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THEME 3 TOURISM AND HOSPITALITY

UNIT 1 A WARM WELCOME

Word	P.S	Synonym	Meaning	Word	P.S	Synonym	Meaning
Adventure	N		مغامرة	Abseil	V	Climbing	أبسيل
Airline	N		شركة طيران	Amazing	Adj	Astonishing	رائعة حقا
Attract	V	Appealing	يجذب	Appealing	Adj	Attractive	جذابة
Cabin	N		قمرة الطائرة	Awesome	Adj	Amazing	مدهش
Chef	N	Cooker	طاه- طباطخ	Brave	Adj	Courageous	شجاع
Crew	N	Team	طاقم عمل	Breath taking	N P		مثير - ملهث
Cruise	N	Trip	رحلة بحرية	Camp	V-N		معسكر- يعسكر
Decrease	V-N	Reduce	تخفيض- يخفض - يقلل	Canyon	N	Deep valley	كانيون
Destination	N		المكان المقصود- الوجهة	Castle	N	Citadel	قلعة
Employment	N		توظيف	Cave	N		كهف
Formal	Adj	Official	رسمي	Citadel	N		قلعة
Growth	N	Increase	نمو	Desert	N		صحراء
Guide	V-N		يرشد- مرشد	Dramatic	Adj	Awesome	دراماتيكي
Hospitality	N		حسن الضيافة	Explore	V		يستكشف
Increase	V-N	Grow	زيادة يزداد	Forest	N	Wood	غابة
Industry	N	Manufacture	صناعة	Fort	N	Fortress	حصن
Opportunity	N	Chance	فرصة	Hidden	Adj		مخفي
Professional	Adj	Craftsman	محترف	History	N		التاريخ
Qualification	N	Certificates	المؤهل- تأهيل	Landscape	N		المناظر الطبيعية- التضاريس
Qualify	V		يؤهل	Mixture	N	Blend	خليط
Scenery	N		منظر طبيعي	Mountain	N	Height	الجبل
Sight-seeing	N	Hanging out	زيارة معالم المدينة	Museum	N	Gallery	متحف
Skilled	Adj	professional	ماهر- حاذق	Nationality	Adj		الجنسية
Source	N	Resource	مصدر- مورد	Perfect	Adj	Excellent	في احسن الاحوال
Stay	V-N	Spend time	يمكث	Pick up	V	Carry	امسك- يلتقط
Stunning	Adj	Marvellous	مذهل- خلّاب	Plenty of	Adj	A lot of	وفرة من
Tourism	N		السياحة	Rock climbing	N		تسلق الجبال
Train	V-N	Practice	قطار- يدرّب	Scuba diving	N		الغوص
Travel agent	N	Tour company	وكيل سفر	Skyscraper	N		ناطحة سحاب
Variable	Adj	Various	متنوع	Traditional	Adj		تقليدي
Variety	N		تنوع - تشكيلة	Value	V-N	Precious	القيمة - يقيم

