

CONTENTS CHART

UNIT TITLE	FOCUS ON FUNCTIONS	TASKS BASED ON TOURISM SITUATIONS
1 Welcome to our town (page 4)	<ul style="list-style-type: none"> Presenting local tourist attractions Providing information on tourist attractions 	Write a leaflet on the guided tours of the Budvar brewery.
2 Tourist information office (page 7)	<ul style="list-style-type: none"> Providing a tailored service in a tourist information centre Making a reservation by phone 	Recommend a suitable hotel in South Bohemia to a young couple.
3 Hotel services (page 10)	<ul style="list-style-type: none"> Tasks and responsibilities of the hotel receptionist Receiving guests at a hotel reception desk 	Take two telephone messages and note them down.
4 Hotel facilities (page 13)	<ul style="list-style-type: none"> Presenting hotel facilities Payment queries; paying a bill 	Explain the items on a bill to a hotel guest.
5 Food and beverage (page 16)	<ul style="list-style-type: none"> Cooking methods Describing dishes and advising guests on local dishes 	Write a recipe of a speciality offered in a local hotel.
6 Guest service (page 19)	<ul style="list-style-type: none"> Types of menu cards Taking orders for a starter, main course and a dessert 	Recommend a festive menu to a client.
7 Problems and complaints (page 22)	<ul style="list-style-type: none"> Rules for dealing with complaints Handling complaints in a restaurant and at a hotel reception desk 	Write a reply to a letter of complaint.
8 Travel and transport (page 25)	<ul style="list-style-type: none"> Explaining the means of local transport Giving directions 	Inform a tourist about the modes of transport from Český Krumlov to V. Havel Airport.
9 Events (page 28)	<ul style="list-style-type: none"> Informing a tourist about sports activities and cultural events Exchanging money 	Write an email confirming the arrangements a tourist asked for.
10 Emergencies (page 31)	<ul style="list-style-type: none"> Distressing situations Dealing with hotel guests' problems 	Explain to your client what to do in case their bag and travel documents have been lost/stolen.