

### Elementary English for Tourism and Hospitality

#### LESSON 18 – Out on the Ferry

##### STUDY NOTES

##### Characters

Leo: Receptionist  
 Mona: Guest  
 Jack: Guest

##### The story

Leo takes Jack and Mona on the ferry.

##### Language Practice – Asking for repetition and addressing a mistake

Below are some model dialogues for asking for repetition and addressing a mistake. Read the dialogues with a friend.

A: What's it called?  
 B: It was built in 1675  
 A: No, I said what's it called?  
 B: **I'm sorry, I misunderstood.** It's the summer palace.  
 A: Thanks.

A: Could you please make the booking for 6?  
 B: OK. And what time would you like?  
 A: 6. 6 p.m.  
 B: **Sorry, I thought you meant** six people.  
 A: No, the booking will be for two people.

A: Do you have a copy of the itinerary?  
 B: **Could you repeat that please?**  
 A: Do you have a copy of the itinerary?  
 B: **Oh, I thought you said something else.** Yes. Here you are.  
 A: Thanks

A: What time does the tour start tomorrow?  
 B: **Sorry, I didn't catch that.**  
 A: What time does the tour start tomorrow?  
 B: 9 a.m.  
 A: Good. I'll see you then.

##### Vocabulary – Following safety procedures

Each hotel should have instructions on health and safety procedures to follow whilst at work. It is important that you learn them. Below are some examples of vocabulary associated with health and safety. Look up the meaning and pronunciation of these words in your dictionary.

|                 |                             |                   |
|-----------------|-----------------------------|-------------------|
| bomb threat     | earthquake                  | electric shock    |
| electric shock  | emergencies                 | evacuation        |
| fire            | first aid                   | gas leaks         |
| illness         | manual handling and lifting | natural disasters |
| personal safety | storage                     | working hours     |

### EXERCISES

#### 1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

|           |           |             |               |
|-----------|-----------|-------------|---------------|
| beautiful | cake      | careful     | delicious     |
| dolphin   | egg yolks | hat         | misunderstood |
| repeat    | save      | say         | seeds         |
| sesame    | slowly    | traditional | walnuts       |

#### 2. Language Practice – Asking for repetition and addressing a mistake

Read the following key words and write a sentence to practice asking for repetition and addressing a mistake.

**Example:** sorry / misunderstood  
I'm sorry, I misunderstood

1. sorry / meant / six / people

\_\_\_\_\_

2. repeat / please

\_\_\_\_\_

3. oh / something / else

\_\_\_\_\_

4. sorry / didn't / that

\_\_\_\_\_

#### 3. Vocabulary

Choose a word from the box in 1. above to complete each of the sentences. When you have checked your answers, say them out loud.

- This moon cake is \_\_\_\_\_.
- Is that a \_\_\_\_\_ swimming next to the boat?
- Tonight we are going out for a \_\_\_\_\_ dinner.

#### 4. The Chant

Practise saying this chant out loud.

I'm sorry  
I'm sorry  
I misunderstood.

Try this  
Try this  
Traditional food.

**Suggested Answers:** 2. 1) Sorry, I thought you meant six people. 2) Could you repeat that please? 3) Oh, I thought you said something else. 4) Sorry, I didn't catch that. 3. 1) delicious 2) dolphin 3) traditional or delicious