

CORSO DI RECUPERO 4 BTUR
LEZ. 1 DEL 06 FEBBRAIO 2010

DIALOGO 1 TRAIN TICKETS

GOOD MORNING CAN I HELP YOU?

YES, PLEASE. I'D LIKE SOME INFORMATION ABOUT A
TRAIN TO MILAN

CERTAINLY SIR. WHEN WOULD YOU LIKE TO LEAVE?

NEXT SUNDAY, EARLY IN THE MORNING

JUST A MOMENT, I'LL CHECK. THERE IS A FAST TRAIN
LEAVING FROM FIRENZE SMN AT EIGHT TEN, ARRIVING
AT MILANO CENTRALE AT TEN THIRTY. DOES IT SUIT
YOU?

YES, IT SUITS ME FINE. I WOULD LIKE TO RESERVE TWO
SEATS

SINGLE OR RETURN?

SINGLES, PLEASE

A SINGLE FROM FLORENCE TO MILAN WITH A FAST TRAIN
COSTS 48 EURO

PERFECT. CAN I PAY BY CREDIT CARD?

OF COURSE SIR. HERE ARE YOUR TICKETS

THANKS A LOT, GOODBYE

THANKS TO YOU, HAVE A NICE JOURNEY

VARIANTI

CI SONO DELLE RIDUZIONI PER I BAMBINI?

ARE THERE ANY REDUCTIONS FOR CHILDREN?

SI, C'E' LO SCONTO DEL 10% PER I BAMBINI SOTTO I
DODICI ANNI

YES, THERE IS A REDUCTION OF 10 PER CENT FOR
CHILDREN UNDER TWELVE

VORREI VIAGGIARE IN ITALIA PER DIECI GIORNI IN TRENO. MI POTREBBE CONSIGLIARE LA SOLUZIONE MIGLIORE?

I WOULD LIKE TO TRAVEL IN ITALY FOR TEN DAYS BY TRAIN. WHICH IS THE BEST WAY TO DO IT?/WHAT WOULD YOU SUGGEST?

IL MODO MIGLIORE è ACQUISTARE UNA FLEXI RAIL CARD VALIDA PER DIECI GIORNI. QUESTO LE CONSENTIRA' DI VIAGGIARE SULLA MAGGIOR PARTE DEI TRENI ITALIANI
THE BEST WAY IS TO BUY A FLEXI RAILCARD VALID FOR TEN DAYS. THIS ALLOWS YOU TO TRAVEL ON THE MAJORITY OF THE ITALIAN TRAINS

LESSICO

BIGLIETTO **TICKET**
BIGLIETTO DI ANDATA E RITORNO **RETURN TICKET**
BIGLIETTO DI SOLA ANDATA **ONE WAY TICKET,**
SINGLE
ORARIO DEI TRENI **TRAIN TIMETABLE**
PRENOTARE **TO BOOK, TO RESERVE**
POSTO **SEAT**
TRENO VELOCE **FAST TRAIN**
PARTIRE **LEAVE**
ARRIVARE IN UNA CITTA' **ARRIVE IN**
ARRIVARE NELLA STAZIONE DI UNA CITTA' **ARRIVE**
AT
PAGARE **PAY**
CONTANTI **CASH**
CARTA DI CREDITO **CREDIT CARD**
INFORMAZIONI **INFORMATION**
ANDAR BENE **SUIT**

ADATTO SUITABLE
VIAGGIO JOURNEY
FERROVIA RAILWAY
STAZIONE FERROVIARIA RAILWAY STATION
BIGLIETTO FERROVIARIO RAILWAY TICKET
VAGONE LETTO SLEEPING CAR
SCOMPARTIMENTO A DUE LETTI A TWIN BERTH
CABIN
TRENO NOTTURNO

DIALOGO 2 FLIGHT BOOKING

GOOD AFTERNOON, MAY I HELP YOU?

YES, PLEASE I WOULD LIKE TO BOOK TWO SEATS ON A FLIGHT FROM PISA TO LONDON

CERTAINLY MADAME. WHEN WOULD LIKE TO GO?

NEXT SATURDAY IF POSSIBLE

JUST A SECOND SO THAT I'LL CHECK ON MY COMPUTER.

YES, THERE ARE TWO SEATS AVAILABLE ON THE SATURDAY FLIGHT. IT LEAVES FROM PISA GALILEO GALILEI AT TWELVE FORTY AND IT ARRIVES AT LONDON STANSTED AT FIFTEEN TEN.

THAT'S FANTASTIC. IT SUITS ME FINE. CAN YOU GO ON WITH THE BOOKING?

