



eureka
media alvara

BASIC ENGLISH *For* TOURISM

I NYOMAN KANCA
I WAYAN NURJAYA



Biografi Penulis



I Nyoman Kanca

He was born on December 31, 1960, in Buahian Village District of Payangan, Gianyar Regency. He is a lecturer of Hotel Study Program, Politeknik Negeri Bali. He received a bachelor's degree in English Department, Faculty of Letters Udayana University Denpasar, in 1986 and master's degree in Tourism Planning Study Program also in Udayana University in 2010.



I Wayan Nurjaya

He was born in Mas, Ubud July 18, 1958. Now he is a lecturer in Politeknik Negeri Bali, before as a lecturer I have ever been an English teacher in secondary school in Ubud for ten years. He was graduated his bachelor study in Udayana University. He got his Master degree in Faculty of Tourism Udayana University.

BASIC ENGLISH For TOURISM

The book on the title of Basic English for Tourism is specially designed to develop the students' fluency and confidence in using English for communication in Tourism Industry. The contents for each unit offer a variety of situational dialogues, practices and communicative activities which will genuinely engage the students' interest and encourage them to share high order critical thinking and opinions. This book will cover technical terms such as greeting the guest, giving services and informations, designing advertisements and writing letter.



eureka
media aksara

Penerbit:
CV. EUREKA MEDIA AKSARA
Jl. Banjaran RT.20 RW.10
Bojongsari - Purbalingga 53362

ISBN 978-623-5581-97-2



BASIC ENGLISH FOR TOURISM

I Nyoman Kanca

I Wayan Nurjaya



eureka
media aksara

PENERBIT CV.EUREKA MEDIA AKSARA

BASIC ENGLISH FOR TOURISM

Penulis : I Nyoman Kanca
I Wayan Nurjaya

Desain Sampul : Eri Setiawan

Tata Letak : Fachri Ulil Albab

ISBN : 978-623-5581-97-2

Diterbitkan oleh : **EUREKA MEDIA AKSARA, NOVEMBER 2021**
ANGGOTA IKAPI JAWA TENGAH
NO. 225/JTE/2021

Redaksi : Jalan Banjaran, Desa Banjaran RT 20 RW 10
Kecamatan Bojongsari Kabupaten Purbalingga
Telp. 0858-5343-1992

Surel : eurekamediaaksara@gmail.com

Cetakan Pertama : 2021

All right reserved

Hak Cipta dilindungi undang-undang

Dilarang memperbanyak atau memindahkan sebagian atau seluruh isi buku ini dalam bentuk apapun dan dengan cara apapun, termasuk memfotokopi, merekam, atau dengan teknik perekaman lainnya tanpa seizin tertulis dari penerbit.

PREFACE

Basic English for Tourism has been purposely made to meet the students' needs of the first year of the D4 Tourism Business Management Study Program, Tourism Department Bali State Polytechnic. It is hoped that this book can be used to assist both the teacher and students in the process of teaching and learning to accomplish the learning objective. Basic English for Tourism has been designed based on the new syllabus designed in 2016, it has been previously assumed that the students have learned and mastered the lesson materials in General English. Basically they have learned the four general language skills. Listening and speaking are viewed as primary skills and reading and writing as the secondary skills.

Basic English for Tourism has also been designed adopting communication approach in which focusing on the oral communicative activity in accordance with the four language skills. For that reason, there are a lot of opportunities for teacher to apply communicative strategies in teaching and learning activity.

This book consists of 16 topics. The materials are taken from some resources considered relevant to the student's level and needs and syllabus outline. Each topic covers three stages, namely presentation, practice and communicative activity. In the presentation stage the students are introduced to a new language unit based on the use of it in the situational or functional context.

The practice is intended for instructors to give the students opportunity to practice new language items given in the presentation stage. The communicative activity is intended to use as a basis to lead the students to interact with one another.

Basic English for Tourism is open for constructive development. The instructors' creativity and artistry are of very much helps in implementing the new 2016 syllabus.

Badung, November 2021
Writer

TABLE OF CONTENTS

PREFACE	iii
TABLE OF CONTENTS	iv
UNIT 1 Receiving/Welcoming Guest In A Hotel.....	1
UNIT 2 Describing The Object	4
UNIT 3 Comparison	7
UNIT 4 Make A Report.....	12
UNIT 5 Direct And Indirect Question	20
UNIT 6 Planning A Program.....	25
UNIT 7 Markets	30
UNIT 8 Events.....	35
UNIT 9 Promotion.....	44
UNIT 10 Prices.....	48
UNIT 11 Spelling Systems	53
UNIT 12 Handling the Telephone Call.....	59
UNIT 13 The Timetables or Schedule	63
UNIT 14 Ask For Repetition of Utterance	67
UNIT 15 Transport Information System.....	71
UNIT 16 Letters	77
References	88
Writer's Biography	90

UNIT 1 | RECEIVING/ WELCOMING GUEST IN A HOTEL

A. Receiving/ Welcoming Guest In A Hotel

Objectives;

By the end of the lesson the student should be able to:

1. greet the guest,
2. welcome the guest,
3. Sitting the guest and offer the help.

