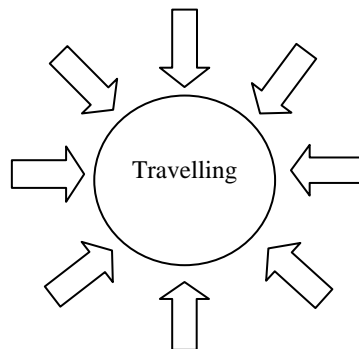


Unit 3 Travelling

1. Starting up. Use topic “Travel” to practice brainstorming. Compare your ideas with a partner.

(Brainstorming is quickly writing down all the thoughts that come into your head. You simply write to get ideas on paper. This process is called brainstorming because it feels like there’s a storm in your brain- a storm of ideas!)



2. Answer these questions:

- a. How often do you travel by air, rail, underground, road and sea?
- b. What do you enjoy about travelling? What don't you enjoy?
- c. Which is the best/worst airline you have flown? Why?

3. Which of these things irritate you most/least when flying?

Diversions	Jet lag	Long queues at check-in
Sitting next to someone who talks non-stop	Bad weather	Lost or delayed luggage
Cancellations	Not enough room	Sitting next to children
Dirty toilets	Bad food	No trolleys available

4. Read the letter and answer these questions:

- a. What is the purpose of the letter?
- b. What incentive is the company offering if you fill in the questionnaire?
- c. What condition is attached to the offer?
- d. Why do companies run this type of promotion?

Letter

Emirates, First Floor, Gloucester Park, 95 Cromwell Road, London SW7 4DL

A free flight voucher and a chance to win a luxury Far East holiday

Dear Mr Foley

As someone who has flown Emirates in the past year, you will have experienced our outstanding service to the Middle East. But were you aware that Emirates also flies to extensive network of major destinations all around the world?

By filling in the enclosed questionnaire, you will be helping us with our research on your views as a business traveler, as well as providing an update for our database. This will ensure that we only send out information and offers that are relevant to you personally.

To thank you for your time and effort we will send you a free flight voucher. You can use this to claim a free Economy ticket if you take a First or Business Class trip with Emirates before July this year.

In addition we will be entering all respondees' names in a free prize draw, and the winner will receive a Business Class trip for two people including 7 nights' luxury hotel accommodation in a choice of three exotic locations- Hong- Kong, Singapore, or Bangkok.

To qualify for your free voucher and enter the prize draw, please ensure your completed questionnaire reaches us by 22 January.

You'll find full details in the enclosed leaflet. I do hope you find the information in it interesting and that you take advantage of our free flight offer- and wish you the best of luck with our prize draw. The winner will be notified by 5 March. Most of all, I hope we will be welcoming you once more on board an Emirates flight.

Yours sincerely,
Vic Sheppard.
Sales Manager

Vocabulary:

Service- something useful that public can use to help them

Network- a large group of lines, wires, etc that cross or meet each other

Destination- the place you are travelling to

Accommodation- somewhere to live or stay

To enclose- to put something in an envelope with a letter

Yours sincerely- words used at the end of a business letter that begins "Dear Mrs. Smith, Dear Mr. Jones"

5. Pre- reading exercise.

a. In what ways do people behave badly when flying?

b. Have you seen or heard about someone misbehaving on a plane?

6. Read the article. Find 2 examples of passengers behaving badly.

7. Which of the following reasons are given for passengers behaving badly?

1. Flights don't leave on time	6. Passengers feel worried and nervous
2. Passengers don't feel safe	7. The airline food is poor quality
3. Airline staff don't put the customer first	8. Some passengers get drunk
4. Flight attendants aren't polite	9. Some airlines don't have no-smoking policies
5. Some terminals are too crowded	10. Passengers don't respect authority



Passengers behaving badly

The abusive passenger is becoming a world- wide problem. Delta Air Lines crew suffer 100 verbal and physical assaults a month, while cabin crews in some airlines are seeking early retirement at 50 because of their stressful work. One businessman was recently less than happy when airport staff told him his luggage had been lost. Already frustrated by a delayed flight, he stormed onto the runway, took out a pistol and shot out the aircraft's front tyre.

