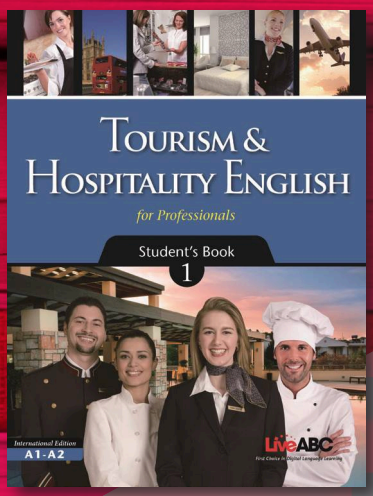
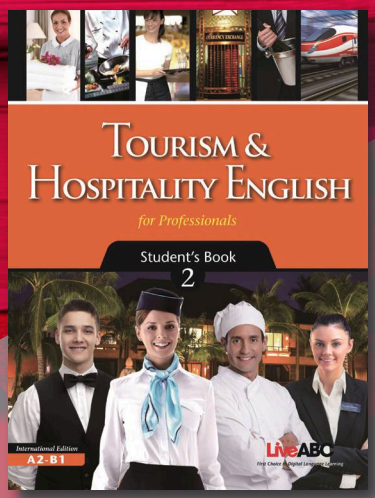
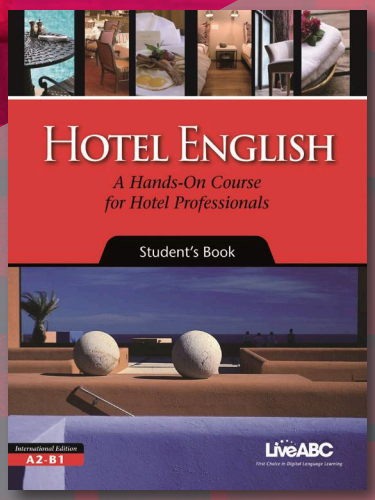
ESP | LATIN AMERICA CATALOGUE

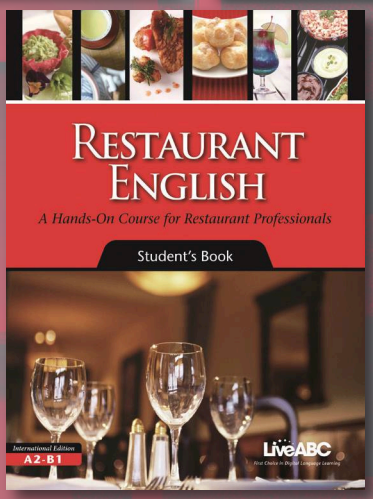
Tourism English

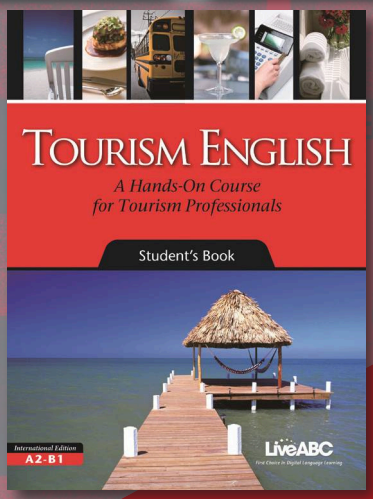
International Edition











LiveABC

Mission

Dear Teachers,

LiveABC Interactive English Group is a worldwide organization based in Taiwan. We employ over four hundred people and partner with a multitude of organizations across the island and around the world. Producing quality publications is a lifelong endeavor, and we are dedicated to the development of English, as well as other foreign language learning materials in both print and digital formats. Thank you for your interest in LiveABC's books and systems. If you require any further information, please do not hesitate to contact us.

Best regards,
Founder CEO
Chun Chi Chen



LiveABC Representative in Latin America
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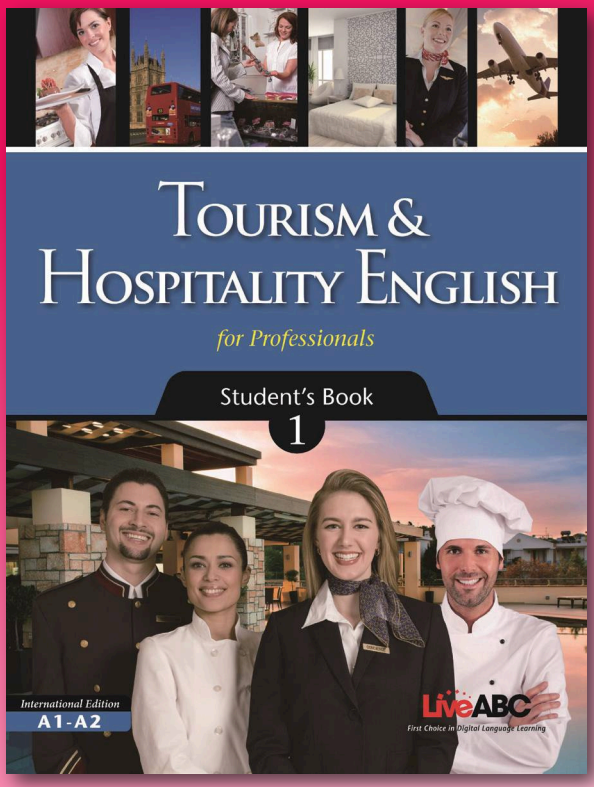
Titles with Components

