

HIGH SCHOOL 관광 영어

# TOURISM ENGLISH

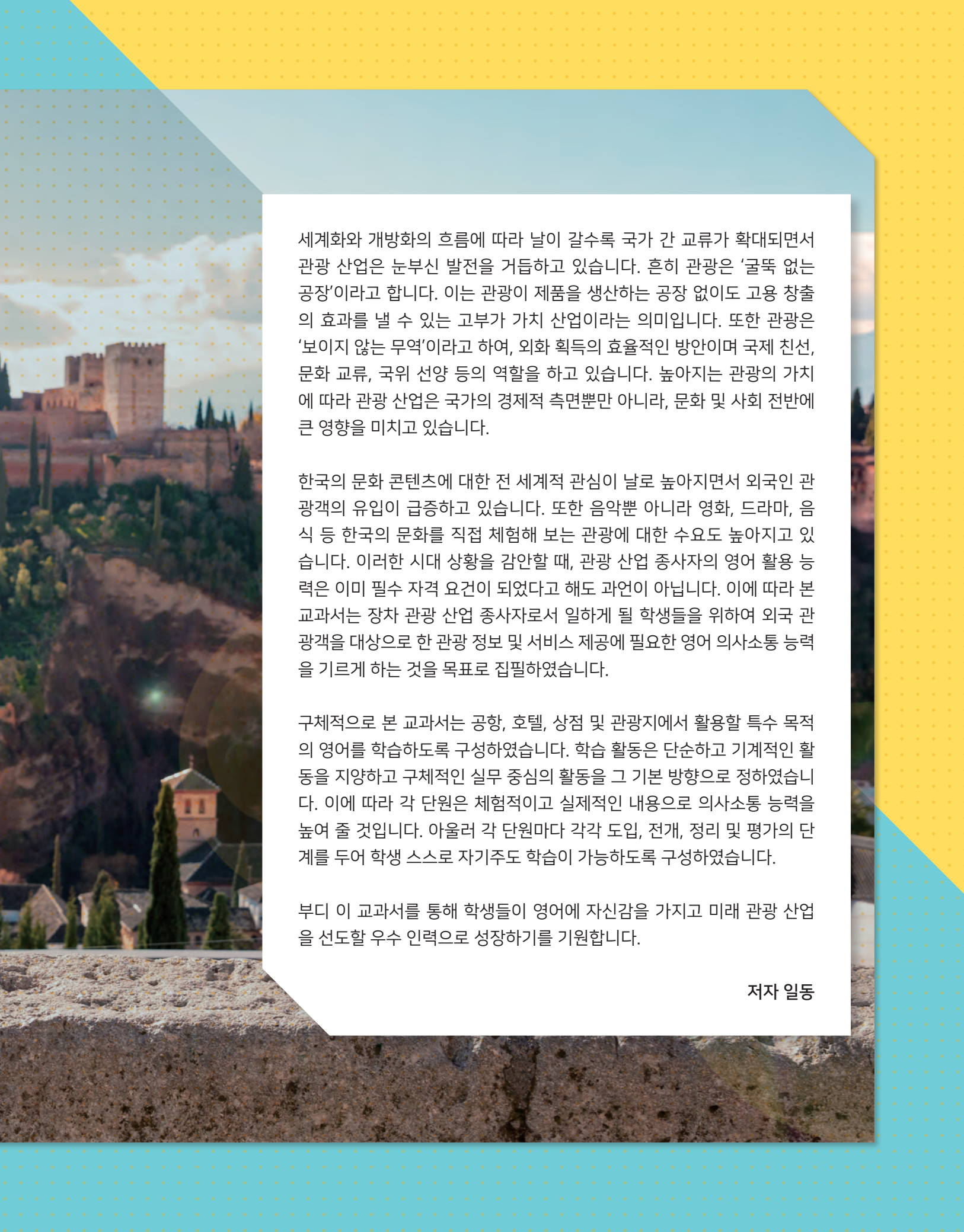


이젠교육

# Preface







세계화와 개방화의 흐름에 따라 날이 갈수록 국가 간 교류가 확대되면서 관광 산업은 눈부신 발전을 거듭하고 있습니다. 흔히 관광은 '굴뚝 없는 공장'이라고 합니다. 이는 관광이 제품을 생산하는 공장 없이도 고용 창출의 효과를 낼 수 있는 고부가 가치 산업이라는 의미입니다. 또한 관광은 '보이지 않는 무역'이라고 하여, 외화 획득의 효율적인 방안이며 국제 친선, 문화 교류, 국위 선양 등의 역할을 하고 있습니다. 높아지는 관광의 가치에 따라 관광 산업은 국가의 경제적 측면뿐만 아니라, 문화 및 사회 전반에 큰 영향을 미치고 있습니다.

한국의 문화 콘텐츠에 대한 전 세계적 관심이 날로 높아지면서 외국인 관광객의 유입이 급증하고 있습니다. 또한 음악뿐 아니라 영화, 드라마, 음식 등 한국의 문화를 직접 체험해 보는 관광에 대한 수요도 높아지고 있습니다. 이러한 시대 상황을 감안할 때, 관광 산업 종사자의 영어 활용 능력은 이미 필수 자격 요건이 되었다고 해도 과언이 아닙니다. 이에 따라 본 교과서는 장차 관광 산업 종사자로서 일하게 될 학생들을 위하여 외국 관광객을 대상으로 한 관광 정보 및 서비스 제공에 필요한 영어 의사소통 능력을 기르게 하는 것을 목표로 집필하였습니다.

구체적으로 본 교과서는 공항, 호텔, 상점 및 관광지에서 활용할 특수 목적의 영어를 학습하도록 구성하였습니다. 학습 활동은 단순하고 기계적인 활동을 지양하고 구체적인 실무 중심의 활동을 그 기본 방향으로 정하였습니다. 이에 따라 각 단원은 체험적이고 실제적인 내용으로 의사소통 능력을 높여 줄 것입니다. 아울러 각 단원마다 각각 도입, 전개, 정리 및 평가의 단계를 두어 학생 스스로 자기주도 학습이 가능하도록 구성하였습니다.

부디 이 교과서를 통해 학생들이 영어에 자신감을 가지고 미래 관광 산업을 선도할 우수 인력으로 성장하기를 기원합니다.

저자 일동

# Structure & Features

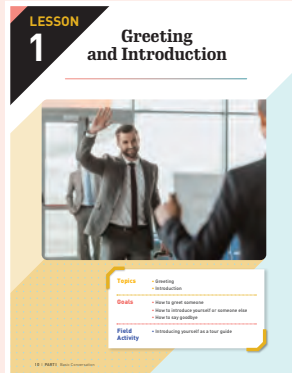
## Part Goals



해당 Part에서 배울 전반적인 내용을 소개합니다.

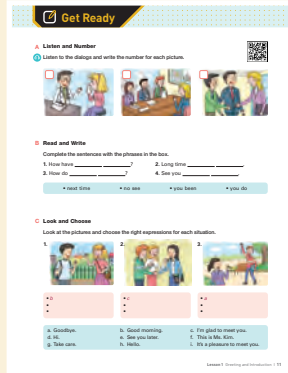
해당 Part의 구성과 목표를 살펴보고, 자신만의 목표를 설정합니다.

## Lesson Goals



단원의 주제와 목표를 제시하고, 실제 관광 현장과 관련된 활동인 Field Activity의 내용을 소개합니다.

## Get Ready



단원의 도입부로 단원의 학습 내용을 미리 추측해 보는 활동과 주요 어휘 및 표현을 익히는 활동을 합니다.

## Situation 1 & 2



단원의 주제와 관련된 구체적인 상황별 대화를 중심으로 다양한 듣기 또는 읽기 활동을 한 후, 이를 기반으로 말하기 활동을 합니다.





## Field Activity

## Check Up

## Culture

## Famous Tourist Attractions

[illegible][illegible]

## Culture

## Metric Sprint vs. Imperial System

METRIC

Measurement in the Metric System

1000

Measurement in the Imperial System

1000

IMPERIAL

Measurement in the Metric System

1000

Measurement in the Imperial System

1000

The metric system and the imperial system are two different measurement systems for length, distance, volume, and weight. Here are a few examples in the world we live in:

- Length:** The metric system is based on the meter, and the imperial system is based on the foot. The metric system is used in most countries, while the imperial system is used in the United States, the United Kingdom, and a few other countries.
- Volume:** The metric system is based on the liter, and the imperial system is based on the gallon. The metric system is used in most countries, while the imperial system is used in the United States, the United Kingdom, and a few other countries.
- Weight:** The metric system is based on the kilogram, and the imperial system is based on the pound. The metric system is used in most countries, while the imperial system is used in the United States, the United Kingdom, and a few other countries.

While the metric system is the standard system of measurement in the world, the imperial system is still used in many countries. This is because the imperial system is deeply ingrained in the culture of these countries. For example, in the United States, the imperial system is used for everything from measuring the length of a road to the weight of a person. In the United Kingdom, the imperial system is used for everything from measuring the length of a road to the weight of a person. In Canada, the imperial system is used for everything from measuring the length of a road to the weight of a person.

Despite the fact that the metric system is the standard system of measurement in the world, the imperial system is still used in many countries. This is because the imperial system is deeply ingrained in the culture of these countries. For example, in the United States, the imperial system is used for everything from measuring the length of a road to the weight of a person. In the United Kingdom, the imperial system is used for everything from measuring the length of a road to the weight of a person. In Canada, the imperial system is used for everything from measuring the length of a road to the weight of a person.

**Length**

1000 meters = 1 kilometer

1000 feet = 1 mile

**Volume**

1000 liters = 1 kiloliter

1000 gallons = 1 megagallon

**Weight**

1000 kilograms = 1 metric ton

1000 pounds = 1 short ton

**Self-Check**

Which measurement system is better? Give your own opinion.

**Self-Check**

Which measurement system is better? Give your own opinion.

[illegible]

작 활동 또는 모둠 활동을  
통해 실제 관광 현장에서  
마주할 수 있는 다양한  
상황의 문제를 해결해  
봅니다.

다양한 문제를 통해  
학생들 스스로 단원에서  
학습한 내용을 확인 및  
점검합니다.

**BASIC** 문항을 통해 단원에  
서 최소한 성취해야 할 목표  
를 달성했는지 확인합니다.

단원의 주제와 관련된  
다른 여러 나라의 문화를  
살펴봅니다.

세계의 유명한 관광지를  
알아봅니다.

## Self-Check

### Self-Check

- ☐ I can greet someone and introduce myself or someone else.
- ☐ I can talk about weather, time, and numbers.
- ☐ I can talk about locations and giving directions.
- ☐ I can make phone calls and appointments.

Did you achieve your goals?  
What needs more effort?

Self-Check를 통하여 학습 목표를 얼마나 성취했는지 스스로 평가해 봅니다.

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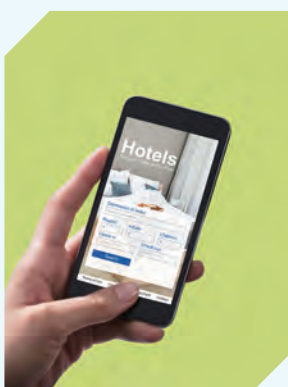
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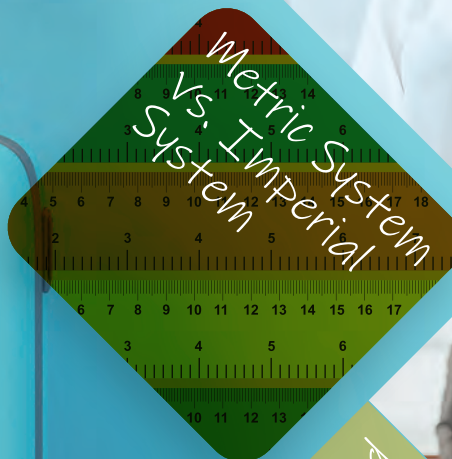
# PART I

## BASIC CONVERSATION



Telephone  
Calls and  
Appointments

5



Greeting and  
Introduction

1



### PART I에서는

외국인 관광객들을 만났을 때 사용하는 '인사와 소개', '날씨와 시간', '숫자 표현', '위치와 길 안내', '전화와 약속'과 관련된 기초 영어 회화를 학습한다. 그리고 실제 현장에서 외국인 관광객들을 만났을 때 이와 관련된 여행 대화법을 이용하여 우리나라의 아름다운 관광지를 소개할 수 있도록 한다.



2

Weather  
and Time**LESSON 1**

Greeting and Introduction

**LESSON 2**

Weather and Time

**LESSON 3**

Numbers

**LESSON 4**

Locations and Directions

**LESSON 5**

Telephone Calls and Appointments

**Culture**

Metric System vs. Imperial System

**Famous Tourist Attractions**

Mont-Saint-Michel in France

**Goals of Part I**

- Greeting someone and introducing yourself or someone else
- Talking about weather, time, and numbers
- Talking about locations and giving directions
- Making telephone calls and appointments

**My Study Plan** Write your study plan for this part.

My Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

How to Achieve the Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# LESSON

# 1

# Greeting and Introduction



## Topics

- Greeting
- Introduction

## Goals

- How to greet someone
- How to introduce yourself or someone else
- How to say goodbye

## Field Activity

- Introducing yourself as a tour guide





## A Listen and Number



Listen to the dialogs and write the number for each picture.



## B Read and Write

Complete the sentences with the phrases in the box.

1. How have \_\_\_\_\_?
2. Long time \_\_\_\_\_.
3. How do \_\_\_\_\_?
4. See you \_\_\_\_\_.

• next time

• no see

• you been

• you do

## C Look and Choose

Look at the pictures and choose the right expressions for each situation.

1.



- *b*
- 
- 

2.



- *c*
- 
- 

3.



- *a*
- 
- 

- a. Goodbye.
- d. Hi.
- g. Take care.

- b. Good morning.
- e. See you later.
- h. Hello.

- c. I'm glad to meet you.
- f. This is Ms. Kim.
- i. It's a pleasure to meet you.



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. How will Mr. Smith get to the Sun Beach Hotel?

(a) By subway.

(b) By car.

(c) On foot.

3. Which is the best response to the woman's last statement?

(a) Let's call it a day.

(b) I won't see you again.

(c) Oh, all right. See you then.

## B Talk Together

Introduce the following people to a partner. Use the given expressions.

|              |             |             |                        |
|--------------|-------------|-------------|------------------------|
|              |             |             |                        |
|              |             | On Your Own | On Your Own            |
| Name         | Lisa Jones  |             |                        |
| Relationship | your friend | yourself    | your brother or sister |
| Age          | 17          |             |                        |
| Occupation   | student     |             |                        |

- This is my friend Lisa Jones. / Let me introduce my friend Lisa Jones.
- She is seventeen years old.
- She is a student.

•assistant: 조수, 조력자

## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: When are you going back to Canada, Mr. Dunn?  
B: Well, I'm not sure. There are so many beautiful places in Korea besides Jeju. So I'd like to extend my stay in Korea a bit and look around some more.
- b** A: You're welcome. It's been nice to have you with us.  
B: Thank you. Goodbye.
- c** A: I'm glad to hear you want to stay longer. Oh, would you like to have some more?  
B: No, thanks. I'm already full. Oh, it's getting rather late. I'm afraid I have to go now.
- d** A: Goodbye. Take care.  
B: You, too.
- e** A: Oh, I see. Is your family waiting for you at the hotel?  
B: Yes, they are. We're leaving for Seoul tomorrow, and we need to pack our luggage. Thank you for the wonderful dinner.



## B Talk Together



Complete the dialog, and practice it with a partner. Use the expressions in the box.

- A: Oh, it's rather late. \_\_\_\_\_
- B: Can't you stay a little longer?
- A: I'm sorry I have to go now. \_\_\_\_\_  
Thank you for everything you've done for me.
- B: \_\_\_\_\_ It's been nice to have you with us.
- A: Thank you. Goodbye. See you later.
- B: Goodbye. \_\_\_\_\_

- |                                |                               |
|--------------------------------|-------------------------------|
| • Don't mention it.            | • I have another appointment. |
| • I'm afraid I have to go now. | • Take care of yourself.      |

• besides: ~ 외에(도) • pack: (짐을) 싸다 • luggage: 여행 가방



## STEP 1

관광 안내원이 된 진수가 외국인 관광객들을 환영하는 인사말을 하고 있습니다. 진수의 인사말을 참고하여, 외국인 관광객들을 환영하는 인사말을 생각해 봅시다.



## STEP 2

STEP 1에서 생각한 내용을 바탕으로 외국인 관광객들을 환영하는 인사말을 써 봅시다.

Hello, everyone.



## STEP 3

작성한 내용을 짝에게 말해 본 후 서로 평가해 봅시다.

|   | I THINK ... | MY PARTNER THINKS ... |
|---|-------------|-----------------------|
| 환영 인사말에 필요한 내용을 모두 포함했나요?               | 😊 😐 😞       | 😊 😐 😞                 |
| 환영 인사말의 영어 발음이 정확하고 자연스러웠나요?            | 😊 😐 😞       | 😊 😐 😞                 |
| 짝과 환영 인사말을 생각해 보고 완성하는 활동에 적극적으로 참여했나요? | 😊 😐 😞       | 😊 😐 😞                 |



## A Listen and answer the questions.

1. Which picture best fits the dialog? **BASIC**



2. What will the man do tomorrow?

(a) Fly to London.

(b) Pack his luggage.

(c) Have dinner with the woman.

## B Choose the right response for each question or statement.

1. How do you do? ( ) **BASIC**

2. See you later. ( )

3. Thank you for everything you've done. ( ) **BASIC**

4. Take care of yourself. ( )

a. Goodbye.

b. How do you do?

c. My pleasure.

d. You, too.

## C Complete the following introduction by filling in the blanks.

Let me introduce myself. My 1. **BASIC** is Hwang, Mira. I'm 2. Pan-Asia Travel. I'm very 3. to meet you, and I welcome you all to Korea. I 4. you'll enjoy your stay here.



### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 2

# Weather and Time



### Topics

- Weather
- Time

### Goals

- How to talk about weather
- How to talk about time

### Field Activity

- Giving weather information for tourist attractions





## A Look and Write

Look at the pictures and write the right words.

1.



2.



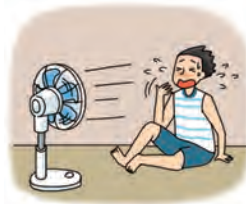
3.



4.



5.



6.



• cloudy

• cold

• hot

• rainy

• snowy

• sunny

## B Read and Match

Match the time expressions to the right pictures.

1. twelve ten

2. quarter after twelve

3. quarter before twelve

4. twelve thirty

(a)



(b)



(c)



(d)



## C Read and Choose

Choose the right answer for each question.

1. What's the weather like today?

2. What time is it now?

3. What day is it today?

4. What's the date today?

a. It's June 5th.

b. It's Monday.

c. It's two twenty-five.

d. It's windy.

## A Listen and Do



Listen to the dialog and answer the questions.

1. Which picture shows the weather this morning?

(a)



(b)



(c)



2. In which season does this dialog take place?

(a) In the spring.

(b) In the summer.

(c) In the fall.

3. Which city's weather is the man describing?

(a) Seoul.

(b) New York.

(c) London.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

A: How's the weather in \_\_\_\_\_?

B: It \_\_\_\_\_ in the \_\_\_\_\_.

A: Then how about in the \_\_\_\_\_?

B: It \_\_\_\_\_ in the \_\_\_\_\_.

| City        | Summer           | Winter              |
|-------------|------------------|---------------------|
| London      | is hot but dry   | usually rains a lot |
| Seoul       | is sunny and hot | is cold and dry     |
| Oslo        | is cool and dry  | often snows heavily |
| On Your Own | On Your Own      | On Your Own         |



•mild: 온화한 •flowering season: 개화기(開花期) •below freezing: 영하(零下)의



## A Listen and Do

Listen to the dialog and answer the questions.

1. At what time does this dialog take place?

(a)



(b)



(c)



2. On what day does this dialog take place?

(a) On Monday.

(b) On Wednesday.

(c) On Sunday.

3. Why are the man and the woman going to the Rainbow Hotel?

(a) To check in.

(b) To have a conference.

(c) To pick up some tourists.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.



A: What's the date today?

B: It's \_\_\_\_\_.

A: Then what day is it today?

B: It's \_\_\_\_\_.

A: Oh, I see.

And what time is it now? /

And what time do you have?

B: It's \_\_\_\_\_.

the first of March

Wednesday

five thirty

the tenth of May

Thursday

quarter after seven

September 29

Saturday

quarter before nine

October 14

Sunday

ten before twelve

On Your Own

On Your Own

On Your Own



•quarter: 1/4, 15분 •far away: 멀리 (떨어져 있는) •rush hour traffic: 혼잡 시간대의 교통



### STEP 1

4명씩 한 모둠을 이루어, 우리나라 관광지 한 곳을 고른 뒤 그곳의 오늘의 날씨와 내일의 날씨를 조사해 봅시다.

**Tourist Attraction:**

| Today                             | Tomorrow                          |
|-----------------------------------|-----------------------------------|
| Weather: <input type="text"/>     | Weather: <input type="text"/>     |
| Temperature: <input type="text"/> | Temperature: <input type="text"/> |

### STEP 2

STEP 1에서 조사한 관광지의 날씨 정보를 외국인 관광객에게 전달하는 안내문을 만들어 봅시다.

Hello. I'm \_\_\_\_\_ from \_\_\_\_\_

Travel. I'd like to tell you about what the weather is supposed to be like today in \_\_\_\_\_.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 관광지의 오늘과 내일의 날씨 정보를 모두 포함했나요?      | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

a

b

c



2. When does the woman expect they'll arrive at the meeting?

a 8:15.

b 9:30.

c 10:00.

## B Write the correct answer for each question. Use the given information.

How's the weather in fall in Jeju? (windy, clear)

→ It's windy and clear.

1. What's the weather like today? (windy, cloudy)

BASIC

2. What time is it now? (4:15, quarter)

3. What day is it today? (TUE)

BASIC

4. What's the date today? (8/26/2025)

## C Read and answer the questions.

Hello. I'm Andy Pierce with the weather. We couldn't ask for a better day for the first day of spring. Right now, it's 15 degrees Celcius and clear. We're expecting blue skies throughout the day. Although there is only a 10 percent chance of showers, this good weather can't last forever. It's raining cats and dogs up north, so we should see rain by tomorrow morning. Don't forget your umbrella tomorrow.

1. Which season does this weather report take place in?

BASIC

a In the summer.

b In the spring.

c In the winter.

2. What's the weather supposed to be like tomorrow?

a Sunny.

b Rainy.

c Snowy.

3. What does the weather reporter suggest using tomorrow?

a A raincoat.

b Sunglasses.

c An umbrella.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON

# 3

# Numbers



## Topics

- Small numbers
- Large numbers

## Goals

- How to talk about measurements
- How to talk about prices in different currencies

## Field Activity

- Introducing a must-see structure with measurements





## A Look and Write

Look at the pictures and write the numbers as words.

1.



2.



3.



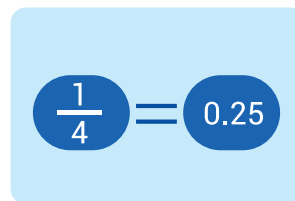
4.



5.



6.



- I'm twenty-one today.
- The bus number is \_\_\_\_\_.
- It's \_\_\_\_\_ dollars and \_\_\_\_\_ cents.
- It's \_\_\_\_\_ kilometers to London.
- Professor Dillon's office number is \_\_\_\_\_.
- One-fourth equals \_\_\_\_\_.

## B Read and Match

Match the numeric expressions to the right words.

- |          |   |   |              |
|----------|---|---|--------------|
| 1. 10 ft | • | • | Ⓐ ten pounds |
| 2. 10 lb | • | • | Ⓑ ten miles  |
| 3. 10 mi | • | • | Ⓒ ten inches |
| 4. 10 in | • | • | Ⓓ ten feet   |

## C Read and Write

Read today's exchange rate table and complete the price list.

| EXCHANGE RATE |     |          |            |
|---------------|-----|----------|------------|
| 통화 CURRENCY   |     |          | 기준 환율 CASH |
|               | USD | PER \$1  | 1,300      |
|               | CNY | PER 元1   | 190        |
|               | JPY | PER ¥100 | 990        |
|               | EUR | PER €1   | 1,400      |

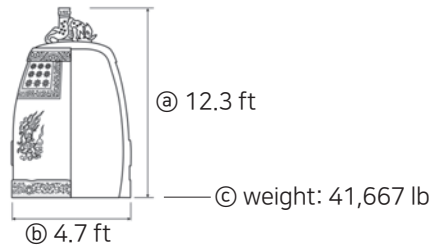
| Item          | Quantity | Price       |    |
|---------------|----------|-------------|----|
|               |          | \$, 元, ¥, € | ₩  |
| toothpaste    | 1        | \$5         | 1. |
| toothbrush    | 1        | 元10         | 2. |
| razor         | 1        | ¥200        | 3. |
| chocolate bar | 1        | €1.5        | 4. |



## A Listen and Do

Listen to the dialog and answer the questions.

- Why is the bell called the Bell of King Seongdeok?
  - Because King Seongdeok designed it.
  - Because King Seongdeok started to make it.
  - Because it was made to honor King Seongdeok.
- Which is the **WRONG** measurement of the Bell of King Seongdeok?



- What will the man probably do after the dialog?
  - Tell the woman a sad legend about the bell.
  - Take the woman to a nearby souvenir shop.
  - Take a picture of the woman beside the bell.

## B Talk Together

Make a dialog like the example. Then, practice it with a partner.

### Example

- A:** The Eiffel Tower is 330 meters tall.  
**B:** I'm not used to the metric system. Could you use the imperial system?  
**A:** Sure! In the imperial system, it is 1,083 feet tall.  
**B:** Oh, I see. Thank you.

the Eiffel Tower



330 m / 1,083 ft

the Nile River



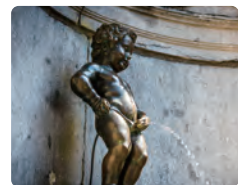
6,650 km / 4,130 mi

the Little Mermaid



175 kg / 385 lb

Manneken Pis



55.5 cm / 21.9 in

•diameter: 지름 •metric: 미터법의 •imperial: 대영 제국의

## A Listen and Do



Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. Which is the price of the pink scarf?

(a) \$129.

(b) \$167.

(c) \$1,300.

3. How did the woman pay for the pink scarf?

(a) A card in U.S. dollars.

(b) A card in Korean won.

(c) Cash in Korean won.

## B Talk Together

Make a dialog like the example. Then, practice it with a partner.

### Example

**A:** I'd like to buy a bottle of red wine. How much is it?

**B:** It's 100 dollars. How would you like to pay for it? We accept cash and credit cards.

**A:** Cash, please.

**B:** Which currency would you like to pay with? We accept U.S. dollars, Korean won, and Chinese yuan.

**A:** Chinese yuan.

**B:** Of course. Your item is 684 yuan.

**A:** Here you are. 700 yuan.

**B:** You gave me 700 yuan. Your change comes to 16 yuan.

| Item                 | Price                                 | Preferred Currency | Amount Paid | Change |
|----------------------|---------------------------------------|--------------------|-------------|--------|
| a bottle of red wine | 100 U.S. dollars/130,000 won/684 yuan | yuan               | 700         | 16     |
| a jar of eye cream   | 106 U.S. dollars/137,800 won/725 yuan | won                | 140,000     | 2,200  |
| a box of chocolate   | 28 U.S. dollars/36,400 won/192 yuan   | U.S. dollars       | 30          | 2      |

•cabin: (비행기의) 객실 •exchange rate: 환율 •currency: 통화, 화폐

### STEP 1

4명씩 한 모둠을 이루어, 한국관광공사 1330 Korea Travel Helpline에 접속하여 우리나라의 유명 건축물의 규모에 대해 조사해 봅시다.

**1330관광안내**

\*For efficient chat service, please provide your age, gender, and nationality. The information you provide will be handled anonymously and used solely for service improvement. Thank you.

For example) 30s W Canada

Hello! This is 1330 Korea Tourist Information Center. How may we help you?

Tell me about Cheomseongdae.

**1330**  
관광안내

Must-See Structure: \_\_\_\_\_

Height: \_\_\_\_\_

Length: \_\_\_\_\_

Width: \_\_\_\_\_

### STEP 2

STEP 1에서 조사한 유명 건축물을 외국인 관광객에게 소개하는 안내문을 만들어 봅시다.

Hello, everyone. Today, I'd like to introduce one of the must-see structures in Korea,

\_\_\_\_\_.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 건축물의 규모에 대한 내용을 포함했나요?             | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





# Check Up



## A Listen and answer the questions.



1. Which is the best response to the man's question?

BASIC

(a)

(b)

(c)



2. How long is the Amazon River?

(a) About 6,400 miles.

(b) About 4,000 miles.

(c) About 130 miles.

## B Choose the right response for each question.

1. How much does it weigh? ( )

2. How would you like to pay for this? ( ) BASIC

3. What is the exchange rate today? ( )

4. How much is it? ( ) BASIC

a. Cash, please.

b. It is about 130 lb.

c. It's \$29.99.

d. It is 1,300 won to the dollar.

## C Complete the introduction of the Dubai Frame with the given information in the picture.



Hello, everyone. Today, I'd like to introduce one of the must-see structures in the world, 1. BASIC. It is an observatory, museum, and monument in Zabeel Park, Dubai. It holds the record for the largest frame in the world. The building has a height of 150.24 meters and 2. In the imperial system, it is 3. and 313 feet wide. The building mainly serves as an observatory, providing views of old Dubai in the north and newer parts in the south. Don't you want to visit Dubai to see it?

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON 4

## Locations and Directions



### Topics

- Locations
- Directions

### Goals

- How to identify locations
- How to ask for and give directions

### Field Activity

- Giving directions to a tourist



## A Look and Choose

Look at the picture and choose ALL the possible questions that could begin the dialog.

- Ⓐ Can you tell me where the nearest subway station is?
- Ⓑ Could you tell me how to get to the closest subway station?
- Ⓒ How can I buy the subway ticket?
- Ⓓ Are you from around here?
- Ⓔ Where is the closest subway station?



## B Look and Write

Look at the pictures and write the correct words or phrases.

1.



.....

2.



.....

3.



.....

4.



.....

5.



.....

6.



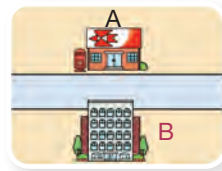
.....

7.



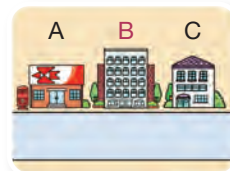
.....

8.



.....

9.



.....

- turn left
- next to

- turn right
- across from

- cross
- between

- go past
- at the corner of

- go straight ahead



## A Listen and Do

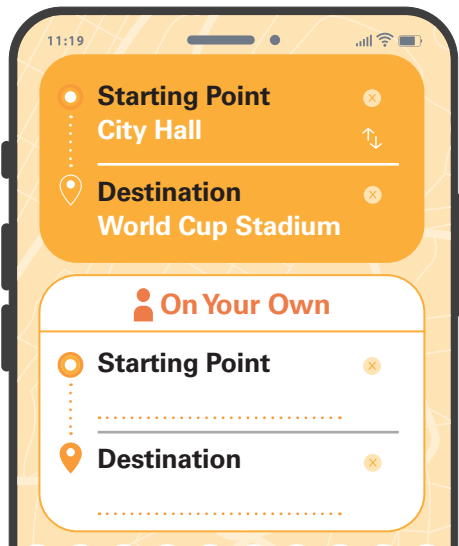
Listen to the dialog and answer the questions.

- From which station will the man start?  
 Ⓐ Sindang Station.                      Ⓑ Yaksu Station.                      Ⓒ Ahyeon Station.
- At which station will the man change subway lines?  
 Ⓐ Sindang Station.                      Ⓑ Yaksu Station.                      Ⓒ Ahyeon Station.
- What is the man's final destination?



## B Talk Together

Choose two stations from the Seoul Metro Map and make a dialog like the following example. Then, practice it with a partner.



### Example

- A:** How can I get to World Cup Stadium from City Hall by subway?
- B:** Take the green line at City Hall toward Chungjeongno Station. Then, change to the brown line at Hapjeong Station and go in the direction of Mangwon Station. Then, go three more stations.
- A:** Just a moment. Can you repeat that?
- B:** Sure. Take the green line at City Hall and change to the brown line at Hapjeong Station. Go three more stations and get off at World Cup Stadium. Got it?
- A:** Yes, thanks a lot.

•transfer: 환승하다 •take down: 받아 적다 •repeat: 반복하다





## A Listen and Do

Listen to the dialog and answer the questions.

- What does the man ask the woman to do?
  - Tell him how she went to the Korean Folk Village.
  - Compare two ways of getting to the Korean Folk Village.
  - Let him know how to get to the Korean Folk Village.
- Number the directions in the correct order.

- ☐ Take the exit at Suwon-Singal IC.
- ☒ 4 Turn left at Sanggal Intersection.
- ☐ Turn left at Minsokchon Samgeori.
- ☐ Turn right in the direction of Singal.
- ☐ Drive 1.5 kilometers more.
- ☒ 1 Enter the expressway at the south side of Hannam Bridge.

## B Talk Together

Look at the map and make a dialog like the example. Then, practice it with a partner.  
Use the expressions in the box.

### Example

**A:** Excuse me. Can you help me?

**B:** Sure. What can I do for you?

**A:** Could you tell me how to get to the bus station?

**B:** Go straight ahead until you get to Queen's Street.  
At Queen's Street, turn right. Keep going past the  
underground station and the café. It's across from  
the Italian restaurant.

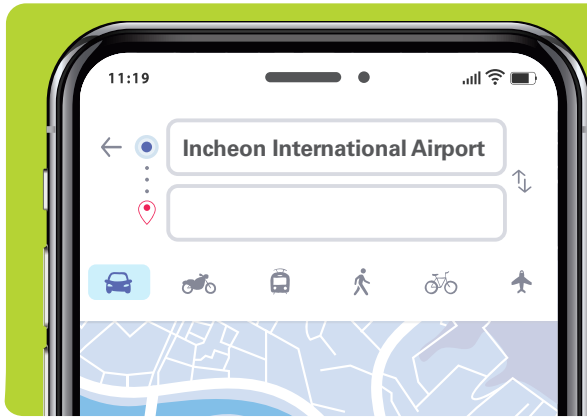
**A:** Thank you.

- |             |               |                     |
|-------------|---------------|---------------------|
| • turn left | • turn right  | • go straight ahead |
| • go past   | • cross       | • at the corner of  |
| • next to   | • across from | • between           |

•Korean Folk Village: 한국 민속촌 •expressway: 고속 도로 •intersection: 교차로

### STEP 1

4명씩 한 모둠을 이루어, 국내 유명 관광지 한 곳을 정해 인천 국제공항에서 그곳까지 가는 방법을 조사해 봅시다.



• How to get to \_\_\_\_\_ from  
Incheon International Airport

1.

2.

3.

4.

5.

### STEP 2

STEP 1에서 조사한 길 찾기 정보를 외국인 관광객에게 전달하는 안내문을 만들어 봅시다.

Hello. I'm \_\_\_\_\_ from \_\_\_\_\_.

I'll tell you how to get to \_\_\_\_\_ from \_\_\_\_\_.

First, \_\_\_\_\_.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 길 찾기 정보를 적절하게 포함했나요?               | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

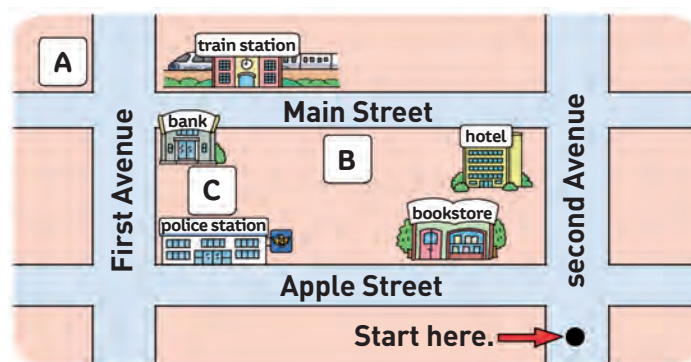
(a)

(b)

(c)



2. Which is the woman's destination?

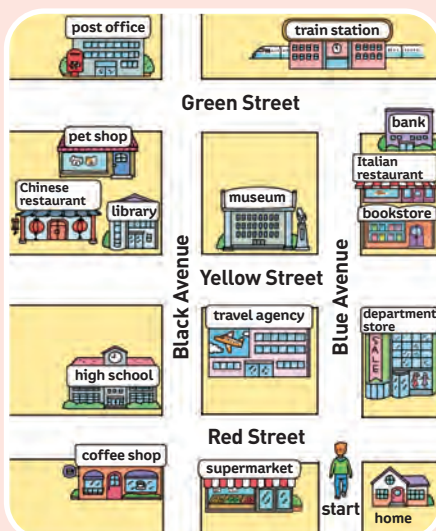


(a) A

(b) B

(c) C

## B Look at the map and complete the dialog.



A: Excuse me. How can I get to the museum?

B: Go straight down Blue Avenue and turn **1.** BASIC at Yellow Street. It's **2.** from the travel agency.

A: Then where is the Italian restaurant?

B: Go straight down Blue Avenue and go **3.** Yellow Street. It's **4.** to the bookstore.

A: I see. Then, can you tell me where the Chinese restaurant is?

B: Go straight ahead and turn left at Red Street. Go down Red Street and turn **5.** at Black Avenue. Keep going down Black Avenue and turn left at Yellow Street. It's next to the **6.** BASIC.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-5                     | 6-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 5

# Telephone Calls and Appointments



### Topics

- Phone calls
- Appointments

### Goals

- How to talk to someone on the phone
- How to make an appointment with someone

### Field Activity

- Leaving a message on your customer's voicemail





## A Read and Match

Match the beginning and the end of each expression.

- |                   |   |   |                        |
|-------------------|---|---|------------------------|
| 1. Do you know    | • | • | a to call me back.     |
| 2. I'm available  | • | • | b when she'll be back? |
| 3. I'd like to    | • | • | c most of Thursday.    |
| 4. Would you      | • | • | d speak to Angela.     |
| 5. Please ask her | • | • | e call back later?     |

## B Read and Write

Read and complete each short dialog with the right response from the box.

1 A: Who's calling, please?

B: \_\_\_\_\_

2 A: Would you like to leave a message?

B: \_\_\_\_\_

3 A: I'm afraid you have the wrong number.

B: \_\_\_\_\_

4 A: May I see you sometime this week?

B: \_\_\_\_\_

5 A: What time shall we meet?

B: \_\_\_\_\_

- Yes, please.
- How about noon?
- This is Kim, Minsu speaking.
- I'm sorry to have bothered you.
- Sure. Which day is good for you?



## A Listen and Do



Listen to the dialog and answer the questions.

### TELEPHONE MESSAGE

Date April 2, MON  
 To A  
 Phone No. 014-2243-6587  
 Received by Mary Parker

Time Received 2 a.m./p.m.  
 From B  
 Message C

1. Which is correct for A?

- Ⓐ Judy Smith                      Ⓑ Kim, Sangmin                      Ⓒ Sam Smith

2. Which is correct for B?

- Ⓐ Judy Smith from Canada    Ⓑ Sam Kim from Korea                      Ⓒ Kim, Sangmin from Korea

3. Which is correct for C?

- Ⓐ Called to say hello                      Ⓑ Please call at 7:00 p.m.                      Ⓒ Wants to ask a question

## B Talk Together



Complete the telephone message with your own words. Make a conversation based on it. Then, practice the conversation with a partner.

### TELEPHONE MESSAGE

Date \_\_\_\_\_  
 Time Received \_\_\_\_\_ a.m./p.m.  
 To \_\_\_\_\_  
 From \_\_\_\_\_  
 Phone No. \_\_\_\_\_  
 Message \_\_\_\_\_  
 Received by \_\_\_\_\_



**A:** Good afternoon, \_\_\_\_\_ at Korea Travel. How may I help you?

**B:** I would like to speak to Mr./Ms. \_\_\_\_\_, please.

**A:** I'm sorry. He/She is away from his/her desk at the moment. May I ask who's calling?

**B:** Well, this is \_\_\_\_\_ from \_\_\_\_\_. Would you give him/her a message?

**A:** Sure.

**B:** Please ask him/her to \_\_\_\_\_. My number is \_\_\_\_\_.

**A:** Okay. I'll leave him/her the message.

**B:** Thanks a lot. Goodbye.

•at the moment: (바로) 지금 •get through: (연락이) 닿다 •go ahead: (계속) 진행하다

## A Listen and Do



Listen to the dialog and answer the questions.



### APPOINTMENT CARD

For ..... *Ms. Judy Smith* .....  
 Time ..... *A* .....  
 Date ..... *B* .....  
 Place ..... *C* .....  
 With ..... *Mr. Kim, Sangmin* .....

*Please give 24 hours' notice if you need to reschedule your appointment.*

*Julie, Secretary*

1. What is the correct time to go in A?

Ⓐ 12:30 p.m.

Ⓑ 2:30 p.m.

Ⓒ 4:30 p.m.

2. What is the correct date to go in B?

Ⓐ April 4, WED

Ⓑ April 5, THU

Ⓒ April 6, FRI

3. What is the correct place to go in C?

Ⓐ At Ms. Smith's office

Ⓑ At Mr. Kim's office

Ⓒ At a coffee shop

## B Talk Together



Complete the appointment card with your own words. Make a conversation based on it. Then, practice the conversation with a partner.

### APPOINTMENT CARD

For .....  
 Time ..... *12:30 p.m.* .....  
 Date .....  
 Place .....  
 With .....



**A:** Oh, Mr./Ms. .... May I see you sometime this week? I have an urgent matter to discuss with you.

**B:** Yes, Mr./Ms. .... The end of this week is okay. Which day is good for you?

**A:** Are you available on Saturday?

**B:** Yes. What time shall we meet?

**A:** How about 12:30 in the afternoon at .....?

**B:** Yes, that's good. I'll see you at ..... at 12:30 on Saturday, .....

•urgent: 긴급한 •discuss: 논의하다 •available: (사람이 면담 등에) 응할 수 있는

### STEP 1

4명씩 한 모둠을 이루어, 다음 상황을 읽고 필요한 정보를 써 봅시다.

**Situation** Imagine your group runs a travel agency. You tried to talk to a customer several times, but you couldn't contact him/her. So you are going to leave a message asking him/her to send a document via fax. Complete the following note by making your own situation.

To .....  
 From .....  
 Fax No. ....  
 Message .....

### STEP 2

STEP 1에서 작성한 메모를 참고하여, 고객의 음성 사서함에 남길 메시지를 완성해 봅시다.



Hello, \_\_\_\_\_. This is \_\_\_\_\_ from

Please send it to us via fax. Our fax number is \_\_\_\_\_. Thank you for your cooperation.

### STEP 3

모둠별로 작성한 메시지를 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 메시지에 필요한 내용을 적절하게 포함했나요?                | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 메시지를 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 메시지 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. When will the man and the woman meet?

(a) Saturday morning.

(b) Saturday afternoon.

(c) Sunday afternoon.

## B Choose the right response for each question.

BASIC

1. May I see you sometime this week? ( )

2. What time shall we meet? ( )

3. Are you available on Monday? ( )

a. How about noon at Central Park?

b. I'm slightly busy, then. How about the next day?

c. Sure. When is good for you?

## C Read the situation and complete the dialog.

### Situation

Mary calls up her friend Mina, but Mina is out. Instead, Mina's brother Insu takes the message for her. Mary's phone number is 2973-0218.

**Insu :** Hello. Insu speaking.

**Mary:** Hi, Insu. 1. \_\_\_\_\_ Can I speak to Mina?

**Insu :** Sorry, but she's at the school library. Can I 2. \_\_\_\_\_?

**Mary:** 3. \_\_\_\_\_ Please ask her to call me at 6.

**Insu :** Sure. What's your phone number?

**Mary:** 4. \_\_\_\_\_

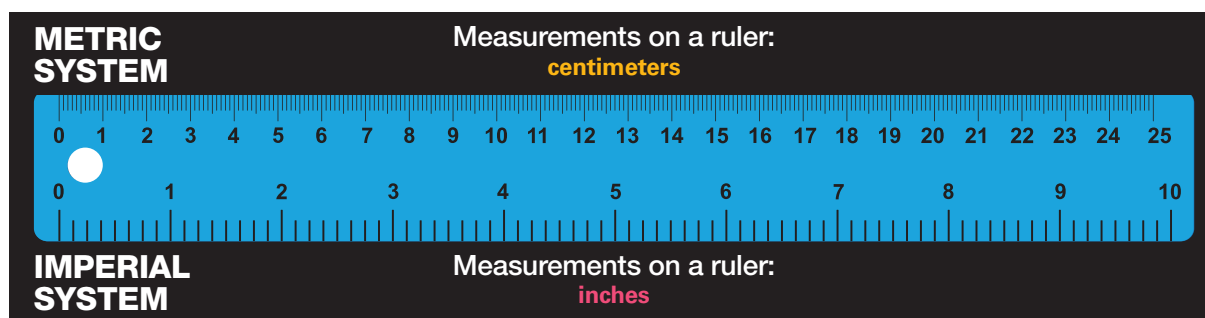
**Insu :** Okay. Anything else?

**Mary:** No, that's it. Thanks a lot. Goodbye.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## Metric System vs. Imperial System



The metric system and the imperial system are two different measurement systems for things like distances, volumes, and weights. Since not all countries in the world use the same measurement system, it's important to understand both.

The metric system is a decimal system of units based on the meter as a unit length, the kilogram as a unit mass, and the second as a unit time. The imperial system is a system of measurement in use in the United Kingdom and other Commonwealth countries consisting of units such as the inch, the mile, and the pound.

Since so many countries use the metric system, it might leave you wondering, “Who still uses the imperial system?” Only three countries in the world use the imperial system of measurement exclusively: Liberia, Myanmar, and the United States. Specifically, the measurement system used in the United States is also called the (U.S.) customary system. Actually, the only difference between the imperial system and the (U.S.) customary system is in a few volume measurements.

Why doesn't the U.S. use the metric system? When the metric system first started to be used, all industries in the U.S. were already set up using the imperial system. Therefore it would take a lot of time and money for businesses, manufacturing plants, and the country's infrastructure to change course. Switching an entire country to the metric system can take decades.

### Fundamental Units Comparison Chart

| Measurement  | Metric Units          | Imperial Units      |
|--------------|-----------------------|---------------------|
| long length  | meter/metre           | mile, yard          |
| short length | centimeter/centimetre | foot, inch          |
| mass/weight  | gram                  | ounce, pound        |
| volume       | liter/litre           | gallon, pint, quart |

**Q Which measurement system is better?**  
Give your own opinion.

### Self-Check

- ☐ I can greet someone and introduce myself or someone else.
- ☐ I can talk about weather, time, and numbers.
- ☐ I can talk about locations and give directions.
- ☐ I can make phone calls and appointments.

### Mont-Saint-Michel in France



The Mont-Saint-Michel is a very famous place in France that lots of people like to visit. It's on an island in the middle of a big bay, which means there's water all around it. You can get to the island by walking on a road that goes across the water when the tide is low, or by taking a shuttle bus when the tide is high.

The island is known for its beautiful old buildings, especially the Mont-Saint-Michel Abbey. The abbey is very tall and has been there for hundreds of years. It's so special that it's even listed as a UNESCO World Heritage Site.



When you visit the Mont-Saint-Michel, you can walk around the old streets and see all sorts of interesting things, like shops and restaurants. But the Mont-Saint-Michel isn't just famous for its pretty buildings and views of the bay. Long ago, a bishop named Aubert said that an angel named Michael told him to build a church on the island. Aubert listened and built the church, and many people came to visit it.