Conversation

Reception : Good afternoon Sir! Welcome to our hotel! May I help you?

Mr. Martin : Good Afternoon! My name is Edward Martin and I have made a reservation for October 21st to October 27th.

Reception : Just a moment, please! Let me check it first. Yes, Mr. Edward Martin from London, One double room from October 21st to October 27th?

Mr. Martin : Yes. That's right.

Reception : Could you please fill in this registration card, Mr. Martin?

Mr. Martin : Thank you!

Reception : And, could I see your passport, please?

Mr. Martin : Sure, here it is. Here is the registration card. I think I have filled it in completely.

Reception : Thank you sir! Here is your key sir! It's room 629. The room rate is US\$ 140.00 including the continental breakfast and service charge.

UNIT 2 | DESCRIBING THE OBJECT

Objectives;

By the end of the lesson the student should be able to explain;

1. the location ,
2. background and facilities of the object

Taman Ayun

Taman Ayun, the beautiful garden, was built in 1634, by I Gusti Agung Anom, the king of Mengwi, then to become the central temple of the Kingdom. This place of worship symbolically covers the existence of the Buana Alit, microcosmos, and the Buana Agung, macrocosmos, and is still used to pay respect to the God of His manifestation as Shiva. The Hindus believe that the world is separated into three divisions, the higher world, or the world of mountains, the middle worlds, or the world of land and kingdoms, and the lower world or the world of seas and oceans. In this case the temple of Taman Ayun, in its inner most courtyard has nine multi-tiered roofed Merus (pagodas). Two of the four tiered roofed Merus are for the Lord of Mount Agung and Mount Batukaru, while only one seven-tiered roofed Meru enthrones the Majapahit deity. Taman Ayun is located in Mengwi village, Mengwi district, Badung regency, it's about 10 km. from Mangupura, the capital Town of Badung regency or more or less 15 km. from Denpasar or just twenty minutes drive by taxi, and just 40 km. from Ngurah Rai International Air-port or 45 minutes drive if there is no traffic jam. We can come there easily because it is a

UNIT 3 | COMPARISON

After the lesson the student should be able to;

1. Understand; positive, comparative and superlative
2. Practice comparison in the daily activities, and
3. Can translate Indonesian expression into good English.

There are three degrees of comparison:

- | | | | |
|----------------|-----------|---------|-------------|
| 1. Positive | : dark | tall | useful |
| 2. Comparative | : darker | taller | more useful |
| 3. Superlative | : darkest | tallest | most useful |

- a. One syllable Adjectives form their comparative and superlative by adding -er and -est to the positive form;

Bright	brighter	brightest
New	newer	newest

- b. Adjectives of three or more syllables form their comparative and superlative by putting more and most before the positive

Interesting	more interesting	most interesting
Frightening	more frightening	most frightening

- c. Adjectives of two syllables follow one or other the above rules.

Those ending in -ful or -re usually take more and most:

Doubtful	more doubtful	most doubtful
Careful	more careful	most careful
Obscure	more obscure	most obscure

UNIT 4

MAKE A REPORT

Objectives

After this lesson the students should be able to;

1. recognize direct and indirect speech
2. Make an oral report about past events

Situation 1

Trisna is having lunch with Yuni, in a flat wine bar in Melasti street. Trisna is talking about a recent interview with her boss, Stella.

Yuni : Come on! Trisna, tell me what she said.

Trisna : She said she was very disappointed in me.

Yuni : No!

Trisna : Yes, she said. She didn't like my attitude. She said I was difficult to work with. And she said she wouldn't be able to give me promotion. She even asked if I have thought about getting another job.

Yuni : But surely she can't give you the sack?

Trisna : No, she can't. Any way, I told her I taught the work wasn't very interesting. Well, you know how boring it is.

Yuni : What did she say to that?

Trisna : Well, I think she understood. She said she might be able to find me something different to do.

Yuni : Like what?

