying small amounts of cash.
- l. These rules are for your own comfort and safety.

12.4 Etiquette and customs

- a. It is customary in our country to tip the friendly bus driver.
- b. In this region we bow rather than shake hands during a first meeting.
- c. In this area of the country, it is customary to shake hands rather than to hug and give kisses on the cheeks.
- d. Please not to use profanity (disrespectful treatment) in the mosques or churches since it is considered disrespectful.
- e. Please not to remove your clothing in the villages until you get to the designated swimming areas, in order to respect the local people.
- f. It is strongly suggested not to get drunk in this area.
- g. It is not customary in this region to kiss romantically.

Activity 1

Work in group of three, draw three signs representing rules, safety and etiquette or custom.

Activity 2

A tour guide wants to inform the following rules, safety, etiquette and customs to the tourists.

How would you inform them? Number one is done for you.

1. Some tourists get separated from the group. Do not separate from the group.

You say: Excuse me. This area is quite crowded. Would you get together with the other tourists. We don't want you to get lost.

2. Some tourists step on the grass. Do not step on the grass.

You say:

3. A tourist touches statues. Do not touch the statues in the museum.

You say:

4. Two tourists open their cigarettes. Smoking is not allowed in that area.\

You say:

5. A female tourist open her T-shirt. Do not open your cloth.

You say:

(Adapted: English for Professional Tour Guiding Services, Sutanto Leo)

UNIT-12

DESIGNING BROCHURES

Learning Objectives

In this unit students will be able to design tourist brochures

14.1 The aims of Tourist Brochure

- a) To attract traveler tourist to a destination
- b) To inform visitors about what they can and do in a destination

14.2 Steps in making tourist brochure

- a) Shoot photo of attraction and activities at the tourist destination.
- b) Research facts about local historical site for inclusion in your tourist brochure
- c) Solicit local businesses to advertise in your brochure
- d) Compile contact information and hours of operation on the various sites and attraction included in the brochure

14.3 Consideration in making a tourist brochure

- a) The content should be short and attractive
- b) It's better not to list the price
- c) It's better not to list the price
- d) Highlight the unique selling point of our tour/product
- e) Use emotive words

Content in a tour brochure

Documentation
/Insurance

Price

Name of the
tour

Payment
condition

Theme & Duration
of a tour

Modes of
Transportation

i)§i0iJtFO#lFlO#i00

Brief Itinerary

MAP OF PULAU WEH

Visit us at www.dive-weh.com

Map Legend: Dive Sites

1. Sophie Rickmer's Wreck	7. Batee Tokong
2. Limbo Gapang	8. Overhang
3. Rubiah Sea Garden	9. Batee Gla
4. Arus Paleh	10. The Canyon
5. Seulako Drift	11. Pantee Peunateung
6. Shark Plateau	12. Batee Meuduro

Map by Guerilla Grafik
Photos by Daniel Kwok on Flickr & Dive Weh

DIVE WEH Pulau Weh . Aceh . Sumatra . Indonesia

Diving

Snorkeling

Boat Charter

CONTACT US

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 Email: info@dive-weh.com
 +62 822 73211194
[facebook.com/dive.weh.sumatra](https://www.facebook.com/dive.weh.sumatra)
[@DiveWeh](https://www.instagram.com/DiveWeh)
 We are on Tripadvisor!

explore • chill • dive • Pulau Weh

DIVING. SNORKELING. BOAT CHARTER.

MAP OF PULAU WEH



Map Legend: Dive Sites

- | | |
|---------------------------|-----------------------|
| 1. Sophie Rickmer's Wreck | 7. Batee Tokong |
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Map by Guerilla Grafik
Photos by Daniel Kwok on Flickr & Dive Weh

DIVE WEH

Pulau Weh . Aceh . Sumatra . Indonesia



Diving



Snorkeling



Boat Charter

CONTACT US

Website: www.dive-weh.com

Email: info@dive-weh.com

+62 822 73211194

facebook.com/dive.weh.sumatra

@DiveWeh

We are on Tripadvisor!



DIVING. SNORKELING. BOAT CHARTER.



DIVE WEH

www.dive-weh.com

Is a Tour and Dive Boat in Pulau Weh, off the northern tip of Aceh, Sumatra, Indonesia.

