Unit 1, pp. 4-7

1 Personal answers

3

<table>
<thead>
<tr>
<th>Type of tourism</th>
<th>Definition</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adventure tourism</td>
<td>to explore distant places or do extreme activities</td>
<td>trekking</td>
</tr>
<tr>
<td>Cultural tourism</td>
<td>to learn about history, art and people’s lifestyles</td>
<td>monuments or museums</td>
</tr>
<tr>
<td>Ecotourism</td>
<td>to take ethical and responsible trips to natural environments</td>
<td>rainforests</td>
</tr>
<tr>
<td>Educational tourism</td>
<td>to learn something</td>
<td>a foreign language</td>
</tr>
<tr>
<td>Gap year tourism</td>
<td>when young people go backpacking or do voluntary work</td>
<td>any of the other kinds of tourism</td>
</tr>
<tr>
<td>Health tourism</td>
<td>to look after your body and mind</td>
<td>spa resorts</td>
</tr>
<tr>
<td>Recreational tourism</td>
<td>to relax and have fun</td>
<td>the beach</td>
</tr>
<tr>
<td>Religious tourism</td>
<td>to celebrate religious event or visit important religious places</td>
<td>Mecca for Muslims</td>
</tr>
<tr>
<td>Sport tourism</td>
<td>to play or watch different sporting events</td>
<td>the Olympic Games</td>
</tr>
<tr>
<td>Winter tourism</td>
<td>holidays to resorts where there is snow</td>
<td>skiing or snowboarding</td>
</tr>
</tbody>
</table>

5

Mum: So, any ideas about where to go on holiday this year? I know Grandma really wants to go on a pilgrimage to Lourdes in the south of France.

Dad: Really?

Mum: Yes, you know she’s a really strong Catholic and she believes in miracles.

Dad: Mmm! Well, I quite fancy a nice city break to London or Edinburgh. I know there’s a really good Roman art exhibition in the National Gallery this summer.

Hannah: Oh no, Dad. You can’t be serious. That’s just like going on a school trip! How about a nice rest in a spa where there are thermal baths and Jacuzzis and you can have massages and…

Josh: Boring! Hannah! Why don’t we try something new and exciting this year? Maybe a polar exhibition or a trek across the desert on camel back…

Zoe: Yeh, right, Josh. That’s just typical of you! If we want to do something new and exciting there are plenty of places in this country. We don’t need to fly halfway across the world and damage the environment. What do you think, Mum?

Mum: Well, I agree that we don’t want to do anything that is bad for the environment and holidays abroad are very expensive… Personally, I’d like a nice relaxing holiday by the seaside, maybe in Cornwall or on one of the Channel Islands. Let’s see if there are any special offers…

6

Travel agent: Any ideas about where you want to go on holiday this summer, Mrs Brown?

Customer: Well, I really want to have a proper family holiday this year.

Travel agent: OK, there are some good all inclusive package holidays by the sea.

Customer: Mmm… I quite fancy going somewhere different this year.

Travel agent: How about taking a city break?

Customer: Personally, I’d like it, but I think the kids might be bored.

Travel agent: Why don’t you combine a city break with something for the kids like Euro Disney?

Customer: That’s a good idea, I agree, but isn’t Euro Disney really expensive?

Travel agent: Well, let’s see if there are any special offers on at the moment.

1 Any ideas
2 I really want to
3 I quite fancy
4 How about
5 Personally, I’d like
6 Why don’t you
7 I agree
8 let’s see

Personal answers

1 Dad: cultural
2 Grandma: religious
3 Hannah: health
4 Josh: adventure
5 Mum: recreational
6 Zoe: ecotourism
The National Trust is a charity and a non-profit organisation, which promotes British tourism to artistic, historical and natural sites in a sustainable way. It has two head offices, one in London and another in Swindon, as well as hundreds of branches all over the UK. Places with the trade name “National Trust” market themselves through the image of conservation and heritage. However, many of the thousands of visitors to National Trust sites hear about them by word of mouth from friends, colleagues or relatives. They provide great days out for the whole family as you can enter many sites for free and you can also hire venues for special events at extremely competitive prices.

