## Contents

lt's my job /	R SKILLS AND KNO Tourism	Find out	Listening	Reading	UAGE SKILUS Speaking	Writing	Language spot	Vocabulary	Pronunciation
Where in the world?	manager	i illu vut	Listening	Reading	эреакив	wiii.	Buage Spot	eocabulary	
1 Tourism toda	<b>y</b> ⊛ p.4	a datus era Pictina par er Pictina Barta, saberbar Labort era Bist et Alleina de Affre de misson.	a Angel en eeu a de ee Andel Andel e de eer en eer een eerd een de ee daar paal bebeure.	4 District in the first Consecutive section of the	y a Charles (a Mhaille an de Theolean an pare 1966). In the charles (a the charles and the element of the eleme				
Sofia da Costa Arguelles	Being managed v being a manager	Recent and current trends in your country or region	The current state of tourism Challenges for tourism managers	Changes in tourism in the last 30 years Tourism data tables	What skills does a tourism manager need?	Report on the current state of tourism	Describing change and consequence Giving opinions, agreeing, and disagreeing	Graphs and charts	Stress in short phrases
2 NTOs @ p.12							and the second s	n wasay wala san isin wanasasa, mala	and the second second
Yekaterinburg	Running meetings	Assessing the attributes of the UK	In search of a new stand Market research and national brand image	Tourism Malaysia Market research	Deciding the theme for a trade fair stand	Britain's brand image in	Organizing and running a meeting	Building a brand	Pausing in sentences
3 Managing to	ur operations & p.2	0					and a second of the second	se nector um care ser altino	and the second second
Pimchanok Jivavisitnont	Gaining the upper ground	Developing a package for your area	A product development meeting Negotiating with the coach company	Contracting with the principals Co-creation	Getting the best deal	Email replies	Degrees of future probability Negotiating	Operations and contracts	/tʃ/,/dʒ/,/ʃ/
4 Hotel manag	ement @ p.28								
Great places to work	You've always been a manager!	Researching a major hotel corporation	Managing a hotel Human resources - selecting new staff	Success in the hotel trade: a question of size? Front office manager	Rewarding good performance Surviving the interview	Your personal statement / key data	Comparing hotel groups Selling yourself	Dealing with words in context Skills and personality	Word stress
5 e-Travel ⊚ p.3	6						and the second s	e u ligare la celebratica di una cultura.	
Natalie Yarkony	Time management	Online purchases of travel products	Who's doing the selling? Proactive marketing	Alternative travