



CATERING AND TOURISM TRAINING INSTITUTE



Sector: - Culture Sports and Tourism

Sub Sector: - Hotel and Hospitality

Tourism service-II

Learning Guide # 1

Unit of Competence: Participate in Workplace Communication

Module Title: Participating in Workplace Communication

LG Code: CST TUS2 22 0912

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This learning guide covers the knowledge, skills and attitudes required to gather, interpret and/ convey information in response to workplace requirements.

Specifically, upon completion of this Learning Guide, you will be able to –

- Obtain and convey workplace information
- Participate in workplace meetings and discussions
- Complete relevant work related

Instruction

1. Read the specific objectives of this Learning Guide.
2. Read the information treated in the “Information Sheets 1, 2 &3 .
3. Work on the “Self-checks .
4. Check your answer from the answer key placed in the annex session of this LG.
5. If you earned a satisfactory evaluation proceed to the next Information Sheets. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to the earlier sheets.
6. Submit your accomplished Self-checks to your teacher. This will form part of your training portfolio.
7. Submit your accomplished Operation Sheet. This will form part of your training portfolio.
8. Your teacher will evaluate your output as either satisfactory or unsatisfactory. If you earn unsatisfactory, your teacher shall advice you on additional work

You will also be able to

1. Access relevant information from **appropriate sources**;
2. **Use** active listening and speaking skills to gather and convey information;
3. Transfer and ideas via Appropriate medium;
4. Use appropriate non- verbal communication;
5. Apply defined workplace procedures for the location and **storage** of information;
6. Attend team meeting punctually;
7. Conduct workplace interactions politely;

Booking a Ticket

Before you Read (Vocabulary)

1. Choose the best word in the definition (1-4)

1. The price you pay to travel on a plane or train is _____ (fee/fare/rate).

2. A journey by water is a _____ (flight/ ferry/ voyage).

3. You board a plane at a _____ (gate/ platform/ quay) and a train from a _____ (gate/platform/quay).

4. A ticket to a place and back again is a _____ (two-way/ return/ reverse) ticket.



Reading: Transport Choices

2. Travel agent is explaining transport choices to a customer who wants to travel from London to Edinburg. Use the information and the adjectives in the box to complete the text.

Types of Transport	Journey time	price
Bus	10 hours	£40
Train	5 hours	£60
Plane	1hours	£99

quicker/the quickest	cheaper /the cheapest	long /the longest
more expensive / the most expensive	interesting/more interesting	slow/ slowest

There are many ways to travel to Edinburg; you can go by bus, by train or take a flight. The bus is _____ option for those who save some money, but it takes _____ hours to travel. If you are really in hurry, you can take a flight. Even though, it is _____ ways of travel, it is obviously _____-it only takes an hour. The bus is _____ than the train, but it is twice _____ than the train. On the other hand, the train is a little _____ than the bus, but it is _____ than the bus; because it goes through beautiful countryside and woods on the road. It is an _____ journey for those who admire nature.

3. *Read the Conversation and Complete the Booking Information Underneath.*

Dialogue-1

Travel Agent: Ok, *which day would you like to travel?*

Tourist: We'd like to fly on Friday 10th in the evening.

Travel Agent: *And when would you like to come back?*

Tourist: On Monday morning, that's the thirteenth.

Travel Agent: Ok ... *there's a flight at 18: 30 but that's full.*

However, there *are seats available on 19: 45- that lands in Edinburg* at 20:40.

Tourist: That's fine.

Travel Agent: And *the fare is £99 plus £10 UK airport tax.*

Tourist: Ok fine.

Travel Agent: *May I have the passengers' name, please?*

Tourist: Andrew Waterston and Jane Morris.

Travel Agent: *Could have your address, please?*

Tourist: 25 Tadema Road, London SW10 4RJ.

Travel Agent: And *Could I have your telephone number, please?*

Tourist: Yes, it's 0207565 1003.

Travel Agent: Thank you. *You will receive your tickets in the post by tomorrow.*



Passenger (s)	Outbound
Name (Mr./Ms) _____	Flight no. BA 1212
Initials _____	From _____ To _____
Address _____	Date ____/____/____
City _____	Depart _____
Postcode _____	Arrive _____
Tel. no _____	
Inbound	
Flight no. BA 1224	
From _____ To _____	
Date ____/____/____	
Depart _____ Arrive _____	
Fare per person (Inc. tax) _____	

Baggage allowance _____

4. A customer is ringing a travel agent to book a flight. Number the dialogue in the correct order. The first one has been done for you. Match the JANE part with ALAN.