9
1 hundreds of millions
2 through a tour operator, a travel agent or on-line
3 to reserve a seat and get a good price
4 hiring a car
5 when you’re there
6 for different people and pockets
7 full board
8 on package or cruise ship holidays
9 No, it's free.
10 a local tour guide

10-11
Personal answers

Unit 2, pp. 8-11
1 A Visit Britain – Britain’s national tourism agency
B World Tourism Organisation – United Nations’ non-government organisation
C Thomas Cook – private British tour operator

3

<table>
<thead>
<tr>
<th>Category of tourism organisation</th>
<th>Example</th>
<th>Type of organisation and what they do</th>
</tr>
</thead>
<tbody>
<tr>
<td>non-government organisations/a charity</td>
<td>UNWTO</td>
<td>promotes the development of responsible, sustainable and universally accessible tourism</td>
</tr>
<tr>
<td>government organisations</td>
<td>VisitBritain</td>
<td>markets British tourism at home and abroad</td>
</tr>
<tr>
<td>private sector organisations</td>
<td>Thomas Cook</td>
<td>promotes and sells holidays for profit</td>
</tr>
<tr>
<td>independent</td>
<td></td>
<td>have one or more branches; can often be close to each other; sell their holidays to people locally and market them by word of mouth</td>
</tr>
<tr>
<td>multiple</td>
<td></td>
<td>have several branches in different areas; sometimes use different trade names; have a head office which can manage the organisation’s marketing strategy centrally</td>
</tr>
</tbody>
</table>

4
Personal answers

5

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6
a 1 b 3 c 4 d 5 e 2

7
Personal answers

8
1 c 2 a 3 b
7  F They sometimes advertise on search engines with banners.
8  T
9  F It’s only possible to book online.
10 T

12-13
Personal answers

Unit 3, pp. 12-15
1  1 C     2 B     3 A     4 D
2  1 b     2 e     3 h     4 j     5 d
6 g     7 c     8 a     9 f     10 i
3  1 sea
  2 rail and sea
  3 sea
  4 air and rail
  5 air
  6 road
  7 road
  8 road and air
  9 sea
  10 air

4  5

5  a 1   b 3   c 2   d 6   e 7 f 4   g 8   h 5

1 in a ticket office, rail tickets

5  1 London
  2 single
  3 return
  4 return
  5 leave
  6 come back
  7 How much
  8 cheap
  9 £32
  10 train
  11 12.50
  12 16

6  Personal answers
14-15

Personal answers

Unit 4, pp. 16-19

1
B&B
barge
cabin
campervan
campsite
campus accommodation
caravan
chalet
guest house
holiday village
hostel
hotel
house swap
motel
private holiday rental
self-catering accommodation
studio apartment
tent
tepee
timeshare
villa
yacht
yurt

2
1 barge
2 cabin
3 campus accommodation
4 hostel
5 motel
6 studio apartment
7 tepee
8 yurt

3
1 B   2 A   3B   4 A   5 C   6 B   7 A   8 C

4

Receptionist  Good afternoon, Sir. can I help you?
Customer  Yes, I’d like to check-in, please.
Receptionist  What's your name, sir?
Customer  It's Mr Norris.
Receptionist  Could you spell your surname for me, please?
Customer  Yes, N-O-double R-I-S
Receptionist  Oh, yes. Lee Norris. Could you just confirm
your address please, sir?
Customer  It's 16 Orchard Road. That's O-R-C-H-A-R-D
Road, Oxford, UK
Receptionist  Do you have an email address, Mr Norris?
Customer  Yes, it’s leenorris@yahoo.co.uk
Receptionist  Thank you. And you’ve booked a double room,
single occupancy with a bath.
Customer  That’s correct.
Receptionist  And you booked full board.
Customer  No, just half board.
Receptionist  Half board. OK, so you’re staying with us for a
services in the hotel?