From your accommodation to the best diving and snorkeling sites, we guide you to Explore, Chill and Dive Weh Island like never before.

OUR BOAT, MV JUHANG

Dive Weh took a shark fishing boat off the local market, and transformed it into a beautiful leisure craft. Our 17-meter boat is our center, enabling us to rove and serve customers all over the Pulau Weh, be it in Sumur Tiga or Iboih.

So join us for eco tours that are fun for everyone -- adults, kids, friends and family ❤️



SCUBA DIVING

Adventure diving to suit everyone. New or experienced, all divers rave about the super dives at affordable prices. Do it in comfort from our leisure craft, MV Juhang.



Professional guides
Quality equipment & air
Pick up / drop off service



Snacks and lunch of Acehnese cuisine if do 2 or more dives a day
The more you dive, the cheaper it gets

SNORKELING TOURS

Explore gorgeous beaches and multicoloured reefs bursting with fish. Our Dive Weh boat takes you, your family and friends for the ultimate Pulau Weh snorkeling adventure.



Up to 4 beaches and reefs
Dolphin spotting
Visit an Underwater
Volcano / Spa



Can combine with Fun Dives and Intro Dives
Pick up / drop off service
Snacks & home-cooked lunch

BOAT CHARTER



Charter our Tour and Dive Boat, MV Juhang, and set your own itinerary. Beach hopping. Snorkeling/diving. Exploration trips. Research expeditions. Relaxed family outings. Boat parties. Sunset cruises. You choose.

The charter package only includes our boat, MV Juhang, and snorkeling gear. We can help with your logistical needs, like food, scuba equipment, etc. at additional cost.



Acehnese food



**NAPAK TILAS AADC 2
KISAH ROMANTIS SUASANA DI JOGJA**

"...Ku lari ke hutan, kemudian menyanyiku...ku lari ke pantai, kemudian teriakku..."
- Rako Prijanto -

Tak terasa 14 tahun telah berlalu, meninggalkan kenangan terdalam disetiap jejak langkah pasir **Pantai Parangkusumo**. Kini takdir menuntun kembali, dari balik bebatuan kerajaan **Candi Ratu Boko** terlihat senyum bidadari pujaan hati. Hamparan udara sejuk dari **Bukit Rhema (Gereja Ayam)** dan paparan sinar matahari berlatar **Candi Borobudur** menceritakan kembali kisah kami. Secangkir kopi pun tak cukup menemani alur cerita romantisme **Papermoon Puppet Theatre**.

Menikmati setiap sudut kota Jogja yang menyapa dengan keramahannya. Ajak rekan Anda, keluarga dan saudara untuk menjelajahi kota Jogja dengan multikulturalisme yang tinggi. Menelusuri setiap tempat dengan transportasi andong sederhana yang bersahabat, serta merasakan sensasi romantisme yang tercipta dengan keindahan alamnya.

Dapatkan penawaran paket terbaik dari Garuda Indonesia Holidays :

Termasuk :

- Tiket PP Garuda Indonesia kelas ekonomi.
- Airport Tax Jakarta dan Jogja.
- Transportasi dengan mobil AC.
- Menginap di Greenhost Boutique *4.
- Makan dan tour sesuai dengan program.

Tidak Termasuk :

- Asuransi perjalanan serta PPN 1%.
- Biaya pengeluaran pribadi.
- Tips supir dan guide.
- High season surcharge.

3 Hari 2 Malam
NAPAK TILAS AADC 2 JOGJA

Mulai dari
Rp. **3.599,000***

Berlaku hingga Agustus 2016

*Syarat dan ketentuan berlaku. Harga dapat berubah sewaktu-waktu tanpa pemberitahuan lebih dahulu.



