

UNIT 1



In this unit you will learn...

- what to say at the airport and on board a plane
- vocabulary for planning and preparing for a trip
- names of countries and cities



Struck by Wanderlust

Travelling has always been Henri's passion. He has saved up some money and now he's getting ready to travel around the world. He'll first fly to London where he'll meet his friend Tom and Tom's daughter Zoe, who will join him for the journey around the world.

There are a lot of things that Henri needs to do to prepare for the trip. He has to make sure that his vaccinations and travel insurance are valid. He also needs to plan carefully what to pack for the trip. Even though Henri has a credit card, he wants to exchange some cash into other currencies in advance in Finland. Henri can't wait to start the journey!

“A journey of a thousand miles begins with a single step.”

Lao Tzu, Chinese philosopher

struck by wanderlust (strike*) [strʌk baɪ wɒndərlʌst]	matkakuumeen kourissa	vaccination [væksiineɪʃn]	rokotus
strike, struck, struck [straɪk strʌk strʌk] *	iskeä	insurance [ɪn'ʃʊərəns]	vakuutus
wanderlust [wɒndərlʌst]	matkakuume, kaukokaipuu	valid [vælid]	voimassa oleva
passion [pæʃn]	intohimo	carefully [keəfəli]	huolellisesti
save up [seɪv ʌp]	säästää	pack [pæk]	pakata
get* ready [get redi]	valmistautua	exchange [ɪk'stʃeɪndʒ]	vaihtaa (rahaa)
journey [dʒəʊni]	matka	cash [kæʃ]	käteinen raha
prepare [priɪpeə]	valmistautua, valmistella	currency [kʌrənsi]	valuutta
		in advance [ɪn əd'vɑːns]	etukäteen



1 Discuss with your partner.

1. Have you ever dreamed about travelling around the world? Why/why not?
2. Do you know anybody who has travelled around the world? Where did they go?
3. If you decided to travel around the world, what places would you like to visit?
4. If you decided to travel around the world, when would you travel?
Who would you take with you?
5. What are the good and bad things about travelling?

STOPOVER

Finnish People's Top 10 Travel Destinations for 2012-2022

- | | |
|---|-------------|
| 1. Estonia | 6. the UK |
| 2. Sweden | 7. Italy |
| 3. Spain (including the Canary Islands) | 8. Norway |
| 4. Germany | 9. Greece |
| 5. Russia | 10. Denmark |

Finns also like to visit Turkey, the United States and Thailand, even though they didn't make it into the Top 10 list.

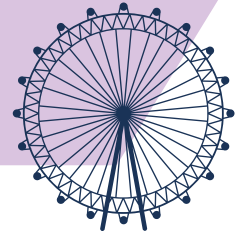
Source: Statistics Finland 2022

UNIT 2



In this unit you will learn...

- what to say in hotel situations
- how to be polite in English
- vocabulary for transportation
- city vocabulary



A Flying Visit

Destination info: United Kingdom

NAME: United Kingdom of Great Britain and Northern Ireland

POPULATION: about 68 million

CAPITAL: London

LANGUAGES: English, Welsh, Scots, Gaelic

CURRENCY: British pound sterling - GBP

GEOGRAPHY: The United Kingdom (the UK) is a state that consists of four countries: England, Scotland, Wales and Northern Ireland. It includes the island of Great Britain, the north-eastern part of the island of Ireland, and many smaller islands. Together all these islands form the British Isles.

FUN FACT: Llanfairpwllgwyngyllgogerychwyrndrobwllllantysiliogogoch is the name of a village in Wales.

The first destination on the trip around the world for Henri is London, where he will join his travel companions. He is really looking forward to meeting up with his British friend Tom and his teenage daughter, Zoe. Henri and Tom have been friends for over twenty years and first met while studying at Cardiff University in Wales. Before starting the trip together around the world, Tom has promised Henri that they will go on a special sightseeing tour of London.

Whenever Henri visits the UK he often learns something new about Brits and how they communicate. Small talk and politeness are very important in the UK, for example, you can never say ‘please’ and ‘thank you’ too much!

“When a man is tired of London, he is tired of life...”

