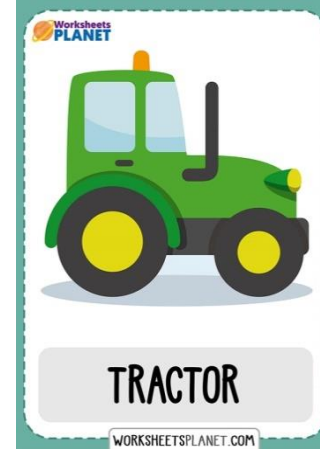
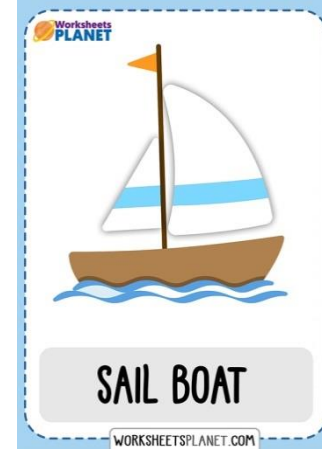
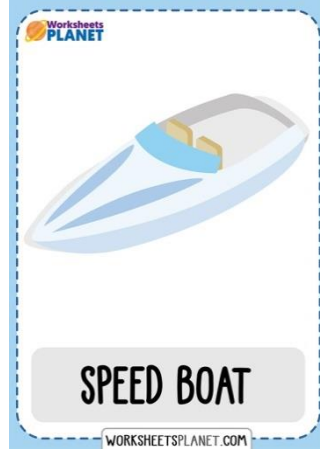


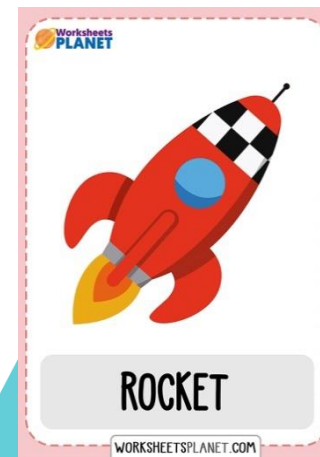
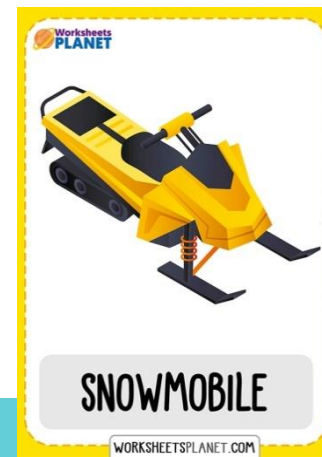
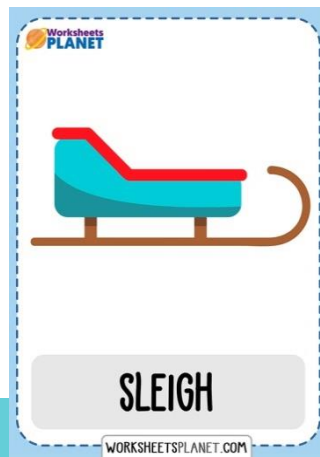


# Unit 2

# Getting there



# Means of transport



**Gondola,  
Venice (Venezia),  
Italy**



**Shinkansen  
(Bullet train),  
Japan**



**Camel,  
Egypt**



**Junk boat,  
Halong Bay,  
Vietnam**



# What is important when choosing a means of transport?

## Student backpacker

- price
- flexibility
- safety

## Frequent business traveller

- speed
- punctuality
- productive use  
of time during  
the journey

## Family with two children

- safety
- comfort
- flexible

Note: there are various purposes for travelling and each of them has its own priority for concerns.

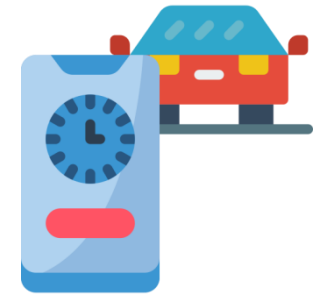




# The advantages of different forms of transport

## B: Car hire

- Travel door-to-door / relatively inexpensive
- Departure and arrival times are flexible.
- Easy to change the route
- Easy and painless when transporting luggage



## C: Air travel

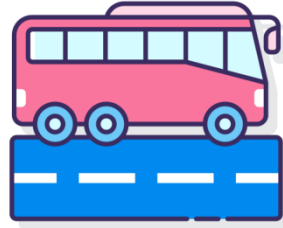
- Accidents are rare; a very safe form of transport
- High speed for international trips
- Passengers can work while travelling.
- The cost per mile is usually competitive.
- Catering is often provided.