Dialogue-2

JANE: That's right. *How can I help you, sir?* _____

JANE: *Good morning. This is Star Travel, Jane speaking.* __1__

JANE: *Thank you for calling. Goodbye.* _____

JANE: Certainly. *I'll just give you the booking reference number.*

It's LF2254G. _____

JANE: *It leaves at 6.30 and arrives at 8.00. Would that suit you?* _____

JANE: *I'm not sure. I'll check availability for you.* Do you have a preference for any particular airline? _____

JANE: *Would you like to confirm it?* _____

JANE: *One moment, sir ... yes, there's an early morning flight* on the 18th with Lufthansa. _____

ALAN: Yes, that would be fine. _____

ALAN: I'd prefer British Airways or Lufthansa. _____

ALAN: Yes, please, and could you charge it to our account? _____

ALAN: How early? _____

ALAN: Hello, this is Alan March from GKC. We have an account with you. _____

ALAN: I'd like to book a flight to Munich on the 18th of November. Do you think? There will be any seats left? _____

➤ ALAN: LF2254G. OK, thanks very much. Goodbye. _____



Expressions to learn:

Travel agent

Tourist

➤ <i>Good morning. This is Star Travel, Jane speaking. How can I help you, sir/madam?</i>	➤ <i>I would like to book... Can I reserve a flight to....</i>
➤ <i>Which day would you like to travel?</i>	➤ <i>on the 18th of November</i>
➤ <i>And, when would you like to come back?</i>	➤ <i>Monday morning, that's the thirteenth</i>

➤ <i>There's a flight at ... but that's full. There are seats available on ... that lands in... at....</i>	➤ <i>That is fine./ That would be fine. How about on the 23rd?</i>
➤ <i>One moment, sir/madam. I will check the availability...</i>	➤ <i>Ok/sure.</i>
➤ <i>There's an early morning flight, that lands in... at.... It leaves at... and arrives at Would that suit you?</i>	➤ <i>That is fine. That would be fine.</i>
➤ <i>Would you like Economy, business, or first class ticket?</i>	➤ <i>Business class, please.</i>
➤ <i>The fare is ... plusairport tax.</i>	➤ <i>Ok.</i>
➤ <i>How would you like to pay?</i>	➤ <i>Can I pay in cash?/By credit card.</i>
➤ <i>May I have the passengers' name, please?</i>	➤ <i>Jane and Andrew Tomes.</i>
➤ <i>Could have your address, please?</i>	➤ <i>24 Oxford, NE 132 R 34L</i>
➤ <i>Could I have your telephone number, please?</i>	➤ <i>Zero, three, double one, nine, triple six.</i>
➤ <i>Would you like to confirm it?</i>	➤ <i>Yes, please.</i>
➤ <i>I'll just give you the booking reference number... ➤ You will receive your tickets in the post by tomorrow</i>	➤ <i>Ok, thanks</i>
➤ <i>Thank you for calling. Goodbye.</i>	➤ <i>Goodbye.</i>

Speaking

- **Work in pairs:** Read the dialogue 1 and 2 in pair aloud, taking turns to read each part.
- **Work in pairs:** Construct a similar conversation with different date, name, reference number address etc and practice it with your friends.

Grammar Focus

Present Tense-Planned Future Action

- Simple present tense can be used for a planned future action or series of actions, particularly when they refer to a journey. Travel agents use it a good deal.

Example: we leave London at 10.00 next Tuesday and arrive in Paris at 13.00.

-The plane spends half an hour in Paris, leaves again at 13.30 and arrives in Rome 19.00

Exercise

Fill in the article with the correct tense of the verbs.

1. My sister _____(go) from Dili to Darwin next Wednesday. Her plane _____(leave) Dili at 9.00 and _____ (arrive) in Darwin at 10.30. The flight_____(take) just an hour and thirty minutes. She _____(go) on a training course for five days and_____(return) to Dili the following Monday.
2. Next week on Friday, we _____ (fly) to Singapore. First, the plane _____(depart) from Darwin at 2.00 and _____ (land) in Dili at 3.30. Then, we_____(transfer) to another plane .We_____(spend) half an hour in Dili until the transfer is done. Later, we_____(leave) Dili at 4.00 and_____(fly) to Singapore. The flight_____(take) 4 hours and 45 minutes. Thus, We _____(arrive) in Singapore around 9.00 and_____(dive) to our hotel. We _____(stay) in Singapore until next week to_____(attend) the meeting. Finally, we _____(fly) back home on the 23th of June.