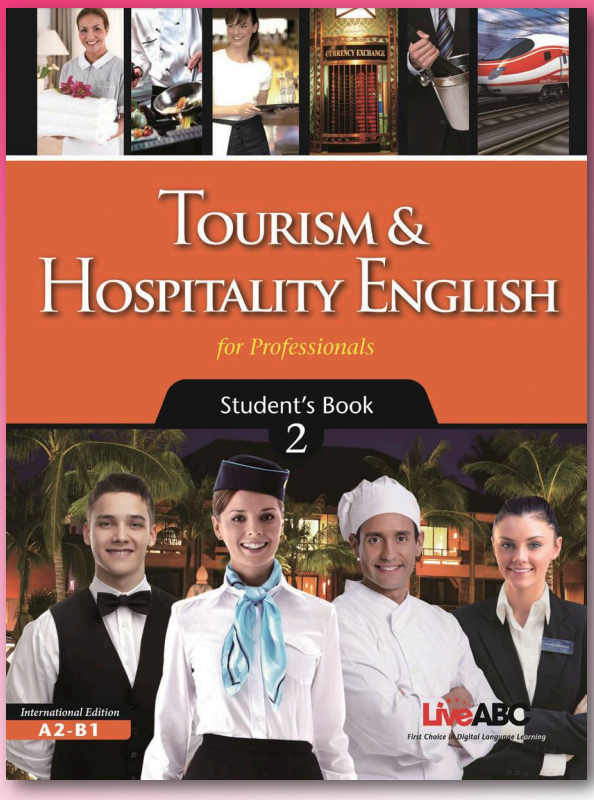
Category	Title	CEFR	for Students				for Teachers			
			Textbook Student's Book	Workbook	e-learning	AR App	Teacher's Book Teacher's Guide	PPT	e-learning	AR App
• Tourism English	Tourism English	A2-B1	√	-	√	√	Answer Key	√	√	√
	Hotel English	A2-B1	√	-	√	√	Answer Key	√	√	√
	Restaurant English	A2-B1	√	-	√	√	Answer Key	√	√	√
	Tourism & Hospitality English (Book: 1,2)	Book1: A1-A2 Book2: A2-B1	√	-	√	√	Answer Key	√	√	√





Tourism & Hospitality English





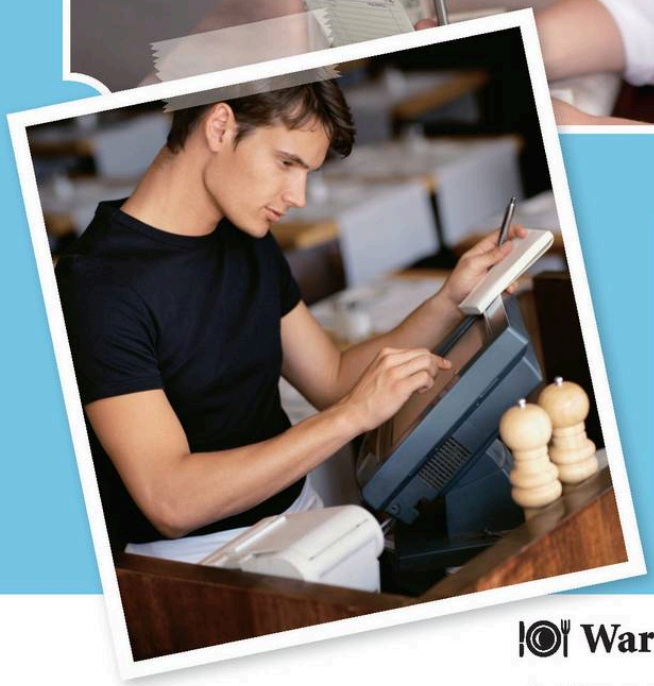
Key Features

- Warm-Up Discussion Questions for Each Unit
- Picture Dictionary Sections Focusing on Essential Vocabulary
- Useful Dialogues for People Working in Tourism and Hospitality Related Industries
- Contextual Vocabulary Reinforcement
- Common Expressions and Useful Sentence Patterns
- Interactive Learning through Situational Role Plays
- Tourism and Hospitality Workplace Videos

Unit 1

Taking Reservations





Checklist

In this lesson, you will learn about . . .

- Taking phone reservations
- Responding to inquiries
- Handling special requests

Warm-Up

1. *How would you answer the phone at a restaurant?*
2. *Do you think restaurants should have minimum charges?*
3. *What kinds of foods could be on a vegetarian menu?*

Places to Eat



buffet [bə`fe]



cafeteria [ˏkæfə`tɪrɪə]



food court [fud] [kort]



fast-food restaurant
[`fæstˏfud] [`rɛstərənt]



café [kə`fe]



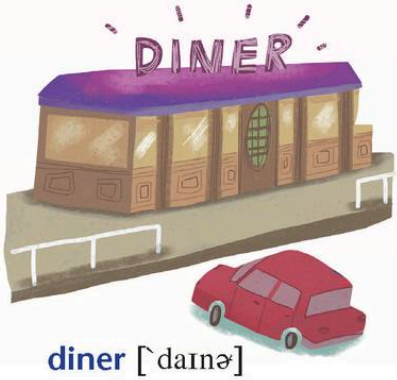
pub [pʌb]



snack bar
[snæk] [bɑr]



food truck [fud] [trʌk]



diner [`daɪnə]

pizzeria [ˏpitsə`riə]





steak house [stek] [haʊs]

sandwich bar
[`sændwɪtʃ] [bɑr]



A. Words in Use

Practice saying the sentences below.