# The advantages of different forms of transport

## G: Coach travel (not bus)

- Tickets are relatively cheap.
- Network covers many destinations.
- A low stress way of travelling
- A flexible means of transport that can use to visit several attraction in the region



## H: Rail travel

- A relatively comfortable way to travel
- High inter-city speeds
- Passengers can work while travelling.
- It's comparatively stress-free.





# The disadvantages of different forms of transport



## A: Air travel

- Frequently delays
- Complicated procedures before departure
- Can only travel between big cities

09:15	Aberdeen	BD674	Delayed to 10:55
09:45	Newcastle	BA1326	Cancelled
09:55	Glasgow	BA1476	Cancelled
09:55	Durham Tees	GF5232	Cancelled
09:55	Cork	AA8025	Delayed to 11:10
10:05	Dublin	AA7991	Delayed to 11:35



## D: Car hire

- Traffic congestion is a risk.
- Accidents are more frequent than other forms.
- Passengers cannot work while travelling.



# The disadvantages of different forms of transport

## E: Rail travel

- Doesn't cover all destination
- Passengers have to carry and manage their own luggage on board.
- It's generally more expensive than road travel.



## F: Coach travel

- It is a relatively slow form of transport.
- There isn't usually any on-board catering.
- Can't move around the vehicle
- Not very comfortable for longer journeys.







# Transport in China



Fuxinghao High-Speed Train



Hexiehao High-Speed Train



Normal-Speed Train



Normal-Speed Train



# Transport in China

## A tourist getting advice

1. Soft Sleeper class is the most comfortable and the most expensive.

There are four berths in each compartment and there's a table with tablecloth, and they usually provide hot water for making tea.

The compartment door has a lock and there's a smart-dressed attendant to

look after each car.

one of the separate sections of a train





# Transport in China

A tourist getting advice

2. Hard Sleeper berths are reasonably comfortable and bedding is supplied.  
Newer trains have power sockets for laptops and mobiles.



# Transport in China

A tourist getting advice

3. Hard Seat class has three people sitting side by side. They're fine for short journeys – short distance daytime trains only have Hard class seats. But it's an uncomfortable way to travel for longer journeys.





# Transport in China

A tourist getting advice

4. Soft Seat class is more expensive. It's about the same price as Hard Sleeper but I would recommend it for any journey over two hours.





