

English for tour guides by Miss Jeannete Uribe G.
jeannete.uribe@lenguaagil.cl



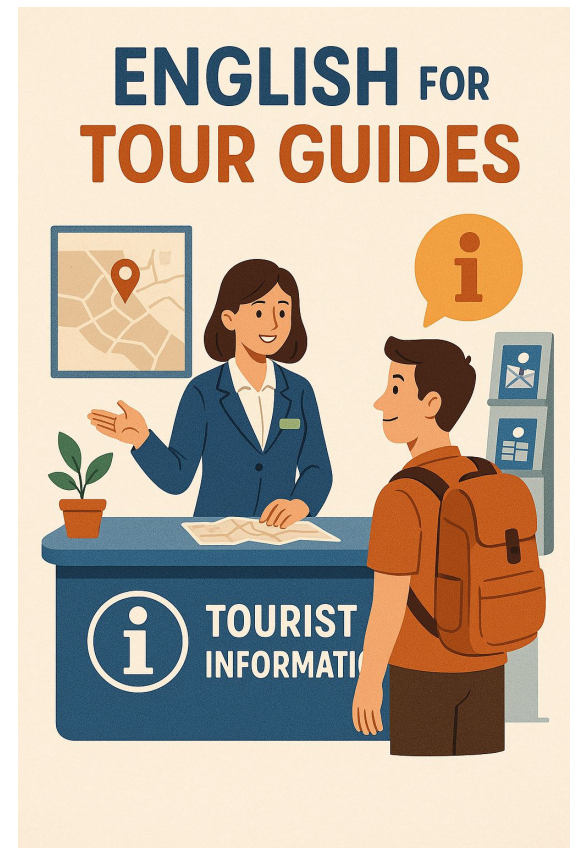
Unit 2: Describiendo y recomendando destinos turísticos.

CONTENTS OF THE LESSON:

- Tourist Information services
- Accommodation types.
- A hotel, a place to stay.

SKILLS TO PRACTICE:

- Reading
- Listening
- Speaking
- Grammar in use.
- Vocabulary in use.



Tourist information services

Take off

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

EXAMPLE

printed brochures and leaflets

- 2 What types of encounters with the public do they involve?

EXAMPLE

face-to-face (at a Tourist Information Centre)

- 3 What types of questions do the public ask?

EXAMPLE

Directions (How can I get to the castle?)



Vocabulary

Information types

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

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

2 Which of these words do you associate with

- 1 a Tourist Information Centre?
- 2 a website?
- 3 other information sources?

- | | |
|------------------------|-----------------|
| a click | i FAQs |
| b display rack | j helpline |
| c recorded information | k listings |
| d leaflet | l maps |
| e home page | m touchscreen |
| f reception | n interactive |
| g callcentre | o customer care |
| h search | |



Speaking

Giving information



Work in pairs. For each of the nine website headings a-i in Vocabulary 1 on p.20, think of a piece of information for your city or region.

A place to stay

Questionnaire

Users' perceptions of hotels

What's a hotel for you? Choose one or two of the options below.

- | | |
|--|--|
| a A bed for the night ☐ | e A bit of luxury once in a while ☐ |
| b A place to hide away ☐ | |
| c Home from home ☐ | f A place where you can let your hair down ☐ |
| d The office when away from the office ☐ | |



LODGING



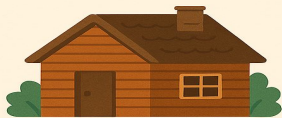
HOTEL



GUESTHOUSE



CAMPING



CABIN



RESORT

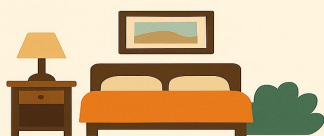
Inglés	Español
Lodging	Alojamiento
Hotel	Hotel
Guesthouse	Casa de huéspedes
Hostel	Hostal
Camping	Camping / Campamento
Cabin	Cabaña
Inn	Posada
Resort	Resort / Centro turístico

Tipos de alojamiento especializados

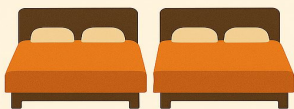
Inglés	Español
Bed and Breakfast (B&B)	Alojamiento con desayuno
Boutique Hotel	Hotel boutique
Vacation Rental	Alquiler vacacional
Eco-lodge	Ecoalbergue / alojamiento ecológico
Timeshare	Tiempo compartido
Farm Stay	Alojamiento en granja
Houseboat	Casa flotante



SINGLE ROOM



DOUBLE ROOM



TWIN ROOM



SUITE

Características de las habitaciones

Inglés	Español
Single Room	Habitación individual
Double Room	Habitación doble
Twin Room	Habitación con dos camas
Suite	Suite
Balcony	Balcón
Air Conditioning	Aire acondicionado
Heating	Calefacción
Sea View	Vista al mar
Mountain View	Vista a la montaña



Reservas y pagos

Inglés	Español
Booking	Reserva
Check-in	Registro de entrada
Check-out	Registro de salida
Availability	Disponibilidad
Cancellation Policy	Política de cancelación
Deposit	Depósito
Credit Card Accepted	Se acepta tarjeta de crédito
Online Reservation	Reserva en línea



Atención al cliente

Inglés	Español
Reception	Recepción
Concierge	Conserje
Front Desk	Mostrador / recepción
Staff	Personal
Guest	Huésped
Customer Service	Servicio al cliente

Listen to “The structure of a hotel” conversation.



Hotel Information:

Make a list of all the services a hotel can offer in the following areas.

- Eating and drinking.
- Recreation and relaxation.
- Business services.
- Room service and facilities.
- Local transport and other services.