Over time, the island became an important place for people to make pilgrimages to, which means they traveled there for religious reasons. The island also became a strong fortress because it was so important.



Today, people still go to the Mont-Saint-Michel to see what it was like a long time ago. It's very popular because it's like stepping back in time to the Middle Ages, when people built big churches and forts and traveled on foot. If you ever get the chance to visit the Mont-Saint-Michel, you should definitely go!

Did you achieve your goals?  
What needs more effort?

.....

.....

.....

.....

# PART II

## TRAVEL SERVICE

Entering the United States: ESTA, Visa, or Green Card?



Milford Track in New Zealand

Meeting and Seeing Off at the Airport

5

Dealing with Travel Customer Inconveniences

6

Travel Consulting Service

1

### PART II에서는

외국인 관광객의 여행 업무를 수행하는 데 필요한 '여행 상품 상담', '여행 관련 각종 예약', '공항 내 환영과 환송', '출입국 수속 절차', '여행 서비스 상황에서의 고객 불편 관리'와 관련된 영어 회화를 학습한다. 이를 통해 여행 관련 영어 회화 기법을 함양하여 실제 현장에서 관광 업무를 수행할 때, 외국인 관광객들에게 친절한 안내 서비스를 제공할 수 있도록 한다.



## 2

### Reservations for Travel Customers



## 3

### Departure Procedures at the Airport

## 4

### Arrival Procedures at the Airport



#### LESSON 1

Travel Consulting Service

#### LESSON 2

Reservations for Travel Customers

#### LESSON 3

Departure Procedures at the Airport

#### LESSON 4

Arrival Procedures at the Airport

#### LESSON 5

Meeting and Seeing Off at the Airport

#### LESSON 6

Dealing with Travel Customer Inconveniences

#### Culture

Entering the United States: ESTA, Visa, or Green Card?

#### Famous Tourist Attractions

Milford Track in New Zealand

#### Goals of Part II

- Advising customers about travel planning
- Providing customers with reservation services
- Helping customers follow departure and arrival procedures
- Meeting and seeing off customers at the airport
- Dealing with travel customer inconveniences

**My Study Plan** Write your study plan for this part.

My Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

How to Achieve the Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# LESSON

# 1

# Travel Consulting Service



## Topics

- Travel planning
- Advising a travel customer

## Goals

- How to advise a customer with a plan
- How to advise a customer without a plan

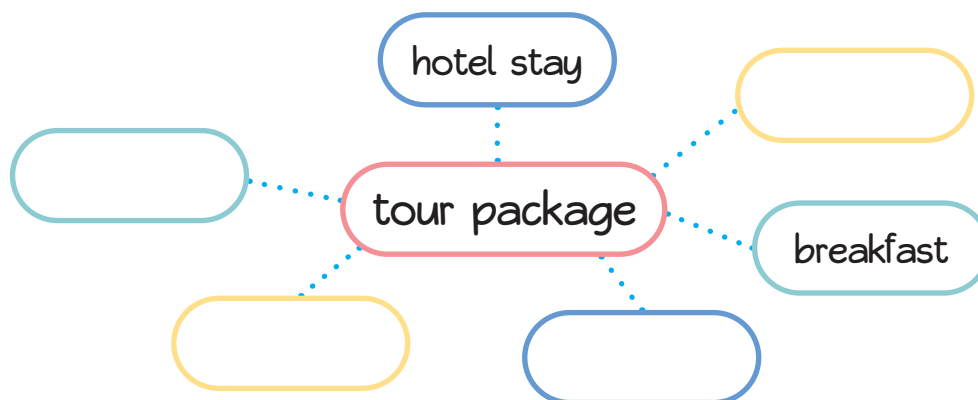
## Field Activity

- Making an itinerary for a two-day trip in Korea



## A Look and Think

What is included in the price of a tour package? Talk about it with your partner.



## B Read and Match

Match the expressions to the right pictures.

1. brochure

2. itinerary

3. newlyweds

4. round-trip flight

5. solo traveler

6. tropical island

(a)



(b)



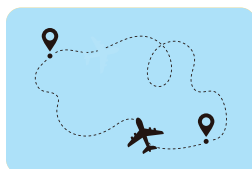
(c)



(d)



(e)



(f)

| DAY 01  | DAY 02  |
|---|---|
| <ul style="list-style-type: none"> <li>Arriving at Incheon International Airport (9:00 a.m.)</li> <li>Business meeting with local business partners (11:00 a.m.)</li> <li>Checking in at Grand Castle Hotel, Seoul (3:00 p.m.)</li> </ul> | <ul style="list-style-type: none"> <li>Attending the annual International Trade Show (9:00 a.m.)</li> <li>Attending the Social Customer Service Conference (3:00 p.m.)</li> <li>Farewell dinner with business partners (6:00 p.m.)</li> </ul> |

## C Read and Choose

Choose the right answer for each question.

1. When are you planning on traveling?

2. Have you considered a package tour?

3. What type of place are you interested in?

4. Will you be traveling alone or with someone else?


- a. I'm thinking of going in August for three days.
- b. It'll be my young son and I.
- c. We're thinking of going somewhere warm and nice.
- d. Yes, actually, I think it's a perfect choice.



## A Listen and Do

Listen to the dialog and answer the questions.

- Which type of trip is the man preparing for?  
 Ⓐ A honeymoon. Ⓑ A holiday trip. Ⓒ A business trip.
- When does the man want to travel?  
 Ⓐ In June. Ⓑ In July. Ⓒ In October.
- Which is NOT the correct information about the Seoul Tour Package A?




**Price:** \$1,299

**Duration:** five days

**Including**

- Ⓐ round-trip flight
- Ⓑ four-night stay at a three-star hotel
- Ⓒ three meals a day



## B Talk Together

Make a dialog like the example. Then, practice it with a partner.

### Example

- A:** Could you recommend a tour package for newlyweds?
- B:** Sure. I would recommend our Hawaii Tour Package.
- A:** How much is it?
- B:** It's \$2,500 per person for five days in Hawaii.
- A:** Can you tell me what's included in that price?
- B:** The package includes a round-trip flight, a four-night stay at a five-star hotel, and three meals each day.



| Tour Package            | Hawaii  | Bangkok  | Hong Kong  |
|-------------------------|---|--|--|
| <b>Suitable for</b>     | newlyweds   | solo travelers   | families   |
| <b>Price per Person</b> | \$2,500   | \$950  | \$600  |
| <b>Duration</b>         | five days, four nights                              | four days, three nights                                      | three days, two nights                                       |
| <b>Including</b>        | round-trip flight<br>five-star hotel<br>three meals | round-trip flight<br>four-star hotel<br>breakfast and dinner | round-trip flight<br>three-star hotel<br>breakfast and lunch |

•itinerary: 일정표 •round-trip flight: 왕복 항공편 •reasonable: 비싸지 않은





## A Listen and Do

Listen to the dialog and answer the questions.

1. How long is the man thinking of traveling?

Ⓐ About a week.

Ⓑ About two weeks.

Ⓒ About a month.

2. With whom will the man be traveling?

Ⓐ His wife.

Ⓑ His children.

Ⓒ His friends.

3. Which brochure will the man take home?

Ⓐ



Ⓑ



Ⓒ



## B Talk Together

Think about the answers to the following questions. Then talk with your partner, one being a travel agent and the other being a travel customer.

### Questions for Student A, who will take the role of a travel agent

Q1: How long are you planning to go traveling?

.....

Q2: When are you thinking of traveling?

.....

Q3: Will you be traveling alone or with someone else?

.....

Q4: What type of place are you interested in for this trip?

.....

### Questions for Student B, who will take the role of a travel customer

Can you suggest any nice

tropical islands

beaches

mountains

cities

to visit?

.....

.....

.....

.....

•tropical: 열대(지방)의

## STEP 1

4명씩 한 모둠을 이루어, 우리나라의 한 도시나 지역을 골라 그곳을 방문하는 외국인 관광객을 위한 이틀간의 여행 일정표를 만들어 봅시다.




**Two-Day Trip Itinerary**

**Destination:**



| Day   |           |                    |
|-------|-----------|--------------------|
| Day 1 | Morning   | • .....<br>• ..... |
|       | Afternoon | • .....<br>• ..... |
| Day 2 | Morning   | • .....<br>• ..... |
|       | Afternoon | • .....<br>• ..... |

## STEP 2

STEP 1에서 만든 여행 일정표를 보고, 외국인 관광객에게 여행 일정을 소개하는 안내문을 만들어 봅시다.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

Hello, everyone. Welcome to Korea! Now, I'd like to tell you about the detailed schedule for your two-day trip to \_\_\_\_\_.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 이틀간의 세부 여행 일정을 포함했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the man's question?

BASIC

(a)

(b)

(c)



2. Which place is the man interested in visiting?

(a)



(b)



(c)



## B Choose the right response for each question.

- What's included in the price of this tour package? ( ) BASIC
- What do you suggest for solo travelers like me? ( )
- How long are you planning to go? ( ) BASIC
- What type of place are you interested in? ( )

- I would recommend our Bangkok Tour Package.
- I'm thinking of going to a beautiful lake.
- It includes the airfare, hotel stay, and three meals each day.
- We are thinking of going for around a week.

## C Read and answer the questions in English.

Do you want to explore Australia? The Sydney Welcome Package has everything you need! With airport pickups, comfortable accommodations, knowledgeable guides, and fun activities like surfing and dolphin spotting, this eight-day package is perfect for solo travelers, couples, or groups of friends. Discover the wonders of Sydney, from sipping drinks by the Opera House to enjoying coastal walks. Don't miss this unforgettable adventure!

- What does this tour package include?
- For whom is this tour package suitable?

### Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 2

# Reservations for Travel Customers



### Topics

- Tour reservations
- Flight reservations

### Goals

- How to book a tour
- How to book a flight

### Field Activity

- Making a dialog about a flight reservation



# Get Ready

## A Look and Think

If you go on a personalized trip, what will you book in advance?



☐ flight



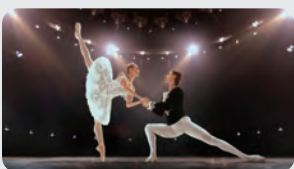
☐ hotel room



☐ local transportation



☐ local tour



☐ famous performance

  
On Your Own

## B Read and Choose

Choose the right meaning for each word or phrase.

1. cover

2. focus on


3. prefer

4. reserve


- a. to arrange for something to be kept for use
- b. to include or deal with something
- c. to like, choose, or want one thing rather than another
- d. to give a lot of attention to something

## C Look and Choose

Look at the pictures and choose the right expressions for each situation.

1.  booking a tour at a travel agency

- b
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

2.  booking a flight by phone

- a
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- a. Do you need a round-trip ticket?
- c. Are there any flights available?
- e. How much does each tour cost?

- b. I am interested in going on a tour of Seoul.
- d. I'd like to make a reservation for a flight.
- f. Can you tell me more about the half-day tour?





## A Listen and Do

Listen to the dialog and answer the questions.

1. With whom is the woman going on a tour?

- Ⓐ Her daughter.                      Ⓑ Her husband.                      Ⓒ Her friend.

2. Which tour will the woman go on?

- Ⓐ **HALF-DAY SEOUL TOUR**                      Ⓑ **FULL-DAY SEOUL CITY TOUR**                      Ⓒ **TWO DAYS IN SEOUL**

3. When will the woman go on a tour?

- Ⓐ On May 5th.                      Ⓑ On May 8th.                      Ⓒ On May 9th.

## B Talk Together

Make a dialog like the example. Then, practice it with a partner.

### Example

- A:** I'm interested in taking a tour of Seoul with my family.  
**B:** Would you like to take a half-day tour or a full-day tour?  
**A:** Can you tell me more about them?  
**B:** Sure. The half-day tour focuses on the top attractions in Seoul. The full-day tour covers everything in the half-day tour, plus a few museums. Lunch is also included.  
**A:** How much does each tour cost?  
**B:** The half-day tour costs \$50 per person while the full-day tour costs \$80 per person.  
**A:** Please book the half-day tour for five people.  
**B:** Of course. Let me get that booked for you.

| Destination                 | Seoul  | Busan   | Incheon  |
|-----------------------------|--|---|--|
| <b>Situation</b>            | to take a tour with family (five people) / half-day tour | to go on a tour with friends (three people) / full-day tour | to tour around with children (four people) / full-day tour |
| <b>Half-Day Tour (\$50)</b> | the top attractions in Seoul                             | five of Busan's main attractions                            | the old historical buildings in Incheon                    |
| <b>Full-Day Tour (\$80)</b> | plus a few museums                                       | plus three beautiful beaches                                | plus Incheon's Chinatown                                   |

•assist: 돕다 •attraction: (사람을 끄는) 명소, 명물 •attractive: 매력적인, 마음을 끄는

## A Listen and Do



Listen to the dialog and answer the questions.

| Global Airlines                        |                                 | e-Ticket Itinerary/Receipt |                 |
|--|---------------------------------|----------------------------|-----------------|
| 승객 성명 Passenger Name                   | MILLER/JAMES MR                 | e-티켓 번호 e-Ticket Number    | 2502301740981   |
| 여정 Itinerary                           | 예약 번호 Booking Reference 5627911 |                            |                 |
| GE853 Operated by GE - GLOBAL AIR.     |                                 | 경유 Via: —                  |                 |
| 출발 Departure                           | Seoul (ICN)                     | <b>A</b>                   | <b>B</b>        |
| 도착 Arrival                             | <b>C</b>                        | 05APR                      | 20:05           |
| Local Time                             | Terminal NO.: 1                 | Local Time                 | Terminal NO.: 2 |
| 예약 클래스 Class E                         | 예약 상태 Status OK(확약)             | 운임 Fare Basis MLPX 15      |                 |
| 무료 수하물 허용량 Free Baggage Allowance 20KG |                                 |                            |                 |

1. Which is the correct date to go in A?

Ⓐ 04MAR

Ⓑ 05APR

Ⓒ 06MAY

2. Which is the correct time to go in B?

Ⓐ 15:00

Ⓑ 17:00

Ⓒ 19:00

3. Which is the correct city to go in C?

Ⓐ Beijing (PEK)

Ⓑ Tokyo (NRT)

Ⓒ Hong Kong (HKG)

## B Talk Together

Look at the table and practice the dialog with a partner.

**A:** I'd like to make a reservation for a flight to Fukuoka.

**B:** When are you leaving?

**A:** Tomorrow \_\_\_\_\_. Do you have any flights available?

**B:** Yes, we have \_\_\_\_\_. Which would you like?

**A:** I'll take \_\_\_\_\_. How much will the fare be?

**B:** \_\_\_\_\_ May I have your name and phone number?

**A:** \_\_\_\_\_



**Seoul ↔ Fukuoka**

(daily, \$200 for one-way)

|            |            |        |
|------------|------------|--------|
| 10:05 a.m. | 11:25 a.m. | 1h 20m |
| SEL        | FUK        | 직항     |

|            |            |        |
|------------|------------|--------|
| 11:10 a.m. | 12:30 p.m. | 1h 20m |
| SEL        | FUK        | 직항     |

|            |            |        |
|------------|------------|--------|
| 01:20 p.m. | 02:40 p.m. | 1h 20m |
| SEL        | FUK        | 직항     |

|            |            |        |
|------------|------------|--------|
| 02:05 p.m. | 03:25 p.m. | 1h 20m |
| SEL        | FUK        | 직항     |

•fare: 요금 •one-way: 편도의

### STEP 1

4명씩 한 모둠을 이루어, 항공편을 예약하기 위한 스케줄을 생각하여 다음 표를 완성해 봅시다.

|              |   |                 |
|--------------|---|-----------------|
| 성명: .....    | 항공사: .....  | 출발지: .....      |
| 목적지: .....   | 출발 예정일: .....   | 출발 예정 시간: ..... |
| 항공 요금: ..... | <input type="checkbox"/> 편도 <input type="checkbox"/> 왕복 | 전화번호: .....     |



### STEP 2

STEP 1에서 완성한 표의 내용을 바탕으로 항공편을 예약하는 상황의 대화문을 만들어 봅시다.



- |                                |                     |                   |
|--------------------------------|---------------------|-------------------|
| • I'd like to make ....        | • When are you ...? | • We have ....    |
| • Which do ...?                | • I'll take ....    | • How much ...?   |
| • ... for one-way/round-trip.  | • Do you need ...?  | • May I have ...? |
| • My name/phone number is .... |                     |                   |

### STEP 3

모둠별로 완성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 항공편 예약에 관한 세부 내용을 포함했나요?           | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. What will the man do tomorrow?

(a) He'll leave for Tokyo at 9:00 a.m.

(b) He'll leave for Tokyo at 11:00 a.m.

(c) He'll leave for Hong Kong at 11:00 a.m.

## B Choose the right response for each question.

1. Global Airlines. How may I help you? ( )

2. Would you like to take a half-day tour or a full-day tour? ( )

3. How much will the fare be? ( )

BASIC

4. Do you need a round-trip ticket? ( )

BASIC

a. I'd like to make a reservation.

b. Can you tell me more about them?

c. No, just one-way, please.

d. It's \$150 for one-way.

## C Look at the flight e-ticket and complete the confirmation statement.

Global Airlines

e-티켓 확인증 e-Ticket Itinerary & Receipt

승객 성명 Passenger Name

항공권 번호 Ticket Number

예약 번호 Booking Reference

Mr. Peter Jackson

1802

여정 Itinerary

출발 From

도착 To

편명 Flight

ICN

서울/인천(Seoul/Incheon)

18OCT(Sat) 12:55 (Local Time)

Terminal No: 2

BCN

바르셀로나(Barcelona)

18OCT(Sat) 18:50 (Local Time)

Terminal No: 1

GE915

Operated by GE

Global Airlines

Mr. Jackson, your reservation is for flight GE915 leaving 1. \_\_\_\_\_ International Airport for 2. \_\_\_\_\_ on October 18th at 12:55 p.m.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 3

# Departure Procedures at the Airport



### Topics

- Flight check-in
- Going through security

### Goals

- How to check in for a flight
- How to go through security

### Field Activity

- Explaining departure procedures at the airport





# Get Ready

## A Look and Find

Look at the pictures and find the correct words in the box.

1.



2.



3.



4.



5.



6.



a. baggage claim tag  
d. passport

b. boarding pass  
e. travel toiletries

c. metal detector  
f. resealable bag

## B Look and Choose

Look at the pictures and choose the right expressions for each situation.

1.

checking in at the airport ...



- a .....
- .....
- .....

2.

going through security ...



- b .....
- .....
- .....

- a. What is the boarding time?
- b. I'm afraid you'll have to leave it here.
- c. May I see your ID and boarding pass please?
- d. Please remove your shoes and place them in a separate bin.
- e. The flight is departing from Gate 9.
- f. Would you like a window or an aisle seat?



## A Listen and Do

Listen to the dialog and answer the questions.

**ARIRANG AIRLINES**

Passenger Name  
MR. ROGERS, SAM

Flight DH716 Date 08OCT

Boarding Time/Gate **A** **B**

From INCHEON (ICN) To **C**

BOARDING PASS

BOARDING CLOSES 15 MINS BEFORE DEPARTURE

**FIRST CLASS**

Seat **14A**

CLASS First Class

**ARIRANG AIRLINES**

Passenger Name  
MR. ROGERS, SAM

Flight DH716 Date 08OCT

Boarding Time/Gate

From INCHEON (ICN) To

BOARDING PASS

1. Which is the correct time to go in A?

Ⓐ 10:45 a.m.

Ⓑ 11:45 a.m.

Ⓒ 12:45 p.m.

2. Which is the correct gate to go in B?

Ⓐ C8

Ⓑ C9

Ⓒ D8

3. Which is the correct city to go in C?

Ⓐ TOKYO (NRT)

Ⓑ LONDON (LHR)

Ⓒ LOS ANGELES (LAX)

## B Talk Together

Practice the dialog with a partner. Use the expressions in the box.

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

**B:** 1. \_\_\_\_\_ seat, please.

**A:** Do you have any luggage to check?

**B:** 2. \_\_\_\_\_, 3. \_\_\_\_\_.

**A:** All right. Here is your boarding pass. The flight is departing from Gate 4. \_\_\_\_\_.

**B:** Okay. Thank you.

1. 

A window  
An aisle

2. 

Yes  
No

3. 

this suitcase  
I have nothing to check

4. 

58  
F49

•aisle: 복도 •boarding time: 탑승 시각 •boarding pass: 탑승권



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?

(a)



(b)



(c)



2. What should be enclosed in a resealable bag?

(a) Toiletries.

(b) Shoes.

(c) Coins.

3. Why should the woman leave the bottle of lotion?

(a) High price.

(b) Large size.

(c) Bad smell.

## B Talk Together

Look at the notice and practice the dialog with a partner.

### Airport Security Rules



- Take your laptop out of your bag and put it into a separate bin.
- Limit liquids and gels to 3.4 ounces or less, and place them all in a clear, one-quart resealable bag.
- Before walking through the metal detector, remove your hat, shoes, belt, and jacket.
- Any other items in your pockets, such as your keys or coins, should be placed in the bin.

**A:** Security officer, should I take my laptop out of the bag?

**B:** Yes. \_\_\_\_\_

**A:** All right. I have some liquid items in my bag. I'm not sure whether they are okay. Can you tell me about the relevant rule?

**B:** Sure. \_\_\_\_\_

**A:** I see. I don't think I violated the rule regarding liquids and gels. May I go through the metal detector with my hat and shoes on?

**B:** No. \_\_\_\_\_

**A:** Okay. What about other items in my pockets?

**B:** \_\_\_\_\_

**A:** I understand, thank you.

•ounce: 온스(액량의 단위로 약 29.57ml) •quart: 쿼트(액량의 단위로 약 0.94ℓ)

### STEP 1

4명씩 한 모둠을 이루어, 다음 안내도를 참고하여 공항에서의 출국 절차에 대해서 조사해 봅시다.



### STEP 2

STEP 1에서 조사한 내용을 바탕으로 공항에서의 출국 절차를 설명하는 안내문을 만들어 봅시다.

When you go to the airport to catch a flight, there are a few things you need to do.

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### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 공항에서의 출국 절차를 모두 포함했나요?             | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. What has made the beeping sound?

(a) The man's belt.

(b) The woman's cell phone.

(c) The man's keys.

## B Choose the right response for each question.

1. Are you going to New York City?

( )

BASIC

2. Do you have any luggage to check?

( )

3. May I go through the metal detector with my shoes on?

( )

BASIC

4. What should I do with this bottle?

( )

5. Would you give me your ticket and passport?

( )

BASIC

a. Here you are.

b. Yes, this suitcase.

c. No. Take them off, please.

d. Yes, I am.

e. I'm sorry, but you'll have to leave it here.

## C Complete the security officer's announcement.



Okay, everyone.

Before you 1. \_\_\_\_\_ through the metal detector, please 2. \_\_\_\_\_ your laptops out of your bag. You also need to 3. \_\_\_\_\_ your shoes, hat, and jacket. As for any items in your pockets, like your keys, coins, or pens, please 4. \_\_\_\_\_ them all in a bin.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9-11      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON 4

## Arrival Procedures at the Airport



### Topics

- Going through immigration
- Customs declaration

### Goals

- How to go through immigration
- How to make a customs declaration

### Field Activity

- Explaining arrival procedures at the airport



# Get Ready

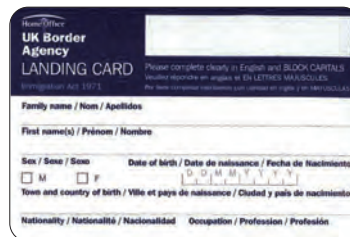
## A Look and Find

Look at the pictures and find the correct words in the box.

1.



2.



3.



4.



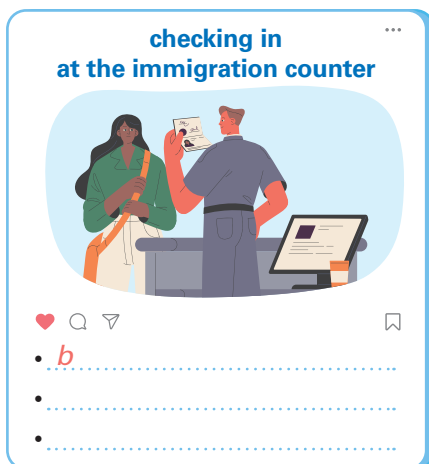
- a. baggage claim
- c. landing card

- b. customs declaration form
- d. quarantine

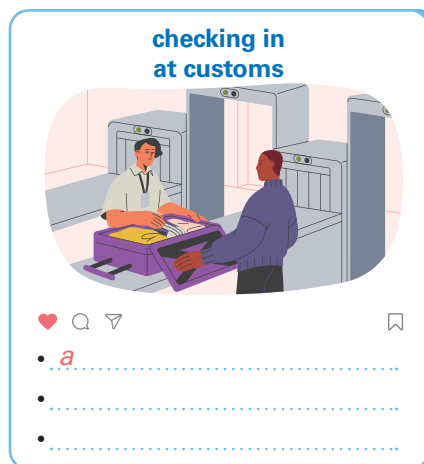
## B Look and Choose

Look at the pictures and choose the right expressions for each situation.

1.



2.



- a. Do you have anything to declare?
- c. Open your suitcase, please.
- e. Your passport and landing card, please.
- f. Your passport and customs declaration slip, please.

- b. How long will you be staying here?
- d. What's the purpose of your trip?



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?

(a)



(b)



(c)



2. How long will the man stay in the United States?

(a) About two days.

(b) About two weeks.

(c) About two months.

3. What will the man do just after the dialog?

(a) He'll go to the immigration counter.

(b) He'll fill out his customs declaration form.

(c) He'll go to the baggage claim area to get his bags.

## B Talk Together

Practice the dialog with a partner. Use the given information.

### Example

A: What's the purpose of your visit?

B: Visiting a friend.

A: How long will you be staying?

B: About one week.

A: Where will you stay?

B: At my friend's house in L.A.

A: Okay, thank you. Here's your passport. You can go now.

B: Thank you.



### Purpose of Visit

To study English

To sightsee

On Your Own

### Length of Stay

two months

three weeks

On Your Own

### Place of Stay

a boarding house near the language school

a hotel in San Francisco

On Your Own

•landing card: 입국 신고서 •customs declaration form: 세관 신고서 •baggage claim area: 수하물 찾는 곳



## A Listen and Do

Listen to the dialog and answer the questions.

1. What did the man buy on the flight?

(a)



(b)



(c)



2. What should the man declare to the woman?

(a) Personal effects.

(b) Currency.

(c) Nothing.

3. Where does this dialog take place?

(a) At the U.S. Customs.

(b) At the Irish Customs.

(c) At the Australian Customs.

## B Talk Together

Practice the dialog with a partner. Use the given information.

### Example

A: Your passport and customs declaration slip, please.

B: Sure, here you are.

A: Will you open your suitcase, please?

B: Certainly.

A: Do you have any liquor or cigarettes?

B: Yes, I bought a bottle of whiskey on the flight. I believe it'll be duty-free.

A: Yes, of course. Do you have any other things to declare?

B: A gold necklace for my wife. I've already declared it on the customs declaration slip. /  
No, I don't.

A: All right. How much currency do you have?

B: I have 400 U.S. dollars.

| Duty-Free Item               | Things to Declare     | Currency Amount      |
|------------------------------|-----------------------|----------------------|
| a carton of cigarettes       | nothing               | 650 Canadian dollars |
| a bottle of red wine         | a watch for my friend | 3,000 Chinese yuan   |
| a bottle of American whiskey | nothing               | 50,000 Japanese yen  |

•personal effects: 개인 소지품 •customs declaration slip: 세관 신고서 •liquor: 술



### STEP 1

4명씩 한 모둠을 이루어, 다음 안내도를 참고하여 공항에서의 입국 절차에 대해서 조사해 봅시다.



### STEP 2

STEP 1에서 조사한 내용을 바탕으로 공항에서의 입국 절차를 설명하는 안내문을 만들어 봅시다.

Before exiting the destination airport, there are a few things you need to do. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 공항에서의 입국 절차를 모두 포함했나요?             | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. Where are the man and the woman?

(a) At customs.

(b) At the quarantine.

(c) At the immigration counter.

## B Choose the right response for each question.

1. Do you have any liquor or cigarettes? ( )

2. How long will you be staying? ( ) BASIC

3. How much currency do you have? ( )

4. Where are you going to stay? ( ) BASIC

5. Will you open your suitcase, please? ( ) BASIC

a. About five days.

b. At a downtown hotel.

c. Certainly.

d. I have 4,000 U.S. dollars.

e. Yes, I bought a carton of cigarettes on the flight.

## C Complete the following announcement.

Good morning, and welcome to JFK International Airport. We would like to extend a warm welcome to all our arriving passengers. All passengers on 1. \_\_\_\_\_ flights are required to go through immigration and customs clearance. Please have your passport and visa documents ready for inspection by the 2. \_\_\_\_\_ authorities. Baggage claim is located in the lower level of the terminal. Please proceed to the baggage claim area to 3. \_\_\_\_\_ your checked luggage. If you need any assistance, please do not hesitate to approach one of our customer service representatives. We hope you had a pleasant flight and wish you a great stay in New York City or wherever your travels may take you.



### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 5

# Meeting and Seeing Off at the Airport



### Topics

- Airport meeting
- Seeing off at the airport

### Goals

- How to meet tourists at the airport as a tour guide
- How to see off tourists at the airport

### Field Activity

- Welcoming tourists at the airport



## A Listen and Number



Listen to the dialogs and write the number for each picture.



## B Read and Write

Complete the sentences with the phrases in the box.

1. You must \_\_\_\_\_.
2. What are we supposed \_\_\_\_\_?
3. It's time \_\_\_\_\_.
4. I hope you \_\_\_\_\_.
5. What are we \_\_\_\_\_?

• had a great time      • having for lunch      • to do      • to say goodbye      • be tired

## C Read and Choose

Choose the right expressions for each situation.

1.

### Situation

When you meet someone at the airport

- *a* .....
- .....
- .....

2.

### Situation

When you see off someone at the airport

- *b* .....
- .....
- .....

- a. Are you Mr. Smith from Canada?  
c. Have a safe flight back home.  
e. Nice to meet you.

- b. Goodbye.  
d. I'll miss you a lot.  
f. Welcome to Korea.

## A Listen and Do



Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. What will the man and his wife do after lunch?

- (a) They'll go to the hotel.
- (b) They'll visit the travel agency.
- (c) They'll make a reservation for dinner.

3. Which is the best response to the man's last question?

- (a) Here you are.
- (b) I'll be there soon.
- (c) We'll have *bulgogi*.

## B Talk Together

Practice the dialog with a partner. Use the expressions in the box.

### Example

A: Are you **Mr. and Mrs. Smith** from **Canada**?

B: Yes, we are.

A: Welcome to Korea, **Mr. and Mrs. Smith**. I'm **Jin, Soyeong** from **Moonlight Tour Service**.

B: Nice to meet you, **Ms. Jin**.

A: Nice to meet you, too.

B: What are we supposed to do now?

A: We'll **have lunch** and then **go to the hotel**.

- Mr. and Mrs. Smith / Canada
- Michael Jones and Tom Baker / the United States
- Mr. and Mrs. Parker / the United Kingdom

- Jin, Soyeong / Moonlight Tour Service
- Kim, Sora / StarTravel
- Hwang, Jeongsu / KTour

- have lunch / go to the hotel
- go to the hotel / take a city tour
- have dinner / visit the night market

•be supposed to: ~하기로 되어 있다 •nearby: 인근에, 가까운 곳에



## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: These are your tickets, Mr. and Mrs. Smith.  
B: Where do we check in?
- b** A: Okay, I will. Have a safe flight back home.  
B: Thank you. Goodbye.
- c** A: You can check in at counters 21 to 25.  
B: All right. I guess it's time to say goodbye.
- d** A: Don't mention it. You've been so nice. I'll miss you.  
B: Oh, this is my business card. If you're ever in Toronto, please contact us.
- e** A: Yes. I hope you had a great time in Korea.  
B: We did have a great time thanks to your help.

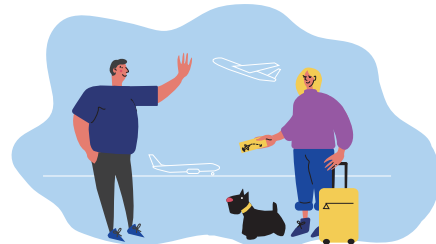


## B Talk Together

 Practice the dialog with a partner. Use the expressions in the box.

### Example

- A: Now, it's time to say goodbye.  
B: Yeah. I hope you had a great time in Korea.  
A: We did have a great time thanks to your help.  
B: Don't mention it. I'll miss you a lot.  
A: If you're ever in London, please contact us.  
B: Okay, I will. Have a safe flight back home.



- to say goodbye
- to leave
- to board the flight

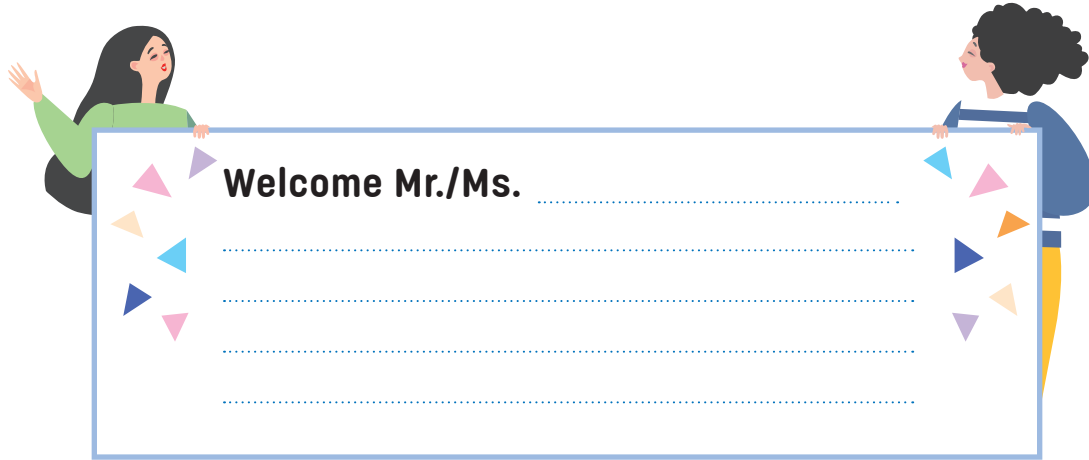
- had a great time
- had a fantastic experience
- enjoyed your stay

- help
- assistance
- hard work

•business card: 명함 •contact: 연락하다

### STEP 1

4명씩 한 모둠을 이루어, 우리나라를 찾아온 외국인 관광객을 환영하는 Welcome Sign을 만들어 봅시다.



### STEP 2

우리나라를 찾아온 외국인 관광객을 공항에서 맞이하며 그들과 나눌 대화문을 완성해 봅시다.

- A: Excuse me. Oh, you're holding a sign with \_\_\_\_\_.
- B: Then, are you \_\_\_\_\_ from \_\_\_\_\_?
- A: \_\_\_\_\_
- B: \_\_\_\_\_ I'm \_\_\_\_\_ from \_\_\_\_\_.
- A: \_\_\_\_\_
- B: \_\_\_\_\_ You must be tired because of \_\_\_\_\_.
- A: \_\_\_\_\_ What are we supposed to do now?
- B: \_\_\_\_\_
- A: Okay.



### STEP 3

모둠별로 작성한 대화문에 따라 역할극을 하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 관광객을 맞이하는 내용을 적절하게 포함했나요?                          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문에 따라 유창하고 자연스럽게 역할극을 했나요?                            | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| Welcome Sign 및 대화문 만들기와 역할극에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's statement?

BASIC

(a)

(b)

(c)



2. What will the man do after the dialog?

(a) He'll have dinner.

(b) He'll board a flight.

(c) He'll go to the hotel.

## B Choose the right response for each statement or question.

1. Oh, you're holding a welcome sign with my name on it. ( )

2. You must be tired because of the long flight. ( )

3. I hope you had a great time in Korea. ( )

BASIC

4. What are we supposed to do next? ( )

5. What do we have for lunch? ( )

BASIC

a. A little bit, but that's okay.

c. We'll visit Gyeongbokgung Palace.

e. We'll have *bibimbap*.

b. Yes, we did.

d. Then, are you Mr. Dunn from Canada?

## C Complete the dialog by filling in the blanks.

A: How time flies! It's already time to 1. \_\_\_\_\_ goodbye.

B: Yeah. I hope you enjoyed your stay in Korea.

A: We certainly 2. \_\_\_\_\_ a wonderful time thanks to your help.

B: I'm very 3. BASIC \_\_\_\_\_ to hear that. Here are your boarding passes.

A: Thank you. If you're ever in Paris, please 4. \_\_\_\_\_ us.

B: Sure, I will. Have a nice flight back home.



## Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9-11      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 6

# Dealing with Travel Customer Inconveniences



### Topics

- Travel customers in trouble
- Travel customer complaints

### Goals

- How to help a travel customer in trouble
- How to handle travel customer complaints

### Field Activity

- Explaining what to do when your luggage is lost



## A Look and Find

Look at the pictures and find the correct words in the box.

1.



2.



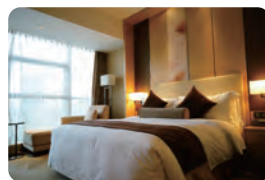
3.



4.



5.



6.



a. accommodations  
d. replacement

b. disorganized  
e. spa

c. pickpocket  
f. wallet

## B Look and Choose

Look at the pictures and choose the right expressions each person is likely to say.

1.

a travel customer  
in trouble



- a .....
- .....
- .....

2.

a travel customer  
with a complaint



- b .....
- .....
- .....

a. I lost my passport.  
c. I'm in big trouble.  
e. The food was terrible.

b. I'm having a significant issue with this tour.  
d. That's a relief.  
f. The tour guide doesn't know the town very well.



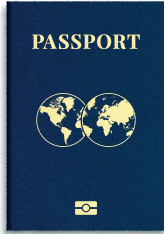


## A Listen and Do

Listen to the dialog and answer the questions.

1. Which is NOT mentioned in the dialog?

(a)



(b)



(c)



2. Who caused trouble for the man?

(a) A police officer.

(b) A pickpocket.

(c) A hotel manager.

3. What will the woman do for the man?

(a) She will lend him some money.

(b) She will book a flight ticket.

(c) She will watch the tour group.

## B Talk Together

Match the relevant pieces of information from each box and make a dialog like the example. Then, practice it with a partner.

### Example

**A:** You don't look well. What's wrong?

**B:** I am not feeling well.

**A:** Could you tell me more about it?

**B:** I have a sore throat, a runny nose, and a headache.

**A:** Hmm... You might be coming down with a cold. I can get you some medicine from the first-aid kit on the bus.

(a) be not feeling well / have a sore throat, a runny nose, and a headache

(b) have a big problem / lost my passport

(c) be in a big trouble / lost my wallet

① have been pickpocketed during the tour / help you contact the local embassy for your country

② have left it somewhere / help you file a report about your lost wallet at the police station

③ be coming down with a cold / get you some medicine from the first-aid kit on the bus

•embassy: 대사관



## A Listen and Do

Listen to the dialog and answer the questions.

1. Who is the man?

Ⓐ A travel agent.

Ⓑ A tour guide.

Ⓒ A hotel manager.

2. Which is NOT something the woman complains about?

Ⓐ



Ⓑ



Ⓒ



3. What will be given to the woman for free as a gesture of goodwill?

Ⓐ Breakfast.

Ⓑ A city tour.

Ⓒ A hotel room.

## B Talk Together

Practice the dialog with a partner. Use the expressions in the table.

### Example

A: I'd like to tell you about a problem that I am having with this tour.

B: What seems to be the problem?

A: The television in the hotel room is broken, and despite notifying the staff, nobody has come to fix it.

B: I apologize for the inconvenience. I will complain to the hotel manager about that and make him solve the problem as soon as possible.

A: Thank you.

B: We would like to offer you a complimentary lunch to make up for the inconvenience.

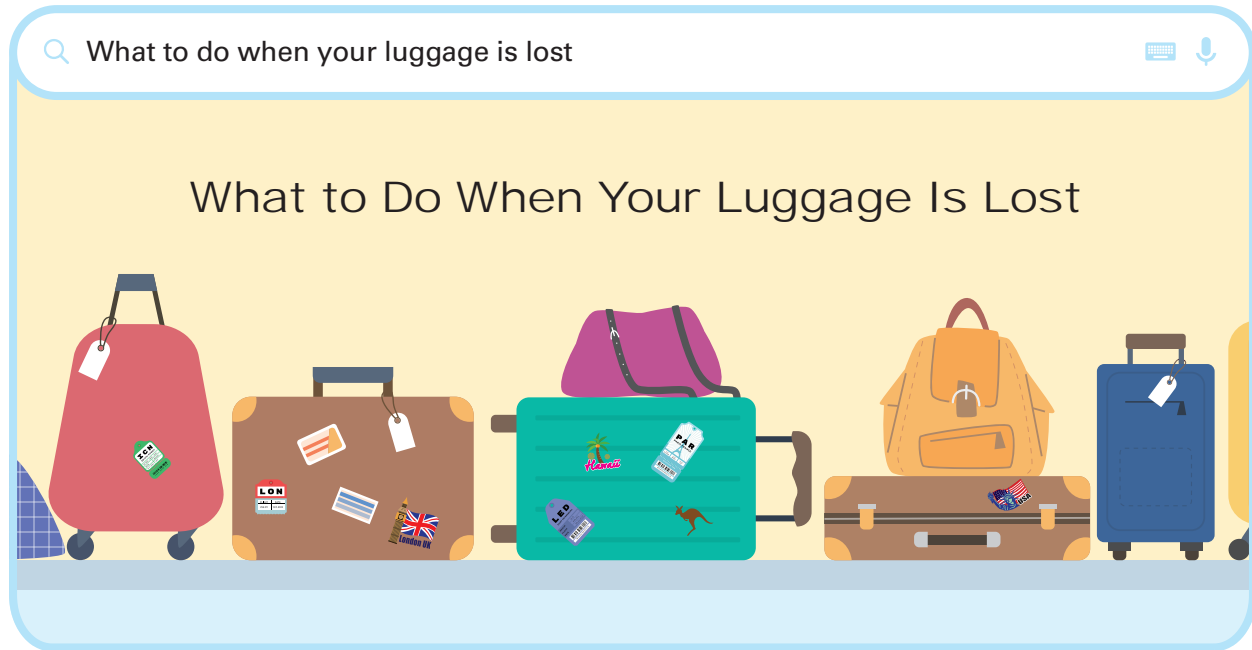
A: Oh, I appreciate that.

| Complaint   | Action  | Compensation             |
|---|---|--------------------------|
| the television in the hotel room is broken / despite notifying the staff, nobody has come to fix it | complain to the hotel manager about that / make him solve the problem as soon as possible               | lunch                    |
| the food in the restaurant was terrible / a few people from our group got sick                      | complain to the restaurant about that / take you to a new restaurant with a good reputation from now on | city tour                |
| the tour guide doesn't know the town very well / we're always getting lost                          | look into the matter / arrange a replacement guide immediately  | massage at the hotel spa |

•prompt: 신속한 •complimentary: 무료의

## STEP 1

4명씩 한 모둠을 이루어, 항공사에 맡긴 수하물이 분실되었을 때 어떻게 해야 하는지에 대해 조사해 봅시다.



## STEP 2

STEP 1에서 조사한 내용을 바탕으로 수하물 분실 시 대처법에 대한 안내문을 만들어 봅시다.

When you discover that your luggage is lost after arriving at the destination airport, follow these steps. ....

.....

.....

.....

## STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 수하물 분실 시 취해야 하는 조치들을 포함했나요?        | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. Which is the best response to the man's question?

BASIC

a

b

c



2. What's the woman's complaint?

a The tour is not going well.

b The tour guide is unfriendly.

c The tour program is too tight.

## B Choose the right response for each statement or question.

1. I'm not feeling well. ( )

2. I can help you get an emergency passport. ( )

BASIC

3. What seems to be the problem with the meal? ( )

4. How about the accommodations on the tour? ( )

BASIC

a. The meal offered was of lower quality.

b. Could you tell me more about it?

c. Thank you. That's a relief.

d. Our accommodations are pretty substandard.

## C Complete the instructions on how to deal with lost baggage using the given words.

### If your baggage is lost:



1. If you discover your luggage is lost, \_\_\_\_\_ out a lost bag report. BASIC



2. If you don't find your luggage within 21 days, you can \_\_\_\_\_ for compensation to your insurance company.



3. If you need a confirmation letter for your insurance company, \_\_\_\_\_ us.



4. If you wish to claim your expenses directly from us, \_\_\_\_\_ a claim.

• ask

• contact

• fill

• submit

## Self-Assessment Scale

CORRECT ANSWERS

0-3

4-7

8-10

COMMENT

COMPLETE REVIEW REQUIRED

PARTIAL REVIEW REQUIRED

EXCELLENT

## Entering the United States: ESTA, Visa, or Green Card?

When planning a trip to the United States, it's essential to understand the different options for entry. Let's explore them briefly:

### ESTA (Electronic System for Travel Authorization)



The ESTA is an automated system that determines the eligibility of visitors from the Visa Waiver Program (VWP) countries to travel to the U.S. without a visa. It is mainly intended for short-term visits, such as tourism, business, or transit purposes.

### Visa



A visa is an official document issued by a U.S. consulate or embassy that allows foreign nationals to enter and stay in the United States for specific purposes and durations. There are various visa categories available, including tourist visas (B-2), business visas (B-1), student visas (F-1), work visas (H-1B), and many more.

### Green Card



A green card, officially known as a Lawful Permanent Resident (LPR) card, grants an individual the status of a permanent resident in the United States. It allows the holder to live and work in the country indefinitely. Green cards are typically obtained through family sponsorship, employment, refugee or asylum status, or other qualifying categories.

It's important to note that the ESTA, visas, and green cards serve different purposes and have distinct eligibility criteria. The choice of the appropriate document depends on factors such as the purpose and duration of your visit, your country of citizenship, and your long-term plans in the United States.

**Q Search the Internet to find out how to apply for ESTA and explain it briefly.**

### Self-Check

- ☐ I can advise customers about travel planning.
- ☐ I can provide customers with reservation services.
- ☐ I can help customers follow departure and arrival procedures.
- ☐ I can meet and see off customers at the airport.
- ☐ I can deal with travel customer inconveniences.



### Milford Track in New Zealand



The Milford Track is a famous and stunning hiking trail in New Zealand. It is located in Fiordland National Park on the South Island. People often say it's the best walk in the world. The track is about 53.5 kilometers (33.2 miles) long and takes you through beautiful landscapes. It starts at the top of Lake Te Anau and goes through rainforests, clear rivers, waterfalls, and alpine meadows.

The journey ends at Milford Sound, which is a famous place. On the way, you'll see amazing sights like the Clinton River, Mackinnon Pass, and Sutherland Falls, which is one of the tallest waterfalls in the world. The track is very popular, so you need to book in advance, especially from late October to late April.



The Department of Conservation (DOC) manages the track and limits the number of hikers to protect the environment and make it better for visitors. It usually takes four days and three nights to complete the Milford Track. There are three huts along the way where you can stay. The track is challenging but rewarding, and it shows you the incredible beauty of New Zealand's wilderness. It's a special place for nature lovers and gives you a unique chance to explore the untouched wilderness of Fiordland National Park.



Did you achieve your goals?  
What needs more effort?