CERTAINLY MADAME. CAN YOU GIVE ME YOUR NAME AND ADDRESS?

CERTAINLY HERE ARE THE ID CARDS

PERFECT MADAME. HOW WOULD YOU LIKE TO PAY?
BY CREDIT CARD IF POSSIBLE.

OF COURSE. YOUR TICKETS WILL BE READY IN THE LATE AFTERNOON

PERFECT. THANKS A LOT. I'LL SEE YOU LATER THEN

VARIANTI

MI DISPIACE IL VOLO DI SABATO E' INTERAMENTE PRENOTATO. LE ANDREBBE BENE QUELLO DI DOMENICA MATTINA?

I'M SORRY BUT THE SATURDAY FLIGHT IS FULLY BOOKED. WOULD THE SUNDAY MORNING FLIGHT SUIT YOU?

BUON GIORNO LA SCORSA SETTIMANA HO PRENOTATO UN VOLO PER LONDRA. PER DEI PROBLEMI DI LAVORO VORREI CAMBIARE QUELLA PRENOTAZIONE. E' POSSIBILE?

GOOD MORNING, LAST WEEK I BOOKED A FLIGHT TO LONDON. DUE TO BUSINESS PROBLEMS I WOULD LIKE TO CHANGE THAT BOOKING. IS THAT POSSIBLE?

SI, E' POSSIBILE. DOVRA' PERO' PAGARE UN ADDEBITO DEL 20 % PER I COSTI AMMINISTRATIVI

YES, IT IS POSSIBLE. YOU WILL HAVE TO PAY A CHARGE OF TWENTY PER CENT FOR ADMINISTRATIVE COSTS

CORSO DI RECUPERO 4 BTUR
LEZ. 2 DEL 13 FEBBRAIO 2010

DIALOGO 3 CAR HIRE

GOOD EVENING SIR, CAN I HELP YOU?

YES, PLEASE. I'D LIKE TO RENT A CAR

CERTAINLY. WHAT TYPE OF CAR DO YOU NEED?

I'D LIKE A MIDDLE SIZE CAR.

WE'VE GOT A FIAT PUNTO AVAILABLE. DOES IT SUIT YOU?

YES, IT SUITS ME FINE.

WHERE WOULD YOU LIKE TO PICK UP THE CAR?

I'D LIKE TO PICK IT UP AT MILAN AIRPORT AND DROP IT OFF AT ROME RAILWAY STATION.

PERFECT SIR.

WHAT ABOUT THE FARE?

THE CAR COSTS 75 EURO PER DAY, ALL INCLUSIVE.

OK. WHAT ABOUT THE INSURANCE?

WE OFFER YOU A CDW, COLLISION DAMAGE WAIVER, IT COVERS ALL RISKS.

OK

DO YOU NEED ANY SPECIAL EQUIPMENT?

I WOULD LIKE A ROOF-RACKS AND A BABY SEAT.

OK SIR. THAT WILL COST YOU 5 EURO PER DAY.

WHAT ABOUT THE PETROL?

YOU'LL HAVE A FULL TANK AND YOU MUST RETURN THE CAR WITH A FULL TANK.

VERY WELL. CAN I PAY WITH A CREDIT CARD?

OF COURSE, SIR. I NEED ALSO YOUR DRIVING LICENCE.

HERE YOU ARE

LESSICO

PRELEVARE LA MACCHINA = PICK UP THE CAR

CONSEGNARE LA MACCHINA = DROP OFF THE CAR

ATTREZZATURA PARTICOLARE = SPECIAL EQUIPMENT

ASSICURAZIONE = INSURANCE

SERBATOIO PIENO = FULL TANK

BENZINA = PETROL

PATENTE = DRIVING LICENCE

PORTABAGAGLI = ROOF-RACKS

SEGGIOLINO PER BAMBINI = BABY SEAT

AUTO DI MEDIA CILINDRATA = MIDDLE SIZE CAR

DIALOGO 4 FERRY CROSSING

GOOD MORNING MADAME, CAN I HELP YOU?

YES, PLEASE. I'D LIKE TO BOOK TWO SEATS ON A FERRY FROM LIVORNO TO BASTIA.

OF COURSE MADAME. WHEN WOULD LIKE TO LEAVE?

NEXT SATURDAY, IN THE MORNING

THERE ARE TWO SAILINGS ON SATURDAY: ONE AT 8 O'CLOCK AND IT ARRIVES IN BASTIA AT 13.00. THE OTHER IS AT 10.30 AND IT TAKES 5 HOURS LIKE THE FIRST.