Receptionist
Yes, madam. For laundry and ironing, just fill in the form on the desk and give it to the chambermaid before 9 in the morning.

Guest
That’s great. Thanks. I also have some important documents with me and I can’t find the safe in this room.

Receptionist
I’m afraid we don’t have safes in the rooms, but there are safes available in the reception area if you could bring your documents down to me.

Guest
OK. Are there any other services I should know about?

Receptionist
Well, we have an internet point which is open till midnight. There’s 24-hour room service for bar food and our à la carte restaurant is open 12-2 lunchtime and 7-10 dinnertime. You need to book a table for dinner.

Guest
OK. I’d like to book a table for this evening at 8 p.m., please.

Receptionist
Certainly, madam. Can I help you with anything else, madam?

Guest
Not for the moment. Thank you.

Unit 5, pp. 20-23
1
1 d, 2 f, 3 a, 4 c, 5 b, 6 e

3
1 general manager
2 desk clerk
3 porter
4 concierge
5 housekeeper
6 room attendants

4
1 d, 2 f, 3 e, 4 c, 5 b, 6 a
Speaker 1
I work shifts, which can be morning, afternoon or evening, but I don’t mind because my job is very varied and I get to meet a lot of different people at the hotel. I was born locally, so I know everything there is to know about this area. This makes me well placed to help guests with directions, sights to visit or just provide them with assistance during their stay or with their onward journeys.

Speaker 2
I studied hotel and tourism at college and can speak several different languages, which is useful in the job that I do. I never work at night, but I alternate between morning and afternoon shifts. I spend a lot of the day on the telephone and using the computer to input guest information or to make up bills, but I wouldn’t like to work in the back office as I enjoy interacting with the public.

Speaker 3
There is a lot of responsibility in my job, as I have to oversee a large team of staff working in many different sectors of the hotel. I can pick and choose the hours I work and I don’t usually have to work at night, which is nice, but I have to be present or on call during the high season. You need to have skills and experience in several different areas to do this job, including: marketing; finance; human resources and problem-solving. It’s a difficult job, but I love it!

Speaker 4
People think that my role is all about fetching and carrying and general gofer, but personally I think there’s a lot more to it than that. For instance, when we hold special events or have VIP guests staying at the hotel, I’m the one who makes sure that everything is running smoothly. I check that rooms are set up properly; that our VIPs have everything they need and receive all their messages without being disturbed too much. Oh… and I’m always on the move, which is much better than sitting behind a desk all day!

Speaker 5
I oversee everything to do with hotel rooms: human resources; financial management; laundry; stock; purchasing and customer care. It’s a lot of responsibility in a hotel which can accommodate up to 200 people at one time! I take pride in every aspect of my job although I’m really working behind the scenes a bit like a stage director at the theatre! In fact, the best compliment I can have is that there are no complaints made about the rooms!

Speaker 6
It’s my job to make sure that bedrooms are kept clean and tidy and stocked up with everything guests might need during their stay. It’s quite hard work, as I start work very early in the morning and am constantly on my feet. Fridays and Mondays are particularly busy as we have a lot of guest changeovers. On the whole I like my job as I am free in the evenings and most of the people I meet are polite and friendly.

1 Room service attendant
2 Desk clerk
3 General Manager
4 Hotel Porter
5 Housekeeper
6 Room attendant

1 Concierge
2 Desk clerk
3 General Manager
4 Hotel Porter
5 Housekeeper
6 Room attendant
Receptionist: Are you checking out now, sir?
Guest: Yes, I am.
Receptionist: I hope you enjoyed your stay with us.
Guest: Yes, I did very much. The room was very comfortable and the staff very helpful, but the wi-fi didn’t work very well in my room.
Receptionist: I’m sorry about that. We can give you a 10% discount on the bill to make up for the inconvenience. What room were you staying in?
Guest: Room 314. Thank you.
Receptionist: Here’s your bill Mr Lewis. Please check to see that it is correct.
Guest: Yes, it all looks ok to me. Do you need my card again?
Receptionist: No sir, just a signature authorising payment.
Guest: Here are my room keys.
Receptionist: Thank you. Can I help you in any other way?
Guest: Yes, I’d like a taxi to take me to the airport, please?
Receptionist: Yes, of course. It’ll be here in ten minutes sir. I hope we’ll see you again soon.
Guest: Oh, I’ll definitely be back and I’ll bring my wife and family next time.