VIP Sightseeing Tickets



Business Class Tickets



First Class Tickets



Second Class Tickets







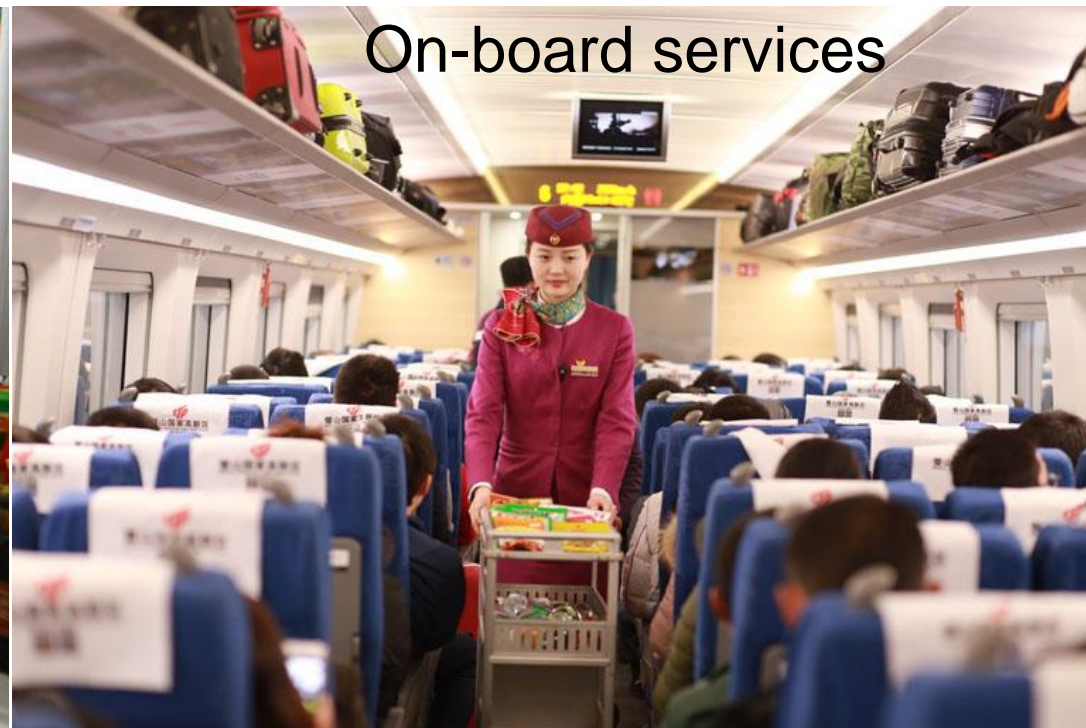
Bullet Train Sleepers



power sockets



bar counter



On-board services



# Journeys



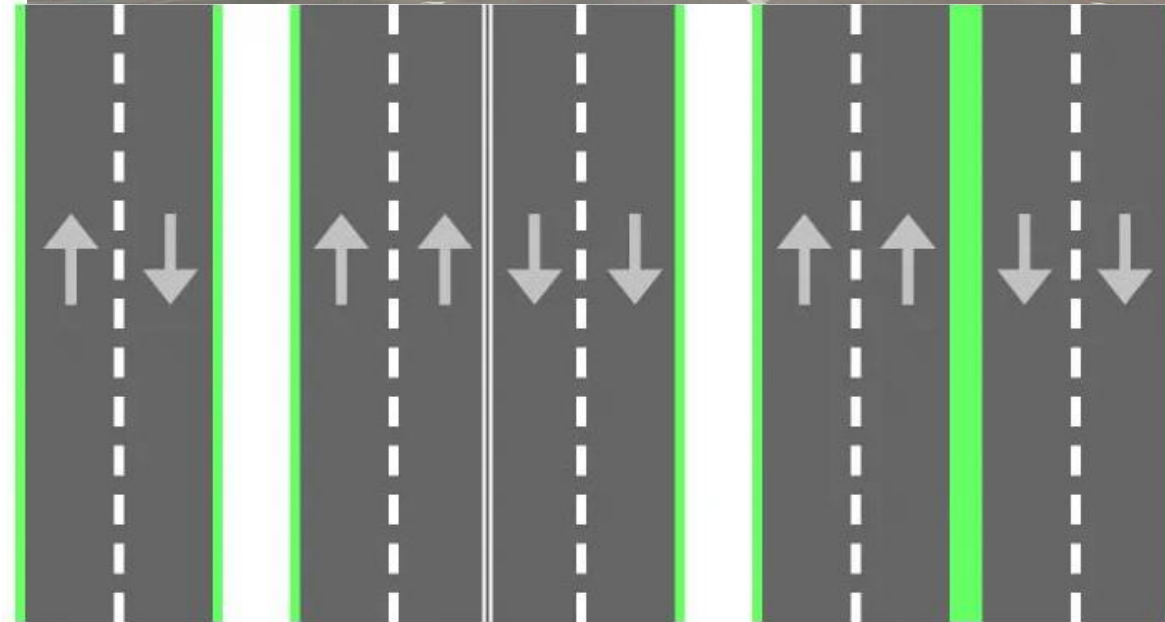
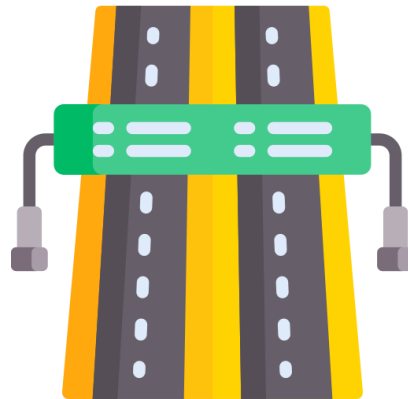
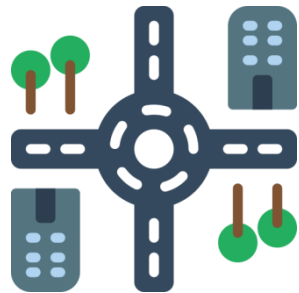


# Vocabulary

Journeys: Road, Rail, Air, and Sea



carriageway = road  
petrol station (filling station)  
roundabout (traffic circle)  
toll bridge  
traffic lights  
+motorway (highway)



Single carriageway  
(two lanes)

Single carriageway  
(four lanes)