Fast-food restaurants	serve	burgers and fries.
Pizzerias		pizzas.
Food trucks		lunch boxes and sandwiches.

The food at	this	snack bar	is	delicious. great. wonderful.
	that	cafeteria		terrible. awful. disgusting.
	the	diner		

B. Filling in the Blanks

MP3 Track 006

Listen to the audio. Use the words you hear to complete the sentences.

1. The man went to a(n) _____ last night.
2. The _____ by the man's house was closed yesterday.
3. The _____ by the man's work was too crowded yesterday.
4. The food the man had last night was better than the food from his favorite _____.
5. The woman ate at the _____ at the mall last night.
6. The woman wanted to eat at a(n) _____, but her sister didn't want to.

C. Role Play

Practice the conversation with a partner. Try replacing the underlined words with other new words you've learned.

Student A Would you like to go to lunch with me?
Student B Sure. Where do you want to go?
Student A Do you want to eat at a pizzeria?
Student B No, that doesn't sound good to me. How about a fast-food restaurant?
Student A Yeah. Great idea!





PART A

MP3 Track 007

A Party of Nine

Carrie calls Archie's Steak House to make a ***reservation***[1]*.*

H: Hostess *C: Carrie*

H: Good afternoon. Thank you for calling Archie's Steak House. How may I help you?

C: Hello. I'd like to make a dinner reservation for August 15th.

H: How many people will there be in your **party**[2]?

C: There will be nine of us.

H: OK. Can you please **hold**[3] for a moment? I need to let the store manager know before taking any reservations for parties larger than six.

C: Sure. No problem.

(Carrie holds.)

H: Thank you for holding. The manager has **approved**[4] your reservation. What time can we **expect**[5] you on the 15th?

C: Would seven o'clock be OK?

H: Yes, that's fine. May I have your name, please?

C: It's Carrie Reynolds.

H: All right, Ms. Reynolds. Your reservation is set. Please call again if you have any questions.

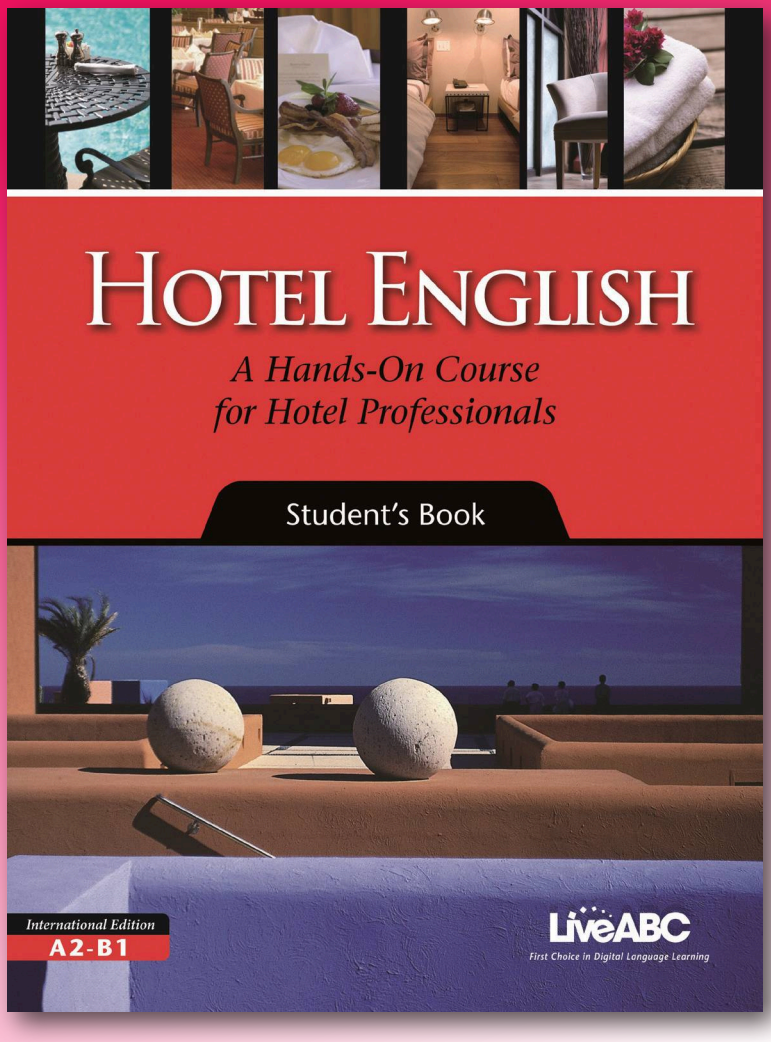
C: Thank you very much for your **assistance**[6].

Key Words

MP3 Track 008

1. **reservation** [ˌrɛzə`veʃən] *n.*
   Renée forgot to make a reservation, and the restaurant was full.
2. **party** [`pɑrtɪ] *n.*
   The hostess said she could seat a party of two now, but larger groups would have to wait.
3. **hold** [hold] *v.*
   Ned was upset when the receptionist told him to hold.
4. **approve** [ə`pruv] *v.*
   Gina's boss wouldn't approve her plan.
5. **expect** [ɪk`spɛkt] *v.*
   The teacher expected all of her students to pass the test.
6. **assistance** [ə`sɪstəns] *n.*
   That government office gives assistance to people looking for work.