Customer: I would be happy with any of those.
Travel agent: Let me tell you about the accommodation options in each. You could stay in a hotel, a self-catering apartment or a B&B.
Customer: Self-catering apartment. That’s one thing I’m sure about.
Travel agent: At the moment we have that option in resorts in Turkey and Greece but not Morocco.
Customer: How does the cost compare in Turkey and Greece?
Travel agent: They’re pretty similar, but the cost of living is a bit cheaper in Turkey than in Greece.
Customer: So tell me about the Turkey packages then.
Travel agent: Well, we have a self-catering apartment in the popular resort of Marmaris in the South West of Turkey, where there are some lovely beaches.
Customer: How would I get there from the airport?
Travel agent: It’s about 1 hour and twenty minutes from Dalaman International Airport, but there would be a complimentary shuttle directly to your resort.
Customer: That sounds great! I’ll book it!
Travel agent: Ok. If I could just take a few personal details from you...
Northern Ireland
Population: 1.7 million
Economy: exports of textiles and machinery
Geography: the north-eastern part of the island of Ireland
Capital: Belfast

1. Edinburgh
2. Glasgow
3. Belfast
4. Cardiff
5. Cornwall
6. London

Tourist: I’m hiring a car in Scotland this summer. What do you suggest I visit?
Tour guide: That depends on what you are interested in.
Tourist: I’m interested in art, history and nature, especially coastlines.
Tour guide: Then you should spend a few days in Edinburgh at the arts festival.
Tourist: When is that?
Tour guide: It’s on for three weeks in August every year.
Tourist: Is Edinburgh near the coast?
Tour guide: Yes, it overlooks the sea. It’s a really interesting city!
Tourist: What else can I do in Edinburgh?
Tour guide: You can visit the castle, which sits on a volcanic rock dominating the city.
Tourist: I hear Scotland has amazing wildlife too.
Tour guide: Oh yes, especially on the remote islands like the Orkneys.
Tourist: I want to visit the famous Loch Ness and see the monster.
Tour guide: It’s the deepest lake in Scotland and very beautiful, but I can’t guarantee you’ll see the monster!

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<table>
<thead>
<tr>
<th>Monument</th>
<th>Site</th>
<th>Period</th>
<th>Architectural details</th>
<th>Reason for building it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stonehenge</td>
<td>Wiltshire</td>
<td>Prehistoric</td>
<td>concentric architectural design of sandstone and smaller bluestones</td>
<td>ceremonial site for worship and burial</td>
</tr>
<tr>
<td>Bath Spa</td>
<td>in the south-west of England</td>
<td>Roman</td>
<td>one of the world's finest remaining examples of Roman thermal spas</td>
<td>a spa; to bathe</td>
</tr>
<tr>
<td>Hadrian's Wall</td>
<td>coast to coast across northern Britain</td>
<td>Roman</td>
<td>a wall made of stone and earth</td>
<td>to keep out the Scots</td>
</tr>
<tr>
<td>Jorvik Viking Centre</td>
<td>York, in the north of England</td>
<td>Viking</td>
<td>excavated Viking-age houses, workshops and artefacts</td>
<td>a settlement</td>
</tr>
<tr>
<td>Windsor Castle</td>
<td>just outside London</td>
<td>Norman</td>
<td>a motte and bailey castle</td>
<td>official royal residence</td>
</tr>
</tbody>
</table>

1 Greenland
2 Algarve
3 Lapland
4 Monte Carlo
5 Ibiza

**The London Eye**: Fly above London's skyline for 30 minutes taking in the city landscape for 25 miles in each direction. It's a truly unique experience.