Serving Breakfast:English and Continental

English

Tomato, Prune, or pineapple juice

Or

Fresh orange, Grapefruit juice

Or

Porridge or Cereals of your choice

Two eggs cooked as you wish with bacon, sausage, mushrooms or grilled tomato

Fresh breakfast rolls, hot croissants, and Toast served with butter, marmalade, honey or jam.

Tea, Coffee, or Milk

Continental

Tomato, Prune, or pineapple juice

Or

Fresh orange, Grapefruit juice

Fresh breakfast rolls, hot croissants, and Toast served with butter, marmalade, honey or jam.

Tea, Coffee, or Milk

Dialogue -1

Guest: *Can I have the breakfast menu please?*

Waitress: *Certainly, here you are madam.*

Guest: *I would like the continental breakfast.*

Waitress: *yes madam, what sort of fruit juice would you like to start with?*

Guest: *The Pineapple juice, please.*

Dialogue -2

Guest: *May I have a look at the breakfast menu please?*

Waitress: *Certainly, here you are sir.*

Guest: *Thank you, I think I'll have the English breakfast please.*

Waitress: *yes sir, what would you like to start with?*

Guest: *Pineapple juice-no, wait a minute; I see there*

Waitress: *Would you prefer honey, marmalade or jam?*

Guest: *Oh, marmalade, please.*

Waitress: *And what would you like to drink madam?*

Guest: *Coffee, please.*

Waitress: *Would you like it, black or cream?*

Guest: *Black, please.*

Waitress: *Alright madam, I will bring it right away.*

is cereal too. Do you have things like corn flakes?

Waitress: *Yes, we have corn flakes and rice krispies.*

Guest: *I'll have rice krispies then- ah, yes and good bacon and egg.*

Waitress: *Would you prefer mushrooms or grilled tomato, sir?*

Guest: *Tomato, I think.*

Waitress: *Would you like honey, marmalade or jam?*

Guest: *Oh, marmalade, please.*

Waitress: *What would you like to drink, madam?*

Guest: *a nice pot of cinnamon tea, please.*

Expressions to learn

Waiter/waitress

Guest

- *Certainly, here you are.*
- *What sort of fruit juice would you like to start with?*
- *Would you prefer honey, marmalade or jam?*
- *What would you like to drink madam?*
- *Would you like your coffee, black or cream?*
- *I will bring it right away.*
- *What would you like to start with?*

- *Can I have the breakfast menu please?*
- *May I have a look at the breakfast menu please?*
- *I'll have rice krispies then.*
- *Do you have things like corn flakes?*
- *Oh, marmalade, please*
- *A nice pot of cinnamon tea, please.*

Activity 1: Complete the dialogue with appropriate phrases.

Guest: *Can I have the breakfast menu please?*

Waitress: *Certainly, _____madam.*

Guest: *I would like the continental breakfast.*

Waitress: *yes madam, _____?*

Guest: *The Apple juice, please.*

Waitress: *_____, _____or _____?*

Guest: *Oh, jam, please*

Waitress: *And _____ madam?*

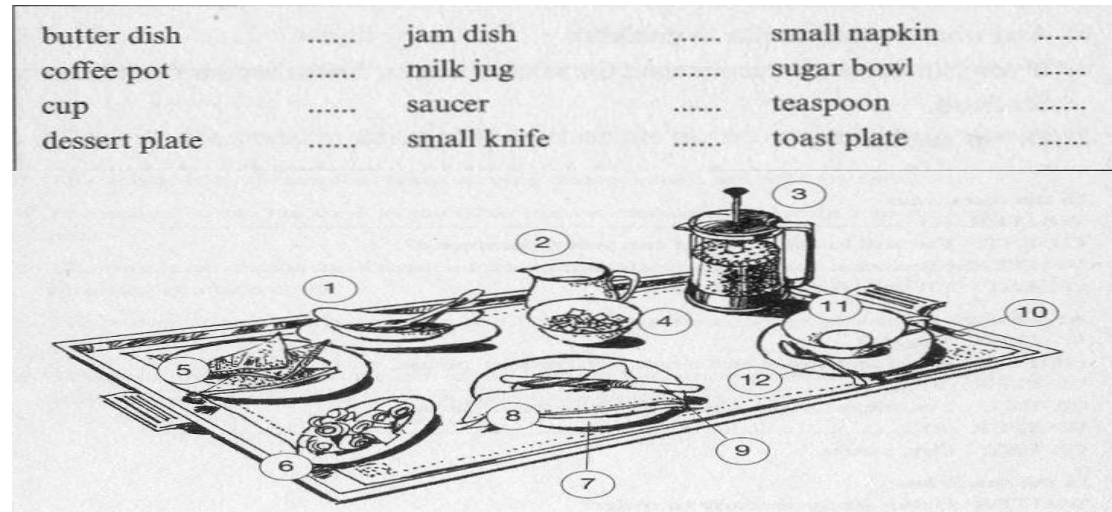
Guest: Coffee, please.