Hotel English



Key Features

- Everyday Dialogues between Hotel Staff and Guests
- Picture Dictionary Sections Focusing on Key Vocabulary
- Common Expressions and Useful Sentence Patterns
- Interactive Learning through Real-Life Role Plays
- Step-by-Step Grammar Practice and Listening Reinforcement
- Situational Hotel Videos

Unit 1 Phone Inquiries



In this unit, students will learn how to handle phone inquiries.

Unit Preview

- Introducing different kinds of accommodation and facilities
- Describing locations
- Taking phone reservations







Before We Start

1. When was the last time you stayed in a hotel?
2. What kind of room did you have?
3. Do you normally stay in expensive hotels or do you prefer cheaper ones?
4. What services and facilities do most five-star hotels offer?
5. What are some of the differences between a five-star hotel and a four-star hotel?
6. How do you prefer to travel in your country?

Around the Hotel

Hotel Facilities



1. **swimming pool** [ˋswɪmɪŋ] [pul] *n.*
2. **restaurant** [ˋrɛstərənt] *n.*
3. **bar** [bɑr] *n.*
4. **café** [kæˋfe] *n.*
   (coffee shop)
5. **business center** [ˋbɪznɪs] [ˋsɛntɚ] *n.*

6. **fitness center**
   [ˋfɪtnɪs] [ˋsɛntɚ] *n.*
7. **sauna** [ˋsɔnə] *n.*
8. **spa** [spɑ] *n.*



9. **golf course** [gɑlf] [kɔrs] *n.*
10. **tennis court** [ˋtɛnɪs] [kɔrt] *n.*
11. **conference room**
    [ˋkɑnfərəns] [rum] *n.*



12. **boutique** [buˋtik] *n.*
13. **drugstore** [ˋdrʌg͵stɔr] *n.*
14. **beauty salon**
    [ˋbjutɪ] [səˋlɑn] *n.*
15. **gift shop** [gɪft] [ʃɑp] *n.*
16. **florist shop** [ˋflɔrɪst] [ʃɑp] *n.*



Hotel Services









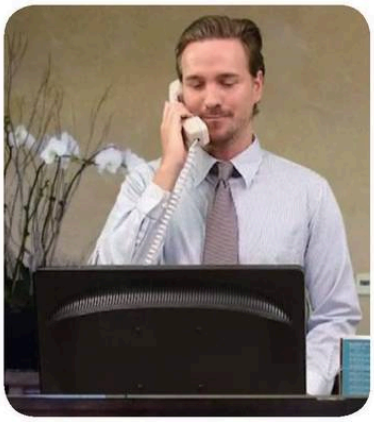




1. **room service** [rum] [ˋsɜvɪs] *n.*
2. **massage** [məˋsɑʒ] *n.*
3. **facial** [ˋfeʃəl] *n.*
4. **babysitting** [ˋbebɪˌsɪtɪŋ] *n.*
5. **car rentals** [kɑr] [ˋrɛntl̩z] *n.*
6. **tour information** [tʊr] [ˌɪnfəˋmeʃən] *n.*
7. **wireless Internet access** [ˋwaɪrlɪs] [ˋɪntɚˌnɛt] [ˋæksɛs] *n.*
8. **laundry and dry-cleaning** [ˋlɔndrɪ] [ænd] [ˋdraɪˌklinɪŋ] *n.*
9. **currency exchange** [ˋkɜənsɪ] [ɪksˋtʃendʒ] *n.*
10. **safe-deposit box** [sefdɪˋpɑzɪt] [bɑks] *n.* (safety-deposit box)
11. **baggage storage** [ˋbægɪdʒ] [ˋstɔrɪdʒ] *n.*
12. **postal / parcel services** [ˋpostl̩] / [ˋpɑrsl̩] [ˋsɜvɪsɪz] *n.*
13. **secretarial services** [ˌsɛkrəˋtɛrɪəl] [ˋsɜvɪsɪz] *n.*
14. **translation services** [trænsˋleʃən] [ˋsɜvɪsɪz] *n.*
15. **first aid** [fɜst] [ed] *n.*
16. **airport shuttle bus** [ˋɛrˌpɔrt] [ˋʃʌtl̩] [bʌs] *n.*

Track 2 **SCENE I**

Tell Me about the Hotel



Key Vocabulary

1. **single** [ˋsɪŋgl̩] *adj.*
2. **rate** [ret] *n.*
3. **vary** [ˋvɛrɪ] *v.*
4. **range** [rendʒ] *v.*
5. **include** [ɪnˋklud] *v.*
6. **lane** [len] *n.*
7. **buffet** [bəˋfe] *n.*
8. **comprehensive** [ˌkɑmprɪˋhɛnsɪv] *adj.*

Additional Words

- special offer
- high-speed rail

Phrases

* I see. / I've got it.
* One more thing.

The front desk clerk answers the telephone.

F: Front Desk Clerk **C**: Caller



F: Hello. KHC Hotel. How may I help you?

C: I'd like some information about your hotel.

F: What would you like to know?

C: First, how much are your **single**[1] rooms?

F: The **rates**[2] **vary**[3] depending upon the season and type of single. They can **range**[4] from €90 to €150.

C: I see.* Does that price **include**[5] breakfast?

F: Usually. There are some special offers◆ that don't though.

C: Could you tell me about your facilities?

F: We have a 30-meter pool, with eight **lanes**.[6] We also have a health center and spa.

C: Great! And what kinds of restaurants do you have?

F: We have a Chinese restaurant, an Italian restaurant, and a **buffet**[7] with both Eastern and Western food.

C: When are they open?

F: The Chinese and Italian restaurants are open for lunch and dinner. The buffet serves three meals a day.