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# PART III

## HOTEL SERVICE



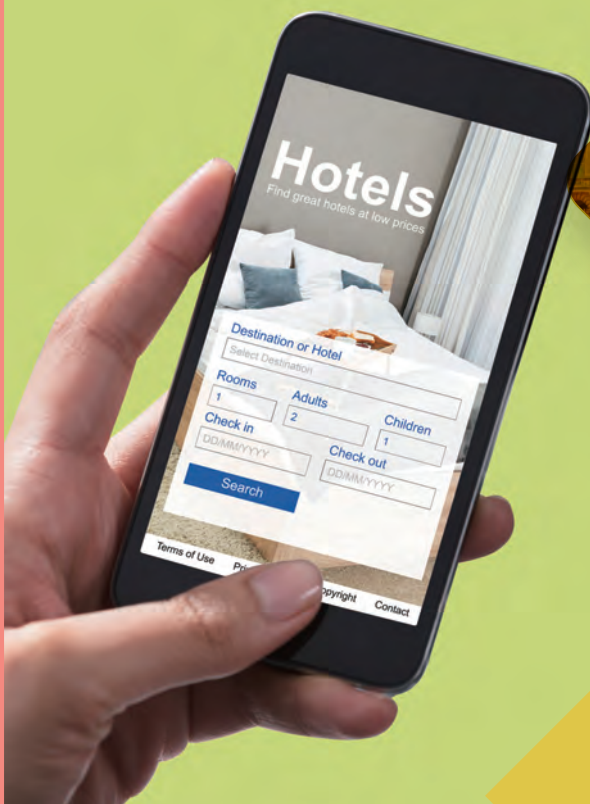
Housekeeping  
and Laundry  
Service

4

London: The  
UK's All-in-One  
Destination

Check-Out Service  
and Handling  
Guests' Complaints

5



### PART III에서는

외국인 관광객들이 호텔을 이용하는 데 필요한 '호텔 객실 예약', '호텔 체크인과 체크아웃', '각종 호텔 서비스', '호텔 고객들의 불만 처리'와 관련된 영어 회화를 학습한다. 이를 통해 호텔 관련 영어 회화 기법을 함양하여 실제 현장에서 외국인 관광객들에게 친절한 응대와 서비스를 제공하고, 우리나라의 호텔 관광 산업 발전에 기여할 수 있도록 한다.



2

Check-In Service

Fitness Center  
and Sauna  
Service

3

Reservation  
Service**LESSON 1**

Reservation Service

**LESSON 2**

Check-In Service

**LESSON 3**

Fitness Center and Sauna Service

**LESSON 4**

Housekeeping and Laundry Service

**LESSON 5**

Check-Out Service and Handling Guests' Complaints

**Culture**

Unique Hotels in the World

**Famous Tourist Attractions**

London: The UK's All-in-One Destination

**Goals of Part III**

- Responding to hotel reservations
- Responding to hotel check-in and check-out
- Explaining hotel service information
- Handling hotel guests' complaints

**My Study Plan** Write your study plan for this part.**My Goals**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**How to Achieve the Goals**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# LESSON

# 1

## Reservation Service



### Topics

- Room reservations
- Changing or canceling reservations

### Goals

- How to take a room reservation
- How to change or cancel a room reservation

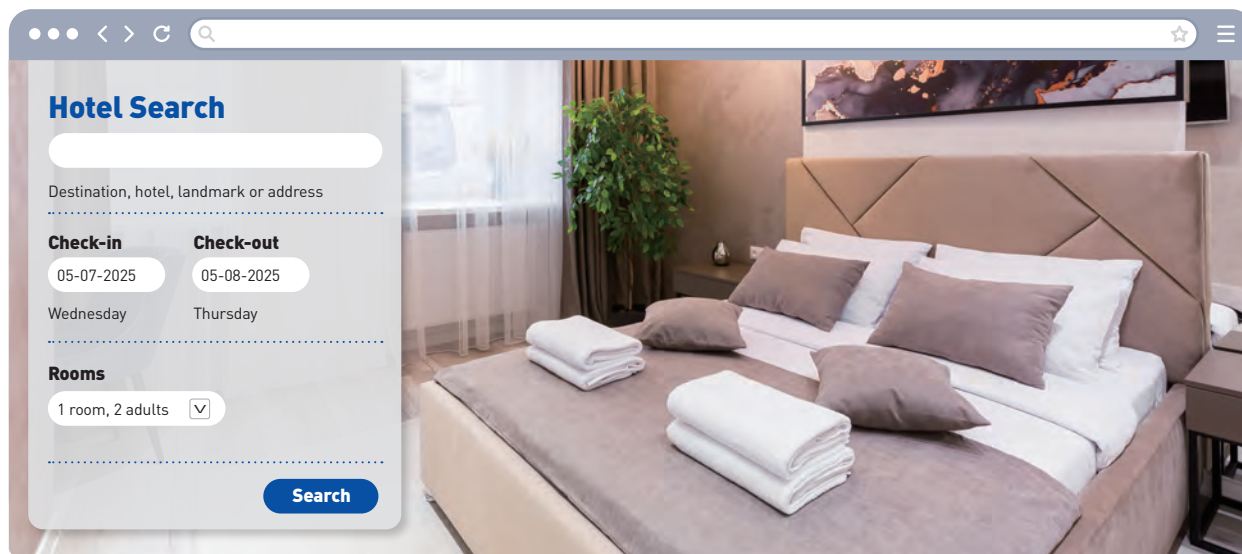
### Field Activity

- Taking a hotel reservation



## A Look and Think

Look at the picture and think about the things that you can do on this website.



## B Read and Match

Read and match the meanings to the words.

- |    |  |    |  |    |  |    |  |
|----|--|----|--|----|--|----|--|
| 1. | a room that is not currently reserved or occupied in a hotel | 2. | the procedure of vacating and paying for one's stay at a hotel | 3. | the process of announcing one's arrival at a hotel | 4. | an arrangement that you make to have a room in a hotel |
|    | •  |    | •  |    | •  |    | •  |
|    | •  |    | •  |    | •  |    | •  |
|    | check-in   |    | vacancy  |    | reservation  |    | check-out  |

## C Read and Choose

Choose ALL the expressions that a receptionist can use when taking a room reservation.

- Ⓐ How much is the rate per night?
- Ⓑ I am sorry. We are all booked that night.
- Ⓒ Let me check the availability for those dates.
- Ⓓ I'd like to book a room for two for the 5th of May, please.
- Ⓔ How many people is the reservation for?
- Ⓕ It's 150,000 won per night including breakfast.





## A Listen and Do

Listen to the dialog and answer the questions.

1. What type of room does the man want?

(a)



(b)



(c)



2. When will the man be arriving?

(a) January 15.

(b) June 5.

(c) June 15.

3. How long is the man going to stay at the hotel?

(a) Two nights.

(b) Three nights.

(c) Four nights.

## B Talk Together

Complete the dialog with the expressions in the box. Then, practice it with a partner.

**A:** Hello, Halla Hotel Reservation. **1.** \_\_\_\_\_ What can I do for you?

**B:** Hi, I'd like to reserve a room for two nights from June 25 to 27, please. Do you have any vacancies?

**A:** Yes, we have some. **2.** \_\_\_\_\_

**B:** There will be two of us, my wife and me.

**A:** Hold on, please. Let me check... Yes, we have a deluxe room available.

**B:** **3.** \_\_\_\_\_

**A:** Your room is 105,000 won a night plus tax and service charges. Will that be suitable?

**B:** **4.** \_\_\_\_\_

**A:** Great. Can I have your name and phone number, please?

**B:** My name is John Bankson. And my number is 014-325-7712.

**A:** Thank you, Mr. Bankson. **5.** \_\_\_\_\_

a. That's fine. I'll take it.

b. This is Yunji speaking.

c. What's the rate for the room?

d. How many people is the reservation for?

e. We are looking forward to seeing you then.

•book a room: 객실을 예약하다 •proceed with: ~을 진행하다 •confirm: 확인하다



## A Listen and Do

Listen to the dialog and answer the questions.

1. Why did the woman make a phone call?  
 Ⓐ To make a reservation.      Ⓑ To cancel a reservation.      Ⓒ To change a reservation.
2. When is the woman going to check into Leodo Hotel?  
 Ⓐ June 25.      Ⓑ July 3.      Ⓒ July 5.
3. How many nights will the woman be staying at the hotel?  
 Ⓐ Two nights.      Ⓑ Three nights.      Ⓒ Four nights.

## B Talk Together

Complete the dialog with the expressions in the box. Then, practice it with a partner.

**A:** Hello, Cheonjiyeon Hotel Reservations. How may I assist you?

**B:** Good afternoon. **1.** \_\_\_\_\_

**A:** I'm sorry to hear that. **2.** \_\_\_\_\_

**B:** My name is Mark Denver, and my reservation number is 227898.

**A:** Thank you, Mr. Denver. I have located your reservation. **3.** \_\_\_\_\_

**B:** Unfortunately, my travel plans have changed due to a family matter. So I won't be able to stay during those dates.

**A:** Family comes first, and we completely understand. Let me take care of the cancellation process for you right away.

**B:** Thank you. **4.** \_\_\_\_\_

**A:** You're welcome. Your reservation is now canceled. **5.** \_\_\_\_\_ if you have any future bookings or need any further assistance. Have a great day!

a. Please feel free to contact us

b. I really appreciate your assistance.

c. May I know the reason for the cancellation?

d. Can I have your name and reservation number, please?

e. I would like to cancel the reservation I made a week ago.

•reservation number: 예약 번호 •due to: ~ 때문에

### STEP 1

4명씩 한 모둠을 이루어, 호텔 예약을 할 때 필요한 사항들을 써 봅시다.

☒ Name (First Name: Sujin / Last Name: Lee)

☒ E-mail Address

☐
☐
☐
☐
☐


### STEP 2

STEP 1에서 조사한 내용을 참고하여 호텔 예약에 관한 대화문을 만들어 봅시다.



.....

.....

.....

.....

.....



- I'd like to book/reserve a room for ....
- Do you have any vacancies for ...?
- How many nights is it for?
- How many nights will you be staying?

- How much will that be per night?
- How much is the charge/rate per night?
- What type/kind of room would you like?
- May I have your name and phone number?

### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 호텔 예약에 필요한 내용을 모두 포함했나요?           | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. How much will the woman be paying?

(a) 75,000 won.

(b) 150,000 won.

(c) 175,000 won.

## B Choose the right response for each question.

1. How much is it per night?

( )

BASIC

2. How may I help you, ma'am?

( )

BASIC

3. Do you have any vacancies for the weekend?

( )

4. How many nights is it for?

( )

a. I will be staying for three nights.

b. I am sorry. We have no rooms available for the weekend.

c. I'd like to make a reservation for my family.

d. 150,000 won per night, including breakfast.

## C Put the boxes in the correct order to complete the dialog.

a

A: 200,000 won per night, including breakfast. Is that okay?

B: Yes, I'll take it.

b

A: Certainly. How many nights is it for?

B: For two nights, starting from June 25. How much will that be?

c

A: Hello. Rainbow Hotel Reservations. May I help you?

B: Yes. I would like to book a twin room for tomorrow.

d

A: Thanks, Mr. Brown. Let me confirm your reservation. That's one twin room for two nights, on Monday, June 25, and Tuesday, June 26. Is that right?

B: Yes, that's correct.

e

A: I'll need your name and phone number, please.

B: Certainly. My name is Tom Brown, and my phone number is 014-5656-7890.



d

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-5                     | 6-7       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON 2

## Check-In Service



### Topics

- Check-in service for guests with reservation
- Check-in service for walk-in customers

### Goals

- How to greet a check-in guest
- How to manage an on-site registration

### Field Activity

- Welcoming a check-in guest





## A Look and Think

Look at the picture and think about what information should be included on a hotel registration form.



## B Read and Write

Read and write the appropriate words in the box.

1. a room with one single bed for one person .....
2. a room with two single beds for two people .....
3. a room with one double bed for two people; an extra bed possible .....
4. a room with at least one bedroom and a sitting area .....

• double

• single

• suite

• twin

## C Look and Choose

Look at the picture and choose the right expressions for each person.



- a. Do you have a reservation?
- c. We have rooms available.
- e. For two nights.

- b. I'd like to book a room for my wife and me.
- d. How many nights is it for?
- f. Do you have any vacancies?



## A Listen and Do

Listen to the dialog and answer the questions.

1. Where are the man and the woman?

(a)



(b)



(c)



2. What's the date today?

(a) June 5.

(b) August 5.

(c) August 6.

3. How many nights will the man be staying at the hotel?

(a) Two nights.

(b) Three nights.

(c) Four nights.

4. What is the man's room number?

(a) Room 113.

(b) Room 131.

(c) Room 311.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Good afternoon. Can I help you?

B: Hello. I have a reservation for **tonight** under the name of **Janet Homer**.

A: One moment, please. Let me check. Yes, that is **a single with a bath**, right?

B: That's right.

A: All right. Could you please fill out this registration card?

B: Yes, of course.

A: Thanks. Could I see your passport, please?

B: Okay. Here you are.

- two nights
- three nights
- a week

- Jim Tyler
- Brenda Kim
- Jackson Brett

- a double room
- a suite
- two queen beds

• bellman: 짐을 옮겨 주는 사람, 짐꾼(= luggage porter)



## A Listen and Do

Listen to the dialog and answer the questions.

1. What is the room rate per night?

Ⓐ 100,000 won.

Ⓑ 120,000 won.

Ⓒ 200,000 won.

2. What is the woman's room number?

Ⓐ Room 506.

Ⓑ Room 516.

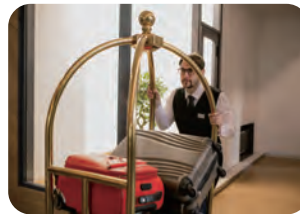
Ⓒ Room 536.

3. Who will help the woman?

Ⓐ



Ⓑ



Ⓒ



## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

**A:** Good afternoon, sir/ma'am. How can I help you?

**B:** Hi. Do you have a room left for **my child and me** tonight?

**A:** Yes, sir/ma'am. What type of room would you like?

**B:** A **double room**, please.

**A:** Okay. The rate is **150,000** won per night. May I please have your passport?

**B:** Here it is.

**A:** All right. Could you sign the registration form, please?

**B:** Sure.

**A:** Additionally, we need to take an imprint of your credit card. May I please have it?

**B:** Here you go.

**A:** Thank you. Here's your key. Your room number is **234**. I hope you enjoy your stay.

**B:** Thank you.

- one
- two adults
- my family

- single room
- twin room
- suite

- 100,000
- 130,000
- 200,000

- 315
- 512
- 735

•vacancy: (호텔 등의) 빈방[객실] •additionally: 아울러

### STEP 1

4명씩 한 모둠을 이루어, 호텔을 이용할 때 필요한 등록 카드를 작성해 봅시다.

|                 |  |                                 |  |
|-----------------|--|---------------------------------|--|
| First Name      |  | Last Name                       |  |
| Mobile Phone    |  | Email                           |  |
| Passport Number |  | Credit Card Number              |  |
| Room Type       |  | Room Number                     |  |
| Address         |  | ETA (estimated time of arrival) |  |
| Check-In Date   |  | Check-Out Date                  |  |
| Hotel's Name    |  | Hotel Rate                      |  |
| Hotel's Address |  | Receptionist                    |  |

### STEP 2

우리나라를 찾아온 외국인 관광객이 호텔에 체크인할 때 나눌 수 있는 대화문을 만들어 봅시다.

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### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 호텔 체크인에 필요한 내용을 모두 포함했나요?          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. Which room will the woman be staying in?

(a) Room 705.

(b) Room 750.

(c) Room 715.

## B Choose the right response for each question.

1. Do you have a reservation? ( )

2. Could I have your passport, please? ( )

BASIC

3. What kind of room would you like? ( )

BASIC

4. Do you have a room left for us tonight? ( )

a. Okay. Here you are.

b. A twin room, please.

c. Yes, sir. We have many vacant rooms today.

d. Yes, I have a reservation for tonight under the name of Greg Johnson.

## C Put the boxes in the correct order to complete the dialog.

a A: Could you spell your last name, please?

B: Yes, it's C-A-R-T-E-R.

b A: No problem. Here's your key. You are in Room 8012.

B: Thank you.

c A: Hello. Welcome to the Rainbow Hotel, ma'am.

B: Thanks. I have a reservation. My name is Martha Carter.

d A: Okay. Your reservation is for two nights. Is that right?

B: Yes, that's correct.

e A: A smoking or a nonsmoking room?

B: Nonsmoking, please.

..... b

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-5                     | 6-7       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |



## LESSON

# 3

# Fitness Center and Sauna Service



### Topics

- Fitness center service
- Sauna service

### Goals

- How to provide guests with information about a fitness center service
- How to provide guests with information about a sauna service

### Field Activity

- Telling a guest how to use hotel facilities



# Get Ready

## A Look and Think

Look at the pictures and think about the things that a hotel staff member can be asked.



## B Read and Match

Match the words to the descriptions.

1. finnish sauna

2. fitness center

3. locker room

4. infrared sauna

- a. a place with equipment for physical exercise
- b. a sauna with infrared heaters
- c. a room for changing one's clothes
- d. a finnish-style dry sauna heated by a pile of stones



## C Read and Choose

Choose the right expressions for each situation.

1.

### Situation

When talking about a fitness center

- *a* .....
- .....
- .....



2.

### Situation

When talking about a hotel sauna

- *b* .....
- .....
- .....



- a. When is the gym open?
- b. We have two types of saunas.
- c. Please be careful when exercising.
- d. Could you tell me where the fitness center is?
- e. I'd like to use the hotel sauna while staying here.
- f. One is a finnish sauna and the other is an infrared sauna.

## A Listen and Do

Listen to the dialog and answer the questions.



1. Where is the hotel fitness center?



2. When is the gym available?

(a) 6:00 a.m. to 8:00 p.m.

(b) 6:00 a.m. to 10:00 p.m.

(c) 24 hours a day.

3. Who can use the gym?

(a) All hotel guests.

(b) Only hotel guests over 16.

(c) Anybody.

## B Talk Together

Complete the dialog with the expressions in the box. Then, practice it with a partner.

A: Is there a fitness center for working out in this hotel?

B: Yes, we try to accommodate all our guests' needs, including fitness.

A: That's good. 1. \_\_\_\_\_

B: It is on the third floor.

A: 2. \_\_\_\_\_

B: It is open twenty-four hours a day, seven days a week.

A: 3. \_\_\_\_\_

B: No. It's free for hotel guests.

A: 4. \_\_\_\_\_

B: If your son is over 16, that's okay.

a. Is there a surcharge for the gym?


b. When is it available?

c. Can my teenage son use the gym, too?

d. Could you tell me where the gym is?

•exercise facility: 운동 시설 •surcharge: 추가 요금 •roam: 돌아다니다

## A Listen and Do

 Listen to the dialog and answer the questions.



1. What should the man bring to get access to the sauna?

Ⓐ



Ⓑ



Ⓒ



2. When is the sauna available?

Ⓐ 10:00 a.m. to 9:00 p.m.

Ⓑ 11:00 a.m. to 8:00 p.m.

Ⓒ 11:00 a.m. to 9:00 p.m.


3. Where is the sauna?

Ⓐ On the first floor.

Ⓑ On the second floor.

Ⓒ On the third floor.

## B Talk Together

 Complete the dialog and then practice it with a partner. You may use the expressions from the box.

A: Good afternoon, sir/ma'am. How can I help you?

B: Yeah, I'd like to use the hotel sauna. What do I need to do?

A: You only have to .

B: When is it open?

A: It's available .

B: Okay. Where is it?


A: It's .

B: Thanks a lot.

• tell your name

• tell your room number

• show your room key

 On Your Own

• from 9:00 a.m. to 9:00 p.m.

• 24 hours a day

• from 6:00 a.m. to 11:00 p.m.

 On Your Own

• on the third floor

• on the second floor

• on the first basement level

 On Your Own

•infrared sauna: 적외선 사우나 •access card: 출입증 •hall: 복도

### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객들이 호텔의 운동 시설이나 사우나를 이용할 때 가장 좋아하는 것을 조사해 봅시다.

### Top 5

1

2

3

4

5

### STEP 2

외국인 관광객들이 호텔의 운동 시설이나 사우나를 이용할 때 호텔의 직원들과 나눌 수 있는 대화문을 만들어 봅시다.

1

2

3

4

5



### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 호텔의 운동 시설이나 사우나에 대한 내용을 포함했나요?     | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |

100 | PART III Hotel Service





# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

(a)

(b)

(c)



2. Which facility will the man use?

BASIC

(a)



(b)



(c)



## B Choose the right response for each question.

1. How can I use the facility? ( )

2. When can I use the facility? ( ) BASIC

3. Is there a surcharge for the sauna? ( )

4. Does the hotel have any weight-training facilities? ( ) BASIC

- a. No, sir. There's no extra charge.
- b. Yes, we have a fitness center.
- c. Our gym is open from six in the morning to ten at night.
- d. If you want to use any facility in the hotel, you have to bring your room key to access it.

## C Complete the dialog by filling in the blanks.

A: Hello. I'd like to go to a(n) 1. BASIC. Do you have that kind of facility?

B: Yes, we have two types of saunas: a finnish sauna and an infrared sauna.

A: Great. 2. do I need to do to use it?

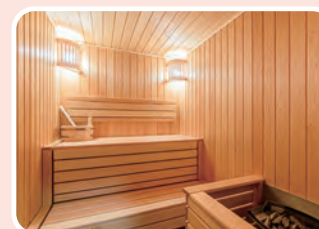
B: You need your room key to 3. it.

A: Okay, I see. 4. is it?

B: It's next to the indoor pool on the first basement level.

A: Is the sauna still open?

B: Sure. It's 5. from 6:00 a.m. to 10:00 p.m.



### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9-11      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON 4

## Housekeeping and Laundry Service



### Topics

- Housekeeping service
- Laundry service

### Goals

- Making up a guest's room
- Responding to a guest's request for a housekeeping or laundry service

### Field Activity

- Responding to a request for a laundry service



## A Look and Think

Look at the pictures and think about the things that these people do for a hotel.



## B Read and Write

Complete the sentences using the proper expression from the box.

1. We \_\_\_\_\_ extra towels.
2. I need some pants \_\_\_\_\_.
3. Could someone \_\_\_\_\_ extra hangers?
4. Please \_\_\_\_\_ the instructions on the laundry bags.
5. Could you please send someone to \_\_\_\_\_ my laundry?
6. Could you \_\_\_\_\_ the laundry form and put it in the laundry bag?

• fill out      • follow      • bring      • dry-cleaned      • pick up      • need

## C Look and Choose

Choose the right phrases for each service.

1.

### Housekeeping Service

- a
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



2.

### Laundry Service

- c
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



- a. make up the room
- c. dry-clean a suit
- e. pick up the laundry bag
- g. iron and press clothing and linen

- b. bring up a toothbrush
- d. sort, wash, load, and unload laundry
- f. change the pillowcases
- h. replace dirty linen with clean items



## A Listen and Do

Listen to the dialog and answer the questions.

1. What is the man's name, and which room is he in?

Ⓐ Donald Davis, Room 912

Ⓑ Jason Davis, Room 911

Ⓒ Robert Davis, Room 291

2. What does the man need?

Ⓐ



Ⓑ



Ⓒ



3. When will the man's request be met?

Ⓐ Right now.

Ⓑ Within 15 minutes.

Ⓒ By 12 o'clock.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Housekeeping. How may I help you?

B: Well, I need someone to make up the room right away.

A: Of course, sir/ma'am. Which room are you in?

B: I'm in Room 713.

A: I'll send someone up right away.

B: Thanks. Bye.

• to turn down the beds

• to take away the dishes

• What room are you calling from?

• What's your room number?

• Room 523. How long will it take?

• My room number is 322.

• It will take 15 minutes.

• We'll be right there.

• make up the room: 방을 정리하다 • by noon: 정오까지



## A Listen and Do

Listen to the dialog and answer the questions.

1. What does the woman need?



2. Which room is the woman staying in?

(a) Room 307.

(b) Room 317.

(c) Room 327.

3. When is the service expected to be completed?

(a) On Monday.

(b) On Tuesday.

(c) On Thursday.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Good morning. Laundry Service. How may I help you?

B: Hi. This is Sally Ramos from Room 713. Could you send someone to pick up the laundry from my room?

A: Sure. Would you like me to send the laundry staff right now or later?

B: We are leaving in 15 minutes.

A: I see. I'll send someone up right away.

B: Thanks. Bye.

• Hello. This is Ted Smith from Room 214.

• This is Miranda Shaw from Room 504.

• I'll send someone up right away. Is there anything else?

• I'll be up in a minute.

• Yes. I'd like my trousers pressed.

• Thank you. When will it be ready?

• Okay. They will be ready by tomorrow evening.

• It takes a day, so it will be ready by tomorrow afternoon.

• pick up one's laundry: 세탁물을 수거하다 • if you don't mind: 괜찮다면 • deliver: 배달하다



### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객이 호텔 런드리 서비스 담당자에게 도움을 요청할 수 있는 상황을 조사해 봅시다.

#### Top 5

1

2

3

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### STEP 2

호텔 런드리 서비스 담당자가 되어 외국인 관광객과의 대화문을 만들어 봅시다.



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### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 호텔 런드리 서비스에 대한 내용을 포함했나요?          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.

1. Which is the best response to the woman's question?
  - (a)
  - (b)
  - (c)
2. Why does the woman make a phone call to the man?
  - (a) To get extra towels.
  - (b) To get a laundry service.
  - (c) To get the room made up.

## B Choose the right sentence for each blank to complete the dialog.

A: Good morning. Front Desk. How may I help you?  
 B: Hello. This is Michael Bates from Room 214. 1. \_\_\_\_\_ Can I get them changed?  
 A: Of course, sir. I'm very sorry. 2. \_\_\_\_\_ **BASIC 1**  
 B: 3. \_\_\_\_\_  
 A: All right, that is no problem. 4. \_\_\_\_\_ **BASIC 1**  
 B: No, that'll be all for now.  
 A: Okay. 5. \_\_\_\_\_ **BASIC 1**  
 B: Thanks.

- a. Three sheets, please.
- b. The blankets smell funny.
- c. How many blankets do you need?
- d. Is there anything else I may help you with?
- e. I'll ask housekeeping to bring them to you as soon as possible.

## C What service is the following passage about?

When on a business or pleasure trip, many travelers realize they have either packed too many clothes or too few. When you've not packed enough apparel to last for the duration of your stay, you can always take advantage of this service at a hotel. Even if you've never used this service before, after you've done it once, you'll be an old pro. You can head off to a meeting or a day of sightseeing and enjoy clean, fresh laundry when you return to your room.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-5                     | 6-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 5

# Check-Out Service and Handling Guests' Complaints



### Topics

- Check-out service
- Handling guests' complaints

### Goals

- How to check out of a hotel
- How to handle hotel guests' complaints

### Field Activity

- Making a dialog about handling guests' complaints



## A Look and Think

Look at the pictures and think about the things that hotel guests complain about at the hotel.



## B Read and Match

Match each verb on the left to the expressions on the right.

1. enjoy •
2. pay •
3. take •
4. give •

- by credit card
- you a voucher
- your stay
- action right away

## C Read and Choose

Choose the right expressions for each situation.

1.

### Situation

When you check out of a hotel

- *a* .....
- .....
- .....

2.

### Situation

When you handle a complaint from a hotel guest

- *b* .....
- .....
- .....

- a. I'd like to settle my bill.
- b. I have a problem with my room.
- c. This situation will be taken care of.
- d. Are the service charges and taxes included?
- e. How will you be paying for this?
- f. We'll move you to a quieter and more comfortable room immediately.



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. How much does the man pay?

(a) 150,000 won.

(b) 225,000 won.

(c) 412,500 won.

3. How does the man pay the bill?

(a) By credit card.

(b) By traveler's check.

(c) By cash.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

**A:** Good morning. I'd like to settle my bill and check out of the hotel.

**B:** Certainly. May I have your name and room number?

**A:** Here is the key to my room. My name is Diane Cooper, and my room number is 705.

**B:** Thank you, Ms. Cooper. Here's your receipt. Did you enjoy your stay?

**A:** Yes, for the most part. This all looks okay. Are the service charges and taxes included?

**B:** Yes, they are included in the total. How will you be paying for this?

**A:** I'd like to pay by credit card. Is that okay?

**B:** Of course.

**A:** Here you are.

**B:** Thank you.

- William Crowley
- Janet Grant
- Eric Hopkins

- 1205
- 957
- 938

- the meals
- the drinks and snacks from the mini-bar
- the meals and tax

- cash
- credit card
- traveler's check

• settle one's bill: 정산하다, 계산하다 • service charge: 봉사료





## A Listen and Do

Listen to the dialog and answer the questions.

1. What problem does the woman have?

- Ⓐ Her room is too dirty.      Ⓑ Her room is too noisy.      Ⓒ Her room has no television.

2. What does the man offer to do for the woman?

- Ⓐ Move her to a better room.  
Ⓑ Make a reservation at another hotel.  
Ⓒ Pass her complaint to the general manager.

3. How does the woman feel about the man's action?



## B Talk Together

Match each complaint to the correct response below. Practice the dialogs with a partner.

1. **A:** There are not enough towels in my room.

**B:** .....

2. **A:** The sink is leaking in the bathroom.

**B:** .....

3. **A:** The bed hasn't been made, and the trash bin has not been emptied, either.

**B:** .....

4. **A:** I was assured that there would be a bottle of wine in the mini-bar, but there isn't.

**B:** .....

a. I will send someone up to check and make up your room right away.

b. I'll have a complimentary bottle delivered immediately.

c. I'll have someone deliver more towels to your room immediately.

d. Maintenance will fix the problem shortly.

•international soccer tournament: 국제 축구 대회 •voucher: 무료 숙박권 •work out: (문제를) 해결하다

### STEP 1

4명씩 한 모둠을 이루어, 호텔에서 발생할 수 있는 고객들의 불만을 조사해 봅시다.

#### Top 5

1

2

3

4

5



### STEP 2

호텔에서 발생할 수 있는 고객의 불만과 이를 적절하게 처리하는 대화문을 만들어 봅시다.

.....

.....

.....

.....

.....

.....

.....

- Would you tell me what the problem is?
- We really/sincerely apologize for ....
- I'll send someone up to check right away.
- We will take action immediately.

### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 고객의 불만을 처리하는 내용을 포함했나요?            | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's statement?

(a)

(b)

(c)



2. How did the man pay his bill? **BASIC**

(a) By credit card.

(b) By traveler's check.

(c) By cash.

## B Match each question or statement to the correct response.

1. I have a problem with my room. ( )

2. How will you be paying for this? ( ) **BASIC**

3. The sink is leaking in the bathroom. ( )

4. I'm leaving today, so I'd like to settle my bill. ( ) **BASIC**

a. I'd like to pay by credit card.

b. Can you tell me exactly what's wrong?

c. Just a moment, sir. Here is your bill.

d. I'm very sorry. I'll send someone up right away.

## C Read the message and fill in the blanks with the correct expressions from the box.

NEW MESSAGE

Dear Mr. Roberts,

Thank you for your letter sent to us at Arirang Hotel. We are sorry to hear that your stay at our hotel did not **1.** \_\_\_\_\_. In your letter, you stated that you had bites on your arms and legs. We are sorry to **2.** \_\_\_\_\_ on your visit to Arirang. We will further investigate the cause of the problem. Your complaint has inspired us to retrain the desk staff.

Please **3.** \_\_\_\_\_ on behalf of the hotel management. As a sign of our concern, we would like to offer you this \$100 voucher for your next stay at our establishment. We hope that your next stay with us will better meet our standard of excellence.

Sincerely,  
Arirang Hotel Customer Manager  
Tina Jang

a. have inconvenienced you  
b. accept our most sincere apologies  
c. meet your expectations

SEND

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-7                     | 8-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## Unique Hotels in the World

What comes to mind when you think about staying in a hotel? Cozy beds, a nice night view, or a luxury pool? Besides typical hotels, there are a lot of unique hotels in the world. Check out the unique hotels below. Which one would you most like to stay in?



### Stay with Giraffes – Kenya

Wake up with the giraffes! Located in Nairobi, Kenya, this luxurious and charming hotel is surrounded by 140 acres of indigenous forest. It features the most majestic creatures on Earth, giraffes, which roam freely across the grounds, interacting with guests. Sometimes these giant animals poke their heads into bedroom windows or join guests at breakfast by cheekily peering in through the windows and doors looking for a morning snack.

### Sleep in a Double-Decker Bus – UK

Here's your chance to sleep inside an iconic double-decker bus. This hotel, located in Devon, UK, makes guests feel as if they've stepped back in time. The bus has been transformed into cozy accommodations. It is wonderfully styled with 1950s decor throughout, making guests feel as if they've stepped back in time. You'll find a working vinyl record player and a 1950s radio, along with a library full of Agatha Christie classics. The bus sleeps five, comes with a hot tub, and is situated on a farm with roaming alpacas and goats.



### One Night in the Lighthouse – Norway

Enjoy the best northern lights show from the comfort of your bed inside this gorgeous lighthouse in Tranøy, Norway. While you're tucked in, you have a 360° view of what's going on outside. The interior is very modern and has features like heated floors, so no matter the temperature outside, you'll be warm and cozy. Additionally, you can enjoy a guided tour, go fishing from the rocks, take a dip in the sea, observe the local birdlife, or explore the natural beauty of the area on foot or by bike.

**Q Search the Internet to find out another unique hotel you want to stay in.**

### Self-Check

- ☐ I can respond to hotel reservations.
- ☐ I can respond to hotel check-in and check-out.
- ☐ I can explain hotel service information.
- ☐ I can handle hotel guests' complaints.



### London: The UK's All-in-One Destination



London is the capital and largest city of England and the United Kingdom, where there are plenty of attractions to keep you busy exploring.

First, in the City of London, the heart of the old Roman city, you'll find evidence of pretty much every period in history ever since. Some of the top attractions in London are located here, including the Tower of London. Located beside the spectacular Tower Bridge on the banks of the River Thames, this former palace and prison includes highlights such as the iconic 1,000-year-old White Tower, with its fascinating displays of armor and weaponry, and the Jewel House, home to the Crown Jewels.

Next, you'll want to head to Buckingham Palace, London's Royal home since Queen Victoria's reign. Here, you can enjoy the colorful pomp of the Changing of the Guard



Tower Bridge

or even take a tour of the Palace's State Rooms. In addition, from here you can wander along the Thames to the city's Whitehall Road area. Here you'll find Big Ben and the Parliament Buildings, as well as Westminster Abbey, the scene of many royal weddings.

Finally, another area to visit in London is South Kensington, home to the city's best museums, including the Victoria and Albert Museum and the Natural History Museum, as well as Harrods, the famous luxury department store located on Brompton Road in Knightsbridge. Also check out Trafalgar Square, where you can find the iconic Nelson's Column and the National Portrait Gallery.



Buckingham Palace

Trafalgar Square

Did you achieve your goals?  
What needs more effort?

.....

.....

.....

.....



# PART IV

## FOOD AND DRINK SERVICE



Taking Orders  
and Serving  
at a Café  
or Bar

4



Handling Guests'  
Complaints

5



### PART IV에서는

외국인 관광객들을 대상으로 하는 식음료 업장에서의 '예약 받기', '자리 안내와 주문 받기', '식음료 제공', '계산 및 환송 업무', '음료 서비스 상황에서 발생할 수 있는 고객 불편 사항 처리'와 관련된 영어 회화를 학습한다. 이를 통해 식음료 업장에서 영어로 외국인 관광객을 응대할 수 있는 영어 회화 기법을 함양하여 현장에서 외국인 관광객들에게 친절한 응대와 서비스를 제공할 수 있도록 한다.



2

Welcoming and Seating Guests



Taking Orders and Serving at a Restaurant

3

Restaurant Reservation



### LESSON 1

Restaurant Reservation

### LESSON 2

Welcoming and Seating Guests

### LESSON 3

Taking Orders and Serving at a Restaurant

### LESSON 4

Taking Orders and Serving at a Café or Bar

### LESSON 5

Handling Guests' Complaints

### Culture

The Don'ts of American Table Manners

### Famous Tourist Attractions

Grand Canyon National Park in the U.S.

### Goals of Part IV

- Taking a restaurant reservation by phone
- Accommodating walk-in guests
- Seating guests and taking orders
- Serving food and drinks
- Taking payment and handling guests' complaints

**My Study Plan** Write your study plan for this part.

My Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

How to Achieve the Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# LESSON

# 1

# Restaurant Reservation



## Topics

- Restaurant reservation
- Changing or canceling a restaurant reservation

## Goals

- How to take a restaurant reservation by phone
- How to change or cancel a restaurant reservation

## Field Activity

- Taking a restaurant reservation



## A Look and Think

Look at the pictures and think about what restaurant staff do at these places.

(a)



(b)



(c)



(d)



## B Look and Match

Match the pictures from A to the expressions below.

1. pantry

2. checkroom

3. hot kitchen

4. reception counter

## C Read and Choose

Choose the right response for each question.

1. How can I help you? .....
2. How many people is the booking for? .....
3. Can I get a table for three around 7 p.m.? .....
4. For which date and what time would you like to make a reservation? .....
5. Can I have your phone number? .....

- a. It is for two people.
- b. I would like to make a reservation.
- c. Yes, it is 014-9284-6587.
- d. It's for July 24, at 7 o'clock.
- e. I'm sorry, but our restaurant is fully booked for the evening.



## A Listen and Do



Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. How many people will be in the party?

(a) Two.

(b) Three.

(c) Four.

3. For which date and what time does the man want to make a reservation?

(a) Today, at 7:00 p.m.

(b) Tomorrow, at 5:00 p.m.

(c) Next Tuesday, at 7:00 p.m.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Hello. Bada Restaurant. How may I help you?

B: I'd like to make a reservation for **two people**.

A: May I have your name?

B: I'm **Maggie Martin**.

A: When would you like to come?

B: **Tomorrow evening at six.**

A: **Okay, done. We reserved your table for two, for tomorrow evening at six.**

B: Thank you.

A: Could I have a contact number?

B: Yes. It's **014-2178-5634**.

|   |  |
|---|--|
| three people  | four people  |
| Brian Davis   | Katie Jacobs   |
| Saturday at 7:00 p.m.   | May 15 at 6:30 p.m.  |
| Just a minute. I'll see if we have a table...<br>Yes, we have availability for that time. | Let me check for availability... Yes, we have a<br>table available for four on May 15 at 6:30 p.m. |
| 014-2323-1894   | 014-2225-3757  |

•contact number: 연락 가능한 전화번호 •regarding: ~에 대하여[관하여]





## A Listen and Do

Listen to the dialog and answer the questions.

- Why does the woman make a phone call to the man?
  - To change the reservation group size and date.
  - To change the reservation group size and time.
  - To change the reservation date and time.
- When will the woman be coming to the restaurant?
  - Tonight, at 7:00 p.m.
  - Tonight, at 7:30 p.m.
  - Tomorrow, at 7:00 p.m.
- Which is the best response to the man's last question?
  - No, that's all. Thank you so much!
  - Let's call it a day.
  - Sure. You deserve it!

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

- A:** Hello. White Castle Restaurant. How can I help you?  
**B:** Hi. I need to cancel my reservation for tomorrow 2:00 p.m.  
**A:** I'm sorry to hear that. May I have the name and phone number?  
**B:** It was made under the name of Joe Wallace and my phone number is 014-2234-8206.  
**A:** Okay. I have located your reservation. May I know the reason for cancellation?  
**B:** Something unexpected came up. So, I won't be able to make it.  
**A:** I understand. Your reservation has been canceled. If you change your mind, please feel free to reach out to us. Have a great day.  
**B:** Thank you, you too.

|  |  |  |
|--|--|--|
| Friday at 6:30 p.m.  | May 15 at 8:00 p.m.                          | two people, tonight at 7:00 p.m.                           |
| Lisa Kim   | Shawn Parker                                 | Louise Banker  |
| 014-3355-8974  | 014-5555-0067                                | 014-6969-2278  |
| I am sorry, but I have to change my schedule due to a family matter. | Unfortunately, something urgent has come up. | I apologize for the inconvenience. My wife has a bad cold. |

•update: 갱신하다, 최신의 것으로 하다 •come up: (일이) 생기다 •unfortunately: 유감스럽게도

## STEP 1

4명씩 한 모둠을 이루어, 식당 직원이 되었다고 가정하여 손님의 테이블 예약 카드를 작성해 봅시다.



### Vinci's Dining Restaurant

Reservation Name: .....  
 Contact Number: .....  
 Email: .....  
 Date of Reservation: ..... / ..... / .....  
 Time of Reservation: ☐ ..... AM ☐ ..... PM  
 Number of People: Adults ..... Children .....  
 Special Request: .....



## STEP 2

STEP 1에서 조사한 내용을 바탕으로 아래 표현을 참고하여 식당 예약에 관한 대화문을 만들어 봅시다.

.....

.....

.....

.....

.....

- Do you have any tables available ...?
- How many people will be in your party?
- When would you like the reservation for?
- I want/would like to book/have a table for ....
- For which date and what time would you like the reservation?
- Let me check if we have availability for that date and time.
- Yes, we have a table for four available at your preferred time.
- Sorry. We are fully booked at the moment and don't have any available tables.

## STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 식당 예약에 필요한 내용을 모두 포함했나요?           | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's statement?

(a)

(b)

(c)



2. For what time does the man make the reservation?

(a) 7:00 p.m.

(b) 7:30 p.m.

(c) 8:30 p.m.

## B Choose the right response for each statement or question.

1. I need to cancel my reservation for tomorrow due to personal reasons. ( )

2. Could I have a contact number? ( )

BASIC

3. Is there anything else I can assist you with? ( )

BASIC

4. I'd like to change my reservation time from 6:00 p.m. to 8:00 p.m. ( )

a. No, that's all. Thank you.

b. Sure. Can I have your name and reservation details, please?

c. Certainly. Let me check for availability... Yes, we have a table available at 8:00 p.m.

d. Yes. It's 014-2489-4455.

## C Complete the following dialog using the words in the box.

A: Hello, I am calling to make a dinner 1. \_\_\_\_\_.

B: For 2. \_\_\_\_\_ do you want to make the reservation? BASIC

A: Do you have any tables 3. \_\_\_\_\_ tonight at 7:00 p.m.?

B: How 4. \_\_\_\_\_ people will be in your group? BASIC

A: There will be five of us.

B: Sorry, sir. Unfortunately, there are no tables left at that time.

• many

• reservation

• available

• when

## Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 2

# Welcoming and Seating Guests



### Topics

- Welcoming guests
- Seating guests

### Goals

- How to welcome guests
- How to guide guests to the table

### Field Activity

- Making a dialog as a host in welcoming walk-in guests



## A Look and Think

Look at the picture and think about the questions that these people can ask their customers at a restaurant.



## B Read and Choose

Read and choose the right expressions for each situation.

1. The host shows the guests to the table which was reserved for them. ☐
2. The host checks the reservation record and confirms the details with the guest. ☐
3. The host asks for the size of a group of walk-in guests. ☐
4. The host explains that no table is available at this time. ☐
5. The host welcomes the guests in the reception area and asks if they have a reservation. ☐

- a. Just to confirm, may I have the name on the reservation?
- b. I'm sorry. We don't have any tables available right now.
- c. Do you have a reservation?
- d. Here is your reserved table.
- e. How many are in your party?

## C Read and Match

Match each question on the left to the response on the right.

- |   |   |  |
|---|---|--|
| 1. Can I take your coats?                               | • | • a. Yes, it's perfect.                                    |
| 2. Is this table all right?                             | • | • b. We would like a window table.                         |
| 3. Would you like a table or a booth?                   | • | • c. Yes, please. Thank you.                               |
| 4. Welcome. Do you have a reservation?                  | • | • d. Sorry, we are fully booked tonight.                   |
| 5. We don't have a reservation.<br>Can we have a table? | • | • e. Yes, I made a reservation under<br>the name of Jones. |





## A Listen and Do

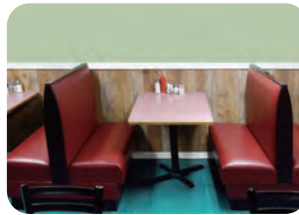
Listen to the dialog and answer the questions.

- How many people are in the man's party?  
 (a) Two. (b) Three. (c) Four.
- According to the dialog, what's the weather like today?  
 (a) Warm. (b) Hot. (c) Cold.
- Which is the table the woman guided the man to?

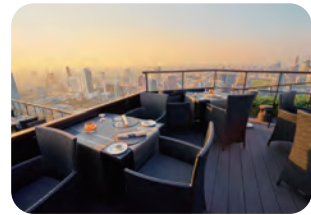
(a)



(b)



(c)



## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

- A: Good evening! Welcome to **Arirang Restaurant**. Do you have a reservation?  
 B: Yes, I made a reservation **under the name of Lewis Martin**.  
 A: Thank you. **Let me check our reservation list**. Ah, here it is. **We have a table ready for you.**  
**Please follow me.**  
 B: Thank you.  
 A: Here is your table. Please have a seat. **Will this be all right?**  
 B: Yes, this is fine.  
 A: Your waiter will be with you shortly. I hope you have a good dinner.

|   |  |
|---|--|
| Samda Restaurant                                      | Hareubang Restaurant                           |
| for two under the name of Jessica Lee                 | for four under the name of Newton              |
| Let me find your reservation.                         | I'll quickly check our reservation list.       |
| Your table is right over there. Please come this way. | I'll show you to your table. This way, please. |
| Are you happy with this spot?                         | Is everything okay with your seating?          |

•reservation list: 예약자 명단 •have a seat: 자리에 앉다, 착석하다 •shortly: 곧 •spot: 장소

## A Listen and Do



Listen to the dialog and answer the questions.

1. How long will it take for the woman to be seated at the table?

Ⓐ Ten minutes.

Ⓑ Twenty minutes.

Ⓒ Thirty minutes.

2. What will alert the woman that her table is ready?

Ⓐ



Ⓑ



Ⓒ



3. Where will the woman be after the conversation?

Ⓐ



Ⓑ



Ⓒ



## B Talk Together

Practice the dialog with a partner. Use the given expressions.

Example

**A:** Good evening! Welcome to our restaurant. Do you have a reservation?

**B:** No, we don't.

**A:** I'm sorry, but we are very full right now. If you're willing to wait for approximately 30 minutes, we can accommodate you. Is that all right with you?

**B:** Yes, we can wait.

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

**B:** Jimmy Jensen.

**A:** Please make yourselves comfortable in our waiting area, and we'll notify you as soon as your table is ready.

there is no table free right now

all our tables are currently occupied

Are you okay with waiting for about 20 minutes?

Do you mind waiting for about 30 minutes?

Yes, we're willing to wait.

No. That'll be fine.

Helen Bankson

Richard Conway

our lounge area

the bar or nearby

•currently: 현재, 지금 •approximately: 대략 •accommodate: 자리를 마련하다 •notify: 알리다 •occupied: 사용 중인

### STEP 1

4명씩 한 모듬을 이루어, 사전 예약 없이 식당에 갔을 때 생길 수 있는 불편한 상황을 조사해 봅시다.

**An unhappy situation you might experience as a walk-in guest**

- .....
- .....
- .....
- .....
- .....



### STEP 2

STEP 1에서 조사한 내용을 참고하여, 사전 예약 없이 식당에 온 손님이 겪을 수 있는 불편한 상황에 관하여 식당 종업원으로서 손님과 나누는 대화문을 만들어 봅시다.

.....

.....

.....

.....

.....

.....

.....



### STEP 3

모듬별로 작성한 대화문을 발표하고 가장 잘한 모듬을 정해 봅시다.

|  | 모듬 1 | 모듬 2 | 모듬 3 | 모듬 4 |
|--|------|------|------|------|
| 대화문에 사전 예약 없이 식당에 갔을 때 생길 수 있는 상황에 관한 내용을 포함했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?                       | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모듬원이 모두 협력하면서 적극적으로 참여했나요?          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

(a)

(b)

(c)



2. How long will it take for the man to be seated?

(a) Fifteen minutes.