**Richmond Park**: Walk around the largest urban parkland in Europe where you can see over 600 deer, many wild birds, flowers, woods, gardens and ponds.

**The Tower of London**: Explore 900 years of history, see some of the world's largest and most beautiful diamonds in the Crown Jewels, and see the Beefeater guards protecting the tower.

**Madam Tussaud's**: Hang out with the rich and famous at the famous waxworks museum. Visit the Chamber of Horrors to find out the worst of British crime!

**The British Museum**: Visit one of the world's oldest and finest museums, with one of the biggest world heritage collections from ancient Egypt, Western Asia, Greece, the Orient, Africa and Italy.

**The Tate Modern**: Visit the world's most popular contemporary art gallery. The building and its location on the Thames are as interesting as the art inside it.

**The Globe Theatre**: Experience Shakespeare's theatre as it was meant to be, in an open-air amphitheatre, rebuilt on the Thames river bank.

**St Paul's Cathedral**: Possibly London's most famous and iconic church with its impressive architecture and don't miss the magical whispering gallery on the top floor!

1 a 2 f 3 b 4 e 5 c 6 h 7 d 8 g

3

<table>
<thead>
<tr>
<th>Country/ Region</th>
<th>Type of tourism</th>
<th>Things to see and do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greenland</td>
<td>nature or cultural</td>
<td>fjords; glaciers; icebergs; endless days in winter; wildlife like polar bears, reindeer and whales; experience the unique Inuit culture</td>
</tr>
<tr>
<td>Lapland</td>
<td>adventure and winter tourism</td>
<td>Northern Lights; hiking; white water rafting; snowmobiling; sled safaris; skiing; visits to Santa Clause's Village</td>
</tr>
<tr>
<td>Spain's Balearic Islands: Ibiza, Mallorca, Menorca and Formentera</td>
<td>recreational, cultural and nature tourism</td>
<td>nightclimbing (Ibiza); family beach holidays and mountain hikes (Mallorca); UNESCO archaeological and natural sites (Menorca); to relax (Formentera)</td>
</tr>
<tr>
<td>The Algarve region</td>
<td>beach tourism</td>
<td>wide sandy beaches, natural bays and breathtaking cliffs</td>
</tr>
<tr>
<td>The French Riviera: Nice</td>
<td>recreational and cultural tourism for wealthier tourist</td>
<td>sunbathing; visiting impressionist art galleries; eating French cuisine; practicing water sports; drinking cocktails</td>
</tr>
<tr>
<td>Monte Carlo</td>
<td>luxury tourism</td>
<td>casinos; formula one racing track</td>
</tr>
</tbody>
</table>
4 1 d 2 c 3 e 4 b 5 a
5
1 Group leader Hello, I’m planning to take a tour group over to northern Europe from the UK next year and I’d like you to recommend some itineraries.
2 Travel agent Sure. Which period of the year would you like to travel and for how long?
3 Group leader Sometime in spring so the weather is not too hot, maybe for about three weeks.
4 Travel agent And what kind of things are your group interested in?
5 Group leader Well, it’s quite a mixed group in terms of age and interests so I want to include something that will appeal to everyone.
6 Travel agent I’d certainly recommend Greenland to you, because you can see some amazing wildlife and you also get to take boat trips along the fjords.
7 Group leader Some of my group have expressed an interest in health tourism too. Is that possible in Greenland?
8 Travel agent I would say that Iceland is more suitable because of the geysers and hot springs. There are lots of modern spa resorts you could stay at.
9 Group leader Do you know if there is any chance of seeing the Northern Lights at that time of the year?
10 Travel agent The best time to see them is in winter, but if you go to remote regions like Lapland without artificial lights, it is sometimes possible to see them.
11 Group leader What other activities can my group do in Finland?
12 Travel agent At that time of the year there are great hiking and white water rafting trips which are really good for developing a team spirit.