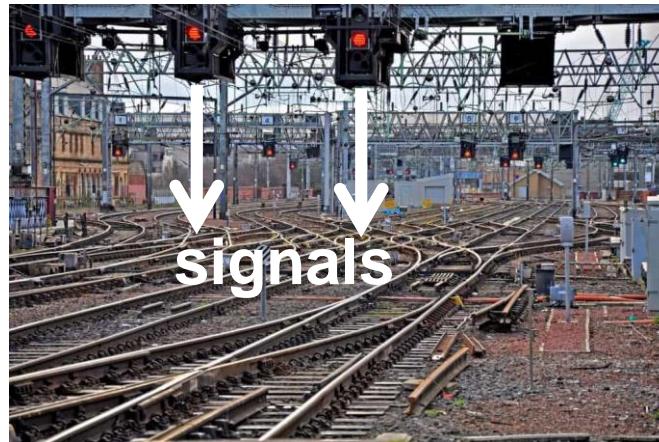
Dual carriageway  
(two lanes in each direction)

# Journeys

## Road, Rail, Air, and Sea



carriage/coach  
dining car  
platform  
signals  
sleeper  
+ station  
+ tracks





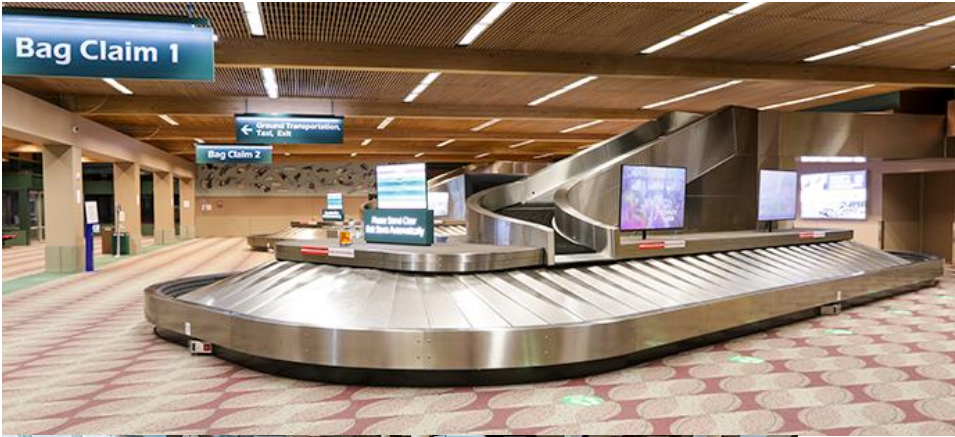
Gare du Nord railway station





# Journeys

Road, Rail, Air, and Sea



baggage claim  
departure lounge



runway  
stopover

+ aisle  
+ gate



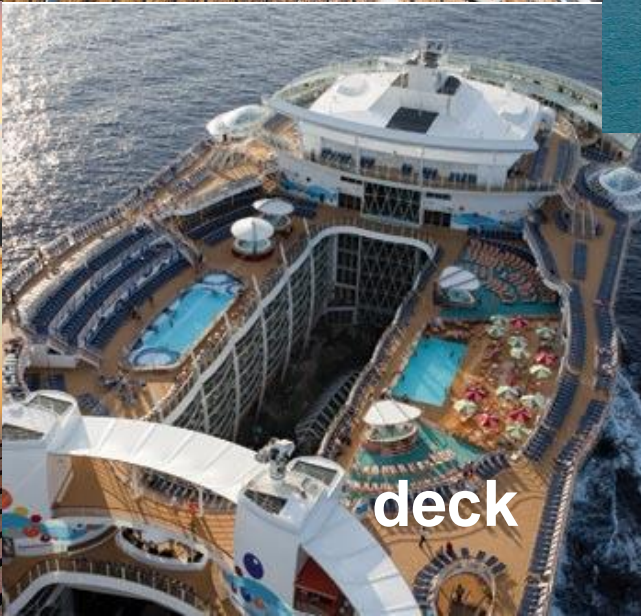
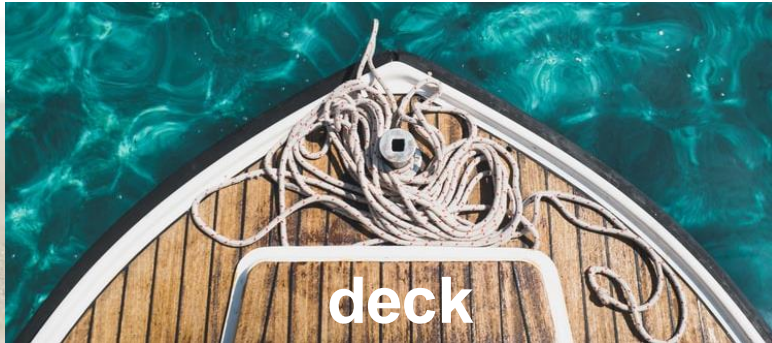


