

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 attractionsProviding 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 centreMaking 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 receptionistReceiving 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 facilitiesPayment 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 methodsDescribing 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 cardsTaking 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 complaintsHandling 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 transportGiving 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 eventsExchanging money	Write an email confirming the arrangements a tourist asked for.
10 Emergencies (page 31)	<ul style="list-style-type: none">Distressing situationsDealing with hotel guests' problems	Explain to your client what to do in case their bag and travel documents have been lost/stolen.