(b) Thirty minutes.

(c) Fifty minutes.

## B Choose the right response for each question or statement.

1. Can I leave this overcoat with you? ( )
2. I made a reservation for four under the name of Johnson. **BASIC** ( )
3. We don't have any tables available now. Would you mind waiting? **BASIC** ( )
4. Which one would you prefer, a table near the window or one out on the terrace? ( )

- a. No problem. We're in no rush.
- b. It's very cold. I'd like to stay inside.
- c. Absolutely! We have a coat check service available.
- d. Thank you, sir. Let me check our reservation list.

## C Complete the dialog by filling in the blanks.

**A:** Welcome to Halla Grill. My name is Haeju, and I'll be your host. Do you have a reservation?

**B:** No, I don't.

**A:** 1. \_\_\_\_\_ are in your party? **BASIC**

**B:** Just two. Can we have a table?

**A:** You may have to wait for a while.

**B:** That'll be fine.

[After a while]

**A:** Your table is ready. I'll show you to your table. Come 2. \_\_\_\_\_, please. How about here?

**B:** Great.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 3

# Taking Orders and Serving at a Restaurant



### Topics

- Taking food orders
- Serving food

### Goals

- How to take food orders from guests
- How to serve food to guests

### Field Activity

- Making a conversation as a server at a restaurant





## A Look and Think

Look at the pictures and think about the things that these people do for the restaurant.



## B Read and Match

Match the words to the descriptions.

1. appetizer/starter

3. dessert

5. main course

2. order

4. drink/beverage

6. dressing

- a. food served before meal
- b. food served after meal
- c. the primary dish of the meal
- d. any drinkable liquid



- e. a request for food or drink in a restaurant or bar
- f. a mixture of liquids, usually oil and vinegar, added to food, especially salads

## C Read and Choose

Choose the right response for each question.

1. Could you tell me what venison is?

2. Would you like something to drink?

3. What are today's specials?

4. How would you like your steak cooked?

5. Is there something else I can do for you?

- a. No, thanks. We are good for now.
- b. A diet Coke and an orange juice, please.
- c. Today's starter is chowder soup and the main course is salmon and chips.
- d. It is the meat of a deer, a lean and flavorful red meat.
- e. Medium-rare, please.

# Situation 1

# At a Fine Dining Restaurant

## A Listen and Do



Listen to the dialog and answer the questions.

1. Where does this conversation take place?

(a)



(b)



(c)



2. What does the couple order for their main course?

(a) Steak and salad.

(b) Steak and spaghetti.

(c) Spaghetti and salad.

3. What kind of drinks will the couple have?

(a) Coffee.

(b) Soft drinks.

(c) Still water.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Hello, I'll be your server. What would you like to drink?

B: A beer and an orange juice, please.

A: Great. I'll be back soon. ... Okay, here are your drinks. Would you like any appetizers?

B: Sure. We'd like to have an onion soup and a Caesar salad.

A: How about a main dish?

B: I'd like the steak, and my friend will have cream pasta.

A: How would you like your steak cooked?

B: Medium-well, please.

What can I get you to drink?

Can I get you something to drink?

A mineral water and an apple juice, please.

A sparkling water and a green tea, please.

Would you like an appetizer or soup to start?

Can I get you some appetizers to start?

an onion soup and a Cobb salad

a vegetable soup and a Greek salad

grilled salmon

fettuccine Alfredo

Medium-rare, please.

Well-done, please.

•medium-rare: 보통보다 약간 덜 익힌 •appetizer: 전채 요리 •medium-well: 보통보다 조금 더 익힌



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. What does the man order for their appetizer?

- (a) *Kimch-jeon*[Kimchi Pancake]. (b) *Bindae-tteok*[Mung Bean Pancake].  
(c) *Haemul-pajeon*[Seafood and Green Onion Pancake].

3. What does the man order for their main course?

- (a) *Bulgogi* for three people. (b) *Galbi* for four people.  
(c) *Samgyeopsal*[Grilled Pork Belly] for five people.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

- A: Good evening! How many are in your party?  
B: There are **four** of us.  
A: Great! Follow me, please. I'll show you to your table. ... Are you ready to order?  
B: Yes, we are. We'll start with an order of **kimchi-jeon**, please.  
A: Excellent choice. And for the main course?  
B: We'll have the **bulgogi set for two and galbi for two people**.  
A: Very good. Can I get you something to drink?  
B: **No, thank you. We are all set.**  
A: All right, please let me know if you need anything else.

|  |   |
|--|---|
| two  | three                                   |
| a <i>haemul-pajeon</i>                         | a <i>mandu</i>                          |
| a <i>kimchi-jjigae</i> and a <i>galbi-tang</i> | <i>bulgogi-jeongol</i> for three people |
| A bottle of <i>soju</i> , please.              | Sparkling water, please.                |

•main course: (식사의) 주요리, 메인 코스 •side dish: 반찬, (주요리에) 곁들이는 요리

### STEP 1

4명씩 한 모둠을 이루어, 레스토랑에서 종업원이 손님들을 응대하는 업무들을 조사해 봅시다.

#### Top 5

1

2

3

4

5



### STEP 2

STEP 1에서 조사한 내용을 참고하여, 레스토랑에서 종업원이 손님들을 응대하면서 나누는 대화문을 만들어 봅시다.



.....

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### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 레스토랑에서 고객을 응대하는 내용을 포함했나요?         | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. What did the woman order for their appetizer?

(a) A vegetable soup and a Greek salad.

(b) An onion soup and a garden salad.

(c) A chicken noodle soup and a Caesar salad.

## B Choose the right response for each question.

1. May I take your order?

( )

BASIC

2. Would you like an appetizer or soup to start?

( )

3. Would you like a salad or vegetables with that?

( )

BASIC

4. Can I get you something to drink?

( )

BASIC

5. Is there anything else I can assist you with?

( )

a. A salad with ranch dressing would be nice.

b. Just still water, please.

c. Hmm... yes. But first, can you tell me what the soup of the day is?

d. Yes. Could I have some more water?

e. I'd like the garlic and oil pasta, and my wife will have the roast chicken.

## C Complete the dialog by filling in the blanks.

A: Hello, I'll be your server. Can I get you something to drink?

B: I'll have an apple juice, and my wife will have a mineral water.

A: Great. I'll be back soon. ... Here are your 1. \_\_\_\_\_. Would you like any appetizers?

B: Sure. We'd like to have the potato soup and the chicken salad.

A: How about a(n) 2. \_\_\_\_\_ dish?

B: I'd like the grilled salmon, and my wife will have the steak.

A: How would you like your steak 3. \_\_\_\_\_?

C: Medium-rare, please.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |



# LESSON 4

## Taking Orders and Serving at a Café or Bar



### Topics

- Taking drink orders
- Serving drinks

### Goals

- How to take drink orders
- How to serve drinks

### Field Activity

- Taking orders from guests at a bar



## A Look and Think

Look at the picture and think about the possible duties these people have.



## B Read and Match

Match the words to the descriptions.

- |              |   |   |   |
|--------------|---|---|---|
| 1. extra     | • | • | a. added to what is normal  |
| 2. brewery   | • | • | b. the particular taste of a food or drink                                |
| 3. flavor    | • | • | c. to say that something or someone is good                               |
| 4. recommend | • | • | d. to buy food in a restaurant and eat it at home                         |
| 5. topping   | • | • | e. a place where beer is made, or a company that makes beer               |
| 6. takeout   | • | • | f. something you put on top of food to make it look nicer or taste better |

## C Read and Choose

Choose the right response for each question.

1. Could we have an English menu?
2. How much does that come to?
3. Good evening, ma'am. What can I get you to drink?
4. Is this for here or to go?
5. Can I have a draft beer, please?


- |   |   |
|---|---|
| a. To go, please.   | b. That comes to \$24.                      |
| c. Sure. Here it is.  | d. I'm sorry, we don't have any draft beer. |
| e. I'd like a gin and tonic, and a Coke with plenty of ice. |   |



## A Listen and Do

Listen to the dialog and answer the questions.

1. Where does this conversation take place?

(a)



(b)



(c)



2. What did the woman order?

- (a) One regular iced coffee and one slice of chocolate cake.
- (b) One small hot coffee with an extra shot and one slice of pepperoni pizza.
- (c) One large iced Americano with an extra shot and one slice of cheesecake.

3. How much will the woman be charged?

- (a) \$10.
- (b) \$12.
- (c) \$24.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

- A:** Welcome to Coffee House. What would you like to order?  
**B:** I'll have **an iced latte, in a regular size**, please.  
**A:** Sure. Would you like any additional flavors or toppings with that?  
**B:** I'd like to add **caramel syrup** to my coffee, please.  
**A:** All right. **One regular-sized iced latte** with **caramel syrup**. Anything else?  
**B:** Yes, I'd also like **a slice of tiramisu**.  
**A:** Great choice! For here or to go?  
**B:** For here, please.

| Drinks  | Flavors or Toppings   | Desserts  |
|---|---|---|
| <ul style="list-style-type: none"> <li>• a hot drip coffee, in a small size</li> <li>• one small-sized hot drip coffee</li> </ul>   | <ul style="list-style-type: none"> <li>• whipped cream</li> </ul> | <ul style="list-style-type: none"> <li>• a slice of chocolate cake</li> </ul> |
| <ul style="list-style-type: none"> <li>• a hot cappuccino, in a regular size</li> <li>• one regular-sized hot cappuccino</li> </ul> | <ul style="list-style-type: none"> <li>• cocoa powder</li> </ul>  | <ul style="list-style-type: none"> <li>• a brownie</li> </ul>                 |
| <ul style="list-style-type: none"> <li>• a cold brew, in a medium size</li> <li>• a medium-sized cold brew</li> </ul>               | <ul style="list-style-type: none"> <li>• maple syrup</li> </ul>   | <ul style="list-style-type: none"> <li>• two macarons</li> </ul>              |

•topping: 요리 위에 얹거나 치는 것 •extra: 추가의 •regular: (사이즈가) 보통의, 표준의

## A Listen and Do

Listen to the dialog and answer the questions.



1. Which picture best fits the dialog?



2. What kind of drink does the woman recommend?

(a) Jeju Craft Beer.

(b) Jeonju Craft Beer.

(c) Cheongju Craft Beer.

3. What did the man order for snacks?

(a) French fries and stuffed mushrooms.

(b) Spring rolls and stuffed mushrooms.

(c) French fries and chicken wings.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Welcome to Pub Paradise. What can I get for you?

B: I'll have a mojito, please.

A: Sure. Would you like it with regular or extra mint?

B: Extra mint, please.

A: Great choice! One mojito with extra mint. Anything else I can get for you?

B: I'll go with bruschetta, please.


A: Certainly. I'll get that in for you right away. ... Here is your drink, and your food will be up shortly. Enjoy!

|  |   |
|--|---|
| a beer                                     | a glass of wine                           |
| Would you like bottled or draft beer?      | Would you like red or white?              |
| Draft beer                                 | Red wine                                  |
| One draft beer.                            | A glass of red wine.                      |
| Could I get the mini veggie pizza, please? | I would like to order the cheese platter. |

•suggest: (사람·물건 등을) 추천하다 •a selection of: (엄선된) ~ 모음 •brewery: 맥주 공장(회사)

## STEP 1


4명씩 한 모듬을 이루어, 바에서 주문할 수 있는 음료에 대해 조사해 봅시다.

|   |                         |  |
|---|-------------------------|--|
|  | Alcoholic Beverages     |  |
|   | Non-Alcoholic Beverages |  |
|   | Specialty Drinks        |  |
|   | Bar Snacks              |  |

## STEP 2

STEP 1에서 조사한 내용을 참고하여, 바텐더가 되어 바에 온 손님을 맞이하고 음료 주문을 받는 대화문을 만들어 봅시다.

<



- May I ask how many are in your party?
- Could we have an English menu?
- What kind of snacks do you have?
- We prefer counter seating, if possible.
- Can you suggest something?
- Good choice! Coming right up.

## STEP 3

모듬별로 작성한 대화문을 발표하고 가장 잘한 모듬을 정해 봅시다.

|   | 모듬 1 | 모듬 2 | 모듬 3 | 모듬 4 |
|---|------|------|------|------|
| 대화문에 바에서 음료 주문을 받는 내용을 포함했나요?           | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모듬원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





## A Listen and answer the questions.



1. Which is the best response to the man's question?

BASIC

(a)

(b)

(c)



2. What will the man have?

- (a) Margarita and blended wine.
- (b) Martini and a grilled chicken salad.
- (c) Margarita and a grilled chicken taco.

## B Read and match the situations to the expressions.

1. The employee gives the guests the café menu. ( ) BASIC
2. The guests seek a drink recommendation from the employee. ( )
3. The employee asks if the guests want to order something. ( ) BASIC
4. The employee checks if the guests need anything else. ( ) BASIC
5. The employee asks the guests whether they want to enjoy their drink in the café or prefer to take it with them. ( )

- a. Dine-in or takeout?
- b. Are you ready to order?
- c. Can you suggest something?
- d. Is there anything else I can get you?
- e. Here is the menu.

## C Complete the dialog by filling in the blanks.

- A: Good evening. What can I 1. \_\_\_\_\_ you?
- B: I'll 2. \_\_\_\_\_ a large beer.
- A: Would you 3. \_\_\_\_\_ draft or bottled?
- B: Draft, please.
- A: Good choice! A large draft beer. Coming right up.
- B: Thank you. Take your time.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 5

# Handling Guests' Complaints



### Topics

- Dealing with complaints at a restaurant
- Handling guests' complaints at a café or bar

### Goals

- How to deal with general guest complaints
- How to deal with complaints about mischarges

### Field Activity

- Making a dialog about dealing with guests' complaints



## A Look and Think

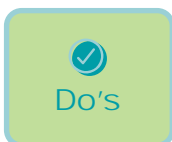
Look at the picture and think about the things that you can do as a server.



## B Read and Match

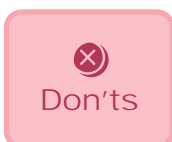
Match the statements on the right regarding dealing with an angry guest to Do's and Don'ts.

1.



- a. I don't have time for this right now.
- b. I understand how frustrating this must be for you.
- c. We value your feedback, and we will use it to improve our service.

2.



- d. I'll make sure to take immediate action to fix the problem.
- e. It's not my fault. I didn't handle your issue.
- f. You're the first person to complain about this.

## C Read and Choose

Choose the right response for each complaint.

1. We've been waiting for 30 minutes for our table. Will it be much longer?
2. I made a reservation for a table, but we don't have a reserved table.
3. Look at this steak. I ordered my steak medium-rare, but this is burnt to a crisp!
4. The music is so loud that we can't hear each other speak.
5. There's a hair in my soup. I just lost my appetite!


- a. Sorry about the delay. We're very busy tonight. I'll just go and check.
- b. I'm sorry. Let me have the chef prepare another one for you.
- c. I'm sorry. Let me turn down the music.
- d. Sorry. Let me get you a fresh bowl of soup.
- e. I apologize for the inconvenience. Let me look into the reservation right away and find out what happened.



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. What did the woman have a problem with?

(a) Reservation.

(b) Food.

(c) Billing.

3. What is the woman expected to do now?

(a) Make a complaint to a manager.

(b) Find another restaurant right away.

(c) Wait for the new food as requested.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Excuse me.

B: Is there anything I can assist you with, sir/ma'am?

A: I ordered a side salad with my steak, but it's missing.

B: I'm sorry. Let me get that sorted out for you right away.

A: Please.

B: Would you like something else while you're waiting?

A: No, thank you. Please do it as quickly as possible.

I think there has been a mistake.  
This is not what I ordered.

Could I have another knife?  
This one is not clean.

This chicken is much too spicy.  
I ordered it mild.

Sorry. I apologize on behalf of the kitchen. I'll bring you your food immediately.

I'm so sorry. I'll bring a new knife at once.

I apologize for the inconvenience. I'll take it back to the kitchen and bring you a mild one.

•apologize: 사과하다 •preference: 선호 •on behalf of: ~을 대신하여, ~을 대표하여



## A Listen and Do

Listen to the dialog and answer the questions.

1. Where does this conversation take place?

Ⓐ



Ⓑ



Ⓒ



2. What did the man complain about?

Ⓐ Reservation.

Ⓑ Food.

Ⓒ Billing.

3. What did the man order?

Ⓐ A bottle of wine and a grilled salmon.

Ⓑ Two bottles of beer and a fried chicken.

Ⓒ Two bottles of beer and a grilled sausage.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Was everything all right, ma'am?

B: Yes. It was very nice, thank you.

A: I'm glad to hear that you enjoyed your meal.

B: Could I have the bill, please?

A: Of course. Here it is.

B: Excuse me. I think there's a mistake. I didn't have much wine or any extra dishes.

A: Oh, I'll check it for you. ... I'll get the right bill for you. ... Here you are. I'm sorry about that.

B: No problem.

Was everything to your satisfaction, sir?

Was everything to your liking, ma'am?

Did you find everything to be satisfactory, sir?

I'd like to settle the bill. Could you bring it over?

We're ready to pay. Can you bring the bill, please?

May we get the check, please?

I didn't drink any beer.

I didn't eat pizza.

We were charged for an extra appetizer that we didn't order.

•mistake: 실수, 오류 •correct: 올바른, 정확한; 바로잡다, 정정하다



### STEP 1

4명씩 한 모둠을 이루어, 식당에 온 손님들이 가질 수 있는 불만 사항을 조사해 봅시다.

### Top 5

1

2

3


4

5



### STEP 2

STEP 1에서 조사한 내용을 참고하여, 식당에 온 손님들이 가질 수 있는 불만 사항을 적절히 처리하는 대화문을 만들어 봅시다.



### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 식당에 온 손님들의 불만 사항을 처리하는 내용을 포함했나요?  | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. Which is the best response to the woman's statement?

(a)

(b)

(c)



2. What problem happened to the man? **BASIC**

(a) He's been waiting for almost an hour.

(b) He had cold soup.

(c) There was a hair in his soup.

## B Choose the right response for each statement or question.

1. Excuse me. This steak is raw. I asked for it medium-rare! ( )

2. I ordered the Greek salad with cream pasta, but it's missing. ( ) **BASIC**

3. Excuse me. There must have been a mistake. This is not our bill. ( )

4. Can I get you another steak or would you prefer something else? ( ) **BASIC**

5. We've been waiting for about an hour for our table. Will it be much longer? ( ) **BASIC**

- a. I'll have the steak.
- b. I am so sorry. Let me get you the correct one right now.
- c. I apologize for the delay. I'll just go and check if there is a table available.
- d. I apologize for the mistake. Let me bring you a Greek salad right away.
- e. I do apologize, sir. Would you like it cooked a little more?

## C Complete the dialog by filling in the blanks.

**A:** Could I 1. \_\_\_\_\_ the bill, please?

**B:** Of course, sir.

**A:** Excuse me. I think there's a(n) 2. \_\_\_\_\_. This looks too much.

**B:** I'm sorry, sir. This isn't your bill. I'll 3. \_\_\_\_\_ the right bill for you.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## The Don'ts of American Table Manners

written by Luke Priddy

In America, when you're having a meal with family (especially extended family), you should observe a few table manners that will help you avoid causing a major scene. In all seriousness, observing manners at the table can make your dinner companions feel respected, included, and welcomed. It makes the meal more fulfilling and enjoyable for everyone. Below, I'll list some essential "Don'ts" of American dining etiquette.

### 1. Don't Burp

Loud burps are unacceptable at the American dinner table. If you feel the need to burp, politely excuse yourself and go to the bathroom to burp. Or, master the art of letting it out through your nose ever so slowly. If you've accidentally had a small burp, say, "Excuse me."



### 2. Don't Put Your Elbows on the Table

It's impolite to have both your elbows on the dinner table. It's disrespectful. If you need a rest, keep your elbows half down the table with your arms leaning on the edge of the table. The exception to this is when you see everyone else doing it. Some people really don't follow this etiquette rule. If you're with people like that, go for it.



### 3. Don't Slouch

Slouching signals general disinterest, and perhaps a lack of confidence. It is also disrespectful at the dinner table. When sitting with people at the dinner table, sit with a straight back. Ensure that you're upright and approachable to all.



### 4. Don't Eat Big Chunks of Food

In American culture, you should always break your food into smaller bite-sized pieces before you bring it to your mouth. If it's a piece of steak, use a fork to hold it in place, then cut a bite-sized piece with your knife. Stab the piece of steak with a fork and bring it to your mouth. Also, chew with your mouth closed. Make sure you don't make any annoying sounds.



**Q Search the Internet and make a list of "Do's" for American table manners.**

### Self-Check

- ☐ I can take a restaurant reservation by phone.
- ☐ I can accommodate walk-in guests.
- ☐ I can seat guests and take orders.
- ☐ I can serve food and drinks.
- ☐ I can take payment and handle guests' complaints.

### Grand Canyon National Park in the U.S.



Grand Canyon National Park is truly a treasure unlike anything else on Earth. Visiting the Grand Canyon offers fresh air, perspective, and as much excitement as you can handle. Your preferred mode of travel and accommodation preferences may determine which rim of the Grand Canyon you want to visit. There are essentially three main rims of Grand Canyon National Park—South, West, and North Rims, with the East Rim reaching out more toward the Lake Powell area, which includes attractions like

Horseshoe Bend and Antelope Canyon. Traditionally, the South Rim of the Grand Canyon accessed through Arizona was the best way to see the Grand Canyon. But with flights to Las Vegas being so affordable in recent years, many visitors choose to visit the West Rim, which features a glass bridge hanging over the Canyon edge called the Grand Canyon Skywalk. As flying and traveling through an airport is stressful for many people, traveling by car is also a popular way to visit Grand Canyon National Park. Each rim and each type of tour offers a unique way to experience the Canyon, and there's no single “best” way to do it. But there's only one way to find out which is your favorite.

#### Choosing Which Grand Canyon Rim to Visit

The Grand Canyon touches four states: Arizona, Nevada, Utah, and Colorado. The most accessible and popular states to see the Grand Canyon are Arizona (South Rim) and Nevada (West Rim).

The South Rim will provide you with the classic national park experience with ranger talks, free hop-on-hop-off shuttles, and concessionaires.

The West Rim is run by the Hualapai Tribe. There is a per-person entrance fee that provides guests with a shuttle to the West Rim from the parking area. Guests may add on a Grand



Canyon Skywalk ticket for an additional fee. A helicopter ride from Las Vegas is another popular way to get here.

The North Rim is the more remote side of the Canyon loved by hikers, backpacking campers, and the like. You'll find the North Rim to be the least busy, but also the most difficult to access. Please note that the North Rim is closed from October to May due to winter conditions.

Did you achieve your goals?  
What needs more effort?

.....

.....

.....

.....



# PART V

## SALES SERVICE



Duty-Free Shops and Department Stores

4



The Grand Bazaar in Istanbul, Türkiye

Product Recommendations and Descriptions

1



### PART V에서는

우리나라를 방문하는 외국인 관광객들을 상대로 한 '상품 추천 및 설명', '결제·교환·환불 업무', '고객 불편 사항 처리' 등과 관련된 영어 회화를 학습한다. 이를 통해 판매 관련 영어 회화 기법을 함양하여 우리나라를 방문하는 외국인 관광객들에게 친절하고 다양한 서비스를 제공할 수 있도록 한다.



## 2

### Product Payment, Exchange, and Return



## 3

### Handling Customer Complaints



## 5

### Traditional Markets

#### LESSON 1

Product Recommendations and Descriptions

#### LESSON 2

Product Payment, Exchange, and Return

#### LESSON 3

Handling Customer Complaints

#### LESSON 4

Duty-Free Shops and Department Stores

#### LESSON 5

Traditional Markets

#### Culture

Must-Have Souvenirs from Around the World

#### Famous Tourist Attractions

The Grand Bazaar in Istanbul, Türkiye

#### Goals of Part V

- Recommending and describing products
- Responding to customers who pay for, exchange, or return products
- Handling customer complaints regarding shopping
- Doing sales work at duty-free shops, department stores, and traditional markets

**My Study Plan** Write your study plan for this part.

##### My Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

##### How to Achieve the Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## LESSON

# 1

# Product Recommendations and Descriptions



### Topics

- Recommending products
- Describing products

### Goals

- How to recommend products
- How to describe the quality and usage of products

### Field Activity

- Role-playing for recommending and describing products



## A Look and Guess

Look at the pictures below and guess which product foreign tourists like to buy the most in Korea. You can also make your own suggestions.

(a)



(b)



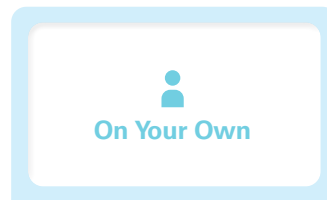
(c)



(d)



(e)



## B Look and Match

Match the following descriptions to the pictures from A.

1. face masks

2. electric thermal rice cookers

3. dried seaweed

4. stationery and office supplies

5. personalized stamps

## C Choose and Talk

Choose one product from above and talk about it with a partner.

I'd like to buy some presents for my family. Would you recommend something?



Of course. How do you like these face masks?



## A Listen and Do

Listen to the dialog and answer the questions.

1. What does the woman purchase?

(a)



(b)



(c)



2. How much does the woman pay for her purchase?

(a) \$10.

(b) \$27.

(c) \$30.

## B Talk Together

Practice the dialog with a partner. Use the given expressions.

### Example

A: Can I help you?

B: Yes, please. I'm looking for a watch.

A: Then, I'd recommend this one. It has a sturdy design and stylish details. Please try it.

B: I do like this. How much is it?

A: Its original price was 50 dollars. But it is on sale for 10% off.

B: Sounds reasonable to me. All right, I'll take it.



\$48

- a bracelet
- It has a heart-shaped charm and an adjustable strap.



\$63

- a dress shirt
- It has a slim fit and it is made of 100% cotton.



₩30,000

- tteok
- On Your Own

•cosmetic: 화장품의, 미용에 관한 •scent: 향기(를 풍기다) •natural ingredient: 천연 재료(소재) •sturdy: 견고한



## A Listen and Do



Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?



2. Which of the following models is the man going to buy?

|     | Pattern   | Material  | Wheels                | Water-Resistance                 |
|-----|-----------|-----------|-----------------------|----------------------------------|
| (a) | polka dot | nylon     | <input type="radio"/> | <input type="radio"/>            |
| (b) | floral    | canvas    | <input type="radio"/> | <input checked="" type="radio"/> |
| (c) | floral    | polyester | <input type="radio"/> | <input checked="" type="radio"/> |

## B Look and Write

Write a short introduction using the given product details.



|                       |   |  |
|-----------------------|---|--|
| <p>running shorts</p> | <ul style="list-style-type: none"> <li>• Lightweight fabric</li> <li>• Machine washable</li> </ul>  | <p><b>Example</b> These running shorts have lightweight fabric, which helps keep you cool and comfortable. They are also machine washable. So, you don't have to take them to the cleaner's.</p> |
| <p>a hair dryer</p>   | <ul style="list-style-type: none"> <li>• Far infrared and negative ionic functions</li> <li>• One-year replacement and a two-year warranty</li> </ul> | <p><b>On Your Own</b></p>  |
| <p>a coffee maker</p> | <ul style="list-style-type: none"> <li>• A compact design and handy cord storage</li> <li>• One-touch operation and a hot plate</li> </ul>            | <p><b>On Your Own</b></p>  |

•floral: 꽃무늬의 •polyester: 폴리에스테르 •water-resistant: 방수의 •fabric: 직물, 천




### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객들에게 추천하고 싶은 상품을 조사해 봅시다.

|   |  |   |
|---|--|---|
| Name  |  |  |
| Quality or Usage  |  |   |
| Price   |  |   |
|  On Your Own |  |   |

### STEP 2

STEP 1에서 조사한 내용을 바탕으로, 다음 대화문을 완성해 봅시다.

|   |   |
|---|---|
| A: Excuse me. Where can I find _____?           |  |
| B: They're _____. I'll show you the way.        |   |
| A: Thanks. Also, can you show me how to use it? |   |
| B: Sure. _____                                  |   |
| A: All right. How much is it?                   |   |
| B: It's _____.                                  |   |
| A: _____  |   |
| B: _____  |   |

### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 상품에 대한 정보를 포함했나요?                  | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. What is the man talking about?

(a)



a shaver

(b)



an ear thermometer

(c)



a toothbrush



2. Write T if the description of the electric rice cooker is true or F if it is false.

(1) It has a removable cover. **BASIC** ( ) (2) There is an English manual. ( )

(3) The warranty lasts for 24 months. ( ) (4) Its price is less than 100 dollars. ( )

## B Look at the pictures and match them to the product details. **BASIC**

1.



•

•

**a**

- Wireless portable bluetooth speaker
- Sensitive touch buttons
- A 12-month warranty

2.



•

•

**b**

- Leather laptop case
- Fold-over flap
- Removable, adjustable padded shoulder strap

3.



•

•

**c**

- Heavy-duty black plastic seat
- Steel hardware with black coating
- Straight wood legs with floor protectors

## C Write a manual for a product and present it to the class.



a wireless mouse

Let me tell you how to use a wireless mouse. First, \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-8                     | 9         |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 2

# Product Payment, Exchange, and Return



### Topics

- Paying for products
- Exchanging and returning products

### Goals

- How to explain the way to pay for products
- How to explain the way to exchange and return products

### Field Activity

- Role-playing for exchanging and returning products



# Get Ready

## A Look and Find

Look at the pictures and find the correct words or phrases in the box.

1.



2.



3.



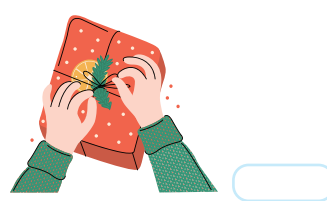
4.



5.



6.



a. return  
d. tax

b. on sale  
e. wrap

c. receipt  
f. pay in installments

## B Look and Choose

Look at the pictures and choose the right expressions for each situation.

1.

**paying for products** ...

♥ Q ▼

• a

• .....

• .....

2.

**exchanging products** ...

♥ Q ▼

• b

• .....

• .....

- a. How much is that in total?
- b. Have you got the receipt?
- c. I'd like to exchange this camping lantern.
- d. Thank you for your purchase.
- e. Is there something wrong with it?
- f. Would you like to pay in monthly installments or in full?

## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: Welcome to the Ginseng Gift Shop. How may I help you?  
B: I'd like to buy some presents for my parents. Would you recommend something?
- b** A: Would you like to pay with cash or by credit card?  
B: I'll pay by credit card.
- c** A: Of course. How do you like *hongsam* tablets? This red ginseng contains plenty of amino acids, vitamins, and minerals. It's well-known for helping increase immunity.  
B: That's great. How much is it?
- d** A: Good choice. That will be 81,000 won with tax. Would you like me to wrap everything up? It costs 1,000 won.  
B: No, thanks.
- e** A: The original price was 45,000 won. But it is on sale for 10% off.  
B: Sounds reasonable to me. I'll take two of those. How much is that in total?
- f** A: Would you like to pay in monthly installments or in full?  
B: I'd like to pay in full.  
A: Thank you for your purchase. And enjoy the flight.



## B Talk Together



Practice the dialog with a partner using the given expressions.

### Example

- A: How much is this perfume?
- B: The original price was 83,000 won. But it is on sale for 10% off.
- A: Sounds reasonable to me. I'll take it.
- B: Would you like to pay with cash or by credit card?
- A: I'll pay by credit card.
- B: Would you like to pay in monthly installments or in full?
- A: I'd like to pay in installments over three months.

- this backpack
- 97,000 won
- 30%
- in full

- that wireless speaker
- 200 dollars
- 25%
- in installments over two months

•ginseng: 인삼 •amino acid: 아미노산 •immunity: 면역력





## A Listen and Do

Listen to the dialog and answer the questions.

1. Which item did the man purchase?

(a)



(b)



(c)



2. What does the man want for his purchase?

(a) Payment.

(b) Exchange.

(c) Return.

3. Which is the best response to the man's question?

(a) I'm afraid we're closing soon.

(b) Why don't you try black instead of blue?

(c) Okay, I'll just have to fill out this form for you.

## B Talk Together

Practice the dialog with a partner using the given expressions.

### Example

A: I'd like to return this desk fan.

B: Can I ask you why you're returning it?

A: I bought it yesterday, but its USB cable connector doesn't fit.

B: Do you have your receipt?

A: Yes, here it is.

B: We don't give refunds if the items are on sale. But we do offer exchanges.

A: Then, do you have a desk fan with multiple connectors?



- this suitcase
- it is too big to put in the trunk of my car
- a suitcase in a smaller size



- this cap
- there are some spots on the back of the cap
- this cap in the same model

On Your Own

.....

.....

•suit: 맞다, 어울리다 •receipt: 영수증

### STEP 1

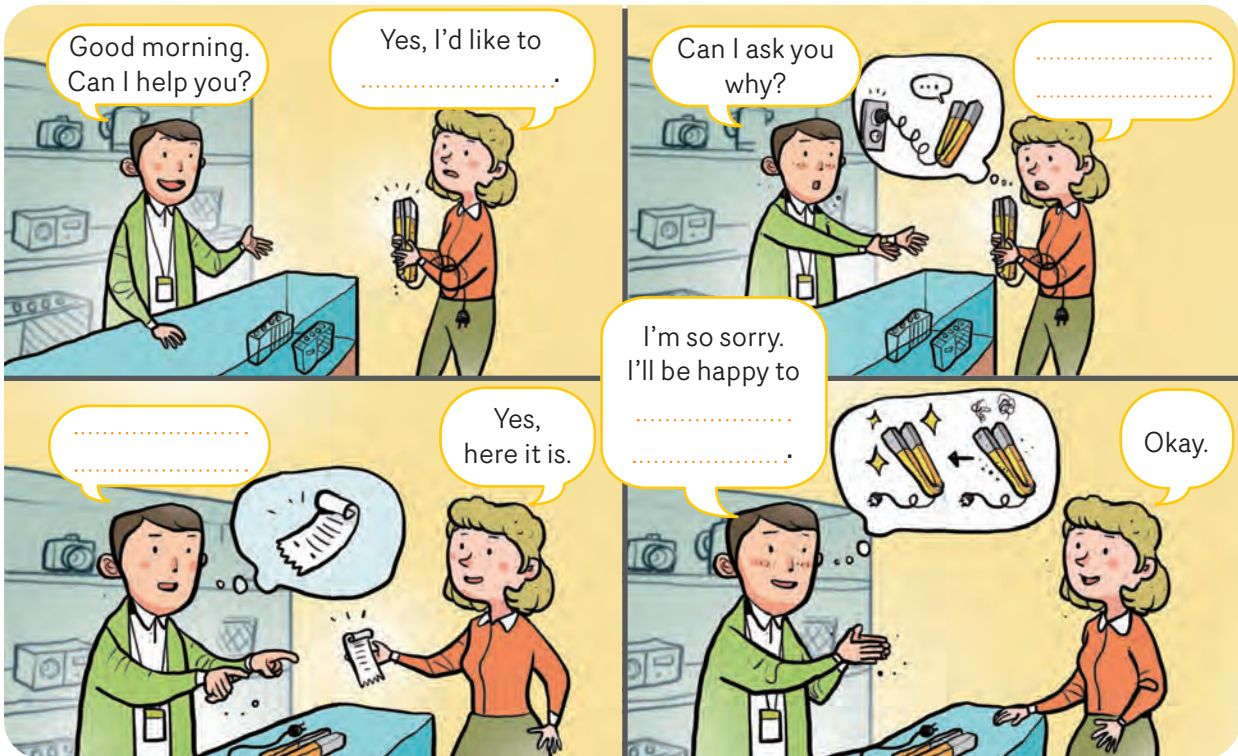
4명씩 한 모둠을 이루어, 물품을 한 가지 골라서 교환(exchange)이나 반품(return)을 하는 상황에 대해 생각해 봅시다.

- Item: \_\_\_\_\_
- Situation: ☐ Exchange ☐ Return
- Reason for Exchanging/Returning: \_\_\_\_\_



### STEP 2

STEP 1에서 선택한 내용을 바탕으로, 다음 대화문을 완성해 봅시다.



### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 물품의 교환이나 반품 방법에 대한 내용을 포함했나요?      | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. What picture best fits the dialog?

BASIC

(a)



(b)



(c)



2. How much does the woman have to pay?

(a) 6,000 won.

(b) 10,000 won.

(c) 12,000 won.

## B Complete the sentences with the phrases in the box.

1. It is \_\_\_\_\_ for 15% off.

BASIC

2. Would you like to pay with cash or \_\_\_\_\_?

BASIC

3. Would you like to pay in monthly installments or \_\_\_\_\_?

BASIC

4. Have you got \_\_\_\_\_?

5. There are \_\_\_\_\_ on sale items.

• the receipt

• on sale

• no refunds

• in full

• by credit card

## C Look at the pictures and complete the dialogs.

1.

How much is it?



2.

I'd like to pay in full.



## Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 3

# Handling Customer Complaints



### Topics

- Apologizing to customers about a product
- Handling customer complaints

### Goals

- How to apologize to customers
- How to handle customer complaints

### Field Activity

- Role-playing for handling customer complaints





## A Look and Guess

Look at the pictures below and guess what the customers are complaining about.

(a)



(b)



(c)



(d)



## B Look and Match

Match the following complaints to the pictures from A.

- |    |   |                      |
|----|---|----------------------|
| 1. | It's arrived too late.                  | <input type="text"/> |
| 2. | It's different from the size I ordered. | <input type="text"/> |
| 3. | It doesn't match the description.       | <input type="text"/> |
| 4. | It's damaged.                           | <input type="text"/> |

## C Choose and Talk

Choose one complaint from above and talk about it with a partner.

**A:** I'd like to make a complaint. I have a problem with the product I ordered.

**B:** Can you explain exactly what the problem is?

**A:** It's different from the size I ordered.

**B:** We're very sorry about that.



## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: Welcome. How can I help you?  
B: Hello. I bought this cell phone yesterday, but there is a big problem with the screen.
- b** A: You're right. We're sorry about that. Can I offer you a full refund or an exchange?  
B: I'd like an exchange, please.
- c** A: No problem. Do you have the receipt?  
B: Here it is.
- d** A: Can you explain exactly what the problem is?  
B: Look! It is a new product, but there are scratches on the corner.
- e** A: We are very sorry for any inconvenience this may have caused you.  
B: I understand it's not your fault, but you should've checked it.



## B Talk Together

 Practice the dialog with a partner using the given expressions.

### Example

- A:** Welcome. How can I help you?  
**B:** Hello. I bought this shirt yesterday, but there is a problem with it.  
**A:** Can you explain exactly what the problem is?  
**B:** Look! There are some stains on the front of this shirt.  
**A:** You're right. We're very sorry about that. Can I offer you a full refund or an exchange?  
**B:** I'd like an exchange, please.



- perfume
- The bottle has leaked because the seal is broken.
- a full refund



- coat
- One of the buttons is missing and it left a hole here.
- an exchange

  
**On Your Own**

.....  
.....

•inconvenience: 불편함 •leak: 새다 •seal: 밀봉 부분



## A Listen and Do

Listen to the dialog and answer the questions.

1. Which picture best fits the dialog?

(a)



(b)



(c)



2. Write T if the description of the laptop is true or F if it is false.

- (1) It gets very hot whenever the man uses it.
- (2) There's something wrong with its internal cooling fan.
- (3) It is exposed to direct sunlight or heat.
- (4) The covers of the man's bed prevent its vent system from working.


## B Talk Together

Complete the dialog with the expressions in the box. Then, practice it with a partner.

- A:** Hello, I would like to register **1.** \_\_\_\_\_. I ordered unscented bath bombs, but you delivered heavily scented bath bombs to me. I'm allergic to fragrances.
- B:** I apologize for **2.** \_\_\_\_\_. Please let me know the number of the item in question. And I'd like to offer you **3.** \_\_\_\_\_.
- A:** I'm sorry, but that is not good enough. My skin is really itchy because of this problem.
- B:** I am sorry to hear that. I'd be more than happy to offer you a voucher for free beauty samples so that you can try products from different cosmetic brands. Would that help resolve the issue?
- A:** Oh, that is really nice of you. Thank you.
- B:** No problem. Thank you for **4.** \_\_\_\_\_.

a. a full refund or an exchange  
c. your patience

b. a complaint  
d. the inconvenience

•internal: 내부의 •exposed: 노출된 •vent: 통풍구 •itchy: 가려운

### STEP 1

4명씩 한 모둠을 이루어, 제품 판매와 관련하여 발생할 수 있는 고객들의 불만에 대해 조사해 봅시다.

#### Top 5

1

2

3

4

5



### STEP 2

STEP 1에서 조사한 내용을 바탕으로, 고객 불만 처리에 관한 다음 대화문을 완성해 봅시다.

A: Thank you for calling Smart Customer Service. This is \_\_\_\_\_ from the Complaints and Suggestions Department. How can I help you?

B: \_\_\_\_\_

A: Can you explain exactly what the problem is?

B: \_\_\_\_\_

A: We're very sorry about that. \_\_\_\_\_

B: I'd like a(n) \_\_\_\_\_, please.

A: Is there anything else I can help you with?

B: \_\_\_\_\_

A: We'll do our best to get it done as soon as possible.



### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 고객 불만에 대한 적절한 사과 표현을 포함했나요?        | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.

1. What picture best fits the dialog? **BASIC**

(a)



(b)



(c)



2. Why did the man make a complaint?

- (a) Because the salesperson was rude and unprofessional.
- (b) Because the products he purchased were of worse quality than expected.
- (c) Because the woman did not offer the free gift she'd promised.

## B Complete the sentences with the words in the box.

1. Can you \_\_\_\_\_ exactly what the problem is?
2. I'm very \_\_\_\_\_ about that. **BASIC**
3. I \_\_\_\_\_ for the inconvenience. **BASIC**
4. Can I \_\_\_\_\_ you a full refund or an exchange?

• sorry

• offer

• explain

• apologize

## C Look at the picture and complete the dialog.



A: Welcome. How can I assist you?

B: Hello. 1. \_\_\_\_\_

A: Could you please explain exactly what the issue is?

B: Look! 2. \_\_\_\_\_

A: We're very sorry about that. What would you like us to do for you?

B: I'd like a full refund, please.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# LESSON 4

## Duty-Free Shops and Department Stores



### Topics

- Duty-free goods
- Department store merchandise

### Goals

- How to sell products at duty-free shops
- How to sell products at department stores

### Field Activity

- Making an advertising brochure for products





## A Listen and Number



Listen to the dialogs and write the number for each picture.



## B Read and Write

Complete the sentences with the phrases in the box.

1. Thank you for .....
2. How much is that .....?
3. I like these. Can I .....?
4. How would you like ..... for it?

• in total

• to pay

• your purchase

• try them on

## C Read and Choose

Read the announcement and fill in the blanks with the given expressions.

Here come even more deals! Start the year right and treat yourself at  
 1. ....! This sale is from 2. .... Shop  
 now and get up to 70% off on selected items, plus 3. ....  
 on participating brands from 10:00 a.m. to 2:00 p.m., every Fridays of  
 this month! Bring your credit card so you can pay in 4. ....  
 without interest. Have fun shopping!

a. January 2 to 31

b. an extra 10% off

c. the Hanguk Department Store Clearance Sale

d. three monthly installments



## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: Hello. Can I help you?  
B: Yes. I'd like to buy a watch.
- b** A: Here you are. You can try it on.  
B: That's nice. How much is it in U.S. dollars?
- c** A: How would you like to pay?  
B: Well, I'll pay with my credit card.
- d** A: I see. No problem. Which do you prefer leather straps or stainless steel straps?  
B: Just stainless steel, please.
- e** A: It's 285 dollars.  
B: Great! That sounds reasonable.
- f** A: Thank you for your purchase. And enjoy the flight.  
B: Thanks. Bye.



## B Talk Together

 Complete the dialog with the expressions in the box. Then, practice it with a partner.

- A:** Good morning. How can I help you?
- B:** Hello. I'd like to ask you something. Well, **1.** \_\_\_\_\_?
- A:** It's on the second floor. Is this your first visit?
- B:** Yes. What do I need to shop at the duty-free store?
- A:** You need **2.** \_\_\_\_\_. Also, you can pay with **3.** \_\_\_\_\_.
- B:** That's great. Oh, **4.** \_\_\_\_\_?
- A:** Yes, you can. After going through the departure process, just present your passport, boarding pass, and exchange ticket at the pick-up center.
- B:** Oh, thank you for your help.

a. your passport and flight information

b. can I pick up my purchase at the airport

c. which floor is the duty-free shop on

d. U.S. dollars, credit cards, traveler's checks, or gift certificates

•leather: 가죽으로 만든 •departure: 출발(편) •boarding pass: 탑승권 •gift certificate: 상품권

## A Listen and Do



Listen to the dialog and answer the questions.

1. Which does the woman purchase?

(a)



240 mm

(b)



245 mm

(c)



245 mm

2. How much will the woman pay for the shoes?

(a) \$56.

(b) \$70.

(c) \$84.

3. Which of following is NOT true about the dialog?

(a) The woman wants shoes to wear every day.

(b) At first, the woman tried U.S. size 8 shoes.

(c) The shoes are made of fabric.

## B Talk Together

Practice the dialog with a partner using the given expressions.

### Example

- A: Hello. Can I help you?
- B: Yes. I'm looking for a shirt.
- A: Then, I'd recommend this shirt with long sleeves and a regular fit.
- B: Oh, I like it.
- A: Please try it on. What size do you wear?
- B: I wear a medium.



- a skirt
- skirt with a striped print
- a small



- a jacket
- waterproof hooded jacket with zip-front details and pockets
- an extra large

On Your Own

•athletic shoes: 운동화 •breathable: 통기성이 좋은 •sleeve: 소매

### STEP 1

4명씩 한 모둠을 이루어, 면세점 또는 백화점을 찾은 외국인 관광객들에게 추천하고 싶은 상품을 써 봅시다.

**Top 5**


1

2

3

4

5



### STEP 2

STEP 1의 상품 중 한 가지를 선택하여, 외국인 관광객들에게 소개할 광고 책자를 만들어 봅시다.

**Your product**

Draw a picture.

**Write about the product.**

Product Name \_\_\_\_\_

Characteristics \_\_\_\_\_

Price \_\_\_\_\_



### STEP 3

모둠별로 작성한 광고 책자를 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 광고 책자에 상품에 대한 정보를 포함했나요?                  | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 광고 책자를 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 광고 책자 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. What does the woman purchase?

BASIC

(a)



(b)



(c)



2. How much does the man pay for his purchase?

(a) \$45.

(b) \$50.

(c) \$55.

## B Choose the right response for each question.

1. Can I help you, ma'am?

( )

2. How much is this?

( )

BASIC

3. How do you like these items?

( )

4. What size do you wear?

( )

BASIC

a. I wear XXL.

b. Yes, please. I'm looking for skin lotion.

c. The original price was 30 dollars. But it is on sale for 10% off.

d. They're great. I'll take two of those.

## C Look at the picture and complete the dialog.

1.

2.

3.



Yes, please.  
I'm looking for  
a smartphone.

I do like this.  
How much is it?

Sounds  
reasonable.  
I'll take it.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |



# LESSON 5

## Traditional Markets



### Topics

- Shopping at traditional markets
- Exploring traditional markets

### Goals

- How to sell products at traditional markets
- How to guide tourists to Korean traditional markets

### Field Activity

- Making a promotional leaflet for traditional markets



# Get Ready

## A Look and Guess

Look at the pictures of souvenirs below and guess which one foreign tourists like the most. You can also make your own suggestions.