# Journeys

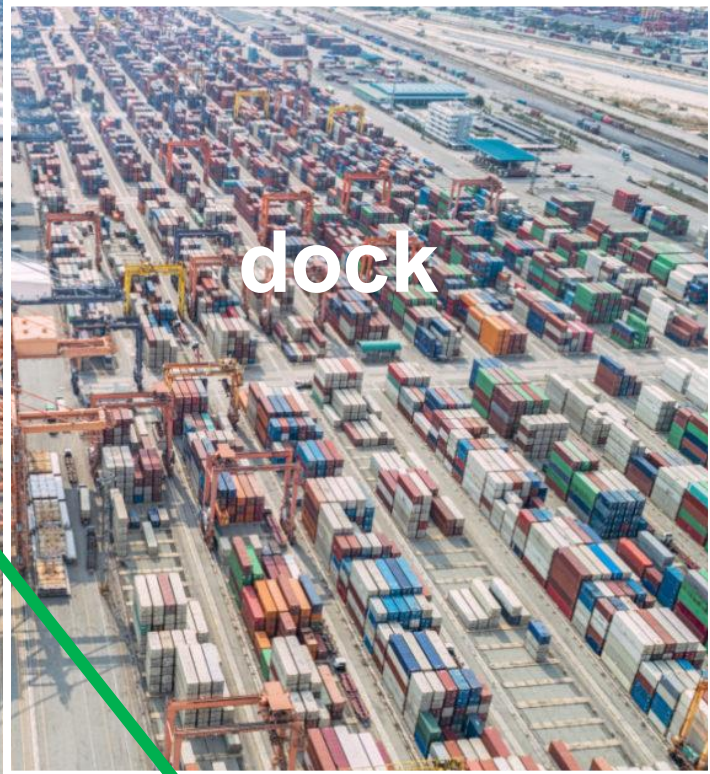


Road, Rail, Air, and Sea

ashore, deck, harbour, purser, starboard, + port, +dock



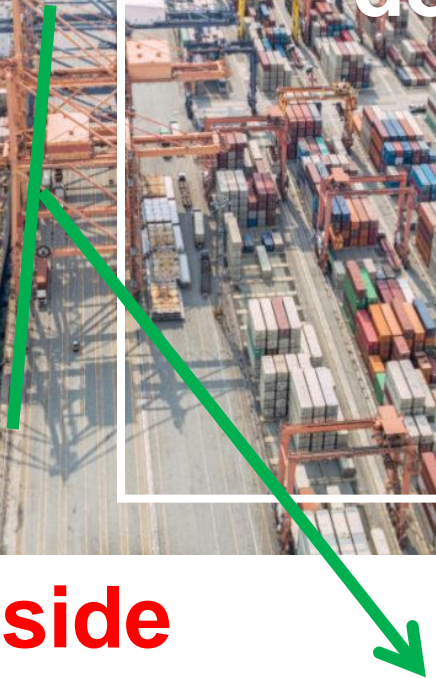




dock



starboard side



port side



port



dock





## Exercise 2 page 18



**Complete the travel announcements with words from  
Exercise 1: Journeys: Road, Rail, Air, and Sea  
(as homework)**

**Ex.** Please mind the gap between the train and  
the platform when leaving the train.



# Homework 2

1. Please mind the gap between the train and the platform when leaving the train.
2. We expect heavy traffic congestion and long delays on the northbound carriageway after a coach collided with a lorry at junction 14.
3. Will all passengers requiring a landing card please speak to the purser before going ashore.
4. Lunch will be served in the dining car between twelve and two o'clock.





# Homework 2

5. Will all passengers for flight BA5074 to Cairo please make their way to the departure lounge where your aircraft is waiting to depart from gate number 56.
6. The captain invites all first-class passengers to join him for cocktails on the upper deck.
7. Turn left and drive straight on for 500 metres. At the first roundabout, take the third exit. Drive on for three kilometres.
8. Passengers arriving from Brussels please proceed to the baggage claim where your luggage will arrive shortly.



# Professional skills: Dealing with the public





# Dealing with customers' problems

- ✓ Listen actively. Stop what you are doing and look at the customer.
- ✓ Ask question to clarify any facts or obtain missing information.
- ✓ Show empathy by telling the person that you understand how he or she feels.
- ✓ Reassure the customers by promising something that you will do to improve.
- ✓ Use: I'll... or We'll..., for example, I'll find out for you. We'll look into it for you.



- X Interrupt the customer. Be patient and wait until they have finished speaking.
- X Argue with the customer or blame colleagues.
- X Make excuses even if the situation isn't your fault.





Thank you