C: One more thing.* Do you have a shuttle bus to the high-speed rail?◆

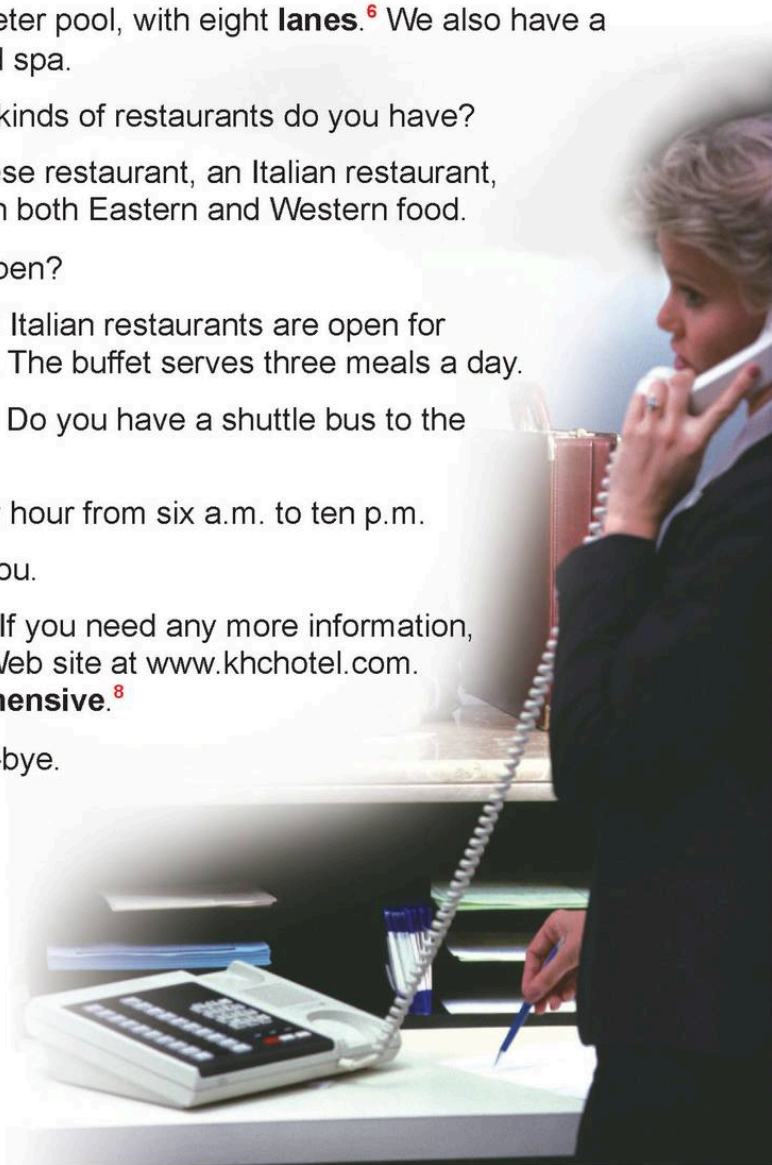
F: Yes. It runs every hour from six a.m. to ten p.m.

C: All right. Thank you.

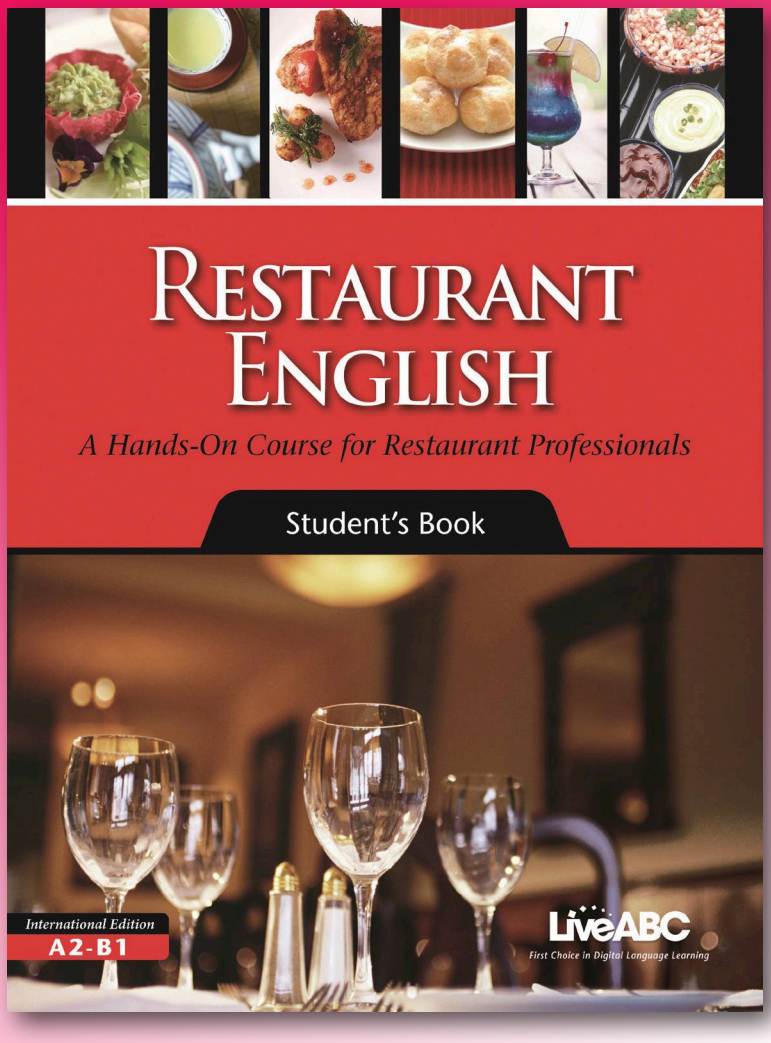
F: You're welcome. If you need any more information, please visit our Web site at www.khchotel.com. It's very **comprehensive**.[8]

C: I've got it.* Good-bye.