Word	P.S	Synonym	Meaning	Word	P.S	Synonym	Meaning
Area	N	Place= zone	منطقة- مساحة	A copy	N	False	نسخة
Bargain	V-N	Deal	صفقة	Administering	Adj	Managing	إدارة
Bedouin	Adj	Nomad	بدوي	Agreement	N	Convention	الاتفاق
Blacksmith	N		حداد	Carry out	P.V	Do-execute	ينفذ
Camel	N		جمل	Cooperate	V	Work in team	يتعاون
Challenge	V-N		التحدي- يتحدى	Customer	N	Client	زبون- عميل
Craftsman	N		حرفي	Dispute	N	Disagreement	خلاف
Culture	N		ثقافة	Function	N	Job-role	وظيفة
Dolphin	N		دولفين	Generation	N		جيل
Expect	V	Predict	يتوقع	Gift	N	Present	هدية- عطية
Extreme	Adj		حد أقصى	Identity	N		هوية
Fascinate	V		فاتن الجمال	Individual	N	Person	فرد
Flamingo	N		طائر الفلامنغو	Jewel	N	Gem	جوهرة
Flight	N		رحلة جوية	Jewellery	N		مجوهرات
Goldsmith	N		صائغ الذهب	Manufacturer	N	Businessman	رجل صناعة
Guy	N	Young man	فتي - شاب	Merchant	N	Trader	تاجر
Heritage	N		التراث- الأثر	Negotiation	N		يتفاوض
Impressive	Adj	Fabulous	مثير للإعجاب	Overland	Adj		علي اليابسة
Journey	N		رحلة	Present	N-V		هدية- يهدي - يقدم
Natural	Adj	Normal	طبيعي	Preserve	V	Keep	يحافظ على
Nesting	N		التعشيش	Private	Adj		خاص
Oryx	N		المها العربية	Promote	V	Upgrade	يطور- يرفقي
Outdoor	Adj		في الخارج من البيت	Provide	V	Support	يمد- يثبت
Proud of	P V		فخور ب	Purchase	V	Buy	يشترى
Region	N	Area	منطقة	Religious	Adj		متدين
Silversmith	N		صائغ الفضة	Route	N	Way	طريق
Trip	N-V		رحلة قصيرة	Silver	N		فضة
Turtle	N		سلحفاة بحرية	Trade	N-V		التجارة- يتاجر
Voyage	N		رحلة بحرية	Treasure	N		كنز
Wildlife	N	Nature life	الحيوانات البرية	Unique	Adj	Spectacular	فريد
Whale	N		حوت	Workshop	N		ورشة عمل
Bottlenose	N		دولفين قاروري الأنف	Mainland	N		البر الرئيسي
Experience	N		تجربة- خبرة	Omnivorous	N-Adj		الحيوانات النهمه
Coastline	N		الساحل	Herbivorous	N-Adj		الحيوانات آكلة الأعشاب
Border	N		الحدود	Carnivorous	N-Adj		الحيوانات لاحم
Species	N		فصيلة- نوع	Piscivorous	N-Adj		الحيوانات تقتات بالأسماك
Rub	V		يفرك	Blowhole	N		فتحة انف الحيتان
Charming	Adj		ساحر	Aubergine	N		بادنجان

What is the definition of a tourist?

A tourist is a person who visits a location other than his own home.

What is tourism?

Tourism is the activities of people traveling to and staying in places outside their usual environment for leisure, business or other purposes for not more than one consecutive year

What is the tourism industry?

Tourism industry is the total of all businesses that directly provide goods or services to facilitate business, pleasure and leisure activities away from the home environment.

What are the types of tourism?

Domestic tourism, International tourism, Mass tourism, Religious tourism, Cultural tourism, High quality tourism, Historic tourism, Health tourism, Educational tourism, Nature tourism, Adventure tourism, Safari, Space tourism, Sports tourism, etc.

How profitable is the tourism industry?

It provides the governments with hard currency and jobs. Moreover, it refreshes many crafts and services. For the citizens, it provides them with jobs. In general, it refreshes the whole economy of a country. It supports the industries, transport, and many other fields.

What do tourists look for?

Each tourist looks for something according to his or her needs.

Some tourists look for luxury, adventure, museums, temples, historical places, comfort, relax, shopping, enjoy the nature, enjoy the scenery, enjoy the caves and water falls, enjoy the weather, practice sports, enjoy sightseeing, have fun and pleasure, etc.

How to be a tourist destination? What is the governmental role to enrich tourism?

By working on improving the infrastructures and services. The government should work on doing a good advertising and festivals. Moreover, it should work on creating a suitable education related to the tourism and provide it with jobs. It should activate and support the traditional crafts and train the craftsmen. It should facilitate the tourism constructions and support businessmen, who invest in tourism. It should renew the historical places and tourist places. There are many more procedures to be done by the government to enrich the tourism.

What is the businessmen's role to enrich tourism?

They should invest more in tourism. It is very profitable for them and for their society as well.

What is the individual's role to enrich tourism?

People should learn languages and join the jobs in tourism. They should learn about other cultures. They should be friendly with tourists. They should train on the traditional crafts.

What are the jobs related to the tourism industry?

Transport jobs: pilots, flight attendants, drivers, airports' jobs, etc

Lodging jobs: managers, hotels' staff, reservation staff, chefs, room services, etc.