4D BANGKOK PATAYA

By :  THAI



DAY 01 : JAKARTA - BANGKOK **TG436 CGKBKK 1855-2225** (--)
 Peserta berkumpul di Soekarno-Hatta International Airport, Terminal 2 untuk penerbangan menuju ke Negeri Gajah Putih, Thailand. Setibanya di Bangkok, Anda akan dijemput oleh perwakilan kami lalu di antar menuju hotel untuk check in dan beristirahat. Hotel : Metro Resort Pratunam atau setaraf 3*

DAY 02 : BANGKOK - PATTAYA (B / L / D)
 Usai makan pagi, Anda akan di ajak naik perahu menyusuri Chaopraya River by boat mengunjungi Wat Arun temple - kuil yang berlapis batu pualam di mana Anda juga dapat berbelanja souvenir khas Thailand. Kemudian perjalanan dilanjutkan menuju Pataya untuk mengunjungi Sheep Farm. Anda juga akan diajak untuk berbelanja di Hard Rock Store dan Gems Jewelry. Hotel : A One Star atau setaraf 3*

DAY 03 : PATTAYA - BANGKOK (B / L / --)
 Usai makan pagi, Anda akan di antar menuju Nong Nooch Village & Thai Traditional Show yaitu taman kebudayaan tradisional Thailand di mana Anda dapat melihat pertunjukan tari-tarian Thailand, Thai Boxing, Silat Pedang, Atraksi Gajah yang menarik dan sebagainya. Kemudian perjalanan dilanjutkan menuju LASER BUDHA dan berbelanja di Honey Shop & King Power Duty Free. Setibanya di Bangkok, Anda langsung di antar untuk berbelanja di MBK Mall dan Asiatique Riverpoint Night Market. Sebuah mall pertama dan terbesar yang terletak ditepi Sungai Chao Phraya. Beberapa bangunan berusia lebih dari 100 tahun ikut dipertahankan, dikelola sedemikian rupa hingga menjadi Asiatique, sebuah kawasan wisata terpadu yang mencakup empat zona. Hingga waktu yang ditentukan untuk berkumpul. Hotel : Metro Resort Pratunam atau setaraf 3*

DAY 04 : BANGKOK - JAKARTA **TG435 BKKCGK 1420-1755** (B)
 Setelah makan pagi di hotel, acara bebas yang dapat Anda gunakan untuk berbelanja di Pratunam/Platinum Mall dengan berjalan kaki dari Hotel hingga waktu yang telah ditentukan, Anda akan diantar menuju bandara untuk penerbangan kembali ke tanah air. Maka berakhirlah perjalanan wisata kita kali ini. Sampai jumpa lagi pada acara tour kami lainnya.

*Acara perjalanan dapat berubah sewaktu-waktu tergantung kondisi di lapangan, namun dengan tidak mengurangi objek wisata yang di kunjungi (kecuali force majeure)
 (HARGA DAPAT BERUBAH SEWAKTU WAKTU)*

DEPARTURE DATE	28 MAY, 04 JUN , 11 JUN , 18 JUN , 25 JUN
-----------------------	--

*Harga Tour berdasarkan IDR / Orang, Mininum keberangkatan 20 Peserta (TANPA TOUR LEADER)

PRICE	DEWASA / ANAK TWIN SHARE	ANAK NO BED (2 - 11 TH)	SINGLE OCCUPANCY
	Rp. 4,900,000	Rp 4,700,000	Rp 1,500,000

Harga Tour Termasuk:

- o INTERNASIONAL AIR TICKET JKT-BKK-JKT
- o AIRPORT TAX JAKARTA + INTERNASIONAL + FUEL SURCHARGE
- o 3 MALAM AKOMODASI HOTEL BANGKOK (satu kamar untuk 2 /3 org) TERMASUK MAKAN PAGI
- o MAKAN SIANG DAN MALAM SESUAI DENGAN ACARA PERJALANAN
- o INDONESIA / ENGLISH SPEAKING GUIDE
- o TOUR SESUAI DENGAN ACARA PERJALANAN

Harga Tidak Termasuk:

- o TIPS PORTER
- o TIPS LOCAL GUIDE + DRIVER RP 180,000 / PAX
- o PENGELUARAN PRIBADI (LAUNDRY, MINIBAR, DLL)
- o TRAVEL INSURANCE
- o BIAYA PEMBUATAN DOKUMEN (PASPOR)
- o BIAYA MASUK BARANG YANG DIKENAKAN OLEH DUANE, KELEBIHAN BAGASI, DLL