Samuel Johnson, English author

flying visit [flaɪɪŋ vɪzɪt]
destination [destɪ'neɪʃən]

companion [kəm'pæniən]

look forward to sth
[lʊk fɔ:wəd (tə sɪmθɪŋ)]

meet up (with sb)
[mi:t ʌp (wið sɪmbədi)]

pikavierailu
määränpää;
matkakohde

kaveri,
kumppani,
seuralainen

odottaa
(innolla) jtk
tavata (j)k

teenage [ti:neɪdʒ]

university [ju:ni'vɜ:sɪti]

special [speʃəl]

sightseeing tour [saɪtsi:ɪŋ tuə]

Brit [brɪt]

communicate [kə'mju:nikeɪt]

small talk [smɔ:l tɔ:k]

politeness [pə'laitnəs]

important [ɪm'pɔ:tənt]

for example [fər ɪg'zɑ:mpəl]

teini-ikäinen

yliopisto

erityinen

kiertoajelu

britti

kommunikoida

jutustelu

kohteliaisuus

tärkeä

esimerkiksi

STOPOVER

Look forward to

Look forward to is a common polite phrase in English. It means to be pleased or happy about something that is going to happen. For example, *I'm looking forward to my holiday. Or, Henri is looking forward to seeing Tom.* This expression is usually used in the present continuous tense.

A taxi ride from the airport



Information desk:

Good afternoon. How can I help you?

Henri: Good afternoon. Er..., I'm afraid I forgot to book a taxi in advance to get to central London. Could you please tell me where I could find a taxi?

Information desk:

Certainly, I can give you a phone number to book a taxi, or I can give you some directions to the closest taxi rank for a black cab.

Henri: Okay, I think the easiest and quickest way would be a black cab. Could you tell me where the closest taxi stand is please?

Information desk:

Go straight down the escalator to the arrivals hall, use the exit and look for bus stop 12. The taxi stand is opposite the bus stop.

Henri: Thank you for your help. Have a nice day.

Information desk:

You're welcome, have a nice day.

Taxi driver: Can I help you with your bags?

Henri: Yes please, they're a bit heavy.

Taxi driver: No worries, where would you like to go?

Henri: I'd like to go to Mayfair in London to the, uh..., Holmes Hotel. How much will it cost?

Taxi driver: The taxi fare from here to Mayfair is about fifty pounds.

Henri: Ok, that's fine, how long will it take to get to the hotel?

Taxi driver: If the traffic isn't too bad it should take about thirty minutes.

Henri: That's great.

Taxi driver: Are you here on holiday?

Henri: I'm visiting a friend and we'll be doing some sightseeing. This is just a flying visit though because I'll be travelling with my friend to Miami in a couple of days.

Taxi driver: That sounds nice, I think the weather in Miami will be much better than here in London. Where are you from?

Henri: I'm from Finland. Do you know Helsinki?

Taxi driver: Yes, a lovely place, I visited Helsinki a few years ago. I had a sauna and it was very hot!...Here we are, Holmes Hotel. So, that's forty-eight pounds please.

Henri: Thanks, can I pay with my credit card?

Taxi driver: Yes...thank you. Would you like a receipt?

Henri: No thanks, I don't need it. Thank you and have a nice day.

Taxi driver: Thanks, have a great time in London!

direction [di'rekʃən]	(reitti)ohje	bag [bæg]	laukku, matkalaukku
closest [kləʊsɪst]	lähin	heavy [hevi]	painava
taxi rank (BrE); taxi stand (AmE) [tæksi ræŋk, tæksi stænd]	taksitolppa	no worries [nəʊ wɒrɪz]	ei haittaa
black cab [blæk kæb]	(Lontoon) taksi	taxi fare [tæksi feə]	taksin hinta
easiest [i:ziəst]	helpoin	traffic [træfɪk]	liikenne
quickest [kwɪkɪst]	nopein	a couple of [ə kʌpəl ɒv]	pari
escalator [eskəleɪtə]	liukuportaat	sounds nice [saundz najs]	kuulostaa kivalta
arrivals hall [ə'raɪvəlz hɔ:l]	tuloaula	weather [weðə]	sää
exit [eksɪt]	uloskäynti	lovely [lʌvli]	ihana
bus stop [bʌs stɒp]	bussipysäkki	hot [hɒt]	kuuma
opposite [ɒpəzɪt]	vastapäätä	credit card [kredit kɑ:d]	luottokortti
		receipt [ri:si:t]	kuitti

4 Answer the questions about Text 1.

1. Where is the taxi stand?
2. How much is the taxi fare?
3. How long will it take to get from the airport to the hotel?
4. What does the taxi driver say about Finland?
5. How many times does Henri say the word 'please'?



Hotel English *Hotellienglantia*

Arriving at a hotel

Do you have a reservation?