Entertainment jobs: guides, organizers, dancers, amusement jobs, etc.

Agents, Planners and Cruise Line Staff: travel agents, etc.

Craftsmen: goldsmiths, silversmith, shops owners, etc.

Important definitions:

Word	Definition
Trek	To go on a walk that is long and difficult.
Canyon	Long deep valley with steep sides.
Awesome	Impressive, extremely good.
Explore	To find out about an area.
Wildlife	Animals, birds and plants living in a natural area.
Proud of	To be pleased and happy about something good.

UNIT 2 WORK AND TRAVEL

Word	P.S	Synonym	Meaning	Word	P.S	Synonym	Meaning
Attitude	N		موقف سلوك - توجه	Babysitter	N		جليسه اطفال
Balance	V-N		توازن- يزن	Cleaner	N		عامل نظافة
Chef	N	Cook	طاه- طبّاخ	Complaint	N		شكوى
Communication	N		الاتصالات	Construct	N-V	Build	بناء - يبني- يشيد
Consider	V		يأخذ بعين الاعتبار	Construction	N		اعمال بناء
Create	V		يخلق - يبدع	Corporation	N	Company	مؤسسة
Database	N		قاعدة البيانات	Death	N		الموت
Direct	N-V		مباشرة- يوجّه	Design	N-V		التصميم
Entertain	V		يرفه	Electronic	Adj		إلكتروني
Function	N		وظيفة	Headquarter	N		المركز الرئيسي
Gallery	N		صالة عرض	Incorporation	N	Company	مؤسسة
Guest	N		زائر - ضيف	Manager	N		مدير
Handle	V-N		مقبض - يعالج - يتعامل	Marketing	N		تسويق
Include	V		يتضمن	Office	N		مكتب. مقر. مركز
Interested in	V		مهتم ب	Passenger	N		مسافر
Meal	N		وجبة	Permission	N		إذن- تصريح
Menu	N		قائمة طعام	Product	N		منتج
Oversee	V	Overlook	يطل على- يشرف علي	Province	N	Governorate	المحافظة
Passion	N		شغف	Request	N-V		يطلب
Patient	N-Adj	Ill	صبور - مريض	Sales	N		مبيعات
Pleasant	Adj		ممتع - سار	Separate	V		يفصل
Relate to	V		يتعلق ب	Smoothly	Adv		بسلاسة
Responsible for	V		مسؤول عن	ipad Tablet	N		حاسوب لوحى-تابلت ايباد
Restaurant	N		مطعم	Take out	V		يخرج
Safety	N		سلامة	Waiter	N		نادل
Sense	N		إحساس - فهم	Waitress	N		نادلة
Service	N		خدمة				
Supply	N-V		يساند - يمول				
Transportation	N	Transport	وسائل النقل				

Structures

If first conditional: It is used to talk about actions/events in the future, which are likely to happen or have a real possibility of happening.

It can be used to express:

Possibility:

- What will happen, if I sleep early? → If you sleep early, you will get up early.
- What can happen, if I get a voucher? → If you get a voucher, you can use it freely.
- What may happen, if I sleep late? → If you sleep late, you will get up late.
- What might I do, if I have a license? → - If you have a licence, you might drive the car.

Necessity:

- What must I do, if I see a lion? → If you see a lion, you must run.
- What do I need to do, if I want to travel to Japan? → - If you want to travel to Japan, you need to have a visa first.

Advice:

- Wat should I do, I have a problem? → If you have a problem, you should tell me.

Suggestion:

- What could I do if I'm free? → - If you are free, you could go to club.

Request:

- What could I do, if I go to Lullu? → - if you go to Lullu, you could buy me a bicycle.

Permission:

- What can I do, if I have a license? → - If you have a licence, you can drive the car.
- What may I do, if I have a license? → - If you have a licence, you may drive the car.