(a)



(b)



(c)



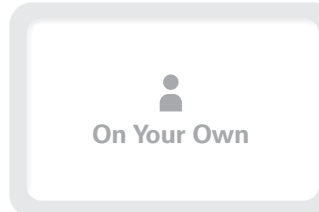
(d)



(e)



(f)



## B Look and Match

Match the following descriptions to the pictures from A.

1. *Hunminjeongum* toast stamper

2. sets of spoons and chopsticks

3. jade green tea set

4. *Hanbok* coasters

5. tile-patterned lamps

## C Choose and Talk

Choose one souvenir from above and talk about it with a partner.

A: Welcome. How can I help you?

B: Hello. I'm looking for a souvenir.

A: Then, I'd recommend these sets of spoons and chopsticks.

B: Wow! They're wonderful.



## A Listen and Do

Listen to the dialog and answer the questions.

1. What does the woman purchase?

(a)



(b)



(c)



2. How much does each one cost?

(a) \$3.

(b) \$10.

(c) \$30.

3. Who does the woman purchase the souvenir for?

(a) Family.

(b) Friends.

(c) Coworkers.

## B Talk Together

Practice the dialog with a partner using the given expressions.

### Example

A: Welcome. Can I help you?

B: I'm just looking around. Oh, excuse me. What is this? It's lovely!

A: This is a traditional Korean hairpin. It's called *binyeo* in Korean.

B: I like it. How much is it?

A: It's 8 dollars. How many do you need?

B: I'll take these two.



₩34,000

- a pillow to help cool you off
- *jukbuin*



₩8,200

- a traditional stone statue in the shape of an old man
- *dolhareubang*



\$3

On Your Own

•arts and crafts: 공예품 •separately: 따로따로

## A Listen and Do



Listen to the dialog and rewrite the underlined parts correctly.

**Namdaemun Market**

Do you want to get a taste of local Koreans' lives? Then, check out Namdaemun Market, one of **1. the latest** and largest traditional markets in Korea. Here, you can not only experience the genuine Korean spirit but also purchase all different kinds of goods, from clothes, food, fabrics, and electronics, to kitchenware, toys, mountain gear, fishing equipment, stationery, flowers, and more, **2. except fine art**. You can literally spend an entire day shopping, bargaining, eating, and people-watching. Let's go and get lost!

- **Closed:** **3. Open daily**
- **Opening Hours:** Varies by store (Wholesalers are usually open from 11:00 p.m. to 3:00 a.m. and many retail stores are open from 7:00 a.m. to 5:00 p.m.)
- **Payment:** **4. Cash only**

## B Talk Together

Ask and answer the questions with a partner. Use the following information.

**Jeju Dongmun Market**

As one of the most popular traditional markets in Jeju, it has served countless customers, selling diverse items at low prices. Try tangerine chocolate and black pork as well as fresh seafood like mackerel and abalone.

- **Closed:** Lunar New Year's Day (*Seollal*) and Korean Thanksgiving Day (*Chuseok*)
- **Opening Hours:** Varies by store
- **Credit Cards:** Accepted
- **Facilities:** Covered shopping area, ATMs, parking lots, baby stroller rental services, etc.

Q1. I'd like to visit a traditional market. Any suggestions?

Q2. What kind of products are there?

Q3. What time is it open?

Q4. Do they only accept cash?

•stationery: 문구류 •genuine: 진품의 •mackerel: 고등어 •abalone: 전복 •facilities: (편의) 시설 •baby stroller: 유모차



### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객들에게 추천하고 싶은 우리나라의 전통 시장을 조사해 봅시다.

Name

Characteristics

Location

On Your Own

### STEP 2

STEP 1에서 조사한 내용을 바탕으로, 외국인 관광객들에게 소개할 전통 시장 리플릿을 만들어 봅시다.



Are you planning to visit traditional markets in Korea?

If so, why don't you visit

• Operating Hours:

• Closed:

• Parking Facilities and Restrooms:

• Location:

### STEP 3

모둠별로 작성한 리플릿을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 리플릿에 전통 시장에 대한 정보를 포함했나요?               | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 리플릿을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 리플릿 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

BASIC

(a)

(b)

(c)



2. How much does the man pay for his purchase?

(a) \$2.

(b) \$8.

(c) \$16.

## B Choose the right response for each question.

1. How much is it?

BASIC

( )

2. How many do you need?

BASIC

( )

3. Could you tell me more about it?

( )

4. It's a pouch, isn't it?

( )

a. It's 30,000 won, sir.

b. Yes, you're right. It's called *bokjumeoni* in Korean.

c. I'll take these two.

d. Sure. It's a traditional Korean lantern with a silk shade.

## C Read the following dialog and complete the promotional pamphlet.

A: I'd like to visit a traditional market. Any suggestions?

B: How about visiting Gwangjang Market? It is the first local market in Korea.

A: Sounds perfect! What kind of products are there?

B: There are all kinds of silk, satin, and linen bedsheet stores as well as a variety of food stalls selling snacks like fried Korean pancakes, *gimbap*, etc.

A: Wow! That's impressive. When does it open?

B: It opens at 9:00 a.m.

A: I see. Oh, do they only accept cash?

B: No, you can use a credit card. Happy shopping!



**Gwangjang Market: 1. \_\_\_\_\_ in Korea**

• **Location:** Jongno-gu, Seoul

• **Specialties:** 2. \_\_\_\_\_

• **Hours:** 3. \_\_\_\_\_ – 6:00 p.m. BASIC

• **Closed:** Sundays

• **Payment:** 4. \_\_\_\_\_

## Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## Must-Have Souvenirs from Around the World

One of the many pleasures of traveling is bringing home mementos of your journeys. You can even double your pleasure by having something to recall the memory of your trips or giving some to your loved ones. Below is a list of must-have souvenirs from across the world. Match the pictures to the right name of each souvenir.



1. ....



2. ....



3. ....



4. ....



5. ....



6. ....



7. ....



8. ....



9. ....

**a** Wooden animals,  
Kenya

**b** Maple syrup,  
Canada

**c** Salt,  
Iceland

**d** Fans,  
Japan

**e** Elephant pants,  
Thailand

**f** Blue Mountain  
coffee, Jamaica

**g** Delftware,  
Netherlands

**h** Matryoshka doll,  
Russia

**i** Incense sticks,  
Bali

**Q** Which souvenir on the list would you like to buy? You can also make your own suggestions. Search for it on the Internet and share it with a partner.

### Self-Check

- ☐ I can recommend and describe products.
- ☐ I can respond to customers who pay for, exchange, or return products.
- ☐ I can handle customer complaints regarding shopping.
- ☐ I can do sales work at duty-free shops, department stores, and traditional markets.

### The Grand Bazaar in Istanbul, Türkiye



The Grand Bazaar in Istanbul, Türkiye is one of the world's most famous and oldest shopping destinations. During the Ottoman Empire era, jewelry and precious hand-woven textiles were gathered here in the Grand Bazaar from all over the country, and it has been a shopping paradise for appreciating traditional textiles and authentic jewelry ever since.

It is also known as one of the biggest enclosed markets in the world. Inside, the Bazaar's 64 streets and smaller alleyways house not only roughly 4,000 stores but also a mosque, a post office, cafés, banks, and a police station. It is not just a market, but in fact a separate world within Istanbul.

It is recorded that a number of travelers who visited the bazaar in the past portrayed it as a quiet, solemn place. Now, it is just the opposite. Shopkeepers invite visitors wandering around the bazaar, sharing friendly greetings in many different languages. Bargaining is one of the rituals of shopping here and gives vitality and pleasure to both sellers and buyers.



“Visiting Grand Bazaar is not just seeing a historical and mysterious place; it is the attractiveness created by the market tradition deriving from the past and by the human warmth intermingled with that, and even the feeling of trust,” says Oktay Ekinci, the former government official. When traveling to Istanbul, seeing Grand Bazaar is a must-do. You will be absolutely fascinated by this huge place full of lively people living now with its past history.

Did you achieve your goals?  
What needs more effort?

.....

.....

.....

.....



# PART VI

## TOUR GUIDE SERVICE



Must-Eat Dishes  
from Around the  
World

Korean  
Cultural and  
Natural  
Heritage Sites

4



Machu Picchu  
in Peru



Tourist Attraction  
Guides and  
Information

5



### PART VI에서는

우리나라의 '전통문화', '전통 음식', '현대 문화' 소개와 관련된 영어 회화를 학습하고, '세계 유산'과 '관광지'를 해설하고 안내하는 데 필요한 설명 자료와 안내문을 작성한다. 이를 실무에 적용하여 외국인 관광객들에게 친절한 안내 서비스를 제공할 수 있도록 한다.



## LESSON 1

Korean Culture

## LESSON 2

Traditional Korean Food

## LESSON 3

Contemporary Korean Culture

## LESSON 4

Korean Cultural and Natural Heritage Sites

## LESSON 5

Tourist Attraction Guides and Information

## Culture

Must-Eat Dishes from Around the World

## Famous Tourist Attractions

Machu Picchu in Peru

## Goals of Part VI

- Talking about Korean culture
- Talking about traditional Korean food
- Talking about contemporary Korean culture
- Talking about Korean cultural and natural heritage sites
- Talking about tourist attractions

**My Study Plan** Write your study plan for this part.

### My Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### How to Achieve the Goals

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



# LESSON

# 1

## Korean Culture



### Topics

- General information about Korea
- Traditional Korean culture

### Goals

- How to provide information about Korea
- How to introduce traditional Korean culture

### Field Activity

- Making a brochure about traditional Korean culture



## A Look and Talk

Suppose you're a tour guide. What part of Korean culture would you like to explain to foreign tourists? You can also make your own suggestions.

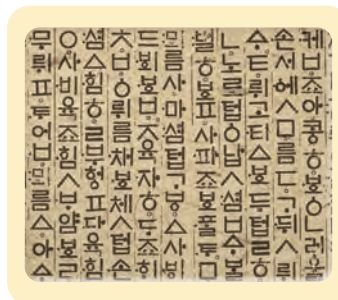
(a)



(b)



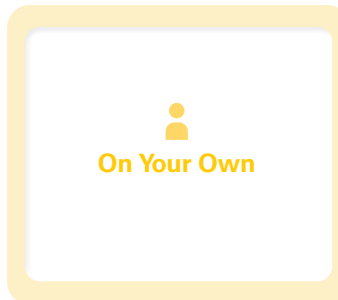
(c)



(d)



(e)



## B Think and Write

Write the right expression in the box.

### About Korea



Capital City .....



National Anthem .....



Land Size .....



Population .....



Currency .....



Standard Time .....

- Won (₩)
- 51.31 million
- Aegukga

- 100,444 km<sup>2</sup>
- nine hours ahead of Greenwich Mean Time
- Seoul

## A Read and Do

Read the dialogs and fill in the blanks with the given expressions.



Welcome to Korea! It is a country with a long history and its own culture and traditions. Feel free to ask me about it.



Where is Korea?

The Korean peninsula is located in 1. \_\_\_\_\_. It is surrounded by the ocean on three sides, neighboring Japan to the east and 2. \_\_\_\_\_ to the west.

What is Korea's national symbol?



First, let me tell you about 3. \_\_\_\_\_, Taegeukgi. It symbolizes the principles of oriental philosophy and values of peace, purity, balance, and harmony. Also, the national flower is the rose of Sharon, called *mugunghwa*. It means 4. \_\_\_\_\_.



How many people are there in Korea?

Korea's population was estimated to be over 5. \_\_\_\_\_ in 2024, ranking 29th globally. Out of the total population, roughly 20% live in Seoul, 6. \_\_\_\_\_.

What writing system do you use?



The official writing system of Korea is *hangeul*. It was introduced in 1443 by King Sejong to help all people to easily 7. \_\_\_\_\_. Thanks to *hangeul*, Korea has one of the highest literacy rates in the world. Koreans celebrate the invention of the Korean alphabet 8. \_\_\_\_\_, which is *Hangeul Day*.

- 50 million
- the national flag
- the capital city
- on October 9
- read and write
- Northeast Asia
- China
- immortality

•Korean peninsula: 한반도 •oriental philosophy: 동양 철학 •estimate: 추정하다  
•literacy rate: 식자율(글을 읽고 쓸 수 있는 사람들의 비율)



## A Listen and Do



Listen to each dialog and fill in the blanks.



Let's move on. I'd like to introduce traditional Korean culture.



### 1 Hanbok, Traditional Korean Clothes

The women's *hanbok* has a graceful shape with a slim top and a(n) 1. \_\_\_\_\_ bottom. The wide sleeves and flexible skirt make the wearer look as though they're floating on air. Also, the 2. \_\_\_\_\_ fabric is dyed with natural materials. Some Koreans wear *hanbok* for traditional holidays or special occasions.

### 2 Hanok, Traditional Korean Houses

These days, *hanok* generally refers to tile-roofed houses. People are expected to take 3. \_\_\_\_\_ off before entering a room. The traditional Korean custom of sitting and sleeping on the 4. \_\_\_\_\_ started with the *ondol* system in *hanok*.



### 3 Ondol, Traditional Korean Heating System

There is a layer of 5. \_\_\_\_\_ above the foundation in *hanok*. The heat from the kitchen fire runs through the open space, warming the stone above. This heat keeps both the floor and the 6. \_\_\_\_\_ warm in the winter.

How about spending a night or more at a *hanok* guest house? You can enjoy traditional Korean architecture, lifestyle, and culture. Give it a try.

Why not? It sounds like a great experience.



I think so, too.

•flexible: 유연한 •float: 떠가다, 흘러가다 •dye: 염색하다 •tile-roofed: 기와로 된 •foundation: (건물의) 토대

### STEP 1

4명씩 한 모둠을 이루어, 우리나라의 전통문화 중에서 외국인 관광객들에게 소개하고 싶은 내용을 써 봅시다.

**Top 5**


1

2

3

4

5



### STEP 2

STEP 1에서 조사한 내용을 바탕으로, 우리나라의 전통문화를 외국인 관광객들에게 소개하는 안내문을 만들어 봅시다.

I'd like to introduce traditional Korean culture. First, let me tell you about .....


.....

.....

.....

.....

.....



### STEP 3

모둠별로 작성한 안내문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 안내문에 우리나라의 전통문화에 관한 내용을 포함했나요?          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 안내문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





# Check Up

## A Match the words with the correct descriptions.

BASIC

1. *hanok*

a the rose of Sharon or Korea's national flower

2. *mugunghwa*

b traditional Korean clothing with a slim top, wide bottom, and wide sleeves

3. *hanbok*

c a traditional Korean house where the heat runs through the open space, warming the floor

## B Fill in the blanks to complete each answer to the question.



Q Where is Korea?

A It is located in \_\_\_\_\_ Asia with neighbors \_\_\_\_\_ to the east and China to the west.



Q What alphabet do you use?

A The writing system of Korea is \_\_\_\_\_, which was introduced by King Sejong. Koreans celebrate its invention every \_\_\_\_\_ 9.



Q Can you explain *hanok*?

A It generally refers to \_\_\_\_\_ houses. People sit and sleep on the floor, so there are no \_\_\_\_\_.

## C What advice can you give to foreigners in the following situations? Write your advice using the given word.



### Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                     | 7-8       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# 2

# Traditional Korean Food



- Traditional Korean food
- Traditional Korean desserts

- How to introduce traditional Korean food
- How to explain about traditional Korean desserts

- Making an ad for traditional Korean food



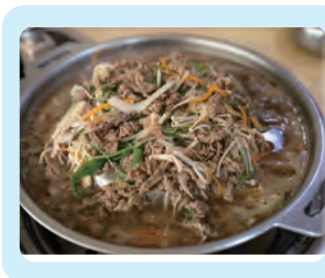
## A Look and Talk

Suppose you're a tour guide. Which traditional Korean food would you introduce to foreign tourists? You can also make your own suggestions.

(a)



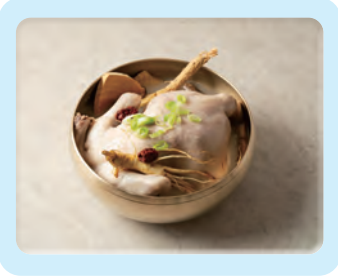
(b)



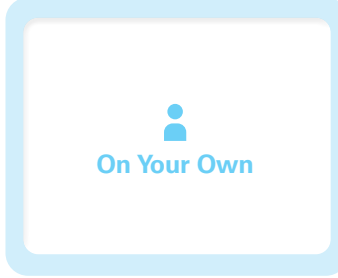
(c)



(d)



(e)



## B Look and Match

Match the following descriptions to the pictures from A.

1. cooked rice in a stone pot
2. soup made with rice cakes
3. grilled meat and vegetables
4. chicken soup stuffed with ginseng, jujubes, garlic, etc.
5. noodle dish made with beef and vegetables in soy sauce and sesame oil

## C Choose and Talk

Choose one traditional Korean food from above and talk about it with a partner.







## A Listen and Do

Listen to the dialog and fill in the blanks.

### General Kinds of Traditional Korean Food



## B Listen and Write

Listen to the dialog and complete the menu section about *bibimbap*.

### What is it?

It is a bowl of rice mixed with 1. ....

### Why is it popular?

Because it is 2. ....

### What's in *bibimbap*?

- It's made with vegetables, beef, 3. ....
- It also has some 4. .... paste and sesame oil or soy sauce.

### How much is it?

₩12,000



•staple: 주된, 주요한 •fermented: 발효된 •fiber: 섬유질 •braised: 푹 삶은 •nutritious: 영양가가 높은

## A Read and Do

Read the dialog and fill in the blanks with the given expressions.



Did you enjoy your meal? Would you like a traditional Korean dessert? The typical Korean snacks are rice cakes called *tteok* and traditional confectionery or *hangwa*. You should also try *sujeonggwa*, which is a sweet drink.

What is this called?

This is *tteok*. *Tteok* is made from 1. .... that is cooked and then shaped in different ways. These rice cakes usually have 2. ....



Mostly, it's served at ceremonies and on holidays.

It's delicious. And it's a little chewy. Do Koreans eat this dessert often?

Please try these snacks. They're called *hangwa*.

It's made from 3. .... Depending on the individual recipe, it can have different shapes or flavors.

It is so good. What is it made of?



Oh, I like this a lot. What is it?

It's called *sujeonggwa*. It's a 4. .... I'm glad you like it. This drink is made from cinnamon and ginger, with sugar or honey. It is decorated with dried persimmon or pine nuts.



Wow! This is the best! It's so sweet.

- flour with some honey or sugar
- rice powder

- persimmon punch
- a sweet filling or coating

•confectionery: 과자류, 단 음식 •chewy: 꼭꼭 씹어 먹어야 하는 •cinnamon: 계피 •ginger: 생강 •persimmon: 감




### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객들에게 소개하고 싶은 우리나라의 전통 음식을 써 봅시다.

**Top 5**

- 1
- 2
- 3
- 4
- 5



### STEP 2

STEP 1의 음식 중 하나를 선택하여, 외국인 관광객들에게 소개하는 홍보 포스터를 만들어 봅시다.

**Name of Traditional Korean Food**


.....

**Ingredients**

.....

**Steps (for cooking)**

1. ....
2. ....
3. ....



### STEP 3

모둠별로 작성한 홍보 포스터를 발표하고 가장 잘한 모둠을 정해 봅시다.

|  | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|--|------|------|------|------|
| 홍보 포스터에 필요한 내용을 모두 포함했나요?                  | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 홍보 포스터를 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 홍보 포스터 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up

## A Match the words with the descriptions. BASIC

1.



*guk*

- a a traditional Korean tea with persimmon in it

2.



*tteok*

- b a soup of vegetables, seafood, or meat boiled in water

3.



*sujeonggwa*

- c a dish made by steaming, frying, or boiling rice powder or other grain powder

## B Fill in the blanks to complete each answer to the question.

1.



**Q** What is the staple food in Korea?

**A** The staple food of the Koreans is \_\_\_\_\_ rice. It may also include other grains.

2.



**Q** What are the ingredients of *kimchi*?

**A** They are \_\_\_\_\_ vegetables seasoned with red pepper, garlic, green onions, etc.

3.



**Q** How do you make *bibimbap*?

**A** \_\_\_\_\_ steamed rice with meat and vegetables, and add red pepper paste, sesame oil, or soy sauce.

## C Look at the picture and make a dialog with a partner. Then, act it out.

Wow! It looks delicious! What is this called?



.....  
.....

### Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-6                      | 7         |
|-----------------|--------------------------|--------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED. | EXCELLENT |

## LESSON

# 3

# Contemporary Korean Culture



### Topics

- Tour programs
- Contemporary Korean culture

### Goals

- How to suggest tour programs
- How to provide information about contemporary Korean culture

### Field Activity

- Making a leaflet about contemporary Korean culture



# Get Ready

## A Look and Guess

Look at the pictures below representing contemporary Korean culture and guess which one foreign tourists like the most. You can also make your own suggestions.

(a)



(b)



(c)



(d)



(e)



  
On Your Own

## B Look and Match

Match the following descriptions to the pictures from A.

1. Attending K-pop concerts
2. Enjoying street food like locals on a private Korean food tour
3. Looking around the filming locations of popular dramas and movies
4. Visiting cities and sites related to works of fiction and their authors
5. Shopping for the best and latest Korean cosmetic brands


## C Choose and Talk

Choose one tour program from above and talk about it with a partner.

I feel like trying some different kinds of Korean food. Any suggestions?



How about \_\_\_\_\_?



I feel like I want to know more about Korean dramas. Any suggestions?





## A Listen and Do

Listen to the dialog and answer the questions.

1. What hasn't the woman done in Korea yet?

(a)



(b)



(c)



2. Which of the following is NOT true?

- (a) The man thinks K-pop boy band's dancing is very energetic and powerful.
- (b) The woman has attended K-pop dance classes every weekend since she came to Korea.
- (c) The man and the woman are going to see a musical performance offered in English.

## B Talk Together

Practice the dialog with a partner using the given expressions.

### Example

- A:** I don't know what to do on the last day of my trip. Any suggestions?  
**B:** Why don't you sign up for a cosmetic shopping tour?  
**A:** Oh, that sounds interesting. Can you tell me more about it?  
**B:** This program helps you to buy the right cosmetics that fit your skin type.  
**A:** That would be great! Thank you.  
**B:** It's my pleasure.



- a K-drama locations trip
- take photos in the same spots as the characters in drama scenes



- a Korean snack food cooking class
- sample tasty street food snacks in local markets and master cooking techniques




### On Your Own

•catchy: 기억하기 쉬운 •subtitle: 자막



## A Read and Do

Read the tourist information website. And choose the right expressions for each blank.



|                                    |  |
|------------------------------------|--|
| <b>Price</b>                       | From \$60.50 (1. ....)                           |
| <b>Date</b>                        | Saturday, Nov. 8, 2025<br>5 to 6 hours (approx.) |
| <b>Reserve Now &amp; Pay Later</b> | Secure your spot while staying flexible          |
| <b>Free cancellation</b>           | Up to 24 hours in advance                        |
| <b>Offered in</b>                  | English, Chinese, Japanese                       |

### Overview

Dive deep into the world of K-pop on a group tour in Seoul. Begin with **2.** \_\_\_\_\_ at the KBC building, then enjoy a tour of the iconic station. Spot K-pop stars on their way to *Music Stage*, the most famous music program in Korea. Next, head to a K-pop theme park and take photos and videos in the recognizable K-pop-themed zones with four different concepts: K-Pop Stage, Subway Theme, Spaceship Theme, and Coin Laundry Theme. Also, don't miss the K-pop dance class! At the dance studio, you'll enjoy **3.** \_\_\_\_\_ led by the professional backup dancers of superstars. It's the unique K-pop experience everyone can enjoy!

### Additional Info

- Confirmation will be received at time of booking.
- Not recommended for travelers with back or heart problems.
- Children under 10 can join but the dance may be challenging for them.
- This tour or activity will have **4.** \_\_\_\_\_.

- a. K-pop idol sightings
- c. Lowest Price Guarantee

- b. a one-hour dance class
- d. a maximum of 30 travelers

## B Talk Together



Based on the information in A, ask and answer the following questions with a partner.


- Q1** What are we going to do on Saturday, Nov. 8?
- Q2** What kind of concept can we take photos and videos with?
- Q3** Can every traveler join the K-Pop Fan Tour?

•cancellation: 취소 •in advance: 미리, 사전에 •recognizable: 알 수 있는 •confirmation: 확인 •guarantee: 보장

### STEP 1

4명씩 한 모둠을 이루어, 외국인 관광객에게 추천하고 싶은 한국 현대 문화에 관한 관광 프로그램을 만들어 봅시다.

|                   |  |
|-------------------|--|
| Title             |  |
| Introduction      |  |
| Program Includes  |  |
| When              |  |
| Where             |  |
| Participation Fee |  |
| On Your Own       |  |



### STEP 2

STEP 1에서 구성한 관광 프로그램을 소개하는 리플릿을 만들어 봅시다.

|   |   |
|---|---|
| <p>..... Tour</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p><b>Program Includes:</b> .....</p> <p><b>When:</b> .....</p> <p><b>Where:</b> .....</p> <p><b>Participation Fee:</b> .....</p> |
|---|---|

### STEP 3

모둠별로 작성한 리플릿을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 리플릿에 필요한 관광 프로그램 정보를 모두 포함했나요?          | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 리플릿을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 리플릿 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



## A Listen and answer the questions.



1. What is the woman going to do? **BASIC**

(a)



(b)



(c)



2. Which of the following did the man NOT do last weekend?

(a) Rock-climbing.

(b) Hiking.

(c) Bungee jumping.

## B Fill in the blanks using the given expressions.

1. If you're shopping for the latest electronics, \_\_\_\_\_ Electro Market in Yongsan.

2. \_\_\_\_\_ visit a hair salon near Hongdae and get a hairstyle makeover? **BASIC**

3. \_\_\_\_\_ getting a seat at a KBC *Music Show* to see different K-pop stars perform?

• I'd recommend

• How about

• Why don't you

## C Look at the table and fill in the blanks.

| Option         | Included   | Price              |
|----------------|--|--------------------|
| Paddleboarding | <ul style="list-style-type: none"> <li>Two-person transparent paddleboard rental</li> <li>Life jacket rental</li> <li>A brief safety course</li> </ul> | ₩55,000 per person |

A: I'm going to Jeju-do this summer. Are there any water sports I can try?

B: I'd recommend 1. \_\_\_\_\_ at Hado Beach. It's one of the best water sports tour programs you can do.

A: That sounds fun! But I don't have a paddleboard.

B: That's okay. You can rent a(n) 2. \_\_\_\_\_. **BASIC**

A: Is it transparent? Then, I can see through the blue sea below. How much is it?

B: It costs 3. \_\_\_\_\_. 4. \_\_\_\_\_ are included in that price.

A: That would be great. Thank you.

## Self-Assessment Scale

| CORRECT ANSWERS | 0-2                      | 3-5                     | 6-9       |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## LESSON

# 4

# Korean Cultural and Natural Heritage Sites



### Topics

- Korean cultural heritage sites
- Korean natural heritage sites

### Goals

- How to provide information about Korean cultural heritage sites
- How to provide information about Korean natural heritage sites

### Field Activity

- Making a leaflet about Korean world heritage sites





## A Look and Talk

Suppose you're a tour guide. Which cultural heritage site would you like to introduce to foreign tourists?

(a)



(b)



(c)



(d)



(e)



(f)



## B Look and Match

Match the following expressions to the pictures from A.

1. Palace Complex

(a)

2. Fortress

3. Shrine

4. Grotto

5. Folk Villages

6. Royal Tombs

## C Read and Choose

Look at the leaflet. Fill in the blanks with the given expressions.

### Gyeongju National Museum

Shilla Dynasty Collection: Gold Crowns

1. \_\_\_\_\_ : 10:00 a.m. – 6:00 p.m.

2. \_\_\_\_\_ : Free

3. \_\_\_\_\_ : Available in Korean, English, Chinese, and Japanese

4. \_\_\_\_\_

- Take the 700 bus from Singyeongju Station and get off at Anapji Pond
- A three-minute walk from Anapji Pond



a. Transportation

b. Regular Hours

c. Fees

d. Audio Guide

## A Read and Do

Read and choose the right expression for each blank.

As your first destination in Jongno-gu, Seoul, we recommend that you visit **1.** \_\_\_\_\_. The distinctive shapes of the old royal palaces harmonize with the modern buildings of the city. You should not miss the unique scenery.

### Recommended Highlights



#### Changing of the Guards Ceremony at Gyeongbokgung Palace

This colorful cultural ceremony is carried out as it was done in the early Joseon Dynasty. About 60 guards perform this royal event **2.** \_\_\_\_\_. You can also try on traditional Korean costumes.



#### Jongmyo Shrine

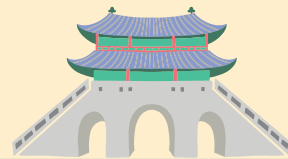
This shrine stores the spirit tablets of the kings and queens of the Joseon Dynasty, and it has the longest single wooden building in Korea. **3.** \_\_\_\_\_ invites quiet reflection. Visit the site with a cultural interpreter who can tell you fascinating stories about it.



#### Night Opening of Changdeokgung Palace

The palace is beautifully placed along the foot of the mountain. Every spring and autumn, a moonlight tour shows you **4.** \_\_\_\_\_. See the royal secret garden in the backyard. Don't forget to make a reservation.

- a. around its beautiful trees, pavilion, and pond
- b. wearing ancient uniforms, weapons, and decorations
- c. The simple and solemn elegance
- d. the ancient palaces of the Joseon Dynasty



## B Talk Together



Based on the information in A, ask and answer the following questions with a partner.

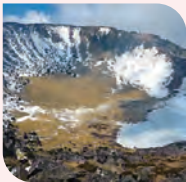
- Q1** Where can I see the Changing of the Guards Ceremony?
- Q2** What kind of place is Jongmyo Shrine?
- Q3** When can I join a moonlight tour at Changdeokgung Palace?

•distinctive: 독특한 •shrine: 성지 •pavilion: 정자, 부속 건물 •solemn: 엄숙한

## A Read and Do

Read and choose the right expressions for each blank.

Welcome to Jeju-do! This beautiful island, which was designated as 1. \_\_\_\_\_, is also an iconic tourist spot. It is the first place that comes to mind when you want to escape from the busy life of the city and travel to an exotic landscape to breathe fresh air and gaze at the stars.



### Hallasan Mountain

With a height of 1,950 meters, Hallasan Mountain is the highest mountain in Korea. The major hiking trail is the Seongpanak Trail Course. This course is around 9.6 km long, and it takes about nine hours round trip. Although the course is long, it has 2. \_\_\_\_\_, so one can climb up at a leisurely pace and experience the magnificent scenery.



### Seongsan Ilchulbong Peak

Seongsan Ilchulbong Peak, also called "Sunrise Peak," is situated on the eastern seaboard of Jeju-do. It has 3. \_\_\_\_\_, which looks like a giant crown. From the inside, the sunrise looks spectacular. If you would like to see the sunrise at the top, leave at least one hour before sunrise.



### Manjanggul Cave

Manjanggul Cave is the most famous lava tube in the Geomunoreum Volcanic Cone region, which was formed by vast amounts of basalt lava from Hallasan Mountain's volcano. Inside the cave, there are some lava tube structures. The 7.6-meter lava column is the largest of its kind in the world. The cave and its various formations have outstanding research value in understanding 4. \_\_\_\_\_.

- a. a gradual slope
- b. the formation and characteristics of lava tubes
- c. a World Natural Heritage Site by UNESCO
- d. a huge crater surrounded by many sharp rocks

## B Talk Together



Based on the information in A, ask and answer the following questions with a partner.

- Q1 How high is Hallasan Mountain?
- Q2 What does Seongsan Ilchulbong Peak have?
- Q3 How was Manjanggul Cave formed?

•designated: 지정된 •magnificent: 웅장한, 훌륭한 •basalt: 현무암

## STEP 1

4명씩 한 모둠을 이루어, 한국관광공사 홈페이지를 참고하여 우리나라의 세계 유산 중에서 외국인 관광객들에게 소개하고 싶은 내용을 써 봅시다.


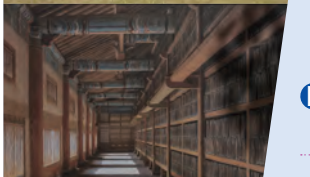
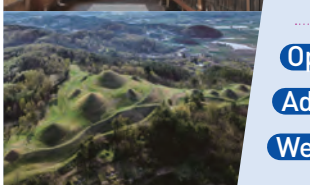
🔍
UNESCO World Heritage Sites
📄 🗣️

**Cultural Heritage Sites**

**Natural Heritage Sites**

## STEP 2

STEP 1에서 조사한 우리나라의 세계 유산 중 한 가지를 선택하여, 외국인 관광객들에게 소개하는 관광 안내 책자를 만들어 봅시다.

Name

Location

Description

Public Transportation

Operating Hours

Admission Fees

Websites

## STEP 3

모둠별로 작성한 관광 안내 책자를 발표하고 가장 잘한 모둠을 정해 봅시다.

|  | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|--|------|------|------|------|
| 관광 안내 책자에 우리나라의 세계 유산에 대한 정보를 포함했나요?         | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 관광 안내 책자를 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 관광 안내 책자 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |





# Check Up



## A Listen to the announcement and fill in the blanks.



- **Location:** Suwon, Gyeonggi-do
- **Type:** Official 1. \_\_\_\_\_.
- **Description:** Its wall stretches for over 5 kilometers, and it has many 2. \_\_\_\_\_ facilities. The four gates face each of the four directions.
- **Historic Background:** It was a pioneer city with its own 3. \_\_\_\_\_ power.

## B Choose the right response for each question.

BASIC

1. Which is the best place to visit in Korea? ( )
2. What are they famous for? ( )
3. Where are they located? ( )

- a. They are located on Korea's western and southern coasts.
- b. I'd recommend Korean tidal flats, called *gaetbeol*.
- c. They are well-known for being the habitats for different types of organisms, including migrating birds, clams, crabs, octopuses, and snails.

## C Ask and answer the questions with a partner. Use the following information.

### Andong Hahoe Folk Village

- **Location:** Andong-si, Gyeongsangbuk-do
- **Description:** It is well-known for its historical value with traditional tile-roofed houses and mask dance performances. Also, it was added to the UNESCO World Heritage List under the category of "Historic Villages in Korea" in 2010.
- **Operating Hours:** Summer 9:00 a.m.–5:30 p.m., Winter 9:00 a.m.–4:30 p.m.
- **Admission Fees:** Adults ₩5,000, Teenagers ₩2,500, Children ₩1,500



Q1 Where is it located?

BASIC

Q2 What is it famous for?

Q3 When is it open?

Q4 How much is the admission fee?

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-6                     | 7-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

# Tourist Attraction Guides and Information



## Topics

- Travel planning and research
- Tourist attraction guides and information

## Goals

- How to provide useful resources for travel planning and research
- How to guide visitors to tourist attractions

## Field Activity

- Making a dialog about introducing tourist attractions



# Get Ready

## A Look and Talk

If you were a tour guide, which tourist attractions would you introduce to foreign tourists visiting Korea? Search for the top three places you want to recommend. You can also make your own suggestions.

**N Seoul Tower**



**Gyeongju Daereungwon Ancient Tomb Complex**



**Imjingak and Paju DMZ**



**Hantangang UNESCO Global Geopark**



**Top Three Must-Visit Tourist Spots in Korea**

1. ....
2. ....
3. ....

On Your Own

**Hanbat Arboretum**



**Haeundae Pavilion**



**Jeonju Hanok Village**



**Bijarim Forest**



## B Choose and Talk

Choose one tourist attraction from above and talk about it with a partner.

Can you recommend a place to visit?



Sure. Have you ever been to \_\_\_\_\_?



## A Read and Do

Read the following and put the boxes in the correct order.

- a** A: Good morning! How can I help you?  
B: Hi! Well, I've just arrived here, so I have a few questions, if you don't mind.
- b** A: There are a few traditional restaurants. It's 10 minutes away from here.  
B: Great! And what about events? Where can I find information about local events?
- c** A: Of course. Feel free to take any of these. This one has all the major sights marked.  
B: That's great! So, what sights can I see in this area?
- d** A: Of course not. I'd be glad to help you. What would you like to know?  
B: First of all, do you perhaps have some leaflets I could take?
- e** A: Take this pamphlet. You can find everything about upcoming events there.  
B: Perfect! Thank you so much for your help!
- f** A: There is an art gallery close by. I'd recommend visiting it; it's beautiful.  
B: That's wonderful. Is there any place nearby where I can try local food?



## B Talk Together

 Complete the dialog using the given expressions and practice it with a partner.

- A:** Hello. Do you have any pamphlets in English?  
**B:** Hi! Yes, we have a few interesting **1.** \_\_\_\_\_ here. Here you go!
- A:** That's great. What sights can I see in this area?  
**B:** There is **2.** \_\_\_\_\_. It's not far from here. It's just three blocks straight down this road.
- A:** That seems interesting. Where can I try local cuisine?  
**B:** Right here on the back, you can find the names and addresses of quite a few restaurants that **3.** \_\_\_\_\_.
- A:** Thank you. And I have another question. Where can I find information about local events?  
**B:** There will be **4.** \_\_\_\_\_, so you can attend that. For more information, read this!

- a. a *hanok* village you can visit  
c. a summer festival next week

- b. serve great local food  
d. tour pamphlets

•mark: 표시하다 •cuisine: 요리



## A Listen and Do



Listen to the dialog and answer the questions.

1. Where does the conversation take place?

- Ⓐ At a library.      Ⓑ At a swimming pool.      Ⓒ At a tourist information center.

2. Complete the festival leaflet.

### Winter Sea Penguin Swimming Festival

Ring in the new year through boot camp activities!

**Location:** Jungmun (1) \_\_\_\_\_ in Seogwipo-si, Jeju-do

**Activity Times:** 10:00 a.m.–1:00 p.m. on the first day of every new year

**Admission/Participation Fees:** (2) \_\_\_\_\_

**Age Limit:** Open to visitors of (3) \_\_\_\_\_

**Programs:** Penguin fin run, treasure hunt, making-a-wish postcard, etc.

**Transportation:** From the airport, take Bus No. 600 to Seaside Hotel on the Jungmun (4) \_\_\_\_\_. Go down the hill for about 200 meters.



## B Talk Together

Practice the dialog with a partner using the given expressions.

### Example

**A:** I don't know what to do in Korea. Can you recommend an event to enjoy?

○ **B:** Sure. Have you ever been to Daegwallyeong Snow Festival?

○ **A:** No, I haven't. Can you tell me more about it?

○ **B:** You can experience snow sledding and unique ice sculptures.

○ **A:** That would be great! Thank you for your help.

○ **B:** You're welcome.



- Boseong Tea Plantation
- participate in green-tea-themed activities such as tea-leaf-picking, tea-making, creating personalized tea blends, and green tea therapy



- Boryeong Mud Festival
- enjoy a wide range of events, from mud baths and mudslides to live music and cultural performances

• fin: 지느러미 • treasure hunt: 보물찾기 • tourist complex: 관광 단지 • sculpture: 조각

### STEP 1

4명씩 한 모둠을 이루어, 우리 지역의 관광 명소와 지역 축제 중에서 외국인 관광객들에게 추천하고 싶은 내용을 조사하여 써 봅시다.

|  |  |
|--|--|
| What sights to visit in this area                |  |
| Where to try local cuisine                       |  |
| Which information to find out about local events |  |

### STEP 2

STEP 1에서 조사한 내용을 참고하여, 우리 지역을 방문한 외국인 관광객에게 관광 정보를 안내하는 대화문을 만들어 봅시다.

A: Good morning! How can I help you?

B: Hi! Well, I've just arrived here, so I have a few questions, if you don't mind.

A: .....

B: Well, I'd like to learn about this town. Do you have any pamphlets?

A: .....

B: That sounds great. What sights can I visit in this area?

A: .....

B: That's great. Where can I try local cuisine?

A: .....

B: Thank you. And I have another question. Where can I find information about local events?

A: .....

B: Perfect! Thank you so much for your help!

### STEP 3

모둠별로 작성한 대화문을 발표하고 가장 잘한 모둠을 정해 봅시다.

|   | 모둠 1 | 모둠 2 | 모둠 3 | 모둠 4 |
|---|------|------|------|------|
| 대화문에 관광 명소 또는 지역 축제에 대한 내용을 포함했나요?      | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문을 유창하고 자연스러운 영어로 발표했나요?              | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |
| 대화문 만들기와 발표에 모둠원이 모두 협력하면서 적극적으로 참여했나요? | 😊😊😊  | 😊😊😊  | 😊😊😊  | 😊😊😊  |



# Check Up



## A Listen and answer the questions.



1. Which is the best response to the woman's question?

(a)

(b)

(c)



2. Which place is the man talking about?

BASIC

(a)



(b)



(c)



## B Choose the right response for each question.

1. When is the festival held?

( )

BASIC

2. Where can I try local cuisine?

( )

BASIC

3. What sights can I see in this area?

( )

4. Can you recommend a local event to enjoy?

( )

- a. There is a Gamcheon Culture Village nearby.
- b. Sure. Have you ever been to the Lotus Lantern Festival?
- c. Hadong Wild Tea Cultural Festival is held every May in Hadong.
- d. You can try Jeonju-style rice mixed with vegetables and beef near the *Hanok* Village.

## C Complete the dialog by filling in the blanks. Then, practice it with a partner.

A: Hello. How may 1. \_\_\_\_\_? BASIC

B: Hi. I'm planning to visit Jeonju this Tuesday. Can you recommend a nice place to visit?

A: Yes, of course. 2. \_\_\_\_\_ are you planning? And for how many people?

B: Just two days with my friend.

A: Fantastic. Then, 3. \_\_\_\_\_ the *Hanok* Village Tour.

B: That sounds great.

A: 4. \_\_\_\_\_ rent traditional *hanbok* and stroll around the village taking pictures?

B: It's just what I'm looking for! All right. I'll take it.

### Self-Assessment Scale

| CORRECT ANSWERS | 0-3                      | 4-7                     | 8-10      |
|-----------------|--------------------------|-------------------------|-----------|
| COMMENT         | COMPLETE REVIEW REQUIRED | PARTIAL REVIEW REQUIRED | EXCELLENT |

## Must-Eat Dishes from Around the World

One of the most memorable aspects of traveling is a country's food. Cuisines play an integral part in defining a nation's culture—whether you're sampling a local delicacy at a street market, being entertained by a family in their home, or dining out at an upmarket restaurant. Here is a list of must-eat foods from around the globe. Match the pictures to the right name of each food.



1. ....



2. ....



3. ....



4. ....



5. ....



6. ....



7. ....



8. ....



9. ....

**a** Paella,  
Spain

**b** Feijoada,  
Brazil

**c** Koshari,  
Egypt

**d** Pasta Carbonara,  
Italy

**e** Hamburger,  
United States

**f** Meat Pie,  
Australia

**g** Quesadilla,  
Mexico

**h** Tom Yum,  
Thailand

**i** Paneer Butter  
Masala, India

**Q** Which food on the list would you like to try? You can also make your own suggestions. Search for it on the Internet and share it with a partner.

### Self-Check

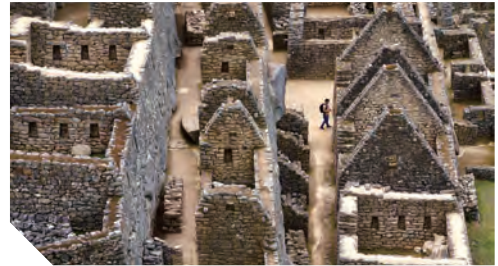
- ☐ I can talk about traditional Korean culture.
- ☐ I can talk about traditional Korean food.
- ☐ I can talk about contemporary Korean culture.
- ☐ I can talk about Korean cultural and natural heritage sites.
- ☐ I can talk about tourist attractions.



### Machu Picchu in Peru



“For the variety of its charms and the power of its spell, I do not know another place in the world that compares to it” is what Hiram Bingham, the American explorer who rediscovered the citadel of Machu Picchu in 1911, said. And now, this Wonder of the Modern World is one of the most visited destinations in the Americas.



Located on top of a mountain in the middle of a tropical forest, it is considered the must-see tourist attraction in Peru. The historic sanctuary is a place that captivates tourists not only with its dazzling architectural beauty, but also with its important historical-cultural legacy, which has led it to be recognized and admired throughout the world.



Declared Cultural and Natural Heritage of Humanity in 1983 by UNESCO, it is probably the most amazing architectural construction of the Inca Empire. This citadel is made up of temples, palaces, terraces, monuments, complexes and walls; in addition to water channels, built with large blocks of stone, without any amalgam, proof of the great wisdom of the Inca civilization.

Surrounded by forests in the province of Urubamba (Cusco), Machu Picchu annually receives approximately one and a half million visitors. It has an area of more than 30 thousand hectares, where it is possible to find a variety of flora and fauna, as well as wooded areas, steep mountains, and snow-capped peaks.

Did you achieve your goals?  
What needs more effort?

.....

.....

.....

.....



# APPENDICES







## APPENDICES

|                   |     |
|-------------------|-----|
| Listening Scripts | 220 |
| Answers           | 242 |
| Words             | 268 |
| Sources           | 286 |



## PART I

### BASIC CONVERSATION

#### LESSON 1 Greeting and Introduction pp. 10~15

##### Get Ready

##### A Listen and Number

1. M: Would you tell us about yourself?  
W: Sure. My name is Susan Baker.
2. M: Hi, I'm Doctor Luke. What's the problem?  
W: Hi. I have a cold.
3. M: Mary, this is my friend Dongmin.  
W: Nice to meet you, Dongmin.

#### Situation 1 Meeting a Tourist at the Airport

##### A Listen and Do

W: Excuse me. Are you Mr. Smith from LA?  
M1: Yes, I'm Bill Smith.  
W: Nice to meet you, Mr. Smith. I'm Park, Nari from Airlang Travel. This is my assistant Kim, Sanghun.  
M2: How do you do, Mr. Smith? I'm glad to meet you.  
M1: I'm glad to meet you, too. Now, what's the name of the hotel, Ms. Park?  
W: It's the Sun Beach Hotel. Mr. Kim will take you there. The car is over there.  
M1: Aren't you coming along?  
W: No, sir. I'll see you after lunch at the hotel.  
M1: \_\_\_\_\_

##### Check Up

##### A

1. W: Excuse me. Are you Mr. Taylor from New York?  
M: Yes, I'm John Taylor.  
W: Nice to meet you, Mr. Taylor. I'm Kim, Mina from Korea Travel.  
M: I'm glad to meet you, Ms. Kim.  
W: How was your flight?  
M: It was good. Thank you.
2. W: Would you like to have some more coffee?

M: No, thanks. Oh, it's getting rather late. I'm afraid I have to go now.  
W: Can't you stay a little longer?  
M: Well, I'm going to leave for London tomorrow, and I should pack my luggage today. Thank you for the wonderful dinner.  
W: My pleasure. It's been nice to have you with us.  
M: Thank you. Goodbye.  
W: Have a nice flight.

#### LESSON 2 Weather and Time pp. 16~21

#### Situation 1 Talking About Weather

##### A Listen and Do

M: Oh, it's so cold this morning.  
W: It sure is. Are you all right?  
M: Yeah, I'm okay. Is it usually this cold in the spring in Korea?  
W: Well, it's usually sunny and mild in the early spring, but it may be cold sometimes like this morning. We call it *kkotsaemchuwi*.  
M: What does that mean?  
W: Literally it means "cold during the flowering season."  
M: I see. That's an interesting expression.  
W: What's the weather normally like in London?  
M: Summers are generally warm, with daytime temperatures above 20°C. Winters in London are chilly, but rarely below freezing.  
W: I see. Now I can understand why you feel so cold in Korea.