UNIT 5

DIRECT AND INDIRECT QUESTIONS

Objectives:

The students are able to use;

1. Opening phrase,
2. Direct question and
3. Indirect question

There are two types of questions those are;

- a Yes or no question,
- b Wh-question or information question.

Note:

Opening phrase is the phrase which is used in front of the direct questions to make our question or expression will be more polite. Especially if we talk to the people who we don't know well or the people is older than us. It is called the polite marker. For examples; Do you know.....? May I know.....? Could you give me the information? Can you give the information? And etc. If we have used the opening phrase the structure of the direct question must be changed exactly the position of the auxiliary.

e.g. - Where is Melbourne? (Direct Question)

- Could you tell me where Melbourne is?(Indirect question)

Yes or no question, needs the answer yes or no, and wh-question or information question needs the information.

Dialogue 1

Shanti : Good morning Yoga! How are you?

UNIT 6 | PLANNING A PROGRAM

Objective:

By the end of the lesson the student should be able to;

1. plan the tour
2. program something
3. use the Future tense or be going to.....
4. and make a prediction.

Situation;

You are a Polytechnic student and you have a best friend, Neil who is an Australian. Now you are at the air-port to pick him up. When you meet him, try to find out information about what he is going to do during his stay in Bali.

In English there are several ways of talking about the future. Study the following expressions.

I (don't) think...will + verb

You can use this form to talk about possible plans or when you decide to do something at the same of speaking by starting with the word ***I think***. For example: Neil has nothing to do. He wants to play a tennis games on his computer this afternoon, but he doesn't know how to play it. He asks his friend, Bahtera.

Neil : Bahtera, are you free this afternoon? I want to play tennis game on my computer but I don't know how. Can you show me?

UNIT 7 | MARKETS

Objectives:

By the end of the lesson the students should be able to;

1. explain about market
2. differentiate or distinguish the types of markets

Read the Text below carefully!

Market

The term 'market,' as used by economists, is an extension of the ancient idea of a market as a place where people gather to buy and sell goods. In former days part of a town was kept as the market or marketplace, and people would travel many kilometers on special market-days in order to buy and sell various commodities. Today, however, markets such as the world sugar market, the gold market and the cotton market don't need to have any fixed geographical location. Such a market is simply a set of conditions permitting buyers and sellers to work together.

In a free market, competition takes place among sellers of the same commodity, and among those who wish to buy that commodity. Such competition influences the prices prevailing in the market. Prices inevitably fluctuate, and such fluctuations are also affected by current supply and demand.

Whenever people who are willing to sell a commodity contact people who are willing to buy it, a market for that commodity is created. Buyers and sellers may meet in person, or they may communicate in some other ways; by letter, by telephone,

UNIT 8 | EVENTS

Objectives:

By the end of the lessons the students should be able to:

1. Know the kind of events
2. Explain the events

Reading

Hong Kong Tourist Association London Office

Planning and promoting the meeting in Hong Kong

Once the decision to meet in Hong Kong has been made, the HKTA is happy to advise on all the details connected with organizing and promoting your meeting.

Services include:

- Introductions to professional meeting organizer and display companies
- Information about, and liaison with, Hong Kong public figures to provide welcome addresses at opening ceremonies and dinner functions
- Public relation contacts with
- Listing of the event in the association's calendar, coming meeting. 'Conferences and Exhibitions', widely distributed throughout the world and updated biannually.
- Ideas on Theme evenings for gala functions with

UNIT 9 | PROMOTION

Objectives:

1. The students are able to promote the products
2. The students can make an advertisement of a product

Daddy is a business man, he has a new Arts shop in Kuta, he introduces his goods to Albert, a tourist from Australia.

Dialogue

Daddy : Good Morning Albert, How are you?

Albert : Morning, I am fine. How is your business?

Daddy : Everything is all right. But my arts shop now has already been moved to Kuta

Albert : What do you sell in your arts shop?

Daddy : Balinese handicrafts, statues, paintings and wood-carving. All goods are made by a very famous artist from Ubud whose name is Anak Agung Rai and his sons. Our goods' qualities are excellent and have been well-known in the world. If you buy something in my arts shop I'll give you a good price and discount until 75% off, the net-price. You have to know that the goods are the cheapest in Bali. I am sure you'll be satisfied shopping in my arts shop.

Albert : Really? Where is the complete address of your arts shop?

Daddy : Okay, believe me! Here is my Name Card. There, you'll get the complete information about myself and my arts

UNIT 10 | PRICES

Objectives:

The students are able to give the information about the fares, rates and prices or the cost; fixed price, net price etc.

Dialogue 1

Tourist : How much is it to Astina by air, please?

Clerk : Economy class or first class, Madam?