I have a reservation under the name of Korhonen.

Do you have rooms available?

I would like a non-smoking double room for two nights.

Could you spell your last name, please?

Could you fill in this form, please?

Could I have your credit card, please?

Here is your room key.

Your room is on the seventh floor, number 704.

Breakfast is included in the price.

It is served from seven to ten.

The lift (BrE) / elevator (AmE) is around the corner.

Do you need help with your bags?

– No, thanks, I'll manage.

Would you like to have a wake-up call?

Checkout time is at noon.

There is free parking in the car park next door.

Do you need help with anything else?

If you have any questions, just let us know.

Enjoy your stay!

During your stay

Could I have some pillows/blankets/toilet paper/soap/shampoo/clean towels, please?

We need housekeeping service, please.

Please, clean the room / make up the room.

Do not disturb.

The room is noisy/dirty/ too cold / too hot

Saapuminen hotelliin

Onko teillä varaus?

Kyllä, minulla on varaus nimellä Korhonen.

Onko teillä huoneita saatavilla?

Haluaisin savuttoman kahden hengen huoneen kahdeksi yöksi.

Luettelisitteko sukunimenne kirjain kirjaimelta?

Täyttäisittekö tämän lomakkeen, kiitos?

Saisinko luottokorttinne?

Tässä on huoneenne avain.

Huoneenne on seitsemännessä kerroksessa, numero 704.

Aamiainen sisältyy hintaan.

Se on tarjolla seitsemästä kymmeneen.

Hissi on nurkan takana.

Tarvitsetteko apua laukkujenne kanssa?

– Ei kiitos, pärjään kyllä.

Haluaisitteko herätyssoiton?

Uloskirjautuminen on kello kaksitoista.

Voitte pysäköidä ilmaiseksi naapurissa olevaan parkkihalliin.

Tarvitsetteko apua jossakin muussa asiassa?

Jos teillä on kysymyksiä, kertokaa meille.

Nauttikaa vierailusta!

Vierailun aikana

Saisinko tyynyjä/peittoja/vessapaperia/saippuaa/shampoota/puhtaita pyyhkeitä, kiitos?

Tarvitsemme siivouksen.

Siivous, kiitos (lappu ovesa)

Älä häiritse (lappu ovesa)

Huone on meluisa/likainen/ liian kylmä / liian kuuma.

There are insects in the room.
 The TV / air-conditioning / heater
 is not working.
 The toilet is broken / clogged.
 I've lost my room key.
 My room key card doesn't work.

Huoneessa on hyönteisiä.
 TV / ilmastointi / lämmitys ei toimi.
 Vessanpönttö on rikki / tukossa.
 Olen hukannut huoneeni avaimen.
 Huoneeni avainkortti ei toimi.

When leaving the hotel

I would like to check out.
 Did you take anything from the minibar?
 I've already paid for the room.
 I hope you had a pleasant stay with us.
 Welcome again!

Hotellista lähtiessä

Haluaisin kirjautua ulos.
 Otitteko jotain minibaarista?
 Olen jo maksanut huoneen.
 Toivottavasti vierailunne meillä oli miellyttävä.
 Tervetuloa uudelleen!

STOPOVER

Ground floor / First floor

In British English, the entrance level of a building is called the ground floor. The floor level above the ground floor is the first floor. In American English, the entrance level is called the first floor, and the floor level above that is the second floor.



8 Listen to the following discussions at a hotel. Answer the questions in English or in Finnish.

1. What kind of room does the hotel guest want to reserve?
2. How much is the breakfast?
3. What is the room number?

4. What problem does the hotel guest have?
5. What else does the guest ask the receptionist?

6. What is the last thing that the receptionist does to help the hotel guest?



9 Practise the dialogues with a partner.

a) Checking in

Student A

Hei, miten voin auttaa? Onko teillä varaus?

No, I don't. I'd like to book a room for two people for tonight.

Kiitos. Haluaisitteko huoneen parisängyllä vai huoneen, jossa on kaksi erillistä sänkyä?

I'd like a twin room, please. How much is it?

Se maksaa 120 euroa.

Is breakfast included in the price?

Ei, se on 15 euroa per henkilö.

OK, I'll take it.

Kiitos. Tässä on huoneenne avainkortti. Huoneenne on kolmannessa kerroksessa, ja huoneen numero on 327.

Thank you. Where is the lift/elevator?

Se on tuolla kulman takana. Nauttikaa vierailustanne!

