

28.04.2020 (wtorek) Regulamin hotelowy.

Do zrobienia: proszę zapoznać się ze słownictwem oraz zrobić zadania 1-4 zamieszczone na zdjęciach.

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## Regulamin hotelowy regulations

### KEY TERMS – WAŻNE POJĘCIA



|                                        |                                                    |
|----------------------------------------|----------------------------------------------------|
| <b>animals, pets</b> zwierzęta         | <b>forbidden</b> zakazany, niedozwolony            |
| <b>arrival day</b> dzień przyjazdu     | <b>foresee</b> przewidzieć                         |
| <b>birthday</b> urodziny               | <b>ID</b> dowód tożsamości                         |
| <b>celebrations</b> uroczystości       | <b>immediately</b> niezwłocznie                    |
| <b>charged with</b> obciążony          | <b>in any case</b> w każdym wypadku                |
| <b>cigarette smoke</b> dym papierosowy | <b>incurred losses</b> poniesione szkody           |
| <b>costs</b> koszty                    | <b>keep of the grass</b> nie wchodzić na trawnik   |
| <b>curfew</b> cisza nocna              | <b>lawn</b> trawnik                                |
| <b>damages</b> uszkodzenia             | <b>main entrance</b> główne wejście                |
| <b>departure day</b> dzień odjazdu     | <b>no camera</b> zakaz robienia zdjęć              |
| <b>exclusively</b> wyłącznie           | <b>no entry</b> zakaz wstępu                       |
| <b>extend</b> rozszerzyć, rozszerzenie | <b>no pets allowed</b> zakaz wprowadzania zwierząt |
| <b>extension</b> przedłużenie          | <b>no smoking</b> zakaz palenia                    |
|                                        | <b>no-show</b> niepojawianie się gościa            |
|                                        | <b>not leaving</b> nieopuszczenie                  |
|                                        | <b>obliged</b> zobowiązany                         |
|                                        | <b>party</b> impreza                               |
|                                        | <b>permission</b> zezwolenie                       |
|                                        | <b>register</b> zarejestrować                      |
|                                        | <b>resign</b> rezygnować                           |
|                                        | <b>responsible for</b> odpowiedzialny za           |
|                                        | <b>room card</b> karta-klucz do pokoju             |
|                                        | <b>similar</b> podobny                             |
|                                        | <b>smoking area</b> strefa dla palaczy             |
|                                        | <b>take care of</b> zadbać o                       |
|                                        | <b>to issue</b> wydać                              |

### ZADANIE 1.

Który wyraz nie pasuje? Podkreśl go!  
*Which word does not fit? Underline it!*

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arrival • lawn • come in • entrance  
curfew • sleep • party • night  
principles • prohibition • rules • sales  
destination • accident • damage • injury  
birthday • celebration • conference • party

### ZADANIE 2.

Dopasuj hasła do znaków zakazu i informacyjnych.  
*Match the bans with the signs and information.*

- a) Keep off the grass!
- b) Smoking area
- c) No smoking

- d) No cell phones
- e) No pets allowed
- f) Out of order!

- g) No food allowed
- h) No entry
- i) No camera

☐☐☐☐☐☐

## ZADANIE 3.

Nadaj poniższym fragmentom regulaminu odpowiedni tytuł.

Match the title with the fragments of the terms and conditions.

Animals • Cigarettes • Damages • Parties • In and out • Food

|  |                                                                                                                                       |
|--|---------------------------------------------------------------------------------------------------------------------------------------|
|  | The guest is responsible for all the equipment of the room and all damages caused. The guest will be charged with all damages caused. |
|  | Pets are allowed only in the room.                                                                                                    |
|  | Parties are forbidden. In case of any special celebration, the staff should be informed immediately. Curfew starts at 22:00.          |
|  | From 22:00 clock, the front door of our hotel is closed. The door can be opened with your room key.                                   |
|  | There is a no smoking policy in this hotel. Smoking areas may be found outside.                                                       |
|  | Unfortunately we do not serve breakfast.                                                                                              |

## ZADANIE 4.

Uzupełnij zdania odpowiednimi wyrazami.

Complete the sentences with appropriate words.

late check-out • arrival • no smoking • extend • ID • curfew • departure • persons • room card • no-show

The date of \_\_\_\_\_ and \_\_\_\_\_ should be booked in advance.

The hotel is obliged to register each guest. Therefore, each guest is asked to submit their \_\_\_\_\_.

In case of a \_\_\_\_\_, the amount for one night will be charged. To \_\_\_\_\_ a stay guests should inform the front desk until 9:00.

\_\_\_\_\_ is regarded as an extension of the stay and will be charged half the fee in addition to the standard rate.

A \_\_\_\_\_ is issued at the front desk. On the loss of the room card a fee of 30 euros will be charged.

Not registered \_\_\_\_\_ may not remain in the room and in the hotel.

The hotel has a \_\_\_\_\_ policy.

There is a \_\_\_\_\_ from 22:00 to 6:00.

29.04.2020 (środa) Orientacja w mieście.