Tourist : Economy please.

Clerk : It's \$ US 127.50 for a single economy ticket, with stop-over in Singapore.

Tourist : Is accommodation included?

Clerk : I beg your pardon?

Tourist : Does the fare include the accommodation at Singapore?

Clerk : Oh, yes Madam. Accommodation is included.

Tourist : And is there the cheaper for the children?

Clerk : Yes, there is a reduction. It depends on the age. Children under the twelve gets 50% discount.

Tourist : Sorry, how much is the discount?

Clerk : It's half fare for the children under twelve years old. And children under two pay 10% if they share a seat with an adult.

Tourist : I see. So how much could it be for me and for my two children? One is five years and the other is eight.

Clerk : Let me see..... That would be \$ US 255 altogether, Madam.

UNIT 11

SPELLING SYSTEMS

Objectives:

1. The students should be able to use the spelling systems correctly in practice.
2. The students can practice the American spelling system and British spelling system in conversation.

Spelling on the phone and phone numbers

When a letter is doubled in a name, British people usually say 'double T', 'double O', etc. Thus, 'Anne', would be spelt *A - double N - E*. Similar for numbers: 5772 would be said *five - double seven - two*. American would probably say the same letter or number twice. The number 0 is usually said as 'oh' in Britain but 'zero' in America. To clarify the letters that are difficult to hear, the following systems are used:

British system	
A	for Andrew
B	Benjamin
C	Charlie
D	David
E	Edward
F	Frederick
G	George
H	Harry
I	India
J	Jack
K	King

American system	
A	as in Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Julliette
K	Kilo

UNIT 12 | HANDLING THE TELEPHONE CALL

Objective:

By the end of the lesson the students are able to handle the telephone call correctly.

Note;

- 1 If there is a call you must take the telephone as soon as possible and don't let the telephone rings until twice.
- 2 Firstly you mention the company's name and then greet the caller for examples; Grand Bali Beach, good morning! , Hong Kong Restaurant, good evening! etc.
- 3 After you greet the caller, don't forget to mention the department where you are on duty and also your name.
- 4 After that offer the help. So the complete expressions more or less are like the following examples:
 - a. The Grand Bali Beach, good morning, reservation here, Tuty's speaking. What can I do for you?
 - b. Hong-Kong Restaurant, Good evening. Made's speaking, may I help you?
 - c. Qantas, good morning, Reservation here, Gustu's speaking, how may I assist you? etc.
- 5 Please speak clearly, not too fast and try your best to make the condition will be comfortable for the caller and give the complete information which is needed.

UNIT 13 | THE TIMETABLES OR SCHEDULE

Objective:

The students are able to explain about the time-table or the schedule correctly.

A. Timetables of the bus to Jogjakarta.

Dialogue 1

- Travel Agent : Good morning, sir. Can I help you?
Tourist : Yes, please. I want to go to Jogjakarta. Can you tell me if there's a bus today or tomorrow?
Travel Agent : Yes, there are buses everyday at 4 p.m. and 6 p.m. sir.
Tourist : How long does it take to get to Jogjakarta?
Travel Agent : It takes about 17 hours.
Tourist : So what time does the 4 o'clock get to Jogjakarta?
Travel Agent : It arrives at about 9 a.m. the next day.
Tourist : And the other bus?
Travel Agent : It leaves at 6 a.m. this evening and arrives in Jogjakarta at 11 a.m. tomorrow morning.
Tourist : Are there any later buses?
Travel Agent : Yes, there is one which leaves at 7 p.m.

Vocabularies

Everyday, every morning, every Tuesday and Wednesday
How long does it **take**? It **takes** two hours
It gets to Solo at 4 p.m. (= It arrives to Solo)

UNIT 14

ASK FOR THE REPETITION OF UTTERANCE

Objectives:

The students are able to;

1. Ask for the repetition
2. Say that they don't understand

Dialogue 1

Andri : "Can you tell me what bus goes to the town?"
Barry : "Excuse me. Where are you going to?"
Andri : "To the town"
Barry : "Oh. That's bus number fifteen."
Andri : "I beg your pardon. Bus number fifty?"
Barry : "No. bus number fifteen"
Andri : "Oh. Sorry. It's noisy around here, thank you."
Barry : "That's alright"

Dialogue 2

Operator : "Hello, PEDC's office here. Can I help you?"
Caller : "Yes, please. Can I talk with Dedy?"
Operator : "Excuse me. Can you speak louder, please?"
Caller : "Can I talk with Dedy?"
Operator : "Dedy. Oh yes. What Dedy is it? We have three Dedics here"
Caller : "I am not sure"
Operator : "What department does he belong to?"
Caller : "Can you say that again?"
Operator : "What department does he belong to?"