PERFECT. CAN I BOOK NOW?

YES, YOU CAN, MADAME. THE FARE IS 105 EURO RETURN PER PERSON.

OK. I'VE ALSO A SMALL DOG. ARE PETS ALLOWED ON BOARD?

YES THEY ARE, BUT WE CHARGE 30 EURO.

THAT SUITS ME PERFECTLY. CAN I PAY CASH?

LESSICO

TRAGHETTO = FERRY

POSTI A SEDERE = SEATS

TRAVERSATA = FERRY CROSSING

TRAVERSATA = SAILING

ADDEBITO = CHARGE

ANIMALI DOMESTICI = PETS

AMMESSI = ALLOWED

A BORDO = ON BOARD

TARIFFA = FARE

PHONE CONVERSATION

Buongiorno, mi chiamo elena speranzi, vorrei parlare con l'impiegato che si occupa delle prenotazioni.

Good morning, Elena Speranzi speaking, I'd like to speak with the booking clerk, please

Un attimo signora che glielo passo

Just a moment madame, I'll put you through to the booking clerk

MI dispiace signora. L'impiegato delle prenotazioni è fuori a pranzo. Può richiamare fra dieci minuti

I'm sorry madame, the booking clerk is out for lunch. Could you call back in ten minutes?

CORSO DI RECUPERO 4 BTUR
LEZ. 3 DEL 20 FEBBRAIO 2010

HOTEL PHONE BOOKING

Good morning, Hotel Palace, can I help you?

Good morning, my name's Speranzi and I'm calling from Prato, Italy. I'd like some information about your hotel.

Certainly sir. What do you need to know?

First I'd like to know about the facilities your hotel offers.

Of course sir. We have got single, double and triple bedrooms, all with private facilities. Every room is provided with air-conditioning, minibar, satellite tv, hairdryer and double glazing.

Very well. What about the swimming pool?

Yes sir, we have got a swimming pool and a sauna.

Moreover we offer our customers also a small gym and a fitness centre.

Perfect. How much is a double bedroom per night?

A double bedroom costs 85 euro per night, with breakfast

Ok then. I'd like to book a double room for a week, from the 1st to the 8th of July.

Very well sir, just a moment I'll check the availability. Yes, there is a room available for those dates. Could you give me your name and address sir?

Of course, my name is.....and my address is.....

Perfect sir. We usually require a 20 per cent deposit on the total fare.

Ok. Can I pay by credit card?

Certainly. We'll send you a written confirmation as soon as we receive the money.

Thank you very much then

Thanks to you sir. We look forward to welcoming you in our hotel, bye.

HOTEL CHECK-IN

Good morning sir, can I help you?

Good morning, my name's Speranzi and I have got a reservation in your hotel for two weeks.

Certainly sir. I'll check immediately.

Here you are. Room number 112.

Could you fill in this form and sign at the bottom please?

Here you are.

Could you also give me your documents?

Of course, here's my passport.

Thank you sir, this is your keycard.

Is there a lift?

Just round the corner. A porter will show you to your room.

Thank you very much

HOTEL CHECK-OUT

Good morning, I'd like to check out

Good morning, what room are in?

112 thanks

Here's your bill, sir. It's 625 euro, seven nights in a double bedroom and 30 euro of phone calls.

Thank you.

How would you like to pay sir?

I'd like to pay by credit card. Do you accept Visa?

Yes we do, sir. Here's your receipt.

Thank you. Could you call me a taxi to the railway station?

Certainly. Your taxi will be here in 15 minutes. Have a nice journey back home sir.

Goodbye, thank you

Lessico

Servizi = facilities

Camera doppia = DOUBLE BEDROOM

CAMERA SINGOLA = SINGLE BEDROOM

CAMERA TRIPLA = TRIPLE BEDROOM

NECESSARIO PER FARE THE E CAFFE = tea and coffee making facilities

ASCIUGACAPELLI = HAIRDRYER

DOPPI VETRI = DOUBLE GLAZING

FRIGOBAR = MINIBAR

BAGNO IN CAMERA = PRIVATE FACILITIES

TV SATELLITARE = SATELLITE TV

TELEFONO = TELEPHONE

ARIA CONDIZIONATA = AIR CONDITIONING

ASCENSORE = LIFT, ELEVATOR

PICCOLA PALESTRA = SMALL GYM

PISCINA = SWIMMING POOL

PISCINA COPERTA = INDOOR SWIMMING POOL

CAMPI DA TENNIS = TENNIS COURTS

VISTA SUL MARE = SEA VIEW

GUARDAROBA = CLOAKROOM

CORSO DI RECUPERO 4 BTUR
LEZ. 4 DEL 27 FEBBRAIO 2010

IN A TRAVEL AGENCY

HELLO!