Thanks, have a nice day!

b) Checking out.

I'd like to check out, please.

Mikä on huoneenne numero?

It's three hundred (and) twenty-seven.

Otitteko mitään minibaarista?

No, I didn't.

Huoneenne on jo maksettu. Toivottavasti vierailunne meillä oli miellyttävä.

Yes, it was great, thank you.

Tervetuloa uudestaan!

Student B

Hi, how can I help you? Do you have a reservation?

Ei ole. Haluaisin varata huoneen kahdelle hengelle täksi yöksi.

Thank you. Would you like a double room or a twin room?

Haluaisin huoneen, jossa on kaksi erillistä sänkyä, kiitos. Kuinka paljon se maksaa?

It costs 120 euros.

Sisältyykö aamiainen hintaan?

No, it's 15 euros per person.

OK, otan sen.

Thank you. Here is your room key card. Your room is on the third floor, and the room number is three hundred (and) twenty-seven.

Kiitos. Missä hissi on?

It's over there, around the corner. Enjoy your stay!

Kiitos, mukavaa päivänjatkoa!

Haluaisin kirjautua ulos.

What is your room number?

Se on 327.

Did you take anything from the minibar?

Ei, en ottanut.

You have already paid for the room. I hope that you had a pleasant stay with us.

Kyllä oli, kiitos.

Welcome again!

UNIT 5



In this unit you will learn...

- how to book a table at a restaurant
- vocabulary and phrases for restaurant situations
- vocabulary related to food and drinks
- how to deal with communication problems

Mex-cellent food!

Destination info: Mexico

NAME: United States of Mexico

POPULATION: about 130 million

CAPITAL: Mexico City

LANGUAGES: Spanish and many indigenous languages, like Mayan languages. Mexico has the most Spanish speakers in the world.

CURRENCY: Mexican peso - MXN

GEOGRAPHY: Mexico is located in the southern portion of North America between the United States and Central America, between the Pacific Ocean and the Gulf of Mexico. It is the 13th largest country in the world by total area, and it has the largest number of Spanish-speakers in the world.

FUN FACT: In 2010 Mexican cuisine was recognised by UNESCO as a cultural heritage.

The next destination on the trip around the world is Cancun, Mexico. Henri, Tom and Zoe have never been to Mexico before and they can't wait to taste the delicious food and drinks Mexico has to offer. Tom is especially eager to try authentic Mexican food because he's read many online reviews about the unique blend of flavours and ingredients that are used.

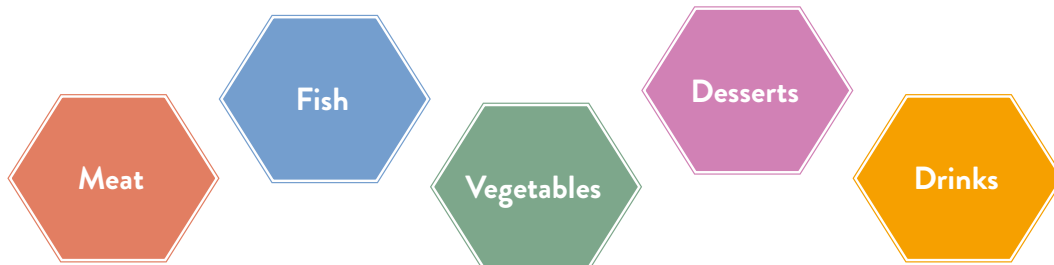
Tom has promised to book the tables for the different restaurants they'll be visiting. He's done lots of research online about the best places to visit and also the types of dishes he wants to try. Top of the list are quesadillas and a chilli-chocolate sauce called mole. Even though Tom doesn't speak any Spanish he's confident that there won't be any communication problems, booking tables should be a piece of cake!

“You have to taste a culture to understand it.”

Deborah Cater, Travel writer

delicious [di'li:ʃəs]	herkullinen	dish [di:ʃ]	ruokalaji
eager [i:gə]	innokas	quesadillas [keisa'di:əz]	quesadillat (meksikolainen ruokalaji)
authentic [ɔ:'θentik]	aito	sauce [sɔ:s]	kastike
unique [ju'ni:k]	ainutlaatuinen	confident [kɒnfɪdənt]	itsevarma
blend [blend]	sekoitus	piece of cake [pi:s əv keik]	helppo nakki
flavour [fleivə]	maku		
ingredient [in'gri:diənt]	ainesosa		

1 Work with a partner and say words for each of the following food-related categories. You have one minute for each category.