ROSSI JKT-1

PERIODE	DOUBLE	CWB (7-11th)	CNB (2-6th)	SINGLE
Early Bird	4,3jt	4jt	3,7jt	4,8jt
Normal	4,9jt	4,5jt	4jt	5,5jt
HARGA CNB HANYA BERLAKU APABILA SEKAMAR DENGAN 2 DEWASA				
PERIODE EARLY BIRD BERLAKU S/D FULL PAYMENT TGL. 21 MARET 2016				
MOTOGP SEPANG 29-30 OKT 2016				
JKT-KUL by. AirAsia QZ202 (06.25-09.25) SABTU				
KUL-JKT by. AirAsia QZ207 (22.15-23.20) MINGGU				
Perubahan jam penerbangan merupakan kewenangan maskapai				



HOTEL TRANSIT
KUALA LUMPUR

SABTU - 29 OKT 2016 (Sarapan Pagi & Makan Malam)

- 04.30 - 05.00 Bertemu Tour Leader di CGK Terminal 3 di depan JCO, absen, masuk bagasi, boarding pass dan imigrasi
- 06.25 - 09.25 Penerbangan Air Asia menuju KUL sembari menikmati sarapan pagi nasi di pesawat
- 09.25 - 11.00 Setiba di bandara KLIA-2, proses imigrasi, bagasi dan kemudian bertemu Local Guide, menuju ke sirkuit
- 12.35 - 15.50 Qualifying Moto3, Qualifying 1 & 2 MotoGP, Qualifying Moto2
- 17.30 - 18.00 Kumpul di Meeting Point 1/2 bersama Tour Leader & Local Guide menuju parkir bus
- 18.00 - 21.00 Berangkat ke int'l restoran **PICC Café** untuk makan malam buffet & kemudian check-in hotel, istirahat

** Makan siang di sirkuit ditanggung sendiri oleh masing-masing peserta tour*

MINGGU - 30 OKT 2016 (Sarapan Pagi)

- 06.00 - 07.00 Morning Call
- 07.00 - 08.00 Sarapan pagi di hotel, check-out & kumpul di lobby
- 08.00 - 10.00 Menuju ke sirkuit dan foto group di bukit Sepang Int'l Circuit
- 12.00 - Finish Moto3 Race (18 laps) / Moto2 Race (19 laps) / MotoGP Race (20 laps)
- 18.00 - 18.30 Kumpul di Meeting Point 1/2 bersama Tour Leader & Local Guide menuju parkir bus
- 18.30 - 20.00 Berangkat menuju ke bandara KLIA-2 untuk proses boarding pass, masuk bagasi dan imigrasi
- 22.15 - 23.20 Penerbangan Air Asia menuju kembali ke JAKARTA mendarat di bandara CGK Terminal 3 Soekarno Hatta
Usailah sudah tour nonton bareng, sampai jumpa lagi!

** Makan siang di sirkuit & makan malam di airport ditanggung sendiri masing-masing peserta tour*

BIAYA TERMASUK:

- Tipping Driver, Local Guide dan Tour Leader yang mendampingi dari Jakarta
- Mineral Water per orang per botol per hari & sarapan pagi 2x + makan malam 1x menu buffet (no pork menu)
- Tiket Holder, Ponco (jas hujan), Luggage Tag, Lanyard, Earplug, Paspor Holder, Local Sim Card GSM & 1x Foto Group
- Tiket pesawat + bagasi max 20kg, apt tax di bandara CGK & akomodasi hotel bintang 3* TRANSIT Hotel + sarapan pagi
- Tiket nonton MotoGP Sepang K1 (posisi Tikungan Pertama), transport bus, local guide dan tour leader

BIAYA TIDAK TERMASUK:

- Travel Bag, pembuatan Paspor (masa berlaku min 01 Mei 2017) & pengeluaran pribadi (telp, laundry, mini bar dlln)

SYARAT & KETENTUAN:

- Jika ingin upgrade tiket nonton MotoGP bisa dilayani s/d **21 Maret 2016** selama tiketnya tersedia
- Pendaftaran wajib FULL PAYMENT dan jika batal dengan alasan apapun maka biaya tour hangus 100%
- Tidak tersedia Extra Bed namun ada kamar Triple untuk CWB dengan jumlah terbatas
- Upgrade tiket nambah biaya > **Tribune VR46 175rb, MGS 280rb, Tribune Marquez 450rb, Club Suite 6jt, Paddock 17,5jt**
- Selama di KUL (bandara/sirkuit area) ada kawasan dilarang merokok sembarangan, jika melanggar maka di denda dan bisa dicekal oleh pihak imigrasi bandara KUL & khusus peserta Moslem agar tidak sembarangan bepergian ke tempat hiburan malam karena ada razia random, oleh karena itu segala semua resiko menjadi tanggung jawab peserta sendiri