#### Situation 2 Talking About Time

##### A Listen and Do

W: What time is it now? We are going to be late!  
M: It's quarter after eight. Don't worry. We are not late.  
W: We have to be at the Rainbow Hotel by 9 o'clock to pick up Mr. and Ms. Brown for today's tour. I don't think we can make it. We only have 45 minutes.  
M: It'll be fine. We are not that far away now.  
W: But think about it. What day is it today? It's Monday. There's a lot of rush hour traffic on Monday.  
M: Oh, you're right. We may not arrive there on time.

What should we do?

W: We had better call and tell them we might be late.

M: That's a good idea. Then, would you give them a phone call?

W: Okay. I'll do that.

### Check Up

#### A

1. W: What's the weather normally like in Hawaii?

M: \_\_\_\_\_

- Ⓐ I'll do it on Monday.
- Ⓑ It's sunny and hot.
- Ⓒ It's August 12.

2. W: What time is it now?

M: It's quarter before nine.

W: What time does the meeting start?

M: Nine thirty.

W: Well, I think we will be late because of the rush hour traffic.

M: How late do you think we'll be?

W: I think we'll be 30 minutes late for the meeting.

M: Oh my. What should we do?

### LESSON 3 Numbers

pp. 22~27

#### Situation 1 Talking About Measurements

##### A Listen and Do

W: Oh, here's a nice-looking bell. What is it, Mr. Kim?

M: It's a large bronze bell made to honor King Seongdeok during the ancient Silla Dynasty. So it's called the Bell of King Seongdeok.

W: How large is it?

M: It measures 3.75 meters high, 2.27 meters in diameter at the lip, and 12 to 25 centimeters in wall thickness.

W: I'm not used to the metric system. Could you use the imperial system?

M: Sure! In the imperial system, the bell measures 12.3 feet high, 7.4 feet in diameter at the lip, and 4.7 to 9.8 inches in wall thickness.

W: Oh, I see. How much does it weigh?

M: It weighs 18,900 kilograms. That's 41,667 pounds in the imperial system.

W: Wow! You're so kind and knowledgeable.

M: Thank you. Would you like to hear a sad legend about this bell?

W: Sure. Go ahead.

#### Situation 2 Talking About Prices in Different Currencies

##### A Listen and Do

M: We'll start selling duty-free items in the cabin now. Would you like to buy any items, ma'am?

W: Yes, I've seen a pink scarf in the shopping magazine in my seat pocket. How much is it?

M: I'm not sure, but I can check the price for you. Hmm... it's 129 dollars.

W: I'll take it.

M: Sure. How would you like to pay for this? We accept cash and credit cards.

W: I will pay with my credit card. Here you go.

M: Thank you. Would you like to pay for this in U.S. dollars or Korean won?

W: What is the exchange rate today?

M: It is 1,300 won to the dollar.

W: I'll pay in Korean won. Then, how much do I have to pay?

M: It'll be 167,700 won on your card. Would you sign here, please?

W: Of course.

### Check Up

#### A

1. M: How much do I have to pay?

W: \_\_\_\_\_

- Ⓐ Ten boxes would be enough.
- Ⓑ Your change comes to five dollars.
- Ⓒ It'll be 115,000 won on your card.

2. W: The Amazon River is about 6,400 kilometers long.

M: I'm not used to the metric system. Could you use the imperial system?

W: Sure! In the imperial system, it is about 4,000

miles long. It is only 130 miles shorter than the Nile.

M: Oh, I see. Thank you.

## **LESSON 4** Locations and Directions pp. 28~33

### **Situation 1** Taking the Subway

#### **A Listen and Do**

M: Sumi, do you know how to get to ABC Art Hall? I've never been there before.

W: Are you driving or taking the subway?

M: The subway.

W: Take the green line at Ahyeon Station and get on in the direction of City Hall. Then, transfer to the brown line at Sindang Station and get on a train for Yaksu Station. Get off at Hangangjin Station.

M: Just a moment, let me take this down!

W: Take the green line at Ahyeon Station and transfer to the brown line at Sindang Station. Get off at Hangangjin Station. Got it?

M: Yes, thanks. Now, once I get to Hangangjin Station, what do I do?

W: Once you are at Hangangjin Station, go out Exit 2 and walk straight ahead for about one hundred meters. It will be on your right.

M: Can you repeat that?

W: Once you are at Hangangjin Station, go out Exit 2 and walk straight ahead for about one hundred meters. It will be on your right.

### **Situation 2** Asking Directions on the Road

#### **A Listen and Do**

M: I'm driving to the Korean Folk Village later today. Could you give me directions, Yuna?

W: Sure. Are you leaving from home?

M: Yes.

W: Okay. First, drive to the Gyeongbu Expressway entrance at the south side of Hannam Bridge. Continue on the expressway to Suwon-Singal IC. Take the exit and turn right in the direction of Singal.

M: Let me repeat that quickly. Take the expressway to Suwon-Singal IC and turn right in the direction of

Singal.

W: That's right. Continue to Sanggal Intersection. And then turn left.

M: Okay. At Sanggal Intersection turn left.

W: Yes. Keep going until you get to Minsokchon Samgeori, and then turn left. The Korean Folk Village is about a kilometer and a half down the road.

M: Turn left at Minsokchon Samgeori. Oh, that's easy. Thanks for your help.

W: You're welcome.

### **Check Up**

#### **A**

1. W: Could you tell me how to get to the King's Museum?

M: \_\_\_\_\_

(a) It's just across the street.

(b) Don't mention it.

(c) I'll never do it again.

2. W: Excuse me. Can you help me?

M: Sure. What can I do for you?

W: Thank you. Could you tell me how to get to the post office?

M: Go straight ahead until you get to Main Street, and then turn left. You can find it between the hotel and the bank.

W: Thank you very much.

## **LESSON 5** Telephone Calls and Appointments pp. 34~39

### **Situation 1** Leaving a Message

#### **A Listen and Do**

[Phone rings.]

W: Good afternoon, JY Industries. How may I help you?

M: I would like to speak to Ms. Judy Smith, please.

W: I'm sorry. Ms. Smith is out of the office at the moment. May I ask who's calling?

M: Well, this is Kim, Sangmin from Korea. I tried to call her yesterday, but I couldn't get through. Do you



know when she'll be back?

W: I don't know, sir. Would you like to call back later or leave a message?

M: I'll leave a message.

W: Okay, sir. Go ahead.

M: Please ask her to call me at 7 this evening. My number is 014-2243-6587.

W: Call Mr. Kim at 7:00 p.m., at 014-2243-6587. Okay. I'll leave her the message.

M: Thanks a lot. Goodbye.

## Situation 2 Making an Appointment

### A Listen and Do

[Phone rings.]

W: Good evening. May I speak to Mr. Kim, Sangmin, please?

M: Oh, Ms. Smith. This is Kim, Sangmin speaking.

W: Hello, Mr. Kim. I believe you left a message for me to call you back.

M: Yes. I was wondering if I could come and see you sometime this week. I have an urgent matter to discuss with you.

W: Just a moment, please. Let me check my schedule.  
[Pause] Yes, the end of this week should be okay. Which day did you have in mind?

M: Are you available Thursday morning?

W: I'm slightly busy on Thursday, but I'm available most of Friday.

M: Yes, Friday is okay for me, too. What time shall we meet?

W: How about 2:30 in the afternoon at my office?

M: Yes, that's perfect. I'll see you at your office at 2:30 on Friday, April 6.

### Check Up

#### A

1. W: May I speak to Mr. James Brown, please?

M: \_\_\_\_\_

- (a) Good job.
- (b) That's right.
- (c) Speaking.

2. M: Oh, Ms. Taylor. May I see you sometime this

week?

W: Sure. Which day is good for you?

M: How about Saturday morning?

W: Well, I go swimming on Saturday mornings. How about Saturday afternoon?

M: Fine. What time shall we meet?

W: Let's meet at 2:30 at your office.

M: Sounds good.

## PART II

### TRAVEL SERVICE

#### LESSON 1 Travel Consulting Service pp. 44~49

### Situation 1 Advising a Customer with a Specific Plan

#### A Listen and Do

W: Good morning, and welcome to Rainbow Travelers. How can I assist you today?

M: Hi, there. I'm interested in booking a holiday in Seoul.

W: Great! When are you planning on traveling?

M: I am thinking of going from July 6 to 10, so for five days.

W: And how many people will be traveling?

M: Just one person, myself.

W: Have you considered a package tour?

M: Yes, actually, I think a package tour would be perfect. What do you suggest?

W: For solo travelers, I would recommend our Seoul Tour Package A. Here's the itinerary for this tour.

M: Okay. Hmm... It looks good. How much is it?

W: It's a great deal for individuals, offering five days in Seoul only for \$1,299.

M: Can you tell me what's included in that price?

W: Sure thing. The package includes a round-trip flight, a four-night stay at a three-star hotel, and breakfast and dinner each day.

M: That sounds reasonable! I'll take it.

## Situation 2 *Advising a Customer Without a Specific Plan*

### A Listen and Do

- W: Good morning, and welcome to Rainbow Travelers.  
How can I help you today?
- M: Hi. I'm looking for some help planning a vacation.  
Can you suggest any nice places to visit?
- W: Sure. How long are you planning to go for and when are you thinking of traveling?
- M: Hmm... for around a week, next month.
- W: Great, and will you be traveling alone or with someone else?
- M: It'll be my wife and I.
- W: Okay, and what type of climate are you interested in for this trip?
- M: We're thinking of going somewhere tropical.
- W: We have some lovely tropical destinations on our list.  
Here are some brochures for you to take a look at.
- M: Hmm... what about this place? It looks amazing.
- W: That's Phuket, a beautiful Thai island. It's really an earthly paradise for tourists. Additionally, hotel rooms are currently available at a 50% discount.
- M: That sounds great. I'll take this brochure home so that my wife can look at it. I'll get in touch with you in a day or two to make a reservation.
- W: I'm sure she'll love it. Have a good day!

### Check Up

#### A

1. M: How many people will be traveling?  
W: \_\_\_\_\_  
(a) June is fine with me.  
(b) Just two, my husband and I.  
(c) I'm thinking of two weeks.
2. W: What type of place are you interested in?  
M: Last year, I spent my vacation at a beach. So I'm eager to go to a mountain this time.  
W: All right. Then how about Seoraksan?  
M: Hmm... Can you tell me more about it?

## LESSON 2 *Reservations for Travel Customers* pp. 50~55

### Situation 1 *Booking a Tour*

#### A Listen and Do

- M: Welcome to New Way Travel. How may I assist you?
- W: Hi. My husband and I are interested in going on a tour of Seoul.
- M: We offer a half-day tour and a full-day tour. Which one do you prefer?
- W: Can you tell me more about the half-day tour?
- M: Sure. It focuses on the main attractions in Seoul, including Gyeongbokgung Palace, Insa-dong, Namsangol Hanok Village, and a few other places.
- W: And what about the full-day tour?
- M: The full-day tour covers everything in the half-day, plus Yeouido, Itaewon, and two popular markets. Lunch is also included.
- W: How much does each tour cost?
- M: The half-day costs \$50 per person while the full-day costs \$80 per person.
- W: Hmm... The full-day tour seems more attractive. Please book the full-day tour for two people for tomorrow. Here is my credit card.
- M: Of course. Let me get that booked for you. May I have your name and phone number, please?
- W: Sure. My name is Jane Butler, and my number is 014-7726-8099.
- M: Thank you, Ms. Butler. I have reserved the full-day tour for two people for tomorrow, May 9. I have sent the mobile tickets for the tour to your cell phone.

### Situation 2 *Booking a Flight*

#### A Listen and Do

[Phone rings.]

- W: Global Airlines. How may I help you?
- M: I'd like to make a reservation for a flight to Beijing.
- W: When are you leaving, sir?
- M: Next Saturday, April 5. Are there any flights on Saturday afternoon?
- W: Yes, we have one at 3 o'clock and another at 7. Which do you prefer?
- M: I'll take the 7 o'clock flight. How much will the fare be?

W: It's \$250 for one-way. Do you need a round-trip ticket?

M: No, just one-way, please.

W: Okay. May I have your name and phone number?

M: My name is James Miller. My phone number is 014-2677-9980.

W: All right, Mr. Miller. I'll make a reservation for flight GE853 leaving Incheon International Airport for Beijing on April 5 at 7:00 p.m.

M: Thank you.

### Check Up

#### A

1. W: How much is the full-day tour?

M: \_\_\_\_\_

- (a) Let me get that booked for you.
- (b) My name is Larry Thomas.
- (c) It costs \$95 per person.

2. M: I'd like to make a reservation for a flight to Tokyo.

W: When are you leaving?

M: Tomorrow morning. Are there any flights available?

W: Yes, we have one at 9 o'clock and another at 11. Which do you prefer?

M: I'll take the 11 o'clock flight.

## LESSON 3

### Departure Procedures at the Airport pp. 56~61

#### Situation 1 Flight Check-In

##### A Listen and Do

W: Good morning, sir. Your ticket and passport, please.

M: Here you are.

W: Are you going to Los Angeles?

M: That's right.

W: Would you like a window or an aisle seat?

M: A window seat, please. What is the boarding time?

W: The boarding time is 11:45 a.m. Do you have any luggage to check?

M: Yes, this suitcase.

W: All right. Here are your boarding pass and baggage claim tag. The flight is departing from Gate C8.

M: I see. Thank you.

#### Situation 2 Going Through Security

##### A Listen and Do

M: Good morning, ma'am. May I see your ID and boarding pass, please?

W: Of course, here you are.

M: Thank you. Please place your bags flat on the conveyor belt and use the bins provided for any small items.

W: Should I take my laptop out of the bag?

M: Yes, please remove your laptop, hat, and shoes, and place them in separate bins. Any other items in your pockets, such as your keys or coins, should also be placed in the bin.

W: All right.

[The passenger walks through the metal detector.]

M: You can collect your items. Just a quick reminder: any toiletries in your bag should be enclosed in a resealable bag.

W: I'm sorry I wasn't aware of that.

M: It's all right, just keep it in mind for next time. Unfortunately, this bottle of lotion is too large.

W: Really? What should I do with it?

M: I'm afraid you'll have to leave it here. Liquids and gels are only permitted if they are less than 3.4 ounces, and they must be in a clear plastic bag that is less than one quart in size with a resealable top.

W: I understand, thank you.

### Check Up

#### A

1. W: Would you like a window or an aisle seat?

M: \_\_\_\_\_

- (a) Never mind.
- (b) This way, please.
- (c) Aisle seat, please.

2. W: Please lay your bags flat on the conveyor belt and use the bins for small objects.

M: Do I need to take my laptop out of the bag?

W: Yes, you do. Take off your hat and your shoes, too.  
[The man walks through the metal detector.]

[BEEP, BEEP, BEEP, BEEP!]

W: Please step back. Do you have anything in your pockets, such as keys, a cell phone, or loose change?

M: I don't think so. Let me try taking off my belt.

W: Okay, come on through again.

[The man goes through the metal detector again.]

W: All right. You're all set! Have a nice flight.

## LESSON 4

### Arrival Procedures at the Airport

pp. 62~67

#### Situation 1 At the Immigration Counter

##### A Listen and Do

W: Your passport and landing card, please.

M: Here they are.

W: What's the purpose of your visit?

M: I'm going to visit my friend. She lives in Portland, Oregon.

W: How long will you be staying in the United States?

M: About two weeks.

W: Have you filled out your customs declaration form?

M: Yes, I have.

W: Okay, thank you. Here's your passport. After you pick up your bags in the baggage claim area, please proceed through customs.

M: I see. Thank you.

#### Situation 2 At Customs

##### A Listen and Do

W: Your passport and customs declaration slip, please.

M: Sure, here you are.

W: Will you open your suitcase, please?

M: Certainly.

W: Do you have any liquor or cigarettes?

M: Yes, I bought a bottle of Irish whiskey on the flight. I believe it'll be duty-free.

W: Yes, of course. Do you have any other things to declare?

M: No, I only have my personal effects.

W: How much currency do you have?

M: I have 800 U.S. dollars and 120 Australian dollars.

W: All right. You may close the bag now. Thank you for your cooperation. Enjoy your stay in the United

States.

M: Thank you.

## Check Up

### A

1. W: What's the purpose of your visit?

M: \_\_\_\_\_

(a) Sightseeing.

(b) I'll be there soon.

(c) I'll think about it.

2. M: Your passport and customs declaration slip, please.

W: Here you are.

M: Is this your suitcase, ma'am?

W: Yes, that's right.

M: Will you please open it?

W: Certainly.

M: Do you have anything to declare?

W: No, I have only my personal effects.

## LESSON 5

### Meeting and Seeing Off at the Airport

pp. 68~73

## Get Ready

### A Listen and Number

1. W: Welcome to Korea, Mr. Wilson. I'm Kim, Nari from Star Tour Service.

M: Nice to meet you, Ms. Kim.

2. W: Have a nice flight back home.

M: Thank you. Goodbye.

3. M: Where do I check in?

W: You can check in at counters 17 to 20.

#### Situation 1 Meeting Tourists at the Airport

##### A Listen and Do

M: Excuse me. Oh, you're holding a sign with our names on it.

W: Then, are you Mr. and Mrs. Smith from Canada?

M: Yes, we are.

W: Welcome to Korea, Mr. and Mrs. Smith. I'm Jin,



Soyeong from Moonlight Tour Service.

M: Nice to meet you, Ms. Jin.

W: Nice to meet you, too. You must be tired because of the long flight.

M: A little bit, but that's okay. What are we supposed to do now?

W: It's nearly lunchtime. We'll have lunch at a restaurant nearby and then go to your hotel. There is a car ready for you over there. This way, please.

M: Okay. What are we having for lunch?

W: \_\_\_\_\_

### Check Up

#### A

1. W: Have a nice flight back home.

M: \_\_\_\_\_

Ⓐ Thank you. Goodbye.

Ⓑ I have no idea.

Ⓒ You deserve it.

2. W: Pleased to meet you, Mr. Wilson.

M: Nice to meet you, Ms. Kim. Do we go to the hotel now?

W: Yes. We'll go to the hotel and then have lunch. There is a car ready for you over there. This way, please.

M: Okay.

### LESSON 6

#### Dealing with Travel Customer Inconveniences

pp. 74~79

#### Situation 1 Helping a Travel Customer in Trouble

##### A Listen and Do

M: Hi, Ms. Kim. I lost my passport and wallet to a pickpocket. I'm not sure what to do next.

W: Oh no, I'm sorry to hear that. Do you have your ID or any money left with you?

M: No, unfortunately, I don't have anything with me.

W: Okay, don't worry. I can help you contact the local embassy for your country. They will be able to issue you an emergency passport so you can go back home safely.

M: Thank you. That's a relief. But how will I pay for the embassy fees or any other expenses without my wallet?

W: It'll be okay. We can go to the nearest police station and file a report about your lost passport and wallet. This report will be necessary for the embassy to issue you a replacement passport. In the meantime, I can lend you some money.

M: Thank you so much. That's very kind of you.

W: It's my pleasure to assist you. I'll also make sure to inform the hotel and the rest of the tour group about your situation.

M: Thank you for being so understanding.

#### Situation 2

#### Handling Travel Customer Complaints

##### A Listen and Do

[Phone rings.]

M: Rainbow Travelers. This is Song, Mingi speaking.

W: Hey, Mr. Song. I'm Sandra Simpson, and I'm currently participating in the Seoul Tour Package A that you recommended.

M: Hi, Ms. Simpson. How can I assist you today?

W: I'm having some significant issues with this tour.

M: What seems to be the problem, ma'am?

W: The tour guide from your company is quite disorganized. He doesn't seem to have a clear plan regarding our destinations and schedules.

M: I apologize for the inconvenience. I will look into this matter and, if possible, arrange for a replacement guide today. How about the accommodations on the tour?

W: Our accommodations are not very pleasant.

M: Is there something wrong with your room?

W: The room smells of smoke, even though it is supposed to be a nonsmoking room.

M: I sincerely apologize for the inconvenience. I will personally address this issue with the hotel manager and ensure prompt action is taken. Additionally, we would like to offer you a complimentary city tour to make up for the inconvenience you've experienced.

W: Thank you. I appreciate that.

## Check Up

### A

1. M: You don't look good. What's wrong?  
W: \_\_\_\_\_  
(a) Here we are.  
(b) That's very helpful.  
(c) I have a big problem.
2. W: I'd like to tell you about a problem that I am having with this tour.  
M: What seems to be the problem?  
W: Your company doesn't seem to coordinate anything. We are always arriving at the events after they are finished.  
M: I apologize for the inconvenience. We are trying to fix that.

## PART III

### HOTEL SERVICE

#### LESSON 1

#### Reservation Service

pp. 84~89

### Situation 1 Taking a Room Reservation

#### A Listen and Do

[Phone rings.]

- W: Good afternoon. Halla Hotel Reservation Desk, Yuna speaking. How may I help you?
- M: Hi. I'd like to book a room for my family, two adults and two children, please. Do you have two queen beds for June 15?
- W: Yes, we do. How many nights is it for?
- M: For three nights. How much will that be?
- W: 120,000 won per night including breakfast. Should I proceed with the reservation?
- M: Yes. Please reserve the room under Scott Evans.
- W: Could you spell that, please?
- M: S-C-O-T-T E-V-A-N-S.
- W: Thank you, Mr. Evans. I want to confirm your reservation. That's one room with two queen beds for three nights beginning June 15.
- M: That's correct.

### Situation 2 Changing or Canceling a Room Reservation

#### A Listen and Do

[Phone rings.]

- M: Hello, Leodo Hotel Reservations. How may I assist you?
- W: Hi, I have a reservation for June 25 to June 27, but I need to make some changes. Is it possible to move my stay to July 3 to July 5 instead?
- M: Let me check the availability for those dates... Yes, we have rooms available for July 3 to July 5. I can make the changes for you. Can I have your name and reservation number, please?
- W: My name is Julia King, and my reservation number is 698512.
- M: Thank you, Ms. King. I've updated your reservation to July 3 to July 5. Is there anything else I can help you with?
- W: No, that's all. Thank you for your help!
- M: You're welcome, Ms. King. If you need any further assistance, feel free to call us.

## Check Up

### A

1. W: Good evening, Arirang Hotel Reservation Desk. How can I help you?  
M: \_\_\_\_\_  
(a) Hi, I'd like to reserve a room for my family.  
(b) The reservation is under the name of Ryan Simpson.  
(c) We're open from Tuesday to Sunday.
2. [Phone rings.]  
M: Good morning, Sunflower Hotel Reservations. This is Hojun speaking. How can I help you?  
W: Hello, I'd like to make a reservation for two adults and one child. Do you have a double room for next Monday?  
M: Yes, we do. How many nights is it for?  
W: Two nights. Monday and Tuesday. How much is it per night?  
M: It's 75,000 won per night, including breakfast.  
W: Good, that's fine.

M: Okay. Let me confirm your reservation. That's one double room for two nights, Monday and Tuesday.  
W: That's right.

**LESSON 2** Check-In Service pp. 90~95

**Situation 1** Handling Check-Ins with Reservations

**A Listen and Do**

W: Good afternoon, sir. Can I help you?  
M: Good afternoon. My name's Adam Harper. I'd like to check in, please.  
W: Do you have a reservation?  
M: Yes, I have a reservation for two nights.  
W: Let me check it for you. One moment, please. *[Pause]*  
Yes, today and tomorrow, the 5 and 6 of August.  
Could you please fill out this registration card?  
M: Yes, of course.  
*[After a while]*  
W: Thanks. Could I see your passport, please?  
M: Yes, here you are.  
W: Thank you, sir. Your room number is 311. It's on the third floor. And here's the key card for your room.  
Our bellman will show you to your room.  
M: Thank you.

**Situation 2** Handling Walk-In Check-Ins

**A Listen and Do**

W: Hi. I don't have a reservation. But do you have any vacancies for two nights?  
M: Yes, ma'am. What type of room would you like?  
W: A twin room, please.  
M: All right. The rate is 120,000 won per night. May I please have your passport?  
W: Here it is.  
M: All right. Could you sign the registration form, please?  
W: Sure.  
M: Additionally, we need to take an imprint of your credit card. May I please have it?  
W: Here you go.

M: Thank you. Here's your key. Your room number is 536. Are those your bags?  
W: Yes, and they are heavy.  
M: Let me get a luggage porter to help you.  
W: Thank you.

**Check Up**

**A**

1. W: Good afternoon, sir. Do you have a reservation?  
M: \_\_\_\_\_  
(a) Okay, thanks.  
(b) Oh, that sounds fine. How much is it?  
(c) No, I don't. Do you have any vacancies for tonight?
2. M: Good afternoon. How may I help you?  
W: I have a reservation under the name of Matilda Harris.  
M: Yes, ma'am. It's a single room for two nights. Is that right?  
W: Yes, it is.  
M: Could you please fill out this registration card?  
W: Yes, of course.  
*[After a while]*  
M: Thanks. Could I have your passport, please?  
W: Here you go.  
M: Thank you. Here's your key. Your room number is 715.  
W: Great. Thanks.

**LESSON 3** Fitness Center and Sauna Service pp. 96~101

**Situation 1** Talking About a Fitness Center

**A Listen and Do**

W: Excuse me. Do you have a fitness center?  
M: Yes, ma'am. We have a great exercise facility.  
W: I'm happy to hear that. Could you tell me where it is?  
M: It's just below the lobby. Go down to the first basement level. You can't miss it.  
W: Is there a surcharge for the gym?  
M: No, ma'am. There's no extra charge. All you need is

your room key to open the door.

W: When is it available?

M: Well, our gym opens at six in the morning and closes at ten at night. It offers a variety of equipment. It's only for hotel guests over the age of sixteen. No children are allowed to roam or work out in the facility.

W: Thank you very much.

M: My pleasure. Please be careful when exercising.

## **Situation 2 Talking About a Hotel Sauna**

### **A Listen and Do**

W: Good afternoon, sir. How can I help you?

M: Yeah, does the hotel have a sauna that I could use while staying here?

W: Yes, we have two types of saunas. One is a Finnish sauna and the other is an infrared sauna.

M: That's great. How do I use the saunas?

W: You only have to bring your room key and register for the day. Then we will give you an access card to the sauna and locker room.

M: Is it still open?

W: Yes. It's available from 11:00 a.m. to 8:00 p.m.

M: Okay. Where is it?

W: It's on the first floor. It is at the end of the hall.

M: Thanks a lot.

### **Check Up**

#### **A**

1. W: When is the sauna open?

M: \_\_\_\_\_

- (a) No, it is not open.
- (b) The Finnish sauna and the infrared sauna.
- (c) From six in the morning to eight at night.

2. W: Good afternoon, sir. How may I help you?

M: I am staying in Room 521. I'd like to work out while staying here. Do you have a gym?

W: Yes, we have an excellent fitness center.

M: Great. How can I use the gym?

W: Bring your room key to access the gym on the first basement level.

M: Oh, okay. Do I have to pay to use it?

W: No, it is free of charge.

M: Thank you.

## **LESSON 4**

## **Housekeeping and Laundry Service**

pp. 102~107

### **Situation 1 Housekeeping Service**

#### **A Listen and Do**

[Phone rings.]

W: Housekeeping. How may I help you?

M: This is Donald Davis, Room 912. I would like you to send someone to make up the room.

W: Sure. Do you want it cleaned now or later?

M: Well, we are leaving in 15 minutes. Could you send someone after we leave?

W: All right. That is no problem. Is there anything else I may help you with?

M: No, that'll be all for now. If I need anything, I will give you a call.

W: Okay. Have a nice day. Your room will be cleaned by noon.

M: Thank you.

### **Situation 2 Laundry Service**

#### **A Listen and Do**

[Phone rings.]

M: Good afternoon. Laundry Service. How can I help you?

W: Hello. Could you please send someone to pick up my laundry?

M: Sure. Can I have your room number?

W: It's Room 307.

M: All right, Room 307. Could you fill out the laundry form and put it in the laundry bag?

W: Yes, I did. Well, I'm leaving for downtown in about 30 minutes. So, if you could send someone in the next 15 to 20 minutes, that would be great.

M: Sure, ma'am. That won't be a problem. I will send someone up right away if you don't mind.

W: Of course not. When will the clothes be returned to my room? I'm leaving on Thursday.



M: Well, today is Monday. It usually takes a day, so we will deliver them to your room by tomorrow evening.

W: All right. Thank you.

### Check Up

#### A

1. W: Hello, this is Room 921. The pillowcases are so wrinkled. Can you change them?

M: \_\_\_\_\_

- Ⓐ Of course, ma'am. I'm very sorry.
- Ⓑ If you don't mind, I will return it to you.
- Ⓒ I will send someone up to drop off your dry-cleaning right away.

2. [Phone rings.]

W: Hello. This is Dolly Rogers from Room 717.

M: Ms. Rogers, how may I help you?

W: I have a dress that needs ironing. Should I leave it at the front desk?

M: No, you don't need to do that. I'll send someone up for it.

W: Thanks. When will you send someone to pick up my laundry?

M: Right away, if you don't mind.

W: Okay. Thanks.

## LESSON 5

### Check-Out Service and Handling Guests' Complaints pp. 108~113

#### Situation 1 Check-Out Service

##### A Listen and Do

W: Good afternoon, sir. How can I help you?

M: I'm Andrew Stone from Room 618. I'm leaving today, so I'd like to settle my bill.

W: Just a moment, sir. Here you are. Three nights for 225,000 won and you had three meals at the hotel, which adds 150,000 won. So, your total bill comes to 412,500 won with the 10 percent service charge.

M: So, the service charge is included in that total?

W: Yes, sir.

M: Okay. Now, can I pay by credit card?

W: Certainly, sir. May I have the card, please?

M: Here you are.

W: Would you sign here, please? [Pause] Thank you very much.

#### Situation 2 Handling Guests' Complaints

##### A Listen and Do

W: Good morning.

M: Good morning. May I help you?

W: Yes. The people in the next room have loud parties every night. I can't sleep very well.

M: I'm so sorry. There are a lot of people in the hotel because there's an international soccer tournament in town. They are unfortunately quite noisy.

W: I understand, but it is very annoying. Please do something about it.

M: Don't worry, ma'am. We'll help you.

W: Okay. I hope so.

M: We'll move you to a quieter and more comfortable room immediately. And, as a token of our apology, we'll give you a voucher. You can use it anytime you wish.

W: Oh, that's just great! I am so glad that we could work this out.

### Check Up

#### A

1. W: The bathroom in my room is dirty.

M: \_\_\_\_\_

- Ⓐ I'm very sorry about that. I will send someone up to check and clean your bathroom right away.
- Ⓑ I'm sorry, ma'am. I'll bring an unsweetened tea immediately.
- Ⓒ I'm afraid there are no double rooms available.

2. W: Good morning. May I help you?

M: Hello. We're checking out now. Could we have the bill for Room 212, please? I asked for it to be prepared.

W: Yes, your bill's ready for you. Your total bill comes to 70,000 won. Would you like to pay with cash or credit card?

M: Here's my card.

W: Could you sign here, please? [Pause] Thank you.  
Here's your receipt.  
M: Thank you.

## PART IV

### FOOD AND DRINK SERVICE

#### LESSON 1 Restaurant Reservation pp. 118~123

##### Situation 1 Taking a Restaurant Reservation by Phone

###### A Listen and Do

[Phone rings.]

W: Hello. Tamna Restaurant. How may I help you?

M: I'd like to make a dinner reservation for three.

W: When would you like the reservation for?

M: For this evening at 7 p.m.

W: Just a minute. I'll see if we have a table. [Pause] We do have availability for that time. May I have your name?

M: Yes, it's Baker. B-A-K-E-R.

W: Sir, could I have a contact number to reach you in case of any changes or updates regarding your reservation?

M: Sure. It's 014-5634-1278.

W: Thank you for calling. Have a nice day.

##### Situation 2 Changing or Canceling a Reservation

###### A Listen and Do

[Phone rings.]

M: Hello. Donghae Restaurant. How can I help you?

W: Hi. I'm calling to change a reservation. Is that possible?

M: Sure. Can I have your name and contact number, please?

W: Certainly. I am Emma Dickinson, and my phone number is 014-2234-0907.

M: Thank you, Ms. Dickinson. Let's see... You reserved a table for two people tonight at 7 p.m. Is that correct?

W: Yes. I'd like to change it to three people tonight at

7:30 p.m.

M: Just a minute. I can check the availability for you.

[Pause] Okay, I have updated your reservation for three tonight at 7:30 p.m. Is there anything else I can help you with?

W: \_\_\_\_\_

#### Check Up

##### A

1. W: Hi. I would like to change my reservation date from May 18 to May 20.

M: \_\_\_\_\_

(a) Sure. I can definitely change that for you. What time would you like to come in on May 20?

(b) No problem. We'll prepare a fantastic birthday cake as you've requested.

(c) As you like, you are welcome to arrive one hour earlier than the reserved time.

2. [Phone rings.]

W: Hello. Grand Restaurant. How may I help you?

M: I am calling to make a reservation for five people for tonight.

W: All right. What time would you like the reservation for?

M: I'd prefer 7:30.

W: Fine. Can I have your name and phone number?

M: I am James Howell and my phone number is 014-3337-8997.

W: Thank you for calling, Mr. Howell. See you later.

M: Great. Thanks for the help!

#### LESSON 2

#### Welcoming and Seating Guests

pp. 124~129

##### Situation 1 Welcoming and Seating Guests

###### A Listen and Do

W: Good evening! Welcome to Tina's Dining Room. Do you have a reservation?

M: Yes, I made a reservation for two under the name of Brown.

W: Thank you, Mr. Brown. Let me check our reservation list. [Pause] Ah, here it is. Now, there is

a table near the window or one out on the terrace.

Which one would you prefer?

M: It's a little bit cold today, so I think we will stay inside.

W: Okay, I'll show you to your table. Please come this way.

M: Thank you so much.

[After a while]

W: Here is your table by the window. Please have a seat. Will this be all right?

M: Yes, this is fine.

W: Your waiter will be with you shortly. I hope you have a good dinner.

### Situation 2 Welcoming and Seating Walk-In Guests

#### A Listen and Do

M: Good evening! Welcome to our restaurant. Do you have a reservation?

W: No, we don't.

M: How many are in your party?

W: There are four of us.

M: Hmm... I'm sorry, but currently, we don't have any tables available. Would you mind waiting? It will be about 30 minutes.

W: No problem. We're in no rush.

M: All right. Can I have your name, please?

W: Mary Smith.

M: Thank you, Ms. Smith. Here is your call pager. Feel free to wait in our lounge area and it will alert you as soon as your table is ready.

W: Thank you.

#### Check Up

#### A

1. W: If you're willing to wait for about 30 minutes, we can accommodate you. Is that all right with you?

M: \_\_\_\_\_

- Ⓐ No, I don't.
- Ⓑ Yes, I am.
- Ⓒ Yes, we can wait.

2. W: Good evening, sir. Do you have a reservation?

M: No, I don't.

W: How many are in your party?

M: Just two of us.

W: Please wait to be seated. It will be about 15 minutes.

M: That's fine. We don't mind waiting.

W: Thanks. Here is your call pager. We will alert you when your table is ready.

M: Great. Thanks.

### LESSON 3

### Taking Orders and Serving at a Restaurant

pp. 130–135

#### Situation 1 At a Fine Dining Restaurant

#### A Listen and Do

M: Good evening, ma'am. My name is Mike. I'll be your server today. Are you ready to order? Or do you need some more time?

W: We are ready, thanks. I'd like the New York strip steak, and my husband will have the seafood spaghetti.

M: How would you like the New York strip steak prepared?

W: Medium-rare, please. And can I have rice instead of French fries?

M: Yes, of course. Would you like a salad or vegetables with that?

W: A salad with Caesar dressing would be nice.

M: Great, and would you like an appetizer or soup to start?

W: Hmm... what's the soup of the day?

M: Today we have clam chowder.

W: Good. Okay, we'll have two bowls of that.

M: Certainly. And can I get you anything to drink?

W: We'd like just still water with ice, please.

M: Yes. Coming shortly. [Pause] Here's what you ordered. Is there something else I can do for you?

W: No, thanks. We are good for now.

M: Enjoy your meal.

## Situation 2 At a Korean Restaurant

### A Listen and Do

W: Good evening! Welcome to our Korean restaurant.  
How many people are in your party?  
M: There are four of us.  
W: Great! Come this way, please. I'll show you to your table. [Pause] This table is for you.  
M: Thank you.  
W: Are you ready to order? Or do you need some more time?  
M: Yes, we are ready. We'd like to try *haemul-pajeon* first, and the main course will be *galbi*. What does that come with?  
W: It comes with rice and *banchan*, Korean traditional side dishes such as *kimchi*, *namul*, *jjigae*, and more.  
M: Great! We'll take it for four people.  
W: Wonderful. Your order will be ready shortly. And anything to drink?  
M: No, thank you.  
W: I'll be back soon. [Pause] Here's your meal. Is there anything more I can assist you with?  
M: No, thanks. We're fine at the moment.  
W: I hope you enjoy your meal!

### Check Up

#### A

1. W: How would you like your steak?  
M: \_\_\_\_\_  
(a) We're leaving now.  
(b) Medium-rare, please.  
(c) Could I have the bill now, please?
2. M: Hello. I'll be your server. What would you like to drink?  
W: A sparkling water and an orange juice, please.  
M: Great. I'll be back soon. [Pause] Okay, here are your drinks. Would you like an appetizer or soup to start?  
W: Sure. We'd like to have a vegetable soup and a Greek salad.  
M: How about a main dish?  
W: I'd like cream pasta, and my husband will have the steak.

## LESSON 4

## Taking Orders and Serving at a Café or Bar pp. 136~141

### Situation 1 Serving Drinks at a Café

#### A Listen and Do

M: Good morning! Welcome to Hazel Café. What can I get for you today?  
W: Hi, I'll have an iced Americano, in a large size, please.  
M: Sure. Would you like any additional flavors or toppings with that?  
W: I'd like to add an extra shot to my iced coffee, please.  
M: All right. One large iced Americano with an extra shot. Anything else?  
W: Yes, I'd also like a slice of cheesecake.  
M: Great choice! One large iced Americano with an extra shot and one slice of cheesecake. Dine-in or takeout?  
W: Dine-in. How much does that come to?  
M: That comes to \$12.  
W: I'll pay with my credit card. Here you are.  
M: Thanks. Here is your call pager. We will alert you when your order is ready.  
[After a while, beeping sound]  
W: Here is my pager.  
M: Thank you. Here is your drink. Enjoy!

### Situation 2 Serving Alcoholic Drinks at a Bar

#### A Listen and Do

W: Good evening, sir. How many are in your party, sir?  
M: Can we have a table for three?  
W: Yes. Would you like a table or a booth?  
M: We would like a window table.  
W: Okay. Please come this way. [Pause] Is this table all right?  
M: Yes, this table is perfect. Thank you.  
W: May I take your order?  
M: Could we have an English menu?  
W: Sure. Here it is.  
M: We'd like to have beer, but we can't decide. Can you suggest something?  
W: How about Jeju Craft Beer? We have a selection of



craft beers from local breweries. However, if you enjoy hoppy and flavorful beers, I can recommend Jeju Craft Beer.

M: Sounds great. We'll have a pitcher of that! And what kind of snacks do you have?

W: We have French fries, chicken wings, spring rolls, and stuffed mushrooms.

M: We will take French fries and chicken wings, please.

W: Yes. Coming right up, sir.

### Check Up

#### A

1. M: What would you like to order?

W: \_\_\_\_\_

- Ⓐ I'm sorry. We don't have craft beer.
- Ⓑ I'd like an iced mocha, in a large size, please.
- Ⓒ Of course. I'll get you one right away.

2. W: Good evening! What can I get you to drink?

M: I'd like a margarita, please.

W: Great choice! Would you like it on the rocks or blended?

M: I'll have it on the rocks, please.

W: A margarita on the rocks. Is there anything else to eat along with that?

M: Yes, I'd like a grilled chicken taco.

W: Yes, sir. Coming right up!

### LESSON 5

#### Handling Guests' Complaints

pp. 142~147

### Situation 1

#### Dealing with General Guest Complaints

#### A Listen and Do

W: Excuse me.

M: Is there anything I can assist you with, ma'am?

W: Yes, I ordered the steak medium-rare, but it's well-done.

M: I apologize for the mistake. I'll take care of that right away. Would you like a new steak cooked to your preference, or would you prefer something else from the menu?

W: I'd like a new steak, please, cooked medium-rare this time.

M: Of course. I'll inform the kitchen immediately. I'm sorry for the inconvenience. Can I get you something to drink while you wait for the new steak?

W: That would be great. Can I get a soft drink, please?

M: Of course! We have a variety of soft drinks available. What type of soft drink would you like? We have cola, lemon-lime soda, root beer, and iced tea.

W: I'll have a cola, please.

M: Sure! Your drink is coming right up for you. I'll ensure the kitchen prioritizes your new steak. It shouldn't take too long.

W: Thank you for your help.

### Situation 2

#### Dealing with Complaints About Mischarges

#### A Listen and Do

W: Was everything all right, sir?

M: Yes. It was very nice, thank you.

W: I'm glad to hear that you enjoyed it.

M: Could I have the bill, please?

W: Here you are.

M: Excuse me. I think there's a mistake. Is this item correct? We had only two bottles of beer and a grilled sausage.

W: Oh, I'm sorry, sir. I'll check it for you. [Pause] Here you are. We've corrected the mistake. I'm sorry about that.

M: Can I pay with a credit card?

W: No problem, sir.

M: That's great. Here's my credit card.

W: Thank you, sir.

### Check Up

#### A

1. W: Excuse me. There seems to be an error with the bill. There is something in our bill that we didn't order.

M: \_\_\_\_\_

- Ⓐ I'm sorry, but we are fully booked.
- Ⓑ I'm sorry about that. I can ask our chef to prepare another one.
- Ⓒ I apologize for the mistake. I'll fix it right away.

2. W: Is everything okay, sir?

M: Not exactly. Look at this! There's a hair in my soup.

W: I'm so sorry. Let me get you a fresh bowl of soup. Will that be all right, sir, or would you prefer something else?

M: Yes, that's fine. I'll still have soup.

## PART V

### SALES SERVICE

#### LESSON 1

#### Product Recommendations and Descriptions pp. 152~157

##### Situation 1 *Recommending Products*

#### A Listen and Do

M: Can I help you, ma'am?

W: Yes, please. I'm looking for skin lotion.

M: That's great. We have a wide range of skin lotions in stock. This way, please. [Pause] What type of skin do you have?

W: I have sensitive skin. [Pause] Oh, I've seen this cosmetic brand on TV.

M: This one is the most popular these days. It uses scented oils.

W: Hmm... I don't think it would suit me. I don't use strong-smelling lotions, actually. Could you show me some other items?

M: Sure. Then, I'd recommend this product. It is made with natural ingredients. Also, it has no scent at all. Here's a tester. Please try it.

W: [Pause] I do like this lotion. How much is this?

M: The original price was 30 dollars. But it is on sale for 10% off.

W: Sounds reasonable to me. All right, I'll take it.

##### Situation 2 *Describing the Quality and Usage of Products*

#### A Listen and Do

M: Excuse me. I'd like to buy a backpack for my daughter. Can you help me choose one?

W: Sure. Do you have anything specific in mind?

M: Not really, but my daughter loves floral patterns.

W: Then, how about these models? They all have lovely flower designs.

M: Those are pretty nice, but not this one. I'd prefer one that is made from polyester, not nylon.

W: Oh, all right. What about these? These backpacks have long straps and wheels on the bottom. This particular model is water-resistant.

M: The wheels make it easier to pull around. But I don't think it needs to be waterproof.

W: Then, would you like this one?

M: Yes, I'll take it.

W: Good choice, sir!

#### Check Up

#### A

1. M: When you press the start button, the ready symbol is displayed. Put it in the ear canal and press the activation button. When you hear the beep, remove it from the ear, and check the temperature.

2. M: Excuse me. Where can I find an electric rice cooker?

W: Rice cookers are in aisle 3. I'll show you the way.

M: Thanks. Oh, there are so many cookers here. Which one is the most popular?

W: This is a hot item. It has a lot of cooking functions for steamed food as well as rice. Also, it has a removable cover, so it's very convenient to wash. There is a manual in English, too.

M: Oh, I like it. How long is the warranty?

W: The service plan is good for a year.

M: All right. I'll take this one. How much is it?

W: Good choice! It's 124 dollars.

#### LESSON 2

#### Product Payment, Exchange, and Return pp. 158~163

##### Situation 2 *How to Exchange and Return Products*

#### A Listen and Do

W: Hello, what can I do for you?

M: I'd like to exchange this jacket, please.  
 W: I see. Is there something wrong with it?  
 M: It just doesn't really suit me.  
 W: Have you got the receipt?  
 M: Yes, here it is.  
 W: Do you want to choose something else in the store?  
 M: Hmm... do you have this in another color?  
 W: \_\_\_\_\_

### Check Up

#### A

- W: Welcome. Can I help you?  
 M: Hi. I bought this sunscreen lotion, but can I return it?  
 W: Can I ask you why you're returning it?  
 M: I ordered the same lotion twice by mistake.  
 W: I see. Do you have your receipt?  
 M: Yes, here it is.
- W: Excuse me. What's on special today?  
 M: Today pork is half price.  
 W: How much for a kilogram of pork?  
 M: Twelve thousand won for a kilogram.  
 W: I'll take 500 grams.  
 M: Good choice! You can pay at the counter over there.

## LESSON 3

### Handling Customer Complaints

pp. 164~169

#### Situation 2 Handling Customer Complaints

#### A Listen and Do

[Phone rings.]

W: Good morning. This is Kim, Ayeong from the Complaints and Suggestions Department. How can I help you?  
 M: Hello. I have a problem with the laptop I bought this week.  
 W: Okay, can you explain exactly what the problem is?  
 M: It's overheating. It gets really hot whenever I use it.  
 W: Perhaps there's something wrong with the cooling fan. How long do you use it before it starts overheating?

M: Less than two hours.  
 W: That shouldn't cause it to overheat. The internal fan should be able to handle that.  
 M: What's wrong with it then?  
 W: I'm not sure. Is the laptop exposed to direct sunlight or heat?  
 M: Not at all. I use it on my bed at night.  
 W: Oh, that's why it's overheating. The covers of your bed prevent the vent system from working.  
 M: Ah, that makes sense.  
 W: It should be perfectly fine. Just remember to allow air to flow freely through the vents.

### Check Up

#### A

- M: Good evening! Can I help you?  
 W: Yes, I'd like to return these shoes.  
 M: May I ask why you're returning them?  
 W: I bought them for my daughter, but there's a rip on the left pair.  
 M: Oh, I'm terribly sorry. Do you have your receipt?  
 W: Yes, here it is.  
 M: I'll process a full refund for you right away.
- W: Good morning! How may I help you?  
 M: I want to make a complaint about one of our workers.  
 W: I am very sorry to hear that. What happened exactly?  
 M: Yesterday I stopped by here and tried to ask the salesperson a few questions, but he had his earphones on and barely heard when I called him!  
 W: I'm terribly sorry about that. I'd like to apologize on his behalf.

## LESSON 4

### Duty-Free Shops and Department Stores

pp. 170~175

### Get Ready

#### A Listen and Number

- W: How much is this?  
 M: The original price was 60 dollars. But it is on sale

for 20% off.

2. M: How do you like these items?

W: They're great. I'll take three of them.

3. M: Can I help you, ma'am?

W: Yes, please. I'm looking for a chocolate gift box.

4. M: What size do you wear?

W: For T-shirts, I wear a small.

## Situation 2 *Selling Products at Department Stores*

### A Listen and Do

W: Excuse me. I'm looking for athletic shoes to wear every day.