HELLO. CAN I HELP YOU?

YES, I WAS WONDERING IF YOU CAN GIVE ME SOME INFORMATION ABOUT THE VENETIAN RIVIERA.

LET ME SEE, YES, THERE ARE SEVERAL PACKAGES ON OFFER THERE

WE WANTED TO GO FOR A WEEK IN THE SUMMER. CAN YOU TELL ME WHAT IS THE BEST MONTH?

PROBABLY JULY BECAUSE IN AUGUST PRICES TEND TO BE HIGHER WHEN MOST OF THE ITALIANS TAKE THEIR HOLIDAYS. HERE ARE SOME BROCHURES.

SO WHAT TYPE OF ACCOMMODATION IS AVAILABLE?

THERE ARE HOTELS AND GUEST HOUSES IN ALL PRICE RANGES. THIS PAGE GIVES YOU AN IDEA OF WHAT'S ON OFFER.

THANKS

THERE'S A GOOD OFFER FOR THE THREE STAR HOTEL MAJESTIC HERE, ONE WEEK, SEVEN DAYS AND SIX NIGHTS FOR 700 EURO, INCLUDING BREAKFAST, DINNER, FLIGHTS AND TRANSFERS. THAT'S THE PRICE PER PERSON IN A DOUBLE ROOM. IF YOU WANT A SINGLE ROOM YOU'LL PAY A SUPPLEMENT.

THAT SOUNDS INTERESTING

A letter of enquiry is a letter that a tourist writes to a Tourist Information Office (for example the APT) in order to receive information about a region or a country he intends to visit.

Dear Sirs,
As I am planning to spend my summer holidays in your region with my family, I would like to receive your most recent brochures, accommodation list as well as transport information.
I am looking forward to receiving your prompt reply
Yours faithfully,

A reply to an enquiry is a letter written by a tourist information officer accompanying the sending of illustrative material to a tourist who has requested it.

Dear Sir/Madame,
Thank you for your letter dated 20th February.
Herewith enclosed you will find our most recent brochures and the other material you request.
We are looking forward to welcoming you to our region next summer,
Yours faithfully,

Words and expressions in tourism writing

MOLTO NOTO	WELL KNOWN, FAMOUS, POPULAR
MAESTOSO	MAJESTIC
INCANTEVOLE	ENCHANTING
AFFASCINANTE	CHARMING
IMPAREGGIABILE	INCOMPARABLE
SPETTACOLARE	SPECTACULAR
MOZZAFIATO	BREATHTAKING, STUNNING
PRINCIPALE	MAJOR, MAIN
IMPRESSIONANTE	IMPRESSIVE
SORPRENDENTE	SURPRISING, AMAZING
IMPONENTE	IMPOSING, OUTSTANDING
ATTRAZIONE	ATTRACTION, HIGHLIGHT
META	DESTINATION, AIM
PATRIMONIO	HERITAGE
ARCHITETTURA	ARCHITECTURE
INTERNO	INTERIOR
CAPOLAVORO	MASTERPIECE
OPERA D'ARTE	WORK OF ART
VISTA	VIEW
VISTA (BELLEZZA)	SIGHT
GIRO TURISTICO	SIGHTSEEING TOUR
LOCALITA' TURISTICA	RESORT
LOCALITA' BALNEARE	SEASIDE RESORT
LOCALITA' MONTANA	MOUNTAIN RESORT
PAESAGGIO	LANDSCAPE
GALLERIA D'ARTE	ART GALLERY

FACCIATA		FAÇADE
ESPLORARE		EXPLORE
ESSERE COSPARSO DI		TO BE DOTTED WITH
DOMINARE		DOMINATE
COMPRENDERE (INCLUDERE)		INCLUDE
OFFRIRE		OFFER
VANTARE	BOAST	
RISALIRE A		DATE BACK
OSPITARE		TO HOUSE, TO HOST
AMMIRARE		ADMIRE
USARE		USE
AMPIA SCELTA		WIDE CHOICE
AMPIA GAMMA		WIDE RANGE
VARIETA'		VARIETY
INCONTAMINATO		UNSPOILT
SELVAGGIO		WILD
SPLENDIDO		SPLENDID
MERAVIGLIOSO		WONDERFUL
MERAVIGLIOSO		MARVELLOUS
ESCLUSIVO		EXCLUSIVE
POPOLARE	POPULAR	
PITTORESCO	PICTURESQUE	
ELEGANTE		ELEGANT, SMART
COLLINA	HILL	
COLLINARE	HILLY	
NOTEVOLE	REMARKABLE	
SPIAGGIA	BEACH	
SPIAGGIA SABBIOSA		SANDY BEACH
SPIAGGIA SASSOSA		PEBBLE BEACH
SPIAGGIA CON SCOGLI		ROCKY BEACH
DELIZIOSO		DELIGHTFUL
DELIZIOSO (CIBO)		DELICIOUS