Waitress: _____?

Guest: Black, please.

Activity 2: Role play-One student can act as a guest and order a breakfast and the other student can act as a waiter/waitress and receive the order.

Activity 3: vocabulary. Look at the breakfast tray picture below and write the numbers 1-12 next to the correct word or words.



Activity 3: Polite Form. Write direct phrases more politely choose the phrases below.

Could you	Please	Would you like me
Shall I	May I suggest	There's been a slight
I'm afraid	Would you mind	misunderstanding
Would you like	Actually	Just a moment

Direct	More polite
1 Wait a minute!, please.
2 We haven't got any left. we haven't got any left.
3 Sit down, please., take a seat.
4 You're wrong. I'm not the head waiter., I'm not the head waiter.
5 Do you want some water? some water?
6 Move to another table! moving to another table?
7 Confirm that tomorrow, please. confirm that tomorrow, please?
8 Do you want a taxi? to get you a taxi?
9 You've got the wrong date. about the date.
10 Try this organic wine. that you try this organic wine?
11 Do you want my help? help you?

Assessment package

Assessment: 1 (marked out of 10%)

A tourist is calling In to an donesia Airways for reservation. Complete the following dialog between a reservation clerk and a tourist with appropriate phrases or expressions.

Reservation : _____?

T o u r i s t: Yes, do you have any flights to Jakarta next Tuesday morning?

Reservation : _____. Yes, there is a flight at 07:00 and one at 08:30.

T o u r i s t: That is fine. Could you tell me how much a return flight costs?

Reservation : _____?

T o u r i s t: Economy, please.

Reservation : _____USD 450.

T o u r i s t: OK. Could I make a reservation?

Reservation : _____?

T o u r i s t: The 08:30, please.

Reservation clerk: _____?

T o u r i s t: My name is Laura Jones, that's L-A-U-R-A J-O-N-E-S.

Reservation : _____?

T o u r i s t: Can I pay by credit?

Reservation : Certainly, _____?

T o u r i s t: SW 203, R 109, Birmingham, St. 43.

Reservation : Thank you. _____ at 08:30 a.m and _____ at 4.00.

_____GA 108.

T o u r i s t: Great.

Reservation : _____.Good bye

T o u r i s t: Good bye

Assessment:2 (marked out of 10%)

Read the information below carefully and construct a conversation based on the given information. Your work should be clear and neat. It would be better if you write it on the computer if not your handwriting should be legible and neat. Grammar, spelling and using your the expression you learnt are considered in marking your work.

Tourist: you want to travel from London to Paris at about 18.00 on Friday 17th

returning on Monday 20th in the morning.

Travel agent: The Euro star train costs £99 return, and there is one train every hour.

Flights cost between £100 and £120. The train journey takes hours. The flight takes just over one hour. There are no seats available on any flight after 16.30 on Friday 17th. There are seats available on all Euro star trains.

Travel agent: _____

Tourist: _____

Travel agent: _____

Tourist: _____

Travel agent: _____

Tourist: _____

Travel agent: _____

Tourist: _____

Travel agent: _____

Tourist: _____

Travel agent: _____

Tourist: _____

Assessment:3 (marked out of 10%)

Construct a conversation: Write a complete dialogue of serving an English breakfast to a guest in one of a five star hotel. Take the order acting as a waiter/waitress and serve him/her politely.

Guest: _____

Waiter: _____

Guest: _____

Waiter: _____

Guest: _____

Waiter: _____

Guest: _____

Waiter: _____

Guest: _____

Waiter: _____