Jobs and their functions and responsibilities

Job	Function- Responsibility
Travel agent	Organising trips and holidays
Chef	Planning and creating menus
Airline cabin crew	Taking care of passenger safety
Tour guide	Showing people interesting places
Hotel manager	Making sure a hotel runs smoothly

UNIT 3 POPULAR DESTINATIONS

UNIT 4 SERVICE WITH A SMILE

UNIT 5 EATING OUT

Word	P.S	Synonym	Meaning	Word	P.S	Synonym	Meaning
Ancient	Adj		عتيق	Palace	N		قصر
Architecture	N		هندسة معمارية	Park	N		منتزه
Canal	N		قناة	Report	N		تقرير - يكتب تقرير
Coastal	Adj		ساحلي	Resort	N		منتجع
Contain	V		يحتوي	Skiing	N		التزلج
Countryside	N		الريف	Warm	Adj		دافئ
District	N		منطقة	Warrior	N		محارب
Economy	N		الاقتصاد	World wide	Adj		في جميع أنحاء العالم
Fabulous	Adj		رائع	Flock	N		قطيع
Festival	N		مهرجان	Army	N		جيش
Financial	Adj		الأمور المالية	Lake	N		بحيرة
Forest	N		غابة	Officer	N		ضابط
Hill	N		تل	Represent	N-V		يمثل
Historic	Adj		تاريخي	Software	N		البرمجيات
Mosque	N		مسجد	Steadily	Adv		بثبات
Word	P.S	Synonym	Meaning	Word	P.S	Synonym	Meaning
Accompany	V		يرافق - يصاحب	Baggage	N		أمتعة
Atmosphere	N		الغلاف الجوي	Charge	V-N		رسوم - مسئولية
Attentive	Adj		يقظ - منتبه	Cleanliness	N		النظافة
Available	Adj		متاح	Efficient	Adj		فعالة
Bill	N		فاتورة شراء	Empty	Adj		فارغة
Career	N		مسار مهني مسار وظيفي	Excess	N		فائض -
Cockroach	N		صرصور	Fill in	P V		يملأ استمارة او بيانات
Convention	N		اتفاقية	Fill up	P V		يملأ شيء مادي
Cosy	Adj		مريح	Free of charge	N P		شحن مجاني
Cutlery	N		أدوات المائدة	Full	Adj		ممتلئ
Décor	N		ديكور	Herb	N		عشب
Delicious	Adj		لذيذ الطعم او الرائحة	Marinated	Adj		منقوع
Diploma	N		شهادة دبلوم	Overview	V-N		نظرة عامة
Effort	N		مجهود	Pay	V		يدفع
Enrol	V		يتسجل، يلتحق	Recommend	V		يوصي
Error	N		خطأ	Refuse	V		يرفض

Event	N	حدث	Regulate	V	ينظم
Explain	V	يشرح	Regulation	N	اللائحة التنظيمية
Fork	N	شوكة طعام	Seat	N	مقعد ثابت
Fortune	N	ثروة	Serve	V	يخدم - يقدم خدمة
Frustrate	V	يحبط	Soap	N	صابون
Insult	V-N	إهانة - يهين	Soup	N	حساء
Lame	N	عرجاء	Steak	N	شريحة لحم
Maintain	N	يصين - يصلح	Tank	N	خزان
March	V	مارس - السير بخطوات عسكرية-	Vehicle	N	مركبة
Miss	V	يغيب - لا يلحق - يفتقد	Vine	N	كرمة - عنب
Mistake	N	خطأ	Wrap	V-N	يلف - يغلف
Misunderstand	V-N	سوء الفهم	Coriander	Adj	كزبرة
Poison	V-N	السم			
Promise	V-N	وعد - يوعد			
Realise	V	يدرك			
Refuse	V	يرفض			
Relation	N	علاقة			
Rude	Adj	قليل الادب			
Standard	N	مستوي - معيار			
Surprise	V-N	مفاجأة - يفاجئ			

Complaining and Responding

Complaining	Accepting complaint
I've got a complaint about....	I'm really sorry.
I'm not very happy about....	I'm terribly sorry.
It's most disappointing.	I can only apologise.
There's something wrong with....	Please, accept my sincere apologise.
It doesn't work properly.	They'll do their best to fix it.
It's just not up to standard.	I promise it won't happen again.
I'd like to complain about..	