Best Mexican Food

Henri: I'm so hungry, I could eat a horse!

Zoe: Oh finally, our drinks and the menus are coming!

Waitress: Here you go.

Tom: Thanks. What would you recommend?

Waitress: Our quesadillas are the best in Mexico! Can I take your orders now?

Henri: Umm... I think we need a few more minutes.

Waitress: Are you ready to order?

Henri: Yes, I'd like to have the chicken burrito with extra nachos on the side, please.

Zoe: I'll take the quesadillas with beef, please.

Tom: Can I have the fish tacos and also the mole with pork and rice?

Waitress: Would you like Mexican rice or white rice?

Tom: I'll have Mexican rice, please.

Waitress: Okay, thank you.

Henri: That was the best chicken burrito I've ever had, the guacamole was delicious!

Tom: I agree, the food was worth the wait.

Waitress: How was everything? Are you ready for dessert?

Tom: The food was delightful, but we're all really stuffed. Could we get the bill please?

Waitress: Ok, together or separately?

Tom: Together please. This meal is on me.

Henri: Okay, thanks a lot!



* * *

Waitress: So, here is the bill.

Tom: Thanks, um...I'm afraid there seems to be a mistake in the bill. We didn't order any tortillas.

Waitress: Oh...I'm very sorry. I'll go and correct it. Just a minute... Here you are. Sorry about the mistake. Can I bring you some margaritas on the house?

Henri: I won't say no to that!

Zoe: Yes, please, but make it a virgin margarita for me!



recommend [rekə'mend]	suositella
order [ɔ:də]	tilaus
chicken burrito [tʃi:kɪn bə'ri:təu]	kanaburrito (meksikolainen ruokalaji)
extra [ekstrə]	ylimääräinen, lisä-
nachos [nɑ:tʃəuz]	nachot, maissilastut
on the side [ɔn ðə saɪd]	lisäksi, lisukkeena
beef [bi:f]	naudanliha
fish tacos [fɪʃ tɑ:kəuz]	kalatacot (meksikolainen ruokalaji)
mole [məuleɪ]	meksikolainen kastike
pork [pɔ:k]	porsaanliha
guacamole [gwækə'məuleɪ]	guacamole, avokadosta tehty meksikolainen kastike
worth the wait [wə:θ ðə weɪt]	odottamisen arvoinen
How was everything? [hau wəz evriθɪŋ]	Miltä ruoka maistui?

dessert [di'zə:t]	jälkiruoka
delightful [di'laitfəl]	ihastuttava, miellyttävä
stuffed [stʌft]	täynnä
bill [bil]	lasku
together [tə'geðə]	yhdessä
separately [seprətli]	erikseen
This meal is on me [ðis mi:l iz ɔn mi:]	Minä tarjoan tämän aterian
I'm afraid [aim ə'freɪd]	pelkäänpä
mistake [mi'steɪk]	virhe
tortillas [tɔ:'ti:jəz]	tortillat (meksikolainen ruokalaji)
correct [kə'rekt]	korjata
margarita [mɑ:gə'ri:tə]	margarita (alkoholijuoman nimi)
on the house [ɔn ðə haus]	talon puolesta, talon tarjoamana
I won't say no to that! [ai wəʊnt sei nəʊ tə ðæt]	En kieltäydy tuosta!
virgin margarita [və:dʒɪn mɑ:gə'ri:tə]	alkoholiton margarita

14 Answer the questions about text 2.

1. What does the waiter recommend?
2. What do Henri, Tom and Zoe order?
3. What do they think about the food?
4. Who pays the bill?
5. What is wrong with the bill?
6. What does the restaurant offer them free of charge?

15 Fill in the gaps with the following words and expressions.

separately	mistake	recommend	everything
on the house	dessert	orders	stuffed

1. What dish would you _____ here?
2. Can I take your _____ now?
3. How was _____ ?
4. Are you ready for _____ ?
5. We're all really _____ .
6. Together or _____ ?
7. Can I bring you some margaritas _____ ?
8. There seems to be a _____ in the bill.



At a restaurant *Ravintolassa*

Can I see the menu, please.

What would you like to drink?

Are you ready to order?

– **We need a bit more time, please.**

What would you like for a starter/main course/dessert?

Could you tell me what a shepherd's pie is?

I'll have the fish of the day, please.

I'd like the pepper steak with a small salad on the side, please.

Can I have some salt, please?