PIATTO TIPICO TYPICAL DISH
VECCHIO OLD
ANTICO ANCIENT
MERCATO DELL' ANTIQUARIATO ANTIQUE
MARKET
CAMPAGNA COUNTRYSIDE
SCOGLIERA CLIFF
COSTA FRASTAGLIATA RUGGED COAST
PENDIO SLOPE
SCOSCESO STEEP
VIGNETI VINEYARDS
OLIVETI OLIVE GROVES
STRADINE STRETTE NARROW LANES
TERME SPAS
VALE LA PENA VISITARE = WORTH VISITING
VALE LA PENA VEDERE = WORTH SEEING
VALE LA PENA COMPRARE = WORTH BUYING
VALE LA PENA ASSAGGIARE = WORTH TASTING
AFFOLLATO = CROWDED
DURANTE TUTTO L'ANNO = THROUGHOUT THE
YEAR
BANCHERELLE COLORATE = COLOURFUL STALLS
STABILIMENTI BALNEARI = BATHING ESTABLISHMENTS
PRODOTTI ARTIGIANALI = HANDICRAFTS
VEGETAZIONE RIGOGLIOSA = LUSH VEGETATION
CITTADINE MEDIEVALI = MEDIEVAL TOWNS
PORTO PITTORESCO = PICTURESQUE HARBOUR
INFINITE = ENDLESS
AMBIENTE = ENVIRONMENT
LUSSUREGGIANTE = LUXURIANT, LUSH
PICCOLO VILLAGGIO = HAMLET
INEGUAGLIABILE = UNEQUALLED

TEMPO LIBERO = FREE TIME, LEISURE
INQUINAMENTO= POLLUTION
INQUINATO=POLLUTED
FIUME = RIVER
SPONDA DEL FIUME = RIVER BANK
RIVA DEL LAGO = LAKE SHORE
ATTIVITA' = ACTIVITIES
COMPRENDERE = INCLUDE
VILLAGGI DI PESCATORI = FISHING VILLAGES
CATTEDRALE = CATHEDRAL
ENTE TURISTICO = TOURIST BOARD
DA COSTA A COSTA = COAST TO COAST
ECCELLENTI ACQUISTI = EXCELLENT SHOPPING
VALE LA PENA ESPLORARE = WORTH EXPLORING
ARROCCATO = PERCHED ON, NESTLED
LINEA COSTIERA = COASTLINE
RILASSANTE = RELAXING

ITINERARIES

A BORDO DEL VOSTRO VOLO PER
ON BOARD YOUR FLIGHT TO

ALL'ARRIVO = ON ARRIVAL

SARETE PORTATI A = YOU'LL BE DRIVEN TO

NEL VOSTRO PRIMO GIORNO
ON YOUR FIRST DAY

GIRO TURISTICO DELLA CITTA'

A SIGHTSEEING TOUR OF THE CITY

VEDRETE = YOU WILL SEE

AMMIRERETE = YOU WILL ADMIRE

VISITERETE = YOU WILL VISIT

ESPLORERETE = YOU WILL EXPLORE

TROVERETE = YOU WILL FIND

PROCEDERETE PER = YOU WILL PROCEED TO

CENA E PERNOTTAMENTO IN ALBERGO

DINNER AND OVERNIGHT STAY IN YOUR HOTEL

TORNERETE AL VOSTRO ALBERGO

YOU WILL RETURN TO YOUR HOTEL

PUNTANDO VERSO OVEST

HEADING WEST

ATTRAVERSARE CON UN MEZZO

DRIVE THROUGH

RICCO DI

RICH IN

RAGGIUNGERE

TO REACH

L'INTERA GIORNATA

THE WHOLE DAY

SARA' DEDICATA A

WILL BE DEVOTED TO

PARTENZA LA MATTINA PRESTO
EARLY MORNING DEPARTURE

ARRIVO NEL TARDO POMERIGGIO
ARRIVAL IN THE LATE AFTERNOON

FARETE L'ESPERIENZA DI
YOU WILL EXPERIENCE