1 Sure. Which period of the year would you like to travel and for how long?
2 And what kind of things are your group interested in?
3 Some of my group have expressed an interest in health tourism too. Is that possible in Greenland?
4 Do you know if there is any chance of seeing the Northern Lights at that time of the year?
5 What other activities can my group do in Finland?

6 Personal answers

7 1 A 2 A 3 C 4 B 5 B 6 C 7 B 8 C

9 1 Evzones
2 temple
3 Mosque
4 skyline
5 bazaar
6 Turkish bath
7 Meze
8 cutting-edge
9 Tsars
10 Patriarch

10-11 Personal answers

Unit 9, pp. 36-39
1 1 Grand Canyon
2 New Orleans
3 Niagara Falls
4 Boston

3 1 grizzly
2 canyon
3 bird of prey
4 VIP
5 Mardi Gras
6 mansion

4 1 e 2 f 3 g 4 b 5 h 6 a 7 d 8 c

5

Travel agent I just want to go through all the things you need to do before you leave for the USA.

Tourist Sure, no problem.

Travel agent First you have to check your passport is valid for at least six months after you plan to return home.

Tourist Yes, it is. Do I have to apply for a visa too?

Travel agent No, you don’t. There’s a visa waiver programme for all UK or EC passports, but you have to apply through ESTA, Electronic System for Travel Authorisation to the USA, online at least 72 hours before your departure.

Tourist How long can I stay in the USA with this programme?

Travel agent You can stay for up to 90 days.

Tourist OK. What about security at the airport?

Travel agent Security is very tight for all US travel, so you should arrive at the airport at least three hours before your departure time.

Tourist Do I need medical insurance?

Travel agent Well, you don’t have to be immunised against any diseases, but it’s a good idea to get comprehensive travel insurance.

Tourist Right. How about money?

Travel agent The currency is dollars, but you don’t need to take out money in advance because you can use credit cards and cash point machines, which Americans call ATMs.

Tourist OK. Thanks for all your help and advice.

1 passport
2 six
3 visa
4 seventy-two
5 ninety
6 three
7 medical insurance
8 currency
1 walk  
2 cooling  
3 northern  
4 contemporary  
5 building  
6 concrete  
7 department stores  
8 food markets  
9 trendy  
10 spot 

13 Personal answers

Unit 10, pp. 40-43
1  
1 A definition of ecotourism  
2 The principles of ecotourism  
3 The history of ecotourism  
4 Benefits and Downsides  
5 Organisations involved  
6 The future of ecotourism

2 Personal answers

3  
1 T  
2 T  
3 F   It was in Kenya.  
4 T  
5 F   It creates many jobs.  
6 T  
7 F   It’s the fastest growing market in the tourism industry.

4 Personal answers

5  
1 T  
2 F  
3 F  
4 F  
5 T  
6 T  
7 T  
8 F

6 Personal answers

7  
1 C  
2 A  
3 D  
4 F  
5 B  
6 E

---

Welcome to Manhattan’s Central Park! This is where New Yorkers come to walk, cycle, line skate and jog, or simply to enjoy the natural surroundings. There are also many water play areas in the park, which are fun and cooling on a hot day. 

At the northern end of Central Park is the famous Guggenheim Museum. Apart from exhibiting some of the world’s best modern and contemporary art, the museum itself is an architectural icon in New York. From the outside the building is extremely striking and looks a little like a spiralling concrete animal shell. 

Where should you go shopping in Manhattan? Well, Fifth Avenue and Madison Avenue offer the best in designer clothes. If you’re not keen on department stores, but prefer a different sort of experience, then why not try Greenwich Village where there are gift shops, food markets and trendy clothes boutiques with reasonable prices. 

Finally, you can’t visit Manhattan without taking a trip to Broadway, to watch a good show, play or maybe spot your favourite star!
Customer: Hello. I’d like some information about eco-resorts in the Maldives, please.