UNIT 15

TRANSPORT INFORMATION SYSTEM

Objectives:

The students are able to give the information about the local transport information system and the schedule of the transports.

Situation 1

Santy a Japanese comes to Bali for the first time. She wants to go to Gianyar to visit her uncle there. When she gets off the bus at Ubung station, she meets Badu the local people. Santy asks Badu the way to Gianyar.

Dialogue 1

Santy : Good morning young boy! Can you help me?

Badu : Good morning, what can I do for you?

Santy : My name's Santy, I am from Japan. Now, I want to go to my uncle in Gianyar. But I don't know How to go there and where it is?

Badu : Oh I see, I am Badu. I'll give you the information how to go to Gianyar. From here you get on the Bemo on direction to Batubulan, and you will stop at Batubulan station. If you have arrived at Batubulan station you must take another transport to Gianyar.

Santy : Sorry Badu, how much I must pay from Ubung to Batubulan station?

Badu : If I am not mistaken you must pay Rp. 5.000 or you can ask the driver.

Santy : Is Batubulan station far from here ?

UNIT 16 | LETTERS

Objectives:

The students are able to write personal letter and business letter.

Situation 1

A few weeks ago, Emma and her friends sailed to another island to have a study tour. In the letter below, Emma writes about the tour. Emma's friend, Elisa, who now lives in Malang, East Java, will be glad to receive this letter.

References

- Abbs. Brian, and Ingrid Freebairn. 1997, Starting Strategis. Essex, Longman.
- Abbs. Brian, and Ingrid Freebairn. 1986, Starting Strategis. Essex, Longman.
- Adamson, Donal, 1991, International Hotel English; Communicating With the International Traveller, New York, Cambridge University Press
- Alexander, L.G. 1975 Practice and Progress, London, Longman.
- Arthur, Tom Mc, 1975, A Rapid Course In English for the Student of Economics, London, Oxford University Press.
- Chris Stott, Rod Revell, 1982, Five Star English for the Hotel and Tourist Industry, London, Oxford University Press.
- Cyssco, Dhanny. R, 2000, Special Conversation for Hotel & Restaurant, Jakarta, PT Bhineka Ilmu Populer
- Davies, Evely et all. 1990. Task Reading, Cambridge, Cambridge University Press.
- Gensel, Rhona B and Martha Graves Cummings, 1988, Culturally Speaking; A Conversation and Culture Text for Learners of English.
- Malkoc, Anna Maria. Letter Writing in English. English Language Programe Division Bereau of Educational and Cultural Affairs. US Information Agency, Washington D.C 20547.
- Poedjosoedarmo, Gloria S. 1985, Dialogues for Oral Practice in English 1, Jakarta, PT. Gramedia

- Richard, Jack C and M.N. Long. 1982. Breakthrough 1, 2 and 3. New York, Oxford University Press.
- Richard, Jack C and David Bycina. 1985. Person to Person 1 and 2. New York, Oxford University Press.
- Richard, Jack C and Deborah Gordon, Andrew Harper. 1987. Listen For It. Oxford, Oxford University Press.
- Richard, Jack C. and Jonathan Hull and Susan Proctor. 1993. Interchange 1 and 2. Cambridge, Cambridge University Press.
- Santosa, Silvio. 1981, Bali What and Where, Denpasar, Guna Agung Bali.
- Sembiring Bahtera, 1995. English 2 for Polytechnic Student in Commerce Division, Bandung, Pusat Pengembangan Pendidikan Politeknik. Bandung.
- Swan Michael, 1980. Practical English Usage. Oxford, Oxford University Press.
- 7/XX, 1994. Dialogue Magazine, Yogyakarta, Sanata Dharma University.
- W.W.W. Google. Com.

Writer's Biography

I Nyoman Kanca



He was born on December 31, 1960, in Buahian Village District of Payangan, Gianyar Regency. He is a lecturer of Hotel Study Program, Politeknik Negeri Bali. He received a bachelor's degree in English Department, Faculty of Letters Udayana University Denpasar, in 1986 and master's degree in Tourism Planning Study Program also in Udayana University in 2010.

I Wayan Nurjaya



He was born in Mas, Ubud July 18, 1958. Now he is a lecturer in Politeknik Negeri Bali, before as a lecturer I have ever been an English teacher in secondary school in Ubud for ten years. He was graduated his bachelor study in Udayana University. He got his Master degree in Faculty of Tourism Udayana University.