M: Then I'd recommend these. The breathable fabric makes the shoes comfortable.

W: Oh, I like these. Can I try them on?

M: Sure. What size do you wear?

W: I wear a U.S. size 7.

M: Try these on. They're Korean size 240 mm.

W: [Pause] I think these are too small. And I don't like this shade of red. Do you have green in a bigger size?

M: Of course. Wait here a minute. I'll go get larger ones right away. [Pause] These are 245 mm.

W: These fit me just right. I'll take them. How much are they?

M: The regular price was 70 dollars. But they're on sale for 20% off.

## Check Up

### A

1. M: Hello. Can I help you?

W: Yes. I'm looking for a skirt.

M: Then, what do you think of this striped one?

W: Oh, I like it. Looks like it would be small for me, though.

M: It's a U.S. size 8. I think size 10 would suit you. Please try it on.

W: [Pause] Oh, I like it.

2. M: Excuse me. May I try on this muffler?

W: Sure. [Pause] It looks good on you.

M: Thanks. How much does it cost?

W: The regular price was 50 dollars, but it's on sale for 10% off.

M: Sounds reasonable. I'll take it.

## LESSON 5 *Traditional Markets* pp. 176~181

### Situation 1 *Selling Products at Traditional Markets*

#### A Listen and Do

M: Hello. Can I help you?

W: Hi. [Pause] Wow! There are so many interesting things here.

M: Yes. We carry traditional Korean arts and crafts that are all handmade. Feel free to look around.

W: Okay, thanks. This is really beautiful! [Pause] Oh, it's a little pouch, isn't it?

M: Yes, you're right. It is called *bokjumeoni* in Korean. It means a good luck pouch. Koreans used to give these pouches as New Year's presents.

W: Is that so? They're lovely! I guess these pouches would be nice gifts for my family, too. I'll take these.

M: Good choice! How many do you need?

W: I'll take these... three pouches. How much will that be?

M: The total is 30 dollars.

W: That's good. Please wrap them separately.

### Situation 2 *Guiding Visitors to Traditional Markets*

#### A Listen and Do

W: I'd like to visit a traditional market. Any suggestions?

M: Good idea. There is nothing better than a traditional market to help you see how local people live. How about visiting Namdaemun Market? It is one of the oldest and largest traditional markets in Korea.

W: Sounds perfect! What kinds of things do they sell there?

M: Almost everything. They have clothes, food, fabrics, and electronics, as well as kitchenware, toys, mountain gear, fishing equipment, stationery,



flowers, and more.

W: Wow! That's impressive. But I'd like to buy some fine art.

M: Don't worry. You can definitely find artwork, too.

W: That's great! I should go there right now.

M: I'm afraid it's not open today. It's closed every Sunday.

W: That's bad timing. All right then, maybe next time.

Oh, do they only accept cash?

M: No, you can pay in cash or with a credit card. And if you're lucky, you probably get as low as 50% off the original price. Happy shopping!

### Check Up

#### A

1. W: I'd like to experience some more local Korean culture. Any suggestions?

M: \_\_\_\_\_

- Ⓐ Why don't you visit Jagalchi Fish Market?
- Ⓑ It is in Busan, beside Nampo Port.
- Ⓒ You can eat fresh raw fish right at the market.

2. W: Welcome. Can I help you?

M: I'm just looking around. Oh, excuse me. What is this? It's so cool!

W: This is a traditional statue of the Jeju stone grandfather. It is called *dolhareubang* in Korean.

M: I sure do like this. How much is it?

W: It's eight dollars. How many do you need?

M: I'll take these two.

## PART VI

### TOUR GUIDE SERVICE

#### LESSON 1

#### Korean Culture

pp. 186~191

#### Situation 2

#### Explaining About Traditional Korean Culture

#### A Listen and Do

1. W: Is this traditional Korean clothing?

M: Yes. This is called *hanbok*.

W: It's so elegant!

M: Yes, it is. The women's *hanbok* has a graceful shape with a slim top and a wide bottom.

W: It's similar to a bell.

M: You're right. The wide sleeves and flexible skirt make the wearer look like they're floating on air. Also, the colorful fabric is dyed with natural materials.

W: Do Koreans still wear *hanbok* these days?

M: Sure. Some people wear it for traditional holidays or special occasions.

2. W: It's a traditional Korean house, isn't it?

M: Yes. It's called *hanok*. These days, *hanok* generally refers to tile-roofed houses. You should take your shoes off here before you go into the room.

W: Okay. [Pause] Oh, there are no beds at all. I've heard it's a traditional Korean custom to sit and sleep on the floor.

M: That's right. This custom started with the *ondol* system in *hanok*.

3. W: What is *ondol*?

M: *Ondol* is a traditional heating system. There is a layer of stone down here, actually. The heat from the kitchen fire runs through this open space, warming the stone above. This heat keeps both the floor and the air surprisingly warm in the winter.

W: Wow! That's impressive. I'd like to try *ondol* someday.

#### LESSON 2

#### Traditional Korean Food pp. 192~197

#### Situation 1

#### About Traditional Korean Food

#### A Listen and Do

W: I'd like to introduce general kinds of traditional Korean food. This picture shows typical main dishes and side dishes.

M: Wow! There are so many different kinds of food!

W: Yes. As you can see, Koreans enjoy different cooking styles.

M: Wow! This is quite a spread. What is the main dish?

W: The staple food of Koreans is *bap*, steamed rice. It

may also include some other grains.

M: I see. Hmm... isn't this *kimchi*?

W: Yes, it is. *Kimchi* is fermented vegetables seasoned with red pepper, garlic, green onion, and salt-fermented seafood.

M: How does it taste? Is it spicy?

W: Yes. I'm afraid that a lot of people from other countries only think of *kimchi* as spicy food. Actually, it has a lot of vitamins and fiber.

M: Oh, so that's why *kimchi* is called a health food.

## B Listen and Write

M: I'm getting kind of hungry.

W: Then, I'd recommend *bibimbap*.

M: What is *bibimbap*?

W: *Bibimbap* is a bowl of rice mixed with meat and vegetables.

M: Oh, I think I had *bibimbap* on my flight to Korea.

W: You probably did. *Bibimbap* is one of the most popular in-flight meals. Even some Hollywood celebrities have tried it for their health.

M: Maybe it's popular because it's nutritious.

W: You're right. It's made with different vegetables, beef, eggs, or seafood. It also has some red pepper paste and sesame oil or soy sauce.

M: That sounds really good. It's making me hungry.

## LESSON 3

### Contemporary Korean Culture

pp. 198~203

## Situation 1 Suggesting Tour Programs

### A Listen and Do

M: Hey, Amy! How did you like the K-pop concert yesterday?

W: Hi, Jimin. It was such a great experience! I watched my favorite K-pop boy band on stage. Their voices and the catchy melody were great.

M: I guess you must like their dancing. It is so energetic and powerful, isn't it?

W: Yes, I love it. That's why I've attended K-pop dance classes every weekend since I came to Korea.

M: Sounds like you're having fun. Is there anything else you want to do in Korea?

W: Oh, I'd love to go to a musical theater. But I'm wondering if the musical performances are in English.

M: I've heard that a popular performance of *Hero* with English subtitles will be streamed online this Saturday.

W: That's awesome! I definitely want to see it. Thanks a lot.

## Check Up

### A

1. W: I want to try outdoor activities during my stay in Korea. Any suggestions?

M: Why don't you try paragliding in Yeosu or surfing in Yangyang?

W: I prefer paragliding to surfing.

M: I see. I've tried paragliding before. The ride up to the take-off point was bumpier than the flight itself!

W: Sounds scary, but I will give it a shot. Thank you.

M: My pleasure.

2. W: Hi, Kevin. How did you like the hiking and rock-climbing tour last Saturday?

M: Hey, Jisu. My wife and I really enjoyed it. Our hiking guide was professional. He led us to the top of several peaks, and took photos for us.

W: Good for you. It sounds like you're having an exciting time in Korea.

## LESSON 4

### Korean Cultural and Natural Heritage Sites

pp. 204~209

## Check Up

### A

W: Hwaseong is the official fortress in Suwon, Gyeonggi-do. Its wall stretches for over 5 kilometers, and it has a variety of military facilities that are hard to find anywhere else. The four gates face each of the four directions—north, south, east, and west. It was a pioneer city with its own economic power.

**LESSON 5****Tourist Attraction Guides and Information**

pp. 210~215

**Situation 2****Guiding Visitors to Tourist Attractions****A Listen and Do**

W: Good morning. What can I do for you?

M: Hello. I'd like some information about the Winter Sea Penguin Swimming Festival, please.

W: It's definitely worth visiting.

M: Oh, great! Where is it held?

W: It's held at Jungmun Beach, which is located in Seogwipo.

M: What time does it start?

W: Let me check. It starts at 10 a.m. and ends at 1 p.m.

M: Okay, thanks. How much does it cost?

W: It's free.

M: Are there age limits for the festival?

W: No, all ages of visitors can participate in it.

M: Okay, wonderful. I guess my kids will enjoy it, then.

W: Right. Your family can enjoy lots of programs like the penguin fin run, treasure hunt, and making-a-wish postcard.

M: That's great! Oh, sorry. Just one more question. How can I get there?

W: From the airport, take bus number 600 to Seaside Hotel on the Jungmun Tourist Complex. Then, go down the hill for about 200 meters. You'll find it easily.

M: Thanks very much for all your help.

W: You're welcome. Have a nice trip!

sound of the falling water. The waterfall is 22 meters high, 12 meters wide, and 20 meters deep. You can't miss it! Why don't you see it for yourself?

**Check Up****A**

1. W: Can you recommend a place to visit?

M: \_\_\_\_\_

Ⓐ I'd like to visit there.

Ⓑ It's 10 minutes away from here.

Ⓒ Have you ever been to the fish market?

2. M: It looks like it's falling from the heavens. While you walk along the path through the subtropical trees, you will be able to hear the magnificent

## PART I

### BASIC CONVERSATION

#### LESSON 1 Greeting and Introduction pp. 10~15

##### Get Ready

##### A Listen and Number

2, 1, 3

##### B Read and Write

1. you been 2. no see 3. you do 4. next time

##### C Look and Choose

1. d, h 2. f, i 3. e, g

#### Situation 1 Meeting a Tourist at the Airport

##### A Listen and Do

1. a 2. b 3. c

##### B Talk Together

##### Sample Answer

- Let me introduce myself. My name is Kim, Hana.
- I'm eighteen years old.
- I'm a student.

#### Situation 2 Saying Goodbye

##### A Read and Do

c, e, b, d

##### B Talk Together

##### Sample Answer

A: Oh, it's rather late. I'm afraid I have to go now.

B: Can't you stay a little longer?

A: I'm sorry I have to go now. I have another appointment. Thank you for everything you've done for me.

B: Don't mention it. It's been nice to have you with us.

A: Thank you. Goodbye. See you later.

B: Goodbye. Take care of yourself.

##### Field Activity

##### Sample Answer

Hello, everyone. Let me introduce myself. I'm Kim,

Jina, representing World Travel. I'm pleased to be your tour guide, and I welcome you all to Korea. I sincerely hope you'll have a wonderful stay here. If you need assistance during the tour, please don't hesitate to come to me at any time. Thank you.

##### Check Up

A 1. c 2. a

B 1. b 2. a 3. c 4. d

C 1. name 2. from 3. glad[pleased] 4. hope

#### LESSON 2 Weather and Time pp. 16~21

##### Get Ready

##### A Look and Write

1. sunny 2. cloudy 3. rainy 4. snowy 5. hot  
6. cold

##### B Read and Match

1. d 2. b 3. c 4. a

##### C Read and Choose

1. d 2. c 3. b 4. a

#### Situation 1 Talking About Weather

##### A Listen and Do

1. c 2. a 3. c

##### B Talk Together

##### Sample Answer

A: How's the weather in London?

B: It is hot but dry in the summer.

A: Then how about in the winter?

B: It usually rains a lot in the winter.

#### Situation 2 Talking About Time

##### A Listen and Do

1. a 2. a 3. c

##### B Talk Together

##### Sample Answer

A: What's the date today?



B: It's the first of March.

A: Then what day is it today?

B: It's Wednesday.

A: Oh, I see. And what time is it now? / And what time do you have?

B: It's five thirty.

### Field Activity

#### | Sample Answer |

Hello. I'm Kim, Sangjin from Star Travel. I'd like to tell you about what the weather is supposed to be like today in Jeju-do. It will be sunny and clear in the morning. The temperature will be around 15 degrees Celsius. This good weather will not last long. Tomorrow, on Friday, there is a 70 percent chance of showers with temperatures ranging from 7 to 12 degrees Celsius. Don't forget your umbrella tomorrow.

### Check Up

A 1. (b) 2. (c)

B 1. It's windy and cloudy.  
2. It's quarter after four.  
3. It's Tuesday.  
4. It's August twenty-sixth twenty twenty-five.

C 1. (b) 2. (b) 3. (c)

## LESSON 3 Numbers

pp. 22~27

### Get Ready

#### A Look and Write

- three hundred and fifteen
- nineteen, ninety-nine
- eighteen thousand nine hundred and fifty-eight
- two hundred and fourteen
- zero point two five

#### B Read and Match

1. (d) 2. (a) 3. (b) 4. (c)

#### C Read and Write

1. 6,500 2. 1,900 3. 1,980 4. 2,100

## Situation 1 Talking About Measurements

### A Listen and Do

1. (c) 2. (b) 3. (a)

### B Talk Together

#### | Sample Answer |

A: The Nile River is 6,650 kilometers long.

B: I'm not used to the metric system. Could you use the imperial system?

A: Sure! In the imperial system, it is 4,130 miles long.

B: Oh, I see. Thank you.

## Situation 2 Talking About Prices in Different Currencies

### A Listen and Do

1. (b) 2. (a) 3. (b)

### B Talk Together

#### | Sample Answer |

A: I'd like to buy a jar of eye cream. How much is it?

B: It's 106 dollars. How would you like to pay for it? We accept cash and credit cards.

A: Cash, please.

B: Which currency would you like to pay with? We accept U.S. dollars, Korean won, and Chinese yuan.

A: Korean won.

B: Of course. Your item is 137,800 won.

A: Here you are. 140,000 won.

B: You gave me 140,000 won. Your change comes to 2,200 won.

### Field Activity

#### | Sample Answer |

Hello, everyone. Today, I'd like to introduce one of the must-see structures in Korea, Cheomseongdae in Gyeongju. It is the oldest surviving astronomical observatory in Asia. It was constructed in the 7th century in the kingdom of Silla. Cheomseongdae stands 9.17 meters high and consists of three parts: a base upon which a column is constructed, a round body, and a square top. Midway up the body stands a square window and entrance to the inside of the structure. The round body of the tower is built out of 365 bricks,

symbolizing the number of days in a year. Now, would you like to go see it for yourself?

### Check Up

A 1. ③ 2. ②

B 1. b 2. a 3. d 4. c

C 1. the Dubai Frame 2. a width of 95.53 meters  
3. 493 feet tall[high]

## LESSON 4 Locations and Directions pp. 28~33

### Get Ready

#### A Look and Choose

①, ②, ③

#### B Look and Write

- turn left
- turn right
- go straight ahead
- go past
- cross
- at the corner of
- next to
- across from
- between

### Situation 1 Taking the Subway

#### A Listen and Do

1. ③ 2. ① 3. ②

#### B Talk Together

##### | Sample Answer |

A: How can I get to Gwanghwamun Station from Sports Complex by subway?

B: Take the green line at Sports Complex toward Jamsil Station. Then, change to the violet line at Euljiro 4-ga Station and go in the direction of Jongno 3-ga Station. Then, go two more stations.

A: Just a moment. Can you repeat that?

B: Sure. Take the green line at Sports Complex and change to the violet line at Euljiro 4-ga Station. Go two more stations and get off at Gwanghwamun Station. Got it?

A: Yes, thanks a lot.

### Situation 2 Asking Directions on the Road

#### A Listen and Do

1. ③ 2. 2, (4), 5, 3, 6, (1)

#### B Talk Together

##### | Sample Answer |

A: Excuse me. Can you help me?

B: Sure. What can I do for you?

A: Could you tell me how to get to the post office?

B: Go straight ahead until you get to Blue Street. At Blue Street, turn left. Keep going past the library. It's next to the library.

A: Thank you.

### Field Activity

##### | Sample Answer |

Hello. I'm Park, Minho from Korea Travel. I'll tell you how to get to Namiseom Island from Incheon International Airport. First, take the Airport Express train at Incheon International Airport Terminal Station. Get off at Gongdeok Station. Change to the light green line and go in the direction of Yongsan Station. Then get off at Sangbong Station and change to the Gyeongchun Railroad Line in the direction of Chuncheon Station. Then go to Gapyeong Station. Go out Exit 1 at Gapyeong Station and go to the bus stop. Take the bus for Namiseom Island. I hope you have fun there. Thank you.

### Check Up

A 1. ① 2. ②

B 1. left 2. across 3. past 4. next 5. right  
6. library

## LESSON 5 Telephone Calls and Appointments pp. 34~39

### Get Ready

#### A Read and Match

1. ② 2. ③ 3. ② 4. ③ 5. ①

#### B Read and Write

1. This is Kim, Minsu speaking.

2. Yes, please.

3. I'm sorry to have bothered you.

4. Sure. Which day is good for you?

5. How about noon?

### Situation 1 *Leaving a Message*

#### A Listen and Do

1. ① 2. ③ 3. ②

#### B Talk Together

##### | Sample Answer |

A: Good afternoon, Han, Yunho at Korea Travel. How may I help you?

B: I would like to speak to Mr. Danny Seo, please.

A: I'm sorry. He is away from his desk at the moment. May I ask who's calling?

B: Well, this is Jenny Song from Hotel Melonie. Would you give him a message?

A: Sure.

B: Please ask him to call me this afternoon. My number is 014-595-3212.

A: Okay. I'll leave him the message.

B: Thanks a lot. Goodbye.

### Situation 2 *Making an Appointment*

#### A Listen and Do

1. ② 2. ③ 3. ①

#### B Talk Together

##### | Sample Answer |

A: Oh, Mr. Seo. May I see you sometime this week? I have an urgent matter to discuss with you.

B: Yes, Ms. Song. The end of this week is okay. Which day is good for you?

A: Are you available on Saturday?

B: Yes. What time shall we meet?

A: How about 12:30 in the afternoon at our hotel's conference room?

B: Yes, that's good. I'll see you at your hotel's conference room at 12:30 on Saturday, May 27.

### Field Activity

##### | Sample Answer |

Hello, Mr. Heywood. This is Song, Insu from Silla Travel. I tried to talk to you several times, but I couldn't get through. So I'm leaving a message on your voicemail. We need a copy of your passport to make a reservation for your flight to New York. Please send it

to us via fax. Our fax number is 689-7749. Thank you for your cooperation.

### Check Up

- A 1. ③ 2. ②

- B 1. c 2. a 3. b

- C 1. This is Mary (speaking). 2. take a message  
3. Yes, please. 4. My number is 2973-0218.

### Culture

p. 40

##### | Sample Answer |

I think the metric system is better in today's world because it is an almost universal standard that is understood no matter where you are. The metric system is also easier to use because of the way all measurements relate to each other.

## PART II

### TRAVEL SERVICE

#### LESSON 1 Travel Consulting Service pp. 44~49

### Get Ready

#### A Look and Think

##### | Sample Answer |

I think it includes the airfare, local transportation, hotel stay, breakfast, lunch, dinner, entrance fees for tourist attractions, and so on.

#### B Read and Match

1. ② 2. ① 3. ③ 4. ④ 5. ⑤ 6. ⑥

#### C Read and Choose

1. a 2. d 3. c 4. b

### Situation 1 *Advising a Customer with a Specific Plan*

#### A Listen and Do

1. ② 2. ② 3. ③

## B Talk Together

### | Sample Answer |

A: Could you recommend a tour package for solo travelers?

B: Sure. I would recommend our Bangkok Tour Package.

A: How much is it?

B: It's \$950 per person for four days in Bangkok.

A: Can you tell me what's included in that price?

B: The package includes a round-trip flight, a three-night stay at a four-star hotel, and breakfast and dinner each day.

## Situation 2 *Advising a Customer Without a Specific Plan*

### A Listen and Do

1. (a) 2. (a) 3. (b)

## B Talk Together

### | Sample Answer |

A: Hi. I'm looking for some help planning a vacation.

Can you suggest any nice places to visit?

B: Sure. How long are you planning to go traveling?

A: About five days.

B: Okay. When are you thinking of traveling?

A: In July, I think.

B: Great, and will you be traveling alone or with someone else?

A: I'll go with two friends of mine.

B: All right, and what type of place are you interested in for this trip?

A: We're thinking of going to a nice beach. Can you suggest any nice beaches to visit?

B: Sure. How about Boracay?

## Field Activity

### | Sample Answer |

Hello, everyone. Welcome to Korea! Now, I'd like to tell you about the detailed schedule for your two-day trip to Seoul. On the first day, you'll visit Gyeongbokgung Palace and Gwanghwamun Square in the morning. After lunch, you'll look around N Seoul Tower and Namsangol Hanok Village. On the second day, you'll

go shopping in Namdaemun Market and Myeongdong. After visiting Cheonggyecheon, you will also enjoy shopping at Gwangjang Market in the afternoon. I hope you have a nice time in Seoul.

## Check Up

A 1. (b) 2. (c)

B 1. c 2. a 3. d 4. b

- C 1. It includes airport pickups, comfortable accommodations, knowledgeable guides, and fun activities like surfing and dolphin spotting.  
2. It is perfect for solo travelers, couples, or groups of friends.

## LESSON 2

## Reservations for Travel Customers

pp. 50~55

## Get Ready

### A Look and Think

### | Sample Answer |

If I go on a personalized trip, I will book a flight, a hotel room, a public transportation pass for the destination, some local tours, a famous performance, and some famous restaurants.

### B Read and Choose

1. b 2. d 3. c 4. a

### C Look and Choose

1. e, f 2. c, d

## Situation 1 *Booking a Tour*

### A Listen and Do

1. (b) 2. (b) 3. (c)

## B Talk Together

### | Sample Answer |

A: I'm interested in going on a tour of Busan with my friends.

B: Would you like to take a half-day tour or a full-day tour?

A: Can you tell me more about them?

B: Sure. The half-day tour focuses on five of Busan's



main attractions. The full-day tour covers everything in the half-day tour, plus three beautiful beaches.

Lunch is also included.

A: How much does each tour cost?

B: The half-day costs \$50 per person while the full-day costs \$80 per person.

A: Please book the full-day tour for three people.

B: Of course. Let me get that booked for you.

## Situation 2 Booking a Flight

### A Listen and Do

1. ⑥ 2. ③ 3. ③

### B Talk Together

#### Sample Answer I

A: I'd like to make a reservation for a flight to Fukuoka.

B: When are you leaving?

A: Tomorrow morning. Do you have any flights available?

B: Yes, we have one at 10:05 and another at 11:10.  
Which would you like?

A: I'll take the 11:10 flight. How much will the fare be?

B: \$200 for one-way. May I have your name and phone number?

A: My name is Kim, Minho. My phone number is 014-7777-1100.

## Field Activity

### Sample Answer I

A: Airrang Airlines. How may I help you?

B: I'd like to make a reservation for a flight to New York.

A: When are you leaving?

B: Next Friday, May 9. Do you have any flights available?

A: Yes, we have one at 1 and another at 4 o'clock. Which do you prefer?

B: I'll take the 1 o'clock flight. How much will the fare be?

A: \$900 for one-way. Do you need a round-trip ticket?

B: No, just one-way, please.

A: I see. May I have your name and phone number?

B: My name is James Miller. My phone number is 014-2677-9980.

A: All right, Mr. Miller. I'll make a reservation for flight GE777 leaving Incheon International Airport for

New York on May 9 at 1:00 p.m.

B: Thank you.

## Check Up

A 1. ③ 2. ⑥

B 1. a 2. b 3. d 4. c

C 1. Incheon 2. Barcelona

## LESSON 3

## Departure Procedures at the Airport pp. 56~61

## Get Ready

### A Look and Find

1. b 2. d 3. a 4. c 5. e 6. f

### B Look and Choose

1. e, f 2. c, d

## Situation 1 Flight Check-In

### A Listen and Do

1. ⑥ 2. ③ 3. ③

### B Talk Together

#### Sample Answer I

A: Would you like a window or an aisle seat?

B: A window seat, please.

A: Do you have any luggage to check?

B: Yes, this suitcase.

A: All right. Here is your boarding pass. The flight is departing from Gate 58.

B: Okay. Thank you.

## Situation 2 Going Through Security

### A Listen and Do

1. ③ 2. ③ 3. ⑥

### B Talk Together

#### Sample Answer I

A: Security officer, should I take my laptop out of the bag?

B: Yes. Please take your laptop out of your bag and put

it into a separate bin.

A: All right. I have some liquid items in my bag. I'm not sure whether they are okay. Can you tell me about the relevant rule?

B: Sure. You should limit liquids and gels to 3.4 ounces or less, and place them all in a clear, one-quart resealable bag.

A: I see. I don't think I violated the rule regarding liquids and gels. May I go through the metal detector with my hat and shoes on?

B: No. Before walking through it, you should remove your hat, shoes, belt, and jacket.

A: Okay. What about other items in my pockets?

B: Any other items in your pockets, such as your keys or coins, should also be placed in the bin.

A: I understand. Thank you.

### Field Activity

#### | Sample Answer |

When you go to the airport to catch a flight, there are a few things you need to do. First, you should arrive at the airport at least three hours before your flight time. Then, go to the check-in counter of your airline to check your luggage and get your boarding pass. After that, you will go through security. After clearing security, go to one of the immigration counters and present your passport, visa, and boarding pass to get them verified. Then, go to the departure gate listed on your boarding pass. When the boarding of your flight is announced, follow the instructions from the gate agents and board the plane.

### Check Up

A 1. C 2. a

B 1. d 2. b 3. c 4. e 5. a

C 1. pass[go] 2. take 3. remove 4. put[place]

## LESSON 4

### Arrival Procedures at the Airport

pp. 62~67

#### Get Ready

##### A Look and Find

1. b 2. c 3. a 4. d

##### B Look and Choose

1. d, e 2. c, f

#### Situation 1 At the Immigration Counter

##### A Listen and Do

1. C 2. b 3. C

##### B Talk Together

#### | Sample Answer |

A: What's the purpose of your visit?

B: Studying English.

A: How long will you be staying?

B: About two months.

A: Where will you stay?

B: At a boarding house near the language school.

A: Okay, thank you. Here's your passport. You can go now.

B: Thank you.

#### Situation 2 At Customs

##### A Listen and Do

1. b 2. C 3. a

##### B Talk Together

#### | Sample Answer |

A: Your passport and customs declaration slip, please.

B: Sure, here you are.

A: Will you open your suitcase, please?

B: Certainly.

A: Do you have any liquor or cigarettes?

B: Yes, I bought a carton of cigarettes on the flight.

I believe it'll be duty-free.

A: Yes, of course. Do you have any other things to declare?

B: No, I don't.

A: All right. How much currency do you have?

B: I have 650 Canadian dollars.

## Field Activity

### Sample Answer

Before exiting the destination airport, there are a few things you need to do. Prior to landing, you will fill out a landing card and a customs declaration slip on the flight. After landing, you will proceed to immigration. At the immigration counter, you will present your passport and landing card to enter the destination country. Next, you will proceed to baggage claim to get your luggage. You will then proceed to the customs and quarantine counter. At customs, you will need to present your passport and any necessary travel documents to a customs officer. At the quarantine, you may be asked to open your bags and answer questions about your health condition and the items you are carrying. Once you have cleared customs and quarantine, you are permitted to exit the airport.

### Check Up

A 1. a 2. a

B 1. e 2. a 3. d 4. b 5. c

C 1. international 2. immigration 3. collect

## LESSON 5

### Meeting and Seeing Off at the Airport

pp. 68~73

### Get Ready

#### A Listen and Number

2, 3, 1

#### B Read and Write

1. be tired 2. to do 3. to say goodbye  
4. had a great time 5. having for lunch

#### C Read and Choose

1. e, f 2. c, d

### Situation 1 Meeting Tourists at the Airport

#### A Listen and Do

1. b 2. a 3. c

#### B Talk Together

#### Sample Answer

A: Are you Michael Jones and Tom Baker from the

United States?

B: Yes, we are.

A: Welcome to Korea, Mr. Jones and Mr. Baker. I'm Kim, Sora from Star Travel.

B: Nice to meet you, Ms. Kim.

A: Nice to meet you, too.

B: What are we supposed to do now?

A: We'll go to the hotel and then take a city tour.

### Situation 2 Seeing Off Tourists at the Airport

#### A Read and Do

c, e, d, b

#### B Talk Together

#### Sample Answer

A: Now, it's time to leave.

B: Yeah. I hope you had a fantastic experience in Korea.

A: We did have a great time thanks to your assistance.

B: Don't mention it. I'll miss you a lot.

A: If you're ever in London, please contact us.

B: Okay, I will. Have a safe flight back home.

## Field Activity

### Sample Answer

A: Excuse me. Oh, you're holding a sign with my name on it.

B: Then, are you Mr. Parker from the United States?

A: Yes, I am.

B: Welcome to Korea, Mr. Parker. I'm Song, Mina from New Star Tour.

A: Nice to meet you, Ms. Song.

B: Nice to meet you, too. You must be tired because of the long flight.

A: That's okay. What are we supposed to do now?

B: We'll go to the hotel and have lunch there.

A: Okay.

### Check Up

A 1. a 2. c

B 1. d 2. a 3. b 4. c 5. e

C 1. say 2. had 3. glad[happy, pleased]  
4. contact

**LESSON 6****Dealing with Travel Customer Inconveniences**

pp. 74~79

**Get Ready****A Look and Find**

1. c   2. f   3. b   4. d   5. a   6. e

**B Look and Choose**

1. c, d   2. e, f

**Situation 1****Helping a Travel Customer in Trouble****A Listen and Do**

1. C   2. b   3. a

**B Talk Together**

(a)-(3), (b)-(1), (c)-(2)

**| Sample Answer |**

A: You don't look well. What's wrong?

B: I have a big problem.

A: Could you tell me more about it?

B: I lost my passport.A: Hmm... You might have been pickpocketed during the tour. I can help you contact the local embassy for your country.**Situation 2****Handling Travel Customer Complaints****A Listen and Do**

1. a   2. C   3. b

**B Talk Together****| Sample Answer |**

A: I'd like to tell you about a problem that I am having with this tour.

B: What seems to be the problem?

A: The food in the restaurant was terrible, and a few people from our group got sick.B: I apologize for the inconvenience. I will complain to the restaurant about that and take you to a new restaurant with a good reputation from now on.

A: Thank you.

B: We would like to offer you a complimentary city tour to make up for the inconvenience.

A: Oh, I appreciate that.

**Field Activity****| Sample Answer |**

When you discover that your luggage is lost after arriving at the destination airport, follow these steps. First of all, immediately report the loss to the airline's baggage service office and fill out a claim form. Keep copies of important documents, including your boarding pass, baggage claim tag, and the filed report. These will be essential for any follow-up inquiries or insurance claims. Then stay in touch with the airline's baggage tracing department for updates. If your luggage is not returned within 21 days after the flight, initiate a claim with the airline or insurance provider, providing a detailed list of the missing items with evidence of their value. Remember to remain calm and polite throughout the process for a better chance of a satisfactory resolution.

**Check Up**

A 1. C   2. a

B 1. b   2. c   3. a   4. d

C 1. fill   2. ask   3. contact   4. submit

**Culture**

p. 80

**| Sample Answer |**

If you are a citizen or eligible national of a country participating in the Visa Waiver Program, you can apply for ESTA to visit the United States. Here's a step-by-step guide on how to get ESTA. First of all, visit the official U.S. government website for ESTA. Click on the "Apply" button, and fill out the application with personal, passport, employment, and travel information. Review and correct any mistakes before submitting. Once you have completed the application and made the payment, submit it for processing. Then, the system will generate an application number. In most cases, you will receive a response regarding your ESTA application within 72 hours. Once approved, the ESTA grants a two-year authorization to enter the U.S. multiple times for stays



of up to 90 days per visit.

### PART III

#### HOTEL SERVICE

##### LESSON 1 Reservation Service pp. 84~89

###### Get Ready

###### B Read and Match

1. vacancy
2. check-out
3. check-in
4. reservation

###### C Read and Choose

ⓑ, ⓒ, ⓔ, ⓕ

##### Situation 1 Taking a Room Reservation

###### A Listen and Do

1. ⓑ
2. ⓒ
3. ⓑ

###### B Talk Together

1. b
2. d
3. c
4. a
5. e

##### Situation 2 Changing or Canceling a Room Reservation

###### A Listen and Do

1. ⓒ
2. ⓑ
3. ⓐ

###### B Talk Together

1. e
2. d
3. c
4. b
5. a

###### Field Activity

###### | Sample Answer |

A: Good evening. Reservation Desk, Jiyeong speaking.

How may I help you?

B: Hi, I'd like to book a room for my wife and me. Do you have any vacancies for next weekend?

A: Let me just check... Yes, we do. How many nights will you be staying? And what type of room would you like?

B: One king-size bed for three nights.

A: So, you are arriving on Friday, May 7 and leaving on Monday morning, May 10?

B: Right. How much is it per night?

A: Your room is 200,000 won per night including breakfast. Is that okay?

B: Yes, I'll take it.

A: Okay. May I have your name and phone number?

B: Sure. My name's Bradley Clark, and my phone number is 014-2345-6789.

A: Thanks, Mr. Clark. I want to confirm your reservation. That's one room with a king-size bed for three nights.

B: That's correct.

###### Check Up

- A 1. ⓐ 2. ⓑ

- B 1. d 2. c 3. b 4. a

- C c, b, a, e

##### LESSON 2 Check-In Service pp. 90~95

###### Get Ready

###### B Read and Write

1. single
2. twin
3. double
4. suite

###### C Look and Choose

1. a, c, d
2. b, e, f

##### Situation 1 Handling Check-Ins with Reservations

###### A Listen and Do

1. ⓐ
2. ⓑ
3. ⓐ
4. ⓒ

###### B Talk Together

###### | Sample Answer |

A: Good afternoon. Can I help you?

B: Hello. I have a reservation for two nights under the name of Jim Tyler.

A: One moment, please. Let me check. Yes, that is a double room, right?

B: That's right.

A: All right. Could you please fill out this registration card?

B: Yes, of course.

A: Thanks. Could I see your passport, please?

B: Okay. Here you are.

### **Situation 2** *Handling Walk-In Check-Ins*

#### **A Listen and Do**

1. Ⓑ 2. Ⓒ 3. Ⓑ

#### **B Talk Together**

##### **| Sample Answer |**

A: Good afternoon, sir/ma'am. How can I help you?

B: Hi. Do you have a room left for one tonight?

A: Yes, sir/ma'am. What type of room would you like?

B: A single room, please.

A: Okay. The rate is 100,000 won per night. May I please have your passport?

B: Here it is.

A: All right. Could you sign the registration form, please?

B: Sure.

A: Additionally, we need to take an imprint of your credit card. May I please have it?

B: Here you go.

A: Thank you. Here's your key. Your room number is 315. I hope you enjoy your stay.

B: Thank you.

### **Field Activity**

##### **| Sample Answer |**

A: Good morning! How may I assist you?

B: Good morning. I have a reservation for two nights under the name of Dennis Stanford.

A: One moment, please. Let me check... Yes, that is a single with a bath, right?

B: That's right.

A: All right. Could you please fill out this registration card?

B: Yes, of course.

A: Can I have your passport, please?

B: Yes, here you go.

A: Thank you. Would you like any additional services, such as breakfast or dry-cleaning?

B: Yes, I would like to add breakfast for both mornings, please.

A: All right. Here are your breakfast coupons. You can have your breakfast at the buffet restaurant on the first floor from 6:30 to 10:30 in the morning.

B: Oh, I see. Thanks.

A: Here's your key. Your room number is 726. Your room is on the seventh floor, and the elevators are to your left. Your room key will give you access to the elevators. Enjoy your stay!

B: Thank you.

### **Check Up**

**A** 1. Ⓒ 2. Ⓒ

**B** 1. d 2. a 3. b 4. c

**C** c, a, d, e

### **LESSON 3**

#### **Fitness Center and Sauna Service**

pp. 96~101

### **Get Ready**

#### **B Read and Match**

1. d 2. a 3. c 4. b

#### **C Read and Choose**

1. c, d 2. e, f

### **Situation 1** *Talking About a Fitness Center*

#### **A Listen and Do**

1. Ⓒ 2. Ⓑ 3. Ⓑ

#### **B Talk Together**

1. d 2. b 3. a 4. c

### **Situation 2** *Talking About a Hotel Sauna*

#### **A Listen and Do**

1. Ⓐ 2. Ⓑ 3. Ⓐ

#### **B Talk Together**

##### **| Sample Answer |**

A: Good afternoon, sir/ma'am. How can I help you?

B: Yeah, I'd like to use the hotel sauna. What do I need to do?

A: You only have to tell your name.

B: When is it open?

A: It's available from 9:00 a.m. to 9:00 p.m.

B: Okay. Where is it?

A: It's on the third floor.

B: Thanks a lot.

### Field Activity

#### | Sample Answer |

A: Excuse me. Does your hotel have a fitness facility?

B: Yes, sir/ma'am.

A: Great! Could you tell me where the gym is?

B: It's just below the lobby. You can take the elevator or use the stairs.

A: Is there a surcharge for the gym?

B: No, sir/ma'am. It's free. Just take your room key so you can get in.

A: When is it available?

B: You'll be happy to know that it's open 24/7.

A: Great! Is a trainer available?

B: I'm sorry, but no. We used to have a trainer, but we don't anymore.

### Check Up

**A** 1. © 2. @

**B** 1. d 2. c 3. a 4. b

**C** 1. sauna 2. What 3. access 4. Where  
5. open

## LESSON 4

### Housekeeping and Laundry Service

pp. 102~107

### Get Ready

#### **B Read and Write**

1. need 2. dry-cleaned 3. bring 4. follow  
5. pick up 6. fill out

#### **C Look and Choose**

1. b, f, h 2. d, e, g

### Situation 1 Housekeeping Service

#### **A Listen and Do**

1. @ 2. @ 3. ©

#### **B Talk Together**

#### | Sample Answer |

A: Housekeeping. How may I help you?

B: Well, I need someone to turn down the beds right away.

A: Of course, sir/ma'am. What room are you calling from?

B: Room 523. How long will it take?

A: It will take 15 minutes.

B: Thanks. Bye.

### Situation 2 Laundry Service

#### **A Listen and Do**

1. © 2. @ 3. @

#### **B Talk Together**

#### | Sample Answer |

A: Good morning. Laundry Service. How may I help you?

B: Hello. This is Ted Smith from Room 214. Could you send someone to pick up the laundry from my room?

A: Sure. I'll send someone up right away. Is there anything else?

B: Yes. I'd like my trousers pressed.

A: Okay. They will be ready by tomorrow evening.

B: Thanks. Bye.

### Field Activity

#### | Sample Answer |

A: Laundry Service. How can I help you?

B: I need a suit dry-cleaned, please.

A: Sure. Please follow the instructions on the laundry bag.

B: Okay. Where's the bag?

A: It's in the wardrobe.

B: All right. But I need my suit tonight.

A: That's fine. We return laundry in the evening.

B: Perfect! By the way, I also need my jeans pressed.

A: No problem. Just use two different bags, please.

B: Okay, thanks.

A: You're welcome. Have a nice day.

### Check Up

A 1. a 2. b

B 1. b 2. c 3. a 4. d 5. e

C Hotel laundry service.

## LESSON 5

### Check-Out Service and Handling Guests' Complaints pp. 108~113

### Get Ready

#### B Read and Match

1. your stay 2. by credit card 3. action right away  
4. you a voucher

#### C Read and Choose

1. d, e 2. c, f

### Situation 1 Check-Out Service

#### A Listen and Do

1. b 2. c 3. a

#### B Talk Together

##### | Sample Answer |

A: Good morning. I'd like to settle my bill and check out of the hotel.

B: Certainly. May I have your name and room number?

A: Here is the key to my room. My name is William Crowly, and my room number is 1205.

B: Thank you, Mr. Crowley. Here's your receipt. Did you enjoy your stay?

A: Yes, for the most part. This all looks okay. Are the meals included?

B: Yes, they are included in the total. How will you be paying for this?

A: I'd like to pay by cash. Is that okay?

B: Of course.

A: Here you are.

B: Thank you.

### Situation 2 Handling Guests' Complaints

#### A Listen and Do

1. b 2. a 3. c

#### B Talk Together

1. c 2. d 3. a 4. b

### Field Activity

##### | Sample Answer |

A: Front Desk. How may I help you?

B: I'm calling from Room 1205. I have a problem with my room.

A: Would you tell me what the problem is?

B: The air conditioner doesn't work, so it's very hot in the room.

A: We really apologize for that. We will take action immediately.

B: Okay. Thank you.

### Check Up

A 1. a 2. a

B 1. b 2. a 3. d 4. c

C 1. c 2. a 3. b

### Culture

p. 114

##### | Sample Answer |

#### Hotel Served by Robots — Japan

Don't miss the world's first hotel staffed by robots. This futuristic hotel is in Tokyo, Japan. If you've ever wanted to feel like a character in a sci-fi film, here is your chance! When you enter, humanlike robots will check you into your room and take your luggage. The hotel uses a facial recognition system instead of room keys, and the guest rooms include luxurious features and even more high-tech details.



## PART IV

### FOOD AND DRINK SERVICE

#### LESSON 1 Restaurant Reservation pp. 118~123

##### Get Ready

##### B Look and Match

1. ⑥    2. ④    3. ③    4. ⑤

##### C Read and Choose

1. b    2. a    3. e    4. d    5. c

#### Situation 1 Taking a Restaurant Reservation by Phone

##### A Listen and Do

1. ③    2. ⑥    3. ③

##### B Talk Together

##### Sample Answer I

A: Hello. Bada Restaurant. How may I help you?

B: I'd like to make a reservation for three people.

A: May I have your name?

B: I'm Brian Davis.

A: When would you like to come?

B: Saturday at 7:00 p.m.

A: Just a minute. I'll see if we have a table... Yes, we have availability for that time.

B: Thank you.

A: Could I have a contact number?

B: Yes. It's 014-2323-1894.

#### Situation 2 Changing or Canceling a Reservation

##### A Listen and Do

1. ⑥    2. ⑥    3. ③

##### B Talk Together

##### Sample Answer I

A: Hello. White Castle Restaurant. How can I help you?

B: Hi. I need to cancel my reservation for Friday at 6:30 p.m.

A: I'm sorry to hear that. May I have the name and phone number?

B: It was made under the name of Lisa Kim and my

phone number is 014-3355-8974.

A: Okay. I have located your reservation. May I know the reason for cancellation?

B: I am sorry, but I have to change my schedule due to a family matter. So, I won't be able to make it.

A: I understand. Your reservation has been canceled. If you change your mind, please feel free to reach out to us. Have a great day.

B: Thank you, you too.

##### Field Activity

##### Sample Answer I

A: Hello. Good afternoon. Vinci's Dining Restaurant.

B: Hi. I want to make a reservation for five.

A: For which date and what time would you like the reservation?

B: It's for August 24, at 1 o'clock in the afternoon.

A: I'm sorry, but we are fully booked at that time. And we don't have any available tables. Is it okay to have it at 1:30 p.m.?

B: No problem. 1:30 p.m. would be okay.

A: Great. Can I have your name and phone number?

B: My name is Eric Palmer and my phone number is 014-2277-2378.

A: Thank you for calling, Mr. Palmer. If you have any other questions, please do not hesitate to call us.

B: Great. Thanks for the help!

##### Check Up

- A 1. ③    2. ⑥

- B 1. b    2. d    3. a    4. c

- C 1. reservation    2. when    3. available    4. many

#### LESSON 2 Welcoming and Seating Guests pp. 124~129

##### Get Ready

##### B Read and Choose

1. d    2. a    3. e    4. b    5. c

##### C Read and Match

1. c    2. a    3. b    4. e    5. d

### Situation 1 Welcoming and Seating Guests

#### A Listen and Do

1. Ⓐ 2. Ⓒ 3. Ⓐ

#### B Talk Together

##### Sample Answer I

A: Good evening! Welcome to Samda Restaurant. Do you have a reservation?

B: Yes, I made a reservation for two under the name of Jessica Lee.

A: Thank you. Let me find your reservation. Ah, here it is. Your table is right over there. Please come this way.

B: Thank you.

A: Here is your table. Please have a seat. Are you happy with this spot?

B: Yes, this is fine.

A: Your waiter will be with you shortly. I hope you have a good dinner.

### Situation 2 Welcoming and Seating Walk-In Guests

#### A Listen and Do

1. Ⓒ 2. Ⓑ 3. Ⓒ

#### B Talk Together

##### Sample Answer I

A: Good evening! Welcome to our restaurant. Do you have a reservation?

B: No, we don't.

A: I'm sorry, but there is no table free right now. Are you okay with waiting for about 20 minutes?

B: Yes, we're willing to wait.

A: Can I have your name, please?

B: Helen Bankson.

A: Please make yourselves comfortable in our lounge area, and we'll notify you as soon as your table is ready.

### Field Activity

##### Sample Answer I

A: Good evening, ma'am! How may I help you?

B: We'd like to have dinner.

A: I'm sorry, but we are fully booked at the moment. If you don't mind waiting, it will be about 20 minutes.

B: No problem. We can wait.

A: Thank you for your understanding.

[After 30 minutes]

B: We've been waiting for over 30 minutes! This wait is ridiculous!

A: I sincerely apologize for the extended wait. Please allow me to find you the next available table.

B: All right, but we're hungry.

A: I completely understand. While you wait, can I offer you some complimentary appetizers or drinks on the house as a token of our apology?

B: That would be nice. Thank you.

A: You're welcome. I'll make sure your table is ready shortly, and your drinks and appetizers will be brought to you right away.

[After five minutes]

A: Thank you for waiting. Your table is ready now. Please follow me.

B: Finally! Thank you for your efforts.

A: You're welcome, and I truly apologize for the delay. I hope you enjoy your meal. If there's anything you need, just let me know.

### Check Up

A 1. Ⓒ 2. Ⓐ

B 1. c 2. d 3. a 4. b

C 1. How many 2. this way

### LESSON 3 Taking Orders and Serving at a Restaurant

pp. 130~135

### Get Ready

#### B Read and Match

1. a 2. e 3. b 4. d 5. c 6. f

#### C Read and Choose

1. d 2. b 3. c 4. e 5. a

### Situation 1 At a Fine Dining Restaurant

#### A Listen and Do

1. ③ 2. ② 3. ③

#### B Talk Together

##### | Sample Answer |

A: Hello, I'll be your server. What can I get you to drink?

B: A mineral water and an apple juice, please.

A: Great. I'll be back soon. ... Okay, here are your drinks. Would you like an appetizer or soup to start?

B: Sure. We'd like to have an onion soup and a Cobb salad.

A: How about a main dish?

B: I'd like steak, and my friend will have the grilled salmon.

A: How would you like your steak cooked?

B: Medium-rare, please.

### Situation 2 At a Korean Restaurant

#### A Listen and Do

1. ② 2. ③ 3. ②

#### B Talk Together

##### | Sample Answer |

A: Good evening! How many are in your party?

B: There are two of us.

A: Great! Follow me, please. I'll show you to your table.  
... Are you ready to order?

B: Yes, we are. We'll start with an order of a haemul-pajeon, please.

A: Excellent choice. And for the main course?

B: We'll have a kimchi-jjigae and a galbi-tang.

A: Very good. Can I get you something to drink?

B: A bottle of soju, please.