Do zrobienia: proszę zrobić zadania 1-3 zamieszczone na zdjęciach.

## 9.2. Orientacja w mieście Discovering the city

### ZADANIE 1.

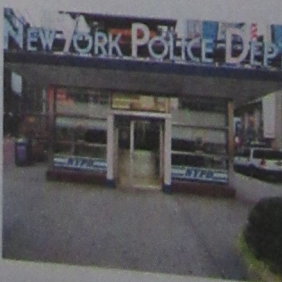
Połącz nazwy miejsc z ich opisami.  
*Match the words with their descriptions.*

- |                  |                                                                                               |
|------------------|-----------------------------------------------------------------------------------------------|
| block ○          | <input type="checkbox"/> a place where one can buy gasoline or oil for the car                |
| ATM ○            | <input type="checkbox"/> a place where one can have their hair cut                            |
| drugstore ○      | <input type="checkbox"/> a place where bread, cake and pastries are made and sold             |
| junction ○       | <input type="checkbox"/> a machine allowing withdrawing money from one's account using a card |
| hairdresser's ○  | <input type="checkbox"/> a road signal directing cars using colored lights                    |
| traffic lights ○ | <input type="checkbox"/> a place where one can buy medicine                                   |
| petrol station ○ | <input type="checkbox"/> a place where cars move in a circular motion                         |
| church ○         | <input type="checkbox"/> a small section of a city divided by streets                         |
| roundabout ○     | <input type="checkbox"/> a building for religious worship                                     |
| bakery ○         | <input type="checkbox"/> a place where two or more roads meet                                 |

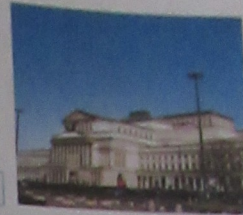
### ZADANIE 2.

Połącz nazwy miejsc z odpowiednimi obrazkami.  
*Match places with correct pictures.*

- |                   |                   |              |
|-------------------|-------------------|--------------|
| 1. church         | 6. bus stop       | 11. theatre  |
| 2. park           | 7. hairdresser    | 12. townhall |
| 3. petrol station | 8. police station |              |
| 4. junction       | 9. bookstore      |              |
| 5. hospital       | 10. traffic light |              |



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**ZADANIE 3.**

Znajdź 10 słów w diagramie (pionowo i poziomo).

Find 10 words in the diagram (vertically and horizontally).

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P | O | L | I | C | E | S | T | A | T | I | O | N | B | H |
| V | T | O | R | J | N | E | I | E | A | T | N | E | B | C |
| W | X | O | O | W | S | Q | U | A | R | E | P | K | B | A |
| N | N | F | U | T | J | G | P | R | R | I | H | R | O | S |
| M | T | U | N | B | A | D | N | U | O | R | A | G | O | H |
| Q | F | L | D | F | V | T | A | N | P | X | R | K | K | M |
| Q | F | A | O | C | T | S | H | B | H | M | I | S | A |   |
| I | I | B | R | S | E | R | E | Y | P | A | M | T | C |   |
| Q | R | O | E | A | G | X | K | C | H | C | I | O | H |   |
| A | E | U | D | K | U | M | J | Q | I | Y | Z | R | I |   |
| E | S | T | A | U | R | A | N | T | K | L | D | E | N |   |
| P | Q | P | I | N | F | I | S | Q | C | A | O | N | E |   |
| T | R | A | F | F | I | C | L | I | G | H | T | P | Q |   |
| Q | N | H | A | I | R | D | R | E | S | S | E | R | F |   |
| W | F | F | F | L | M | D | B | A | K | E | R | Y | M | S |

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30.04.2020 (czwartek) W biurze podróży.

Do zrobienia: proszę zapoznać się ze słownictwem oraz zrobić zadania 1-4 zamieszczone na zdjęciach.

## W biurze podróży *In a travel agency*

### KEY TERMS – WAŻNE POJĘCIA



**account number** numer konta

**airlines** linie lotnicze

**ask for information** pytać o informację

**bank code number** kod banku

**bargain deals** oferty okazyjne

**book tickets** rezerwować bilety

**business trip** podróż służbowa

**buy tickets** kupować bilety

**camp** obóz

**car rental** wynajem auta

**commission** prowizja

**conference** konferencja

**congress** kongres

**convince** przekonywać

**cruise ship**

**currency** waluta

**due to many enquiries** w związku z wieloma zapytaniami

**entrance fee** opłata za wstęp

**entry** wejście

**fair** targi

**for the trip to... I recommend to you** na podróż do... polecam państwu

**for this time of the year You should** na tę porę roku powinni państwo

**guided tour** wizyta z przewodnikiem

**hiking camp** obóz wędrowny

**holiday** wczasy

**I would recommend** polecałbym

**I wouldn't recommend** odradzałbym

**included** uwzględnione, wliczone

**pass** przekazać

**period, deadline** termin

**persuade** namawiać, przekonywać

**pick up from a hotel, airport, station** odebrać z hotelu, lotniska, dworca

**pilgrimage** pielgrzymka

**recommend** polecać

**rent a car** wynajmować samochód

**rent a motorbike** wynajmować motor

**route** trasa

**sightsee** zwiedzać

**sightseeing bus / tour bus** autobusy wycieczkowe

**special offer** oferta specjalna

**spend** spędzać

**sports camp** obóz sportowy

**stay** pobyt

**take part in a trip** wziąć udział w wycieczce

to be on vacation być na urlopie

tourist guide przewodnik

training szkolenie

traveller podróżnik

vacation urlop

visit odwiedzić

within a period of six months w ciągu sześciu miesięcy

Would you like to take part in... czy chciałby / chciałaby / chciałby / chciałaby wziąć udział w...

