



GETTING AROUND

TRAVELLER

SERVICE

At the airport

Check in
You have one big bag - 28 kg
You have hand luggage
You left your visa at home
You don't know where to go next

At the airport

The baggage is too heavy
They can either put some stuff in their hand luggage or pay extra money.
Ask for their visa.
Try to help them with all their questions

On the plane

Ask for a blanket and a pillow
Order your meal
Ask for a warm drink
Your earphones stopped working
You are feeling sick, ask for help

On the plane

Ask the passenger if she has everything she needs
Offer 3 meals - Chicken and rice, Vegetable pasta, Beef stew
Offer a warm drink
Try to help with anything else

In a taxi

Ask the driver whether he is free
Tell him where you want to go
Answer the taxi driver's questions.
Ask for a receipt

In a taxi

Say you are free.
Ask where the client wants to go
Ask where he/she is from
Ask whether it is the first time here
Ask whether he/she is on business or holiday
Tell him/her how much the fare is

In the hotel

Check in.
Ask when and where the breakfast is served.
Ask when you can use the wellness.
Complain about the room.
Complain about the noise from the street.

In the hotel

Check the guest in.
Answer all questions.
The wellness is closed now. Apologize.
If the guest complains, upgrade him/her to a suite.

In the street

1. Ask for the way to the XY
2. Go to the info center and arrange a day card to visit all the sights.
3. Someone bumped your car, call the police.

In the street

1. **You are a local resident.** Tell the person the directions.
2. **You work at the Info Center.** Explain the visitor what is included in the day card - free entry to all museums, guided tour, and free public transport. It costs 20€ for 1 day, 40€ for 4 days and 50€ for a week.
3. **You are a police officer.** Ask about the details of the incident.



GETTING AROUND - INTRO

**Where do you usually go on holiday?
What do you like about it?**

Useful vocab:
I prefer...
It is hard to say
Let me think.
I absolutely love...
It is by far my most favourite place.
I feel great there because ...
I can totally recommend it.

**How do you usually travel?
(e.g. by plane, car, bus)
Which do you prefer? Why?**

Useful vocab:
I definitely prefer ...
I absolutely hate ...
I can't stand ...
I really enjoy ...
It might sound crazy but ...
Stopover

**Where do you usually stay when you're on holiday?
(e.g. hotel, resort, camping, family)**

Useful vocab:
B&B
Guesthouse
Holiday resort
Hotel suite/double room/single room
Camping/Glamping
Family atmosphere
Buffet breakfast
Half board/Full board/Self catering

**Have you ever taken a package tour?
Talk about it.**

Useful vocab:
Go sightseeing
Tour guide
Take trips
Itinerary
The highlight of the tour was
Scenery
Tourist trap
Travel company/Travel agent

Do you prefer to travel in a group (e.g. a tour) or independently? Why?

Useful vocab:
Convenient
Comfortable
Sense of freedom
Have fun
Freedom to decide
Make friends

**Do you prefer the beach or the mountains?
Why?**

Useful vocab:
Climate
Hike
Do watersports
Go skiing
Waterfall
Waves
Sunbathe

Do you try the local food when you travel?

Useful vocab:
Cuisine
Local pub
Fancy restaurant
Cheap
Affordable
Tasty
Delicious
Disgusting/Gross

Have you ever got into trouble while travelling?

Useful vocab:
Get a fine
Miss a plane/bus/train
Complain
Get a refund
Have a puncture
Have an accident
Terrible service/view/furniture/surroundings
Lose my wallet/passport/ID