A: All right, please let me know if you need anything else.

#### Field Activity

##### | Sample Answer |

A: Hello. I'll be your server. Can I get you something to drink?

B: I'll have a sparkling water.

C: An apple juice, please.

A: Great. I'll be back soon. ... Okay, here are your drinks.  
Would you like any appetizers?

B: Sure. We'd like to have the onion soup and the garden salad.

A: What kind of dressing would you like?

C: I'd like Thousand Island dressing.

A: How about a main dish?

B: I'd like mushroom risotto, and my friend will have the steak.

A: How would you like your steak?

C: Medium-rare, please.

#### Check Up

- A 1. ② 2. ①

- B 1. e 2. c 3. a 4. b 5. d

- C 1. drinks 2. main 3. cooked[prepared, done]

### LESSON 4

#### Taking Orders and Serving at a Café or Bar

pp. 136~141

#### Get Ready

#### B Read and Match

1. a 2. e 3. b 4. c 5. f 6. d

#### C Read and Choose

1. c 2. b 3. e 4. a 5. d

### Situation 1 Serving Drinks at a Café

#### A Listen and Do

1. ② 2. ③ 3. ②

#### B Talk Together

##### | Sample Answer |

A: Welcome to Coffee House. What would you like to order?

B: I'll have a hot drip coffee, in a small size, please.

A: Sure. Would you like any additional flavors or toppings with that?

B: I'd like to add whipped cream to my coffee, please.

A: All right. One small-sized hot drip coffee with

whipped cream. Anything else?

B: Yes, I'd also like a slice of chocolate cake.

A: Great choice! For here or to go?

B: For here, please.

## **Situation 2** *Serving Alcoholic Drinks at a Bar*

### **A Listen and Do**

1. (a) 2. (a) 3. (c)

### **B Talk Together**

#### **| Sample Answer |**

A: Welcome to Pub Paradise. What can I get for you?

B: I'll have a beer, please.

A: Sure. Would you like bottled or draft beer?

B: Draft beer, please.

A: Great choice! One draft beer. Anything else I can get for you?

B: Could I get the mini veggie pizza, please?

A: Certainly. I'll get that in for you right away. ... Here is your drink, and your food will be up shortly. Enjoy!

## **Field Activity**

### **| Sample Answer |**

A: Good evening. Welcome to Tamna Bar. Do you have a reservation?

B: No, I don't.

A: May I ask how many are in your party?

B: There are two of us. Is there seating available?

A: Yes. Would you like a table or a booth?

B: We prefer counter seating, if possible.

A: Okay. Please come this way. Is this all right?

B: Yes, this is fine. Thank you.

A: May I take your order?

B: We'd like to drink wine with some snacks.

A: Which wine do you like better, red or white?

B: We like dry white wine better than red wine. And what kind of snacks do you have?

A: We have fish and chips, hot chicken wings, mashed potatoes, and fried onion rings.

B: We will take fish and chips and fried onion rings.

A: Good choice! Coming right up.

## **Check Up**

**A** 1. (b) 2. (c)

**B** 1. e 2. c 3. b 4. d 5. a

**C** 1. get 2. have 3. like

## **LESSON 5**

### **Handling Guests' Complaints**

pp. 142~147

## **Get Ready**

### **B Read and Match**

1. b, c, d 2. a, e, f

### **C Read and Choose**

1. a 2. e 3. b 4. c 5. d

## **Situation 1**

### **Dealing with General Guest Complaints**

### **A Listen and Do**

1. (c) 2. (b) 3. (c)

### **B Talk Together**

#### **| Sample Answer |**

A: Excuse me.

B: Is there anything I can assist you with, sir/ma'am?

A: I think there has been a mistake. This is not what I ordered.

B: Sorry. I apologize on behalf of the kitchen. I'll bring you your food immediately.

A: Please.

B: Would you like something else while you're waiting?

A: No, thank you. Please do it as quickly as possible.

## **Situation 2**

### **Dealing with Complaints About Mischarges**

### **A Listen and Do**

1. (c) 2. (c) 3. (c)

### **B Talk Together**

#### **| Sample Answer |**

A: Was everything to your satisfaction, sir?

B: Yes. It was very nice, thank you.

A: I'm glad to hear that you enjoyed your meal.

B: I'd like to settle the bill. Could you bring it over?



A: Of course. Here it is.

B: Excuse me. I think there's a mistake. I didn't drink any beer.

A: Oh, I'll check it for you. ... I'll get the right bill for you. ... Here you are. I'm sorry about that.

B: No problem.

### Field Activity

#### | Sample Answer |

A: Excuse me.

B: Is there anything I can assist you with, sir/ma'am?

A: Yes. We have been here for half an hour already.

Could you tell us when our dishes will be ready?

We're quite hungry.

B: Sorry, sir/ma'am. We didn't expect so many guests today. I'll talk to the chef immediately. ...

I apologize for the delay. Your dish will be ready shortly.

A: I hope so.

B: Would you please accept a bottle of wine on the house as an apology for the inconveniences of the dinner?

A: Yes, of course. Thank you.

### Check Up

A 1. Ⓒ 2. Ⓒ

B 1. e 2. d 3. b 4. a 5. c

C 1. have 2. mistake[error] 3. get

### Culture

p. 148

#### | Sample Answer |

##### 1. Always Say "Please" and "Thank You"

In America, even very close friends will say "please" and "thank you" to one another when necessary. So, at the dinner table, ensure that you say "please" when asking for something. And say "thank you" when someone has done something for you or given you something (like passing the salt).

##### 2. Focus on Asking Questions

It's quite rude to keep talking about yourself. So, it's best to begin conversations with questions. Ask

someone about their day or how they feel. If you're meeting someone for the first time, you can ask "What do you do?" It's a good icebreaker.

##### 3. Ask for the Things You Need

If you want someone to pass something to you, always ask for it. Do not reach. It's rude. Also, don't demand it like you're royalty. For example, if you want someone to pass the salad, you can say "Can you please pass the salad?" instead of "Pass the salad."

##### 4. Compliment the Cook

At dinners like Thanksgiving, everyone brings a dish they're particularly good at making. They're looking forward to positive feedback. So, it's a good idea to praise the cook. Who doesn't like a little praise? Even at everyday dinners, it's polite to try the dish and compliment the cook. Stay quiet if you do not have something nice to say about the dish.

written by Luke Priddy

## PART V

### SALES SERVICE

#### LESSON 1

#### Product Recommendations and Descriptions

pp. 152~157

#### Get Ready

##### B Look and Match

1. Ⓑ 2. Ⓐ 3. Ⓔ 4. Ⓓ 5. Ⓒ

#### Situation 1 Recommending Products

##### A Listen and Do

1. Ⓑ 2. Ⓑ

##### B Talk Together

#### | Sample Answer |

A: Can I help you?

B: Yes, please. I'm looking for a bracelet.

A: Then, I'd recommend this one. It has a heart-shaped charm and an adjustable strap. Please try it.

B: I do like this. How much is it?

A: Its original price was 48 dollars. But it is on sale for 10% off.

B: Sounds reasonable to me. All right, I'll take it.

## Situation 2 Describing the Quality and Usage of Products

### A Listen and Do

1. Ⓑ 2. Ⓒ

### B Look and Write

#### | Sample Answer |

This hair dryer has far infrared and negative ionic functions, which help to improve the texture and condition of your hair. It also offers one-year replacement and a two-year warranty.

### Field Activity

#### | Sample Answer |

A: Excuse me. Where can I find portable handheld fans?

B: They're in aisle 2. I'll show you the way.

A: Thanks. Also, can you show me how to use it?

B: Sure. First, on this intelligent large LED screen, you can easily check the remaining power and wind speed level at a glance. And you can use a USB type-C cable to charge it from a laptop. You can hold it in your hand, place it on a desktop, or hang it around your neck.

A: All right. How much is it?

B: It's 14,000 won.

A: How long is the warranty?

B: The service plan is good for one year.

### Check Up

- A 1. Ⓑ 2. (1) T (2) T (3) F (4) F

- B 1. c 2. b 3. a

### C | Sample Answer |

Let me tell you how to use a wireless mouse. First, insert the batteries into the mouse. After connecting the receiver to the computer, connect the mouse to the receiver. Then, adjust your mouse settings.

## LESSON 2 Product Payment, Exchange, and Return pp. 158~163

### Get Ready

### A Look and Find

1. f 2. a 3. d 4. c 5. b 6. e

### B Look and Choose

1. d, f 2. c, e

## Situation 1 How to Pay for Products

### A Read and Do

c, e, d, b, f

### B Talk Together

#### | Sample Answer |

A: How much is this backpack?

B: The original price was 97,000 won. But it is on sale for 30% off.

A: Sounds reasonable to me. I'll take it.

B: Would you like to pay with cash or by credit card?

A: I'll pay by credit card.

B: Would you like to pay in monthly installments or in full?

A: I'd like to pay in full.

## Situation 2 How to Exchange and Return Products

### A Listen and Do

1. Ⓑ 2. Ⓑ 3. Ⓑ

### B Talk Together

#### | Sample Answer |

A: I'd like to return this suitcase.

B: Can I ask you why you're returning it?

A: I bought it yesterday, but it is too big to put in the trunk of my car.

B: Do you have your receipt?

A: Yes, here it is.

B: We don't give refunds if the items are on sale. But we do offer exchanges.

A: Then, do you have a suitcase in a smaller size?

## Field Activity

### Sample Answer

A: Good morning. Can I help you?

B: Yes, I'd like to exchange this curling iron.

A: Can I ask you why?

B: I pressed the power button, but it did not turn on.

A: I see. Do you have the receipt?

B: Yes, here it is.

A: I'm so sorry. I'll be happy to exchange it for another one.

B: Okay.

## Check Up

A 1. C 2. a

B 1. on sale 2. by credit card 3. in full  
4. the receipt 5. no refunds

### C Sample Answer

1. The original price was 25 dollars. But it is on sale for 15% off.

2. Would you like to pay in monthly installments or in full?

## LESSON 3 Handling Customer Complaints

pp. 164~169

## Get Ready

### B Look and Match

1. C 2. a 3. d 4. b

## Situation 1 Apologizing to Customers

### A Read and Do

a, d, b, c

### B Talk Together

#### Sample Answer

A: Welcome. How can I help you?

B: Hello. I bought this perfume yesterday, but there is a problem with it.

A: Can you explain exactly what the problem is?

B: Look! The bottle has leaked because the seal is broken.

A: You're right. We're very sorry about that. Can I offer you a full refund or an exchange?

B: I'd like a full refund, please.

## Situation 2 Handling Customer Complaints

### A Listen and Do

1. a 2. (1) T (2) F (3) F (4) T

### B Talk Together

1. b 2. d 3. a 4. c

## Field Activity

### Sample Answer

A: Thank you for calling Smart Customer Service.

This is Ha, Jeongmin from the Complaints and Suggestions Department. How can I help you?

B: I bought pants from your online store yesterday, but there is a problem with them.

A: Can you explain exactly what the problem is?

B: I ordered a pair of black pants. But I've got them in pink!

A: We're very sorry about that. Can I offer you a full refund or an exchange?

B: I'd like an exchange, please.

A: Is there anything else I can help you with?

B: No, I'd just like to get the black pants like I ordered.

A: We'll do our best to get it done as soon as possible.

## Check Up

A 1. a 2. a

B 1. explain 2. sorry 3. apologize 4. offer

### C Sample Answer

1. I purchased this frying pan yesterday, but there is a problem with it.

2. The long handle broke off.

## LESSON 4 Duty-Free Shops and Department Stores

pp. 170~175

## Get Ready

### A Listen and Number

3, 1, 2, 4

### B Read and Write

1. your purchase 2. in total 3. try them on  
4. to pay

### C Read and Choose

1. c   2. a   3. b   4. d

#### Situation 1 *Selling Products at Duty-Free Shops*

##### A Read and Do

d, b, e, c, f

##### B Talk Together

1. c   2. a   3. d   4. b

#### Situation 2 *Selling Products at Department Stores*

##### A Listen and Do

1. C   2. a   3. b

##### B Talk Together

###### | Sample Answer |

A: Hello. Can I help you?

B: Yes. I'm looking for a skirt.

A: Then, I'd recommend this skirt with a striped print.

B: Oh, I like it.

A: Please try it on. What size do you wear?

B: I wear a small.

#### Field Activity

###### | Sample Answer |

- **Product Name:** Leather shoulder bag
- **Characteristics:** A bold and elegant silhouette characterizes this leather bag with fine details. The structured and rigid design contrasts with soft lines to complete a modern look for you.
- **Price:** \$250 (regular price), 15% off this week only

#### Check Up

A 1. b   2. a

B 1. b   2. c   3. d   4. a

###### C | Sample Answer |

1. Can I help you?
2. Then, how do you like this one?
3. It's 600 dollars. But it is on sale for 15% off.

### LESSON 5 Traditional Markets

pp. 176~181

#### Get Ready

##### B Look and Match

1. C   2. e   3. a   4. d   5. b

#### Situation 1 *Selling Products at Traditional Markets*

##### A Listen and Do

1. C   2. b   3. a

##### B Talk Together

###### | Sample Answer |

A: Welcome. Can I help you?

B: I'm just looking around. Oh, excuse me. What is this?  
It's lovely!

A: This is a pillow to help cool you off. It's called jukbuin in Korean.

B: I like it. How much is it?

A: It's 34,000 won. How many do you need?

B: I'll take these two.

#### Situation 2 *Guiding Visitors to Traditional Markets*

##### A Listen and Do

1. the oldest   2. including fine art
3. Every Sunday   4. Cash or credit cards

##### B Talk Together

###### | Sample Answer |

A1. How about visiting Jeju Dongmun Market? It's one of the most popular traditional markets in Jeju.

A2. You can find tangerine chocolate and black pork as well as fresh seafood like mackerel and abalone.

A3. It depends on the store.

A4. No, you can pay in cash or by credit card.

#### Field Activity

###### | Sample Answer |

##### Gwangjang Market

Are you planning to visit traditional markets in Korea? If so, why don't you visit Gwangjang Market? Gwangjang Market, which means "a place to gather



from afar and keep altogether,” was the first permanent market in Korea. And it has now grown into a large wholesale market with about 5,000 stores selling a variety of goods, including upholstery, imported goods, groceries, dried fish, traditional goods, and more. Its food street is the most recommended tourist attraction for international travelers.

- **Operating Hours:** 09:00-18:00 (Food street 09:00—23:00)
- **Closed:** Sundays (Food street open all year round)
- **Parking Facilities and Restrooms:** Available
- **Location:** 88, Changgyeonggung-ro, Jongno-gu, Seoul

### Check Up

**A** 1. Ⓐ 2. Ⓒ

**B** 1. a 2. c 3. d 4. b

### C | Sample Answer |

1. The First Local Market
2. All kinds of silk, satin, and linen bedsheet stores as well as a variety of food stalls selling snacks like fried Korean pancakes, *gimbap*, etc.
3. 9:00 a.m.
4. Accept cash or credit cards

### Culture

p. 182

1. g 2. a 3. b 4. i 5. c 6. e 7. d 8. h
9. f

### | Sample Answer |

I'd like to buy chocolates in Switzerland. That's because Switzerland is well-known as the birthplace of milk chocolate. People say the chocolate combines unique flavors and picture-perfect creations.

## PART VI

### TOUR GUIDE SERVICE

#### LESSON 1 Korean Culture

pp. 186~191

#### Get Ready

#### B Think and Write

- Capital City: Seoul
- National Anthem: Aegukga
- Land Size: 100,444 km<sup>2</sup>
- Population: 51.31 million
- Currency: Won (₩)
- Standard Time: nine hours ahead of Greenwich Mean Time

#### Situation 1

#### Providing Information About Korea

#### A Read and Do

1. Northeast Asia 2. China 3. the national flag
4. immortality 5. 50 million 6. the capital city
7. read and write 8. on October 9

#### Situation 2

#### Explaining About Traditional Korean Culture

#### A Listen and Do

1. wide 2. colorful 3. shoes 4. floor
5. stone 6. air

#### Field Activity

#### | Sample Answer |

I'd like to introduce traditional Korean culture. First, let me tell you about *saebe*. *Saebe* is the most important of all the Korean Lunar New Year traditions. It is the act of kneeling on the ground and bowing deeply with your hands on the ground. Younger people bow deeply to their elders and wish them a happy new year, saying “Have lots of luck in the new year.” This deep traditional bow signifies respect. Elders typically reward younger people with money.

#### Check Up

**A** 1. c 2. a 3. b

- B** 1. Northeast, Japan    2. *hangeul*, October  
3. tile-roofed, beds

**C | Sample Answer |**

1. Take off your shoes, please.  
2. I think you should bow to him.

**LESSON 2** Traditional Korean Food pp. 192~197

**Get Ready**

**B Look and Match**

1. ③    2. ①    3. ②    4. ④    5. ⑤

**C Choose and Talk**

**| Sample Answer |**

A: I'd like to try *samgyetang*. Can you tell me about it?

B: Sure. It is chicken soup stuffed with ginseng, jujubes, garlic, etc.

**Situation 1** About Traditional Korean Food

**A Listen and Do**

1. steamed rice or grains    2. fermented vegetables

**B Listen and Write**

1. meat and vegetables    2. nutritious  
3. eggs, or seafood    4. red pepper

**Situation 2** About Traditional Korean Desserts

**A Read and Do**

1. rice powder  
2. a sweet filling or coating  
3. flour with some honey or sugar  
4. persimmon punch

**Field Activity**

**| Sample Answer |**

- Name of Traditional Korean Food: *Bulgogi* (Korean BBQ beef)
- Ingredients: beef, onions, green onions, carrots, sesame oil, cooking oil, *Bulgogi* Marinade (soy sauce, sugar, rice wine, onions, garlic, apples, ginger, black pepper, etc.)

- Steps (for cooking)

1. Thinly slice the meat. And, mix the marinade sauce into it and add the sesame oil. Then, marinate the meat for at least four hours in the fridge.
2. Thinly slice the onions, carrots, and green onions.
3. Cook the meat and vegetables. When they are done, enjoy!

**Check Up**

- A** 1. b    2. c    3. a

- B** 1. steamed    2. fermented    3. Mix

**C | Sample Answer |**

This is called *bulgogi*, which is Korean marinated beef. It is made with grilled meat and vegetables.

**LESSON 3** Contemporary Korean Culture pp. 198~203

**Get Ready**

**B Look and Match**

1. ①    2. ⑤    3. ②    4. ④    5. ③

**C Choose and Talk**

**| Sample Answer |**

A: I feel like trying some different kinds of Korean food.  
Any suggestions?

B: How about enjoying street food like locals on a private Korean food tour?

A: I feel like I want to know more about Korean dramas.  
Any suggestions?

B: How about looking around the filming locations of popular dramas and movies?

**Situation 1** Suggesting Tour Programs

**A Listen and Do**

1. ③    2. ③

**B Talk Together**

**| Sample Answer |**

A: I don't know what to do on the last day of my trip.  
Any suggestions?

B: Why don't you sign up for a K-drama locations trip?

A: Oh, that sounds interesting. Can you tell me more about it?

B: This program helps you to take photos in the same spots as the characters in drama scenes.

A: That would be great! Thank you.

B: It's my pleasure.

## Situation 2 Explaining About Contemporary Korean Culture

### A Read and Do

1. c 2. a 3. b 4. d

### B Talk Together

#### | Sample Answer |

**A1.** You're going to visit the KBC building, a K-pop theme park, and the dance studio.

**A2.** You can take photos and videos with a K-Pop Stage, Subway Theme, Spaceship Theme, and Coin Laundry Theme.

**A3.** No, it is not recommended for travelers with back or heart problems.

### Field Activity

#### | Sample Answer |

Academy Winner *Parasite* Half-Day Tour

Immerse yourself in the filming of *Parasite*, and discover where the legendary scenes were filmed.

**Program Includes:**

- Watching *Parasite* Director's Cut in multi-plex theater
- Visiting Gitaek's Village and House of CEO Park
- English-speaking tour guide
- Moving around the locations on an air-conditioned bus

**When:** Saturday, September 6, 1:00 p.m. – 6:00 p.m.

**Where:** BJH Hotel outdoor parking lot

**Participation Fee:** \$70 per person (movie ticket price included)

Reservations should be made online at least one day before your visit.

### Check Up

A 1. ⑥ 2. ③

B 1. I'd recommend 2. Why don't you  
3. How about

C 1. paddleboarding  
2. two-person transparent paddleboard  
3. 55,000 won per person  
4. Life jacket rental and a brief safety course

## LESSON 4

### Korean Cultural and Natural Heritage Sites

pp. 204~209

### Get Ready

### B Look and Match

2. ① 3. ④ 4. ③ 5. ② 6. ⑤

### C Read and Choose

1. b 2. c 3. d 4. a

## Situation 1

### About Korean Cultural Heritage Sites

### A Read and Do

1. d 2. b 3. c 4. a

### B Talk Together

#### | Sample Answer |

**A1.** You can see the ceremony at Gyeongbokgung Palace.

**A2.** It is the shrine that stores the spirit tablets of the kings and queens of the Joseon Dynasty, and it has the longest single wooden building in Korea.

**A3.** You can join it every spring and autumn.

## Situation 2

### About Korean Natural Heritage Sites

### A Read and Do

1. c 2. a 3. d 4. b

### B Talk Together

#### | Sample Answer |

**A1.** It's 1,950 meters high.

**A2.** It has a huge crater surrounded by many sharp rocks, which looks like a giant crown.

**A3.** It was formed by vast amounts of basalt lava from Hallasan Mountain's volcano.

## Field Activity

### | Sample Answer |

- Name: Seokguram Grotto
- Location: 238 Seokgul-ro, Gyeongju-si, Gyeongsangbuk-do
- Description: Seokguram Grotto is one of the ancient Buddhist temples of Korea, which were established in the mid-eighth century during the golden era of the Unified Silla Dynasty. It represents the highly developed architectural skills and creative craftsmanship of the Silla people. In particular, the magnificent Seokguram Grotto's carvings made of granite in the artificial cave are considered masterpieces of Buddhist architecture, unparalleled in all of Northeast Asia. Also, it is highly valued as a cultural heritage site for having survived the passage of time with the original structure still intact since the eighth century.
- Public Transportation: From Gyeongju Intercity, Express Bus Terminal, or Gyeongju Station, take Bus No. 10 or 11 and get off at Bulguksa Temple. From Bulguksa Temple, take Bus No. 12 to Seokguram Grotto.
- Operating Hours: 09:00–17:00 (Operating hours are subject to change.)
- Admission Fees: Free
- Websites: <http://seokguram.org> (Korean, English, Chinese, Japanese)

## Check Up

- A** 1. fortress    2. military    3. economic
- B** 1. b    2. c    3. a
- C** **A1.** It is located in Andong-si, Gyeongsangbuk-do.  
**A2.** It is famous for its historical value with traditional tile-roofed houses and mask dance performances.  
**A3.** It opens from 9:00 a.m. to 5:30 p.m. in the summer. But it closes one hour earlier in the winter.  
**A4.** The admission fee is 5,000 won for adults, 2,500 won for teenagers, and 1,500 won for children.

## LESSON 5

### Tourist Attraction Guides and Information

pp. 210~215

## Get Ready

### B Choose and Talk

#### | Sample Answer |

A: Can you recommend a place to visit?

B: Sure. Have you ever been to N Seoul Tower?

## Situation 1

### Giving Help on Travel Planning and Research

### A Read and Do

d, c, f, b, e

### B Talk Together

1. d    2. a    3. b    4. c

## Situation 2

### Guiding Visitors to Tourist Attractions

### A Listen and Do

1. ㉔

2. (1) Beach (2) Free (3) all ages (4) Tourist Complex

### B Talk Together

#### | Sample Answer |

A: I don't know what to do in Korea. Can you recommend an event to enjoy?

B: Sure. Have you ever been to Boseong Tea Plantation?

A: No, I haven't. Can you tell me more about it?

B: You can participate in green-tea-themed activities such as tea-leaf-picking, tea-making, creating personalized tea blends, and green tea therapy.

A: That would be great! Thank you for your help.

B: You're welcome.

## Field Activity

### | Sample Answer |

A: Good morning! How can I help you?

B: Hi! Well, I've just arrived here, so I have a few questions, if you don't mind.

A: Of course not. I'd be glad to help you. What would you like to know?

B: Well, I'd like to learn about this town. Do you have



any pamphlets?

A: Yes, we have a few interesting tour pamphlets here.  
Here you go!

B: That sounds great. What sights can I visit in this area?

A: There is a *hanok* village not far from here. You can look around old and new shops and buildings in harmony.

B: That's great. Where can I try local cuisine?

A: The food street is just five blocks straight down this road. It's maybe a 10-minute walk. The 21 bus will take you there, but you don't need to take a bus.

B: Thank you. And I have another question. Where can I find information about local events?

A: There will be a summer night festival next week, so you can attend that. You can enjoy the night markets along the river. For information about events in neighboring towns you can read this!

B: Perfect! Thank you so much for your help!

### Check Up

A 1. ③ 2. ②

B 1. c 2. d 3. a 4. b

C 1. I help[assist] you 2. How many days  
3. I'd recommend 4. Why don't you

### Culture

p. 216

1. b 2. d 3. h 4. f 5. i 6. a 7. g 8. c  
9. e

### Sample Answer

The Vietnamese food *goi cuon* is a kind of spring roll, consisting of prawns, pork, rice noodles, vegetables, and other delicious stuff, wrapped in rice paper. You eat it by dipping it in a hoisin or chili sauce with diced peanuts.

## PART I

### BASIC CONVERSATION

#### Lesson 1

|             |    |
|-------------|----|
| a           | 10 |
| about       | 11 |
| activity    | 10 |
| afraid      | 13 |
| after       | 12 |
| again       | 12 |
| age         | 12 |
| airport     | 12 |
| all         | 12 |
| along       | 12 |
| already     | 13 |
| and         | 10 |
| another     | 13 |
| answer      | 12 |
| any         | 14 |
| anytime     | 14 |
| appointment | 13 |
| around      | 13 |
| as          | 10 |
| assistance  | 14 |
| assistant   | 12 |
| at          | 11 |
| back        | 13 |
| be          | 11 |
| beach       | 12 |
| beautiful   | 13 |
| besides     | 13 |
| bill        | 12 |
| bit         | 13 |
| blank       | 15 |
| box         | 11 |
| brother     | 12 |
| by          | 12 |
| call        | 12 |
| can         | 13 |
| car         | 12 |
| care        | 11 |
| check       | 15 |
| choose      | 11 |
| coffee      | 15 |
| cold        | 11 |
| come        | 12 |

|            |    |
|------------|----|
| comment    | 15 |
| complete   | 11 |
| correct    | 13 |
| day        | 12 |
| dialog     | 11 |
| difficulty | 14 |
| dinner     | 13 |
| do         | 11 |
| doctor     | 11 |
| during     | 14 |
| each       | 11 |
| else       | 10 |
| enjoy      | 14 |
| everyone   | 14 |
| everything | 13 |
| excellent  | 15 |
| excuse     | 12 |
| expression | 11 |
| extend     | 13 |
| family     | 13 |
| feel       | 14 |
| field      | 10 |
| fill       | 15 |
| fit        | 12 |
| flight     | 15 |
| fly        | 15 |
| follow     | 12 |
| foot       | 12 |
| for        | 11 |
| free       | 14 |
| friend     | 11 |
| from       | 12 |
| full       | 13 |
| get        | 11 |
| give       | 12 |
| glad       | 11 |
| go         | 13 |
| goal       | 10 |
| good       | 11 |
| goodbye    | 10 |
| greet      | 10 |
| guide      | 10 |
| have       | 11 |
| he         | 15 |
| hear       | 13 |
| hello      | 11 |
| here       | 14 |

|            |    |
|------------|----|
| hesitate   | 14 |
| hi         | 11 |
| hope       | 14 |
| hotel      | 12 |
| how        | 10 |
| I          | 11 |
| if         | 14 |
| in         | 11 |
| introduce  | 10 |
| it         | 11 |
| last       | 12 |
| late       | 13 |
| later      | 11 |
| leave      | 13 |
| lesson     | 10 |
| let        | 12 |
| like       | 13 |
| listen     | 11 |
| little     | 13 |
| long       | 11 |
| look       | 11 |
| luggage    | 13 |
| lunch      | 12 |
| man        | 15 |
| many       | 13 |
| meet       | 11 |
| mention    | 13 |
| morning    | 11 |
| name       | 11 |
| need       | 13 |
| new        | 15 |
| next       | 11 |
| nice       | 11 |
| no         | 11 |
| not        | 12 |
| now        | 12 |
| number     | 11 |
| occupation | 12 |
| of         | 12 |
| old        | 12 |
| on         | 12 |
| or         | 10 |
| order      | 13 |
| over       | 12 |
| own        | 12 |
| pack       | 13 |
| park       | 12 |

|              |    |            |    |             |    |
|--------------|----|------------|----|-------------|----|
| partner      | 12 | there      | 12 | below       | 18 |
| people       | 12 | they       | 13 | blue        | 21 |
| phrase       | 11 | think      | 14 | brown       | 19 |
| picture      | 11 | this       | 11 | but         | 18 |
| place        | 13 | time       | 11 | cat         | 21 |
| please       | 14 | to         | 10 | celsius     | 20 |
| pleasure     | 11 | today      | 15 | chance      | 20 |
| practice     | 13 | together   | 12 | chilly      | 18 |
| problem      | 11 | tomorrow   | 13 | city        | 18 |
| put          | 13 | too        | 12 | clear       | 20 |
| question     | 12 | topic      | 10 | clock       | 19 |
| rather       | 13 | tour       | 10 | cloudy      | 17 |
| read         | 11 | tourist    | 12 | conference  | 19 |
| ready        | 11 | travel     | 12 | cool        | 18 |
| relationship | 12 | up         | 15 | date        | 17 |
| represent    | 14 | use        | 12 | daytime     | 18 |
| require      | 15 | very       | 14 | degree      | 20 |
| response     | 12 | wait       | 13 | describe    | 18 |
| review       | 15 | want       | 13 | dog         | 21 |
| right        | 11 | we         | 13 | dry         | 18 |
| sample       | 12 | welcome    | 13 | early       | 18 |
| say          | 10 | well       | 13 | expect      | 21 |
| scale        | 15 | what       | 11 | fall        | 18 |
| see          | 11 | when       | 13 | far         | 19 |
| sentence     | 11 | which      | 12 | fine        | 19 |
| she          | 12 | will       | 12 | first       | 19 |
| should       | 15 | with       | 11 | five        | 19 |
| sincerely    | 14 | woman      | 12 | flowering   | 18 |
| sister       | 12 | wonderful  | 13 | forecast    | 20 |
| situation    | 11 | word       | 13 | forever     | 21 |
| so           | 13 | world      | 14 | forget      | 20 |
| some         | 13 | would      | 11 | four        | 21 |
| someone      | 10 | write      | 11 | freezing    | 18 |
| sorry        | 13 | year       | 12 | generally   | 18 |
| statement    | 12 | yes        | 12 | heavily     | 18 |
| stay         | 13 | you        | 11 | hot         | 17 |
| step         | 14 |            |    | hour        | 19 |
| student      | 12 | Lesson 2   |    | idea        | 19 |
| subway       | 12 |            |    | information | 16 |
| sun          | 12 | above      | 18 | interesting | 18 |
| sure         | 11 | although   | 21 | literally   | 18 |
| take         | 11 | an         | 18 | lot         | 18 |
| talk         | 12 | arrive     | 19 | make        | 19 |
| tell         | 11 | ask        | 21 | match       | 17 |
| thank        | 13 | attraction | 16 | may         | 18 |
| the          | 11 | away       | 19 | mean        | 18 |
| then         | 12 | because    | 21 | might       | 19 |
|              |    | before     | 17 |             |    |

|             |    |
|-------------|----|
| mild        | 18 |
| minute      | 19 |
| nine        | 19 |
| normally    | 18 |
| north       | 21 |
| often       | 18 |
| okay        | 18 |
| only        | 19 |
| percent     | 20 |
| phone       | 19 |
| pick        | 19 |
| quarter     | 17 |
| rain        | 18 |
| rainbow     | 19 |
| raincoat    | 21 |
| rainy       | 17 |
| range       | 20 |
| rarely      | 18 |
| report      | 21 |
| reporter    | 21 |
| rush        | 19 |
| season      | 18 |
| show        | 18 |
| shower      | 20 |
| sky         | 21 |
| snow        | 18 |
| snowy       | 17 |
| sometimes   | 18 |
| spring      | 18 |
| star        | 20 |
| start       | 21 |
| suggest     | 21 |
| summer      | 18 |
| sunglasses  | 21 |
| sunny       | 17 |
| suppose     | 20 |
| temperature | 18 |
| that        | 18 |
| thirty      | 17 |
| throughout  | 21 |
| traffic     | 19 |
| twelve      | 17 |
| twenty      | 21 |
| two         | 17 |
| umbrella    | 20 |
| understand  | 18 |
| usually     | 18 |

|         |    |
|---------|----|
| warm    | 18 |
| weather | 16 |
| why     | 18 |
| windy   | 17 |
| winter  | 18 |
| worry   | 19 |

### Lesson 3

|              |    |
|--------------|----|
| accept       | 25 |
| ahead        | 24 |
| amount       | 25 |
| ancient      | 24 |
| anonymously  | 26 |
| astronomical | 26 |
| bar          | 23 |
| base         | 26 |
| bell         | 24 |
| beside       | 24 |
| body         | 26 |
| bottle       | 25 |
| brick        | 26 |
| bronze       | 24 |
| build        | 26 |
| building     | 27 |
| bus          | 23 |
| buy          | 25 |
| cabin        | 25 |
| card         | 25 |
| cash         | 23 |
| cent         | 23 |
| center       | 26 |
| century      | 26 |
| change       | 25 |
| chat         | 26 |
| chocolate    | 23 |
| column       | 26 |
| consist      | 26 |
| construct    | 26 |
| course       | 25 |
| cream        | 25 |
| credit       | 25 |
| currency     | 22 |
| design       | 24 |
| diameter     | 24 |
| different    | 22 |
| dollar       | 23 |
| duty-free    | 25 |

|               |    |
|---------------|----|
| dynasty       | 24 |
| efficient     | 26 |
| enough        | 27 |
| entrance      | 26 |
| equal         | 23 |
| example       | 24 |
| exchange      | 23 |
| eye           | 25 |
| frame         | 27 |
| gender        | 26 |
| handle        | 26 |
| height        | 26 |
| help          | 26 |
| helpline      | 26 |
| high          | 24 |
| hold          | 27 |
| honor         | 24 |
| hundred       | 23 |
| imperial      | 24 |
| improvement   | 26 |
| inch          | 23 |
| inside        | 26 |
| item          | 23 |
| jar           | 25 |
| kind          | 24 |
| king          | 24 |
| kingdom       | 26 |
| knowledgeable | 24 |
| large         | 22 |
| legend        | 24 |
| length        | 26 |
| lip           | 24 |
| list          | 23 |
| magazine      | 25 |
| mainly        | 27 |
| measure       | 24 |
| measurement   | 22 |
| mermaid       | 24 |
| metric        | 24 |
| midway        | 26 |
| monument      | 27 |
| much          | 24 |
| museum        | 27 |
| must-see      | 22 |
| nationality   | 26 |
| nearby        | 24 |
| nice-looking  | 24 |





|             |    |
|-------------|----|
| store       | 33 |
| straight    | 29 |
| street      | 31 |
| supermarket | 31 |
| terminal    | 32 |
| ticket      | 29 |
| toward      | 30 |
| train       | 30 |
| transfer    | 30 |
| turn        | 29 |
| underground | 31 |
| until       | 31 |
| village     | 31 |
| violet      | 30 |
| walk        | 30 |
| way         | 31 |
| where       | 29 |
| yellow      | 33 |

### Lesson 5

|              |    |
|--------------|----|
| afternoon    | 36 |
| anything     | 39 |
| available    | 35 |
| beginning    | 35 |
| believe      | 37 |
| bother       | 35 |
| busy         | 37 |
| contact      | 38 |
| conversation | 36 |
| cooperation  | 38 |
| copy         | 38 |
| customer     | 34 |
| desk         | 36 |
| discuss      | 37 |
| document     | 38 |
| end          | 35 |
| evening      | 36 |
| fax          | 38 |
| group        | 38 |
| industry     | 36 |
| instead      | 39 |
| job          | 39 |
| matter       | 37 |
| message      | 34 |
| mind         | 37 |
| most         | 35 |
| noon         | 35 |

|             |    |
|-------------|----|
| note        | 38 |
| notice      | 37 |
| passport    | 38 |
| perfect     | 37 |
| receive     | 36 |
| reschedule  | 37 |
| reservation | 38 |
| ring        | 36 |
| room        | 37 |
| run         | 38 |
| schedule    | 37 |
| secretary   | 37 |
| send        | 38 |
| several     | 38 |
| shall       | 35 |
| slightly    | 37 |
| sometime    | 35 |
| song        | 36 |
| sound       | 39 |
| speak       | 35 |
| swimming    | 39 |
| telephone   | 34 |
| through     | 36 |
| try         | 36 |
| urgent      | 37 |
| via         | 38 |
| voicemail   | 34 |
| week        | 35 |
| who         | 35 |
| wonder      | 37 |
| yesterday   | 36 |

### Culture/Attractions

|          |    |
|----------|----|
| abbey    | 41 |
| achieve  | 41 |
| actually | 40 |
| ago      | 41 |
| almost   | 40 |
| also     | 40 |
| angel    | 41 |
| bay      | 41 |
| become   | 41 |
| big      | 41 |
| bishop   | 41 |
| both     | 40 |
| business | 40 |
| chart    | 40 |

|                |    |
|----------------|----|
| church         | 41 |
| commonwealth   | 40 |
| comparison     | 40 |
| country        | 40 |
| culture        | 40 |
| customary      | 40 |
| decade         | 40 |
| decimal        | 40 |
| definitely     | 41 |
| difference     | 40 |
| distance       | 40 |
| effort         | 41 |
| entire         | 40 |
| especially     | 41 |
| even           | 41 |
| ever           | 41 |
| exclusively    | 40 |
| famous         | 41 |
| few            | 40 |
| fortress       | 41 |
| fort           | 41 |
| fundamental    | 40 |
| gallon         | 40 |
| heritage       | 41 |
| important      | 40 |
| infrastructure | 40 |
| island         | 41 |
| low            | 41 |
| manufacture    | 40 |
| mass           | 40 |
| middle         | 41 |
| money          | 40 |
| opinion        | 40 |
| other          | 40 |
| pilgrimage     | 41 |
| pint           | 40 |
| plant          | 40 |
| popular        | 41 |
| pretty         | 41 |
| quart          | 40 |
| reason         | 41 |
| relate         | 40 |
| religious      | 41 |
| ruler          | 40 |
| same           | 40 |
| set            | 40 |
| shuttle        | 41 |

|              |    |
|--------------|----|
| since        | 40 |
| site         | 41 |
| sort         | 41 |
| special      | 41 |
| specifically | 40 |
| standard     | 40 |
| state        | 40 |
| still        | 40 |
| strong       | 41 |
| such         | 40 |
| switch       | 40 |
| therefore    | 40 |
| thing        | 40 |
| tide         | 41 |
| unit         | 40 |
| united       | 40 |
| universal    | 40 |
| volume       | 40 |
| water        | 41 |
| weight       | 40 |
| yard         | 40 |

## PART II

### TRAVEL SERVICE

#### Lesson 1

|               |    |
|---------------|----|
| accommodation | 49 |
| additionally  | 47 |
| adventure     | 49 |
| advise        | 44 |
| agent         | 47 |
| airfare       | 45 |
| alone         | 45 |
| amazing       | 47 |
| annual        | 45 |
| assist        | 46 |
| attend        | 45 |
| book          | 46 |
| breakfast     | 45 |
| brochure      | 45 |
| castle        | 45 |
| children      | 47 |
| choice        | 45 |
| climate       | 47 |
| coastal       | 49 |
| comfortable   | 49 |

|            |    |
|------------|----|
| consider   | 45 |
| consult    | 44 |
| couple     | 49 |
| currently  | 47 |
| deal       | 46 |
| detailed   | 48 |
| discount   | 47 |
| discover   | 49 |
| dolphin    | 49 |
| drink      | 49 |
| duration   | 46 |
| eager      | 49 |
| earthly    | 47 |
| explore    | 49 |
| farewell   | 45 |
| fee        | 45 |
| grand      | 45 |
| great      | 46 |
| holiday    | 46 |
| honeymoon  | 46 |
| house      | 49 |
| husband    | 49 |
| include    | 45 |
| individual | 46 |
| interested | 45 |
| itinerary  | 44 |
| lake       | 49 |
| local      | 45 |
| love       | 47 |
| lovely     | 47 |
| market     | 48 |
| meal       | 46 |
| mine       | 47 |
| miss       | 49 |
| month      | 47 |
| mountain   | 47 |
| newlyweds  | 45 |
| night      | 46 |
| offer      | 46 |
| opera      | 49 |
| package    | 45 |
| palace     | 48 |
| paradise   | 47 |
| person     | 46 |
| pickup     | 49 |
| plan       | 44 |
| prepare    | 46 |

|                |    |
|----------------|----|
| really         | 47 |
| reasonable     | 46 |
| recommend      | 46 |
| role           | 47 |
| round-trip     | 45 |
| sip            | 49 |
| social         | 45 |
| solo           | 45 |
| somewhere      | 45 |
| son            | 45 |
| specific       | 46 |
| spend          | 49 |
| spot           | 49 |
| suitable       | 46 |
| surfing        | 49 |
| touch          | 47 |
| trade          | 45 |
| transportation | 45 |
| traveler       | 45 |
| trip           | 44 |
| tropical       | 45 |
| type           | 45 |
| unforgettable  | 49 |
| vacation       | 47 |
| wife           | 47 |
| without        | 44 |
| young          | 45 |

#### Lesson 2

|              |    |
|--------------|----|
| advance      | 51 |
| air          | 53 |
| airline      | 53 |
| allowance    | 53 |
| arrange      | 51 |
| arrival      | 53 |
| attention    | 51 |
| attractive   | 52 |
| baggage      | 53 |
| basis        | 53 |
| cell         | 52 |
| chinatown    | 52 |
| class        | 53 |
| confirmation | 55 |
| cost         | 51 |
| cover        | 51 |
| daily        | 53 |
| daughter     | 52 |

|             |    |
|-------------|----|
| departure   | 53 |
| e-ticket    | 53 |
| fare        | 53 |
| focus       | 51 |
| full-day    | 52 |
| global      | 53 |
| half-day    | 51 |
| historical  | 52 |
| meaning     | 51 |
| mobile      | 52 |
| one-way     | 53 |
| operate     | 53 |
| pass        | 51 |
| passenger   | 53 |
| performance | 51 |
| personalize | 51 |
| plus        | 52 |
| public      | 51 |
| receipt     | 53 |
| reference   | 53 |
| reserve     | 51 |
| seem        | 52 |
| something   | 51 |
| status      | 53 |
| while       | 52 |

### Lesson 3

|              |    |
|--------------|----|
| aisle        | 57 |
| announce     | 60 |
| announcement | 61 |
| aware        | 59 |
| bad          | 59 |
| bag          | 57 |
| beep         | 61 |
| belt         | 59 |
| bin          | 57 |
| board        | 60 |
| boarding     | 57 |
| catch        | 60 |
| check-in     | 56 |
| claim        | 57 |
| close        | 58 |
| coin         | 59 |
| collect      | 59 |
| conveyor     | 59 |
| counter      | 60 |
| depart       | 57 |

|             |    |
|-------------|----|
| detector    | 57 |
| enclosed    | 59 |
| explain     | 56 |
| flat        | 59 |
| gate        | 57 |
| gel         | 59 |
| hand        | 60 |
| hat         | 59 |
| immigration | 60 |
| instruction | 60 |
| into        | 59 |
| jacket      | 59 |
| key         | 59 |
| laptop      | 59 |
| lay         | 61 |
| limit       | 59 |
| liquid      | 59 |
| loose       | 61 |
| lotion      | 59 |
| metal       | 57 |
| must        | 59 |
| nothing     | 58 |
| object      | 61 |
| officer     | 59 |
| one-quart   | 59 |
| pen         | 61 |
| permit      | 59 |
| plane       | 60 |
| plastic     | 59 |
| present     | 60 |
| procedure   | 56 |
| quick       | 59 |
| regard      | 59 |
| relevant    | 59 |
| reminder    | 59 |
| remove      | 57 |
| resealable  | 57 |
| rule        | 59 |
| screen      | 60 |
| security    | 56 |
| separate    | 57 |
| shoe        | 57 |
| size        | 59 |
| smell       | 59 |
| suitcase    | 58 |
| tag         | 57 |
| toiletries  | 57 |

|               |    |
|---------------|----|
| unfortunately | 59 |
| verify        | 60 |
| violate       | 59 |
| visa          | 60 |
| whether       | 59 |

### Lesson 4

|                |    |
|----------------|----|
| approach       | 67 |
| area           | 64 |
| authority      | 67 |
| carry          | 66 |
| carton         | 65 |
| certainly      | 65 |
| cigarette      | 65 |
| clearance      | 67 |
| condition      | 66 |
| custom         | 62 |
| declaration    | 62 |
| declare        | 63 |
| downtown       | 67 |
| effect         | 65 |
| form           | 63 |
| gold           | 65 |
| health         | 66 |
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## PART V

### SALES SERVICE

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| <b>p. 205 A - ©</b>                      | <a href="https://namu.wiki/w/%EC%84%9D%EA%B5%B4%EC%95%94">https://namu.wiki/w/%EC%84%9D%EA%B5%B4%EC%95%94</a>   |
| <b>p. 205 C</b>                          | <a href="https://www.cha.go.kr/unisearch/images/national_treasure/1612812.jpg">https://www.cha.go.kr/unisearch/images/national_treasure/1612812.jpg</a>   |
| <b>p. 208 Step 2 - 가야고분군</b>             | <a href="https://www.kocis.go.kr/koreanet/view.do?seq=1046156">https://www.kocis.go.kr/koreanet/view.do?seq=1046156</a>   |
| <b>p. 211 A - Hanbat Arboretum</b>       | <a href="https://korean.visitkorea.or.kr/detail/ms_detail.do?cotid=88e99ca3-8e16-469c-a753-45ecba45573e">https://korean.visitkorea.or.kr/detail/ms_detail.do?cotid=88e99ca3-8e16-469c-a753-45ecba45573e</a>   |
| <b>p. 213 A - 2</b>                      | <a href="https://api.cdn.visitjeju.net/photomng/imgpath/201804/30/496205a2-f983-4049-bae6-1ee92e321fa1.jpg">https://api.cdn.visitjeju.net/photomng/imgpath/201804/30/496205a2-f983-4049-bae6-1ee92e321fa1.jpg</a>   |
| <b>p. 213 B - Boseong Tea Plantation</b> | <a href="http://www.hntv.co.kr/news/photo/202001/1655_1625_1846.jpg">http://www.hntv.co.kr/news/photo/202001/1655_1625_1846.jpg</a>   |
| <b>p. 213 B - Boryeong Mud Festival</b>  | <a href="https://cdn.visitkorea.or.kr/kfes/upload/contents/db/910bb144-bf74-4eee-9e91-8fbcba302ac_6.JPG">https://cdn.visitkorea.or.kr/kfes/upload/contents/db/910bb144-bf74-4eee-9e91-8fbcba302ac_6.JPG</a>   |

- 집필진의 직접 집필인 경우 출처를 밝히지 않았음.
- 출처 표시를 하지 않은 사진 및 삽화 등은 저작자 및 발행사에서 저작권을 갖고 있는 경우임.

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제주특별자치도교육청

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