F: Good-bye.



Restaurant English



Key Features

- Original Warm-Up Activities
- Practical Picture Dictionary Sections
- Useful Dialogues between Waitstaff and Customers
- Grammar Tips and Everyday Sentence Patterns
- Engaging Conversation Exercises
- Helpful Review Segments and Listening Reinforcement
- Situational Restaurant Videos

Unit One

Looking around a Restaurant



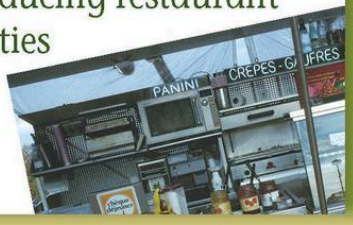
Usually, we can find different types of restaurants in an international hotel. These might include a Western restaurant, a Chinese restaurant, a buffet, a coffee shop, and a bar. We will learn more about their differences.

In this unit, we will focus on . . .



- Showing new waitstaff around a restaurant

- Introducing restaurant facilities



- Setting a table



Where Would You Like to Eat?

A. THE FONTAINEBLEAU



- French restaurant
- open for lunch and dinner
- live string music in the evening

B. MING GARDENS



- Chinese restaurant
- private dining rooms
- lunch buffet

C. THE RIVIERA CAFÉ



- buffet / coffee shop
- international dishes
- à la carte menu all day

D. CHEERS BAR



- small bar
- drinks and snacks

E. UNCLE SAM'S GRILL



- party trays
- children's menu



Match the sentences with the pictures. (A — E)

- ☐ 1. I'm in the mood for rice and stir-fried vegetables.
- ☐ 2. Why don't we go somewhere where we can try different foreign dishes?
- ☐ 3. I feel like eating something like ribs or steak.
- ☐ 4. Let's dine at a fancy restaurant. How about something European?
- ☐ 5. We could have dinner at that place. They have a kids' menu.
- ☐ 6. Tomorrow is Dave's birthday. Maybe we can order some takeout, like pasta and salad.
- ☐ 7. My wife wants to go to a place where we can listen to live music.
- ☐ 8. Would you like to get a beer after work?

How to Set the Table



① **butter knife** [`bʌtə] [naɪf] *n.*
② **bread plate** [brɛd] [plet] *n.*
③ **small / salad fork** [smɔl] / [`sæləd] [fɔrk] *n.*
④ **dinner fork** [`dɪnə] [fɔrk] *n.*
⑤ **dessert spoon** [dɪ`zɜt] [spun] *n.*
⑥ **dessert fork** [dɪ`zɜt] [fɔrk] *n.*
⑦ **show plate** [ʃo] [plet] *n.*
⑧ **napkin** [`næpkɪn] *n.*
⑨ **water goblet** [`wɔtə] [`gɑblɪt] *n.*
⑩ **red wine glass** [rɛd] [waɪn] [glæs] *n.*
⑪ **white wine glass** [hwaɪt] [waɪn] [glæs] *n.*
⑫ **dinner knife** [`dɪnə] [naɪf] *n.*
⑬ **soup spoon** [sup] [spun] *n.*
⑭ **small / salad knife** [smɔl] / [`sæləd] [naɪf] *n.*