My food is cold / raw / overcooked / too spicy / too salty.

This isn't what I ordered / expected.

I can't eat this because I'm allergic to X.

I'm a vegetarian / a vegan, so I can't eat this.

I don't eat pork.

I only eat kosher food.

We're in a bit of a hurry. How much longer is it going to take?

This spoon isn't clean. Could I get another one, please?

This glass is dirty.

How was everything?

– **It was delicious/good/okay.**

Can we get the bill (BrE) / check (AmE), please?

– **Together or separately?**

There is a mistake in the bill.

There is something in the bill that we didn't order.

You have overcharged me.

This is not okay.

This is unacceptable!

I want my money back.

Saisinko ruokalistan, kiitos.

Mitä haluaisitte juoda?

Oletteko valmis tilaamaan?

Tarvitsemme hieman lisää aikaa, kiitos.

Mitä haluaisitte alkuruuaksi/pääruuksi/jälkiruuksi?

Voisitteko kertoa, mikä shepherd's pie (= "paimenen piiras") on?

Ottaisin päivän kalan, kiitos.

Ottaisin pippuripihvin pienellä lusukesalaatilla, kiitos.

Saisinko suolaa, kiitos?

Ruokani on kylmää / raakaa / ylikypsää / liian mausteista / liian suolaista.

Tämä ei ole sitä mitä tilasin / odotin.

En voi syödä tätä, koska olen allerginen X:lle.

Olen kasvissyöjä / vegaani, joten en voi syödä tätä.

En syö sianlihaa.

Noudatan kosher-ruokavaliota.

Meillä on kiire. Kuinka kauan tässä vielä kestää?

Tämä lusikka ei ole puhdas. Saisinko uuden, kiitos?

Tämä lasi on likainen.

Miltä ruoka maistui?

Se oli herkullista/hyvää/ihan OK.

Saisimmeko laskun, kiitos?

Yhdessä vai erikseen?

Laskussa on virhe.

Laskussa on jotain, mitä emme tilanneet.

Olette veloittaneet minulta liikaa.

Tämä ei käy päinsä.

En hyväksy tätä!

Haluan rahani takaisin.

STOPOVER

Complaining

Even if you have a good reason to complain, remember to be polite and start your complaint with a softening phrase:

- **I'm afraid** this isn't what I ordered.
- **I'm sorry**, but we're in a hurry. How much longer is it going to take?
- **Excuse me**, but this spoon is not clean. Could I get another one, please?

16A Match the waiter's lines with the customer's lines.

WAITER

1. Good evening. Do you have a reservation? _____
2. Here are the menus.
Can I get you something to drink? _____
3. Here are your drinks.
Are you ready to order? _____
4. Thank you. How would you like your steak cooked? _____
5. Enjoy your meal! _____
6. How was everything? _____
7. Would you like some dessert? _____
8. Would you like something else? _____
9. Cash or card? _____
10. Thank you, and welcome again.
Have a nice evening! _____

CUSTOMER

- a. Together, please.
- b. Yes, under the name of Ranta.
- c. It was delicious!
- d. A glass of red wine and some water, please..
- e. Yes, I'd like a garlic butter steak with steamed vegetables, please.
- f. I'll have a cup of coffee and a scoop of vanilla ice cream, please.
- g. Thanks, you too!
- h. Card, please.
- i. No thanks, just the bill, please.
- j. Well done, please.

16B Listen to the dialogue and check your answers.

16C Practise the dialogue with your partner.

16D Create new dialogues so that you change the details of the dialogue.





17 Listen to three conversations at a restaurant between waiters and customers. What were the problems and how were they solved?

Problem	Solution
1.	
2.	
3.	

18A What can you say in English in the following situations? Use the phrase box to help you, if necessary.

1. The waiter brings you the wrong dish.
2. The food has something in it that you can't eat.
3. Something is wrong with the food.
4. You are in a hurry but your food hasn't come yet.
5. Something is wrong with the bill.

18B Practise the situations in a) with your partner. Make up the details. One of you is the waiter and the other one is the customer. Change roles.



My Survival Kit

This page is for your own notes. You can write down words and phrases from this unit that will be useful to you when you travel. You can also add new words.



Food

An oval-shaped white area with a red border, intended for notes about food. It is decorated with illustrations of maracas, a sombrero, a chili pepper, and a taco.

Restaurant

A rectangular white area with a red diamond-patterned border, intended for notes about a restaurant. It is decorated with an illustration of a cactus.

Useful phrases