CG/27 JAN 2016



**Borobudur
Exotic
Tour**

Welcome to Borobudur



We have several tour package during your holiday here

1. Sunrise Tour

Start in early morning we are ready to pick you up in your hotel to see the sunrise view of Borobudur. There are 2 choice of the sunrise tour. From inside the temple and from the hill nearby the temple.



IDR 400.000,- in the temple
IDR 150.000,- from the hill
Include : transportation, guide, a cup of coffee

2. Cycling Tour

Enjoying the panorama of the nature in around Borobudur Temple is one of the alternative to completely your amazing tour. Bicycle is one of the best transportation to enjoy this tour. In our program we have to stop in the industrial central of the people to see their activity, they are the central of tofu, the central of pottery, the house of brown sugar maker, the batik maker and also visiting 2 beautiful small temple, Mendut and Pawon Temple.



IDR 150.000 / pax
Include the bicycle, tour guide, all of ticket, fried banana

3. Selogriyo Tour

One hour driving from Borobudur, a spectacular nature is waiting for us to enjoy this area. With a soft trekking you will see the terrace of the rice plantation and find a small temple on the top.



IDR 500.000,- for one car maximum 5 person.
Include : car, entrance, parking, guide

4. Jogja Tour

Yogyakarta or Jogja is one of the central of Javanese culture. We recommend to take this tour if you are interesting with Javanese Culture. In this tour we will take you to the Sultan Palace, water castle, Merapi, Ullen Sentulu Museum and Prambanan the Hindu Temple.



IDR 350.000,- /pax min. 2 pax
Include : car, driver, gasoil, parking, tour guide, lunch.
Exclude : All of the entrance ticket

5. Dieng Tour

2,5 hours driving from Borobudur, we can find a wonderful panorama in Dieng Plateau. Here you are only get the best view, but also a cold temperature. Color lake is one of the destination that we can visit. A natural lake where the sulfur mix with the water has make the lake looks so colorful. Crater also a spectacular thing to find here. And the small Arjuna temple make your tour become complete.



IDR 350.000,-/pax min. 2 pax
Include : car, driver, gasoil, parking, tour guide, lunch.
Exclude : All of the entrance ticket

6. Ramayana Ballet

If you want an exotic tour after lunch, so this program is our recommendation. Start from Borobudur at 1 p.m. go to Prambanan, continue to Ratu Boko for the sunset, Dinner and continue with the Ramayana Ballet. The Javanese Dance with a story inside. This tour will be finish at 10 p.m. arrive at your hotel at 11 p.m.



IDR 350.000,- / pax min. 2 pax
Include : car, driver, gasoil, parking, tour guide, dinner.
Exclude : All of the entrance ticket

7. Coffee Tour

Do you like coffee? Do you want to see the traditional process of making coffee? This program is an education tour about coffee in the real coffee plantation in Menoreh Hill, the hill near Borobudur. In this tour you can ask everything about coffee because our tour guide is a master of coffee in this area.



IDR 250.000,-/pax
Include : transportation, tour guide, lunch

For further information please contact us in the number below :

BOROBUDUR EXOTIC TOUR

Office : Borobudur Bus Station Area
www.borobudurexotictour.com



- Make a brochure based on the itinerary you have made before.

Activity 13.2

Students make a video based on their presentation above and they have to submit the task in the previous activity in one of digital platforms that they have already chosen.

Link:

UNIT-14

REFLECTION TIME

Learning Objectives

In this unit students will be able to:

1. Evaluate others students' presentation based on the strengths and weaknesses.

Activity 14.1

Self-Reflection: Each student has to do reflection based on their performance on video.

Link of video:	Strengths	Weakness

Activity 14.2

Each student has to select one of the videos and she/he has to comment their friends video based on the strengths and weaknesses.

Link of video:	Strengths	Weakness

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