Travel agent: Certainly. They are owned and run by native Maldivian staff, who receive fair salaries. What about my carbon footprint?

Customer: Well, you might have heard that the Maldives is trying to become the first carbon-neutral country in the world and the eco-resorts are contributing to that by using renewable energy sources such as wind, water and sun.

Travel agent: The luxury chalets are solar-powered and extremely environmentally friendly.

Customer: How does that affect the accommodation?

Travel agent: The luxury chalets are solar-powered and extremely environmentally friendly. Are there other ways in which the resorts promote sustainability?

Customer: Yes, part of the money you spend on your holiday goes into conservation projects like cleaning the local coral reef.

Travel agent: What about cultural and educational projects? There are plenty of opportunities to interact with the locals and learn about the wealth of cultural diversity, which makes up these islands. There are also educational projects to raise awareness of environmental threats to these islands from natural disasters like tsunamis and hurricanes.

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Interviewer: So today we’re talking about new travel destinations with travel agent Iris Ross. Could you tell us about what’s ‘in’ and what’s going ‘out’ at the moment, please?

Iris Ross: Well, for example, Bogotá, the capital of Colombia, is taking over from Rio de Janeiro in Brazil because it's not as crowded, but it’s full of trendy Latin American nightlife and entertainment.

Interviewer: I see. What about beach holidays?

Iris Ross: The Philippines is fast gaining popularity from its South East Asian neighbour, Thailand. It’s the second largest archipelago in the world, has unique cultural diversity and offers spectacular coral reefs islands for great diving opportunities.

Interviewer: Presumably because it’s a new destination, it’s cheaper and there are fewer tourists than in Thailand.

Iris Ross: Yes, that’s right. Also, people tired of the Maldives are going to the Andaman Islands instead. They belong to India, but actually they’re closer to Southeast Asia and there are over 300 tropical islands with sandy beaches, crystal seas and amazing coral and sea life.

Interviewer: What about city breaks?

Iris Ross: Well, for all you shopaholics who want to see a new city and avoid the crowds, Quebec in Canada is taking over from New York.

Interviewer: No! Really?

Iris Ross: Yes, really! It’s got a lovely historic centre, great markets and designer boutiques, as well as good restaurants and nightlife.

Interviewer: Any more hot tips for us before you go?

Iris Ross: Yes, one for adventure, nature and ecotourists. Guyana in South America is the new Amazon! It has tropical rainforests full of rare flora and fauna; rapids and waterfalls for rafting; and a table top mountain for climbing and abseiling.

Interviewer: That sounds like quite an adventure!

Iris Ross: And I’ve got a final one for foodies: try Tasmania, the island off southern Australia instead of Argentina in South America. The reason is that people think Tasmanian food is fresh, healthy, tasty and it’s definitely different!

Interviewer: Iris Ross, thank you for your hot tips!
Customer: I want to travel to Brazil during the FIFA World Cup.

Travel agent: OK. There are various World Cup packages available or you can go as an independent traveller.

Customer: I’d prefer to be independent because I’m travelling with my girlfriend and she wants to do some sightseeing and have a bit of a beach holiday too.

Travel agent: Well, the first thing you need to decide is which games you’d like to apply for. We have a list of all the venues and the possible teams who will be playing there.

Customer: I see. What about travelling around the country?

Travel agent: It depends a bit on how many games you want to see and where they are located, but you can hire a car, fly or travel by public transport.

Customer: I’m not sure. What would you advise?

Travel agent: Once again, it depends on what type of holiday you want. Car hire is quite cheap and you’re independent, but traffic is chaotic especially in the big cities. Air travel is more expensive, but more relaxing and public transport is fun but it will be extremely overcrowded during the World Cup.

Customer: I think we’d like to hire a car there. Can we book accommodation through you as well?

Travel agent: Certainly! I’ll work out some costs and dates and get back to you as soon as possible.

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