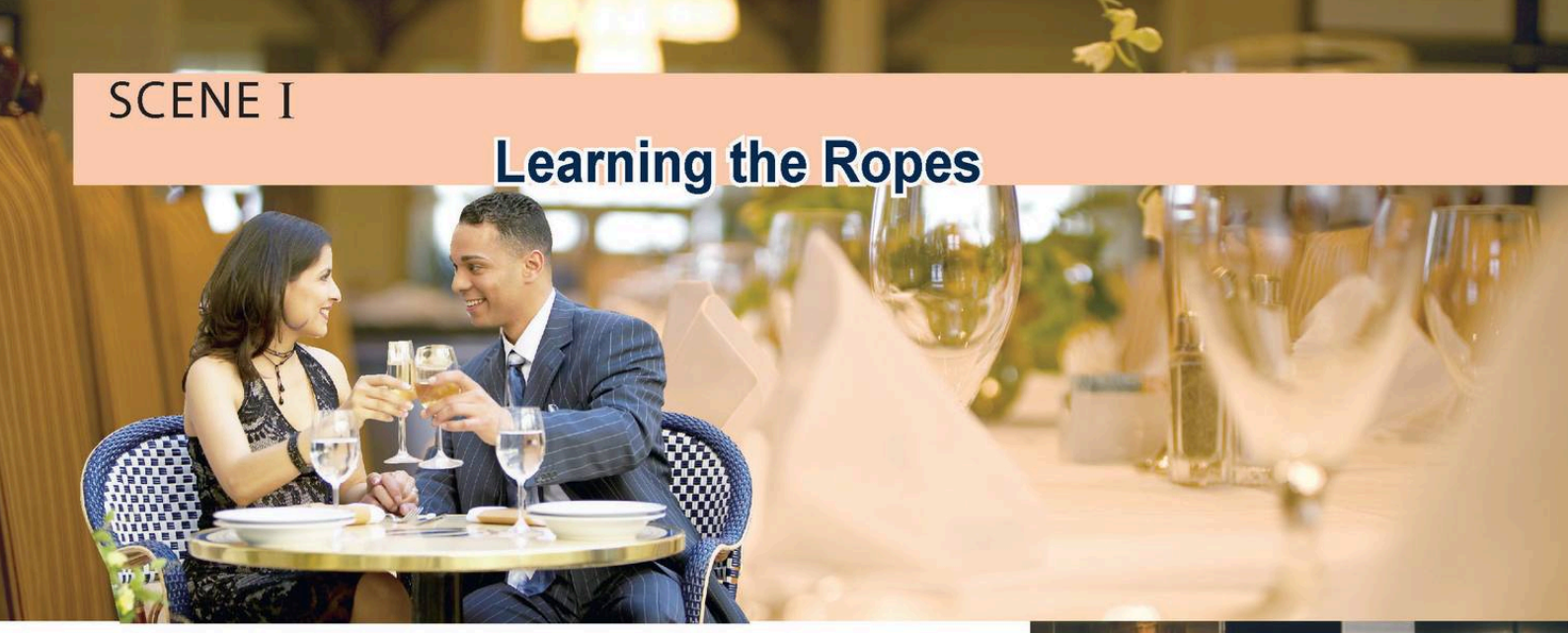
Additional Words

- **butter dish** [`bʌtə] [dɪʃ] *n.*
- **soup bowl** [sup] [bol] *n.*
- **teaspoon** [`tiˌspun] *n.*
- **saucer** [`sɔsə] *n.*
- **tablecloth** [`tebl̩ˌklɔθ] *n.*
- **salt / pepper shaker** [sɔlt] / [`pɛpə] [`ʃekə] *n.*



SCENE I

Learning the Ropes



Albert Williams: Maître d'* Wanda: New Waitstaff*
Albert shows Wanda the ropes at the Fontainebleau.

Albert: OK, Wanda, let me show you around the place.

Wanda: Thanks, Mr. Williams. I really **appreciate**[1] it.

Albert: The Fontainebleau is a very large restaurant. Though it's not as big as the Riviera Café, it's still one of the most **spacious**[2] Western restaurants in the city.

Wanda: Yes, I can see that. How many people does the restaurant **hold**?[3]

Albert: It has a seating **capacity**[4] of around 80. As you can see, the coatroom* is here, and the waiter's station* is on your right.

Wanda: It looks like some of the tables are smaller than others.

Albert: Yeah, the smaller ones seat two, and the larger ones seat four.

Wanda: I noticed that the smaller tables are next to the windows and in corners, but the larger tables are grouped in the middle.

Albert: That's very **observant**[5] of you! We like to give couples the choice of either **privacy**[6] or a romantic view of the city. Quite a few⁜ **marriage proposals**[7] have been made here.

Wanda: Cool. Is that a small stage over there?

Albert: Yes, we provide music in the evening, mostly string music.

Wanda: I think I'm going to really enjoy working here!



WORD BANK

1. **appreciate** [ə`priʃiˌet] *v.*
2. **spacious** [`speʃəs] *adj.*
3. **hold** [hold] *v.*
4. **capacity** [kə`pæsətɪ] *n.*
5. **observant** [əb`zɝvənt] *adj.*
6. **privacy** [`praɪvəsɪ] *n.* (private *adj.*)
7. **marriage proposal** [`mærɪdʒ] [prə`pozl̩] *n.*