The cause of most passenger misbehavior is stress, according to Farrol Kahn, director of the Aviation Health Institute. Overcrowding and queuing at the airport raises adrenaline levels. Normally these levels decrease through gaining control of a situation, either by standing up and fighting or by running. Instead, passengers are kept in cramped conditions on an aircraft, where they have no control. "In these circumstances, they wait for one little excuse and then let rip," says Dr Kahn. In one recent case, a 70- year-old hit a steward after being told there was no more steak.

Much of the abuse is down to alcohol. It was reported that 202 out of 708 major incidents noted by a US carrier over a 6- month period were alcohol- related. 74 incidents were smoking- related: more carries are banning on- board smoking, leading the nicotine- dependent into conflict as they try to have a secret cigarette.

From Financial Times

Vocabulary

Abusive- cruel or violent things to someone

Assault- a violent attack on someone

Luggage- the bags, containers, and other things you take with you when you travel

Queue- a line of people or vehicles waiting for something

Retirement- the period of a person's life after they have stopped working

To delay- to make something late

To ban- to make a rule or law saying that something is not allowed

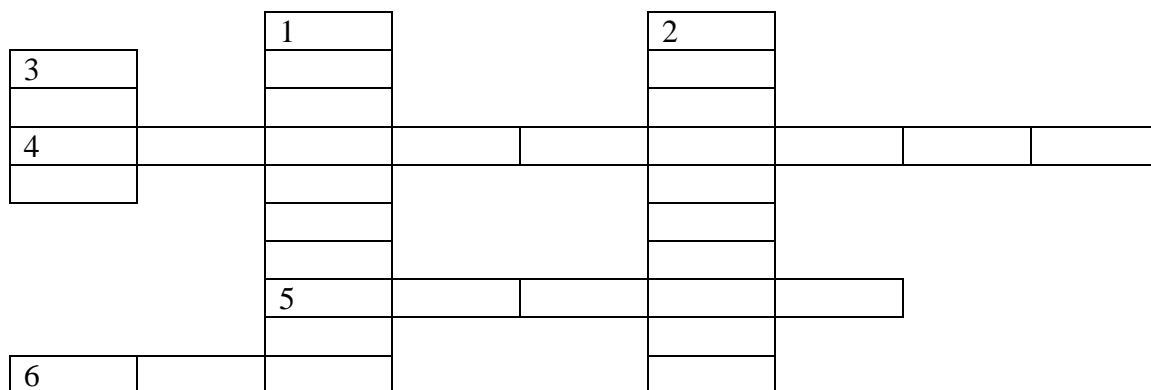
8. Fill in the crossword

Down

1. A flying machine with long thin parts that move around on top
2. A large heavy vehicle with two wheels worked by an engine
3. A large vehicle that brings kids to school every day

Across

4. On a large boat that carries things and people
5. A large vehicle for carrying heavy goods on the road
6. Most common vehicle on the road



9. Useful language

<p>Making arrangements Could we meet on Monday at 10.30 Are you free sometime next week? How about April 10th? Is 11.15 convenient?</p>	<p>Responding That'll be fine That's OK No sorry, I can't make it then My diary's rather full that day/week</p>
<p>Changing arrangements I'm afraid I can't come on Friday/then We've got an appointment for 11.00, but I'm afraid something's come up. Can we fix another time?</p>	

10. Role play these two telephone situations, use the words from ex.9

<p>One of you is a company employee who has arranged to meet a colleague from one of your subsidiaries. Explain that you cannot keep the appointment, and give a reason.</p>	<p>You are on a business trip and you want to stay an extra day. Telephone the airline office to arrange a different flight.</p>
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