You should also think about powinniśmy pomyśleć też o tym, żeby...

youth camp obóz młodzieżowy

### ZADANIE 1.

Połącz terminy z ich opisami.

Match the words with their descriptions.

travel comfort ○

itinerary ○

fixed prices ○

cancellation ○

guide (2 meanings) ○

day trip ○

departure ○

arrival ○

discount ○

included in the price ○

seat ○

□ little book that provides information on the city and the surrounding area

□ we arrive at a hotel

□ place on the train, on the bus

□ offers for which you do not have to pay extra

□ a trip that lasts from morning to evening

□ a person who shows us the city

□ a special price e.g. for the children, for the pensioners

□ non-negotiable prices

□ the time at which a trip begins

□ the comfort that you can enjoy while traveling

□ the planned route

□ cancellation of a flight by the airline

### ZADANIE 2.

Uzupełnij tekst właściwymi słowami.

Fill the text with suitable words.

connection • check • book • pick up • I would recommend • airport • return • available

Travel Agent: Experience Travel Agency. How may I help you?

Caller: Yes, I'd like to \_\_\_\_\_ a flight to Argentina for the fifth of this month. Travel Agent: Okay. Which \_\_\_\_\_ do you want to depart from?

Caller: Well, I'll be flying from Rome.

Travel Agent: Okay. Let me check what flights are \_\_\_\_\_. OK, I've found a \_\_\_\_\_.

Caller: Uh, I'd like to book a \_\_\_\_\_ flight on the fifteenth.

Travel Agent: Okay. Let me \_\_\_\_\_. OK.

Caller: How much is it?

Travel Agent: It's \$450.

Caller: Alright.

Travel Agent: Can I help you with anything else?

Caller: Yes, I'd like a \_\_\_\_\_ the airport.  
 Travel Agent: Sure no problem. \_\_\_\_\_ luxury cars.  
 Caller: OK, can you book that for me?  
 Travel Agent: Of course, anything else?  
 Caller: No, thank you.  
 Travel Agent: So, let's talk about the details.

### ZADANIE 3.

Uzupełnij zdania odpowiednimi słowami.  
 Fill the blanks with suitable words.

included • recommend • enquiries • sightseeing • bus • pass • rent a bicycle •  
 tourist guides • ask for information • flights

- I'm planning a trip to Prague. Do you have any \_\_\_\_\_?
- Barcelona is quite big. If you are there for a one day trip you should take a \_\_\_\_\_.  
This way you will be able to see most of the city's attractions.
- I would like a hotel for three days with breakfast \_\_\_\_\_.
- Due to many \_\_\_\_\_ our servers are down. Sorry for the inconvenience.
- On Sundays, most museums offer free \_\_\_\_\_. We should go to a National History Museum.
- The cities I would \_\_\_\_\_ to you are Seville, Barcelona and Granada.
- The best and cheapest way to travel to London is by plane. You only need to find some cheap \_\_\_\_\_.
- Before you board a plane you need to show your ID and a boarding \_\_\_\_\_.
- There is a tourist office there. How about we stop and \_\_\_\_\_. At least we will know where exactly we are.
- For all those of you who like sports, I recommend to \_\_\_\_\_. It's only 5 euros per day. It's cheaper than the metro.

### ZADANIE 4.

Zaznacz, które kwestie agent biura podróży powinien poruszać podczas rozmowy z klientem, a które są całkowicie zabronione.

What should and shouldn't a travel agent do in a conversation with customers?  
 Mark the answers.

- |                                                              |                                                                               |
|--------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> explain technical terms             | <input type="checkbox"/> flirt                                                |
| <input type="checkbox"/> show only the most expensive offers | <input type="checkbox"/> address the customers by name                        |
| <input type="checkbox"/> offer only bargains                 | <input type="checkbox"/> smile in greeting, maintain eye contact and stand up |
| <input type="checkbox"/> make private phone calls            | <input type="checkbox"/> not listen to the customer                           |
| <input type="checkbox"/> convince the customer               | <input type="checkbox"/> show special offers                                  |
| <input type="checkbox"/> identify customer needs             | <input type="checkbox"/> welcome the customer and introduce yourself          |
| <input type="checkbox"/> persuade strongly                   | <input type="checkbox"/> not offer additional services: insurance, car rental |
| <input type="checkbox"/> overgesticulate                     |                                                                               |

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