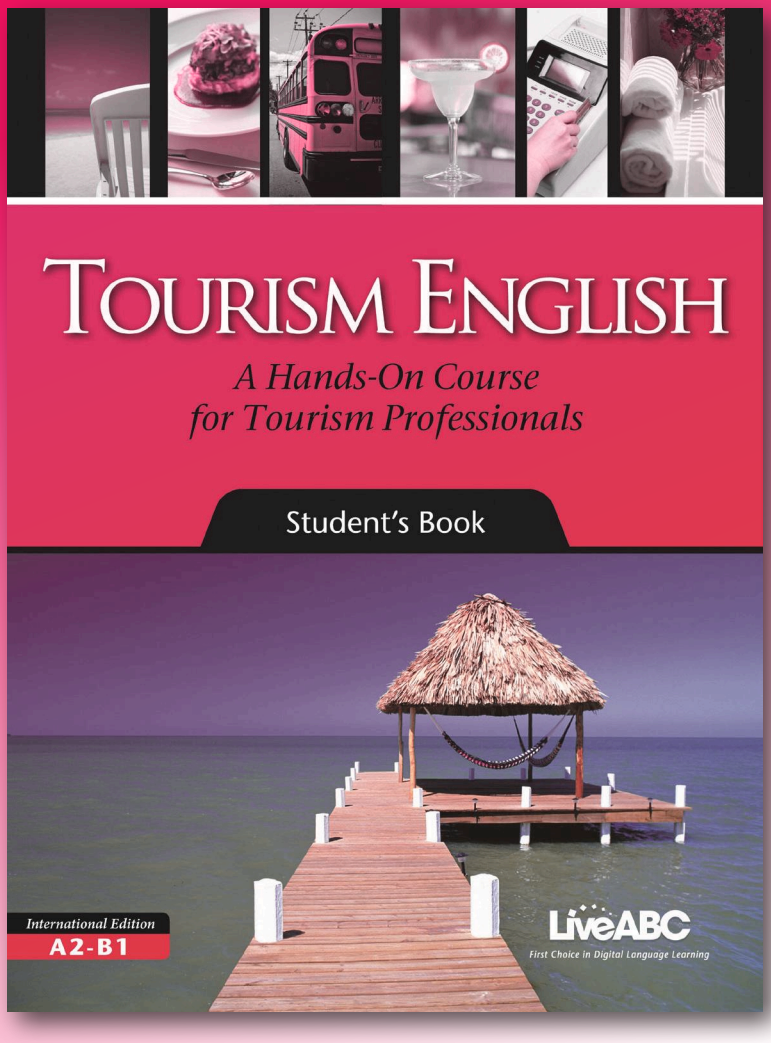
RESTAURANT SPECIFIC

- ★ maître d' [ˌmetrə`di] *n.*
- ★ waitstaff [`wetˌstæf] *n.*
- ★ coatroom [`kotˌrum] *n.* (cloakroom)
- ★ waiter's station [`wetəz] [`steʃən] *n.*

PHRASES

- ⁜ learn the ropes
- ⁜ quite a few

Tourism English



Key Features

- Helpful Breaking-the-Ice Discussion Topics
- Brilliantly Animated Picture Dictionaries
- Engaging and Relevant Dialogues
- Contextual and Easy-to-Use Word Focus Segments
- Practical Usage and Sentence Pattern Tips
- Interactive and Fun Activities
- Review and Language Reinforcement
- Situational Tourism Videos

Chapter One

Departure & Arrival









Chapter Preview

- Checking in at the airport
- Passing through customs
- Airplane English
- Dealing with lost luggage

Breaking the Ice

1. How often do you travel by air?
2. Are you afraid of flying?
3. Has an airline ever lost your luggage?
4. What are some of the things a flight attendant will ask you to do during takeoff and landing?

ACD ① Track 01



01 **runway** [ˈrʌnˌwe] *n.*

02 **shuttle bus** [ˈʃʌtl̩] [bʌs] *n.*

03 **control tower** [kənˋtrol] [ˈtaʊɚ] *n.*

04 **luggage cart** [ˈlʌgɪdʒ] [kɑrt] *n.*

05 **immigration officer** [ˌɪməˋgreʃən] [ˈɔfəsɚ] *n.*

06 **luggage** [ˈlʌgɪdʒ] *n.*

07 **luggage tag** [ˈlʌgɪdʒ] [tæg] *n.*

08 **immigration** [ˌɪməˋgreʃən] *n.*

09 **passenger** [ˈpæsn̩dʒɚ] *n.*

10 **passport** [ˈpæsˌpɔrt] *n.*



⓫ **carry-on bag** [ˈkæriˌɔn] [bæg] *n.*

⓬ **waiting room** [ˈwetɪŋ] [rum] *n.*

⓭ **boarding gate** [ˈbɔrdɪŋ] [get] *n.*

⓮ **boarding card** [ˈbɔrdɪŋ] [kɑrd] *n.* (= boarding pass)

⓯ **service counter** [ˈsɜvɪs] [ˈkaʊntə] *n.*

⓰ **metal detector** [ˈmɛtḷ] [dɪˈtɛktə] *n.*

⓱ **flight attendant** [flaɪt] [əˈtɛndənt] *n.*

⓲ **pilot** [ˈpaɪlət] *n.*

⓳ **X-ray machine** [ˈɛksˌre] [məˈʃin] *n.*

⓴ **monitor** [ˈmɑnətə] *n.*

Airport Check-In

Nick and Lisa are going to Paris to study French. They have just arrived at the airport.



L: Lisa **N**: Nick **A**: Airline Clerk

L: Let's find the **check-in counter**[1]. We're flying Pan World Airlines.

N: I think it's at this end of the **terminal**[2]. Yes, I see the **sign**[3] over there. Are you sure you don't want to go by boat?

L: Come on, Nick! Here's the **economy-class**[4] check-in counter. *(To the clerk)* Hi, we want to check in.

A: May I have your tickets and passports, please?

L: Yes, here you are. And we'd like a window and an **aisle**[5] seat, if possible.

A: Let's see . . . OK. How many bags will you be checking in today?

L: Um, four. Two each.

A: Please put them on the **scale**[6]. Good. Uh-oh, your bags are too heavy. I'm afraid there will be an **overweight**[7] luggage charge of $30.

N: Oh no! I told you not to pack so many things.

L: I'll pay the overweight charge.

A: Here are your boarding cards. You can board at gate nine at seven thirty.

N: We could drive to Paris. There are no weight **limits**[8] for luggage when you drive.

L: Drive to Paris? There are no roads from Liveville to Paris, Nick!

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LiveABC

SINCE 1997

2000

First magazine in co-partnership with CNN



2001

Live magazine



2002

ABC magazine



2004

First annual compilation of all the magazines



2008

biz magazine business oriented partnership

Berlitz

McGraw Hill Education

2014

HOW IT WORKS magazine



2016

ESP series, more than 10 books were launched



2017

Come to Live primary series

Outstanding! Series



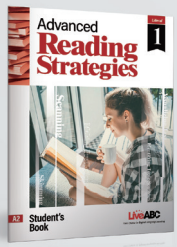
2020

Live Escalate series



2021

Advanced Reading Strategies



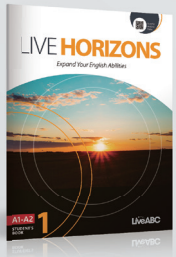
2023

Taking Off series



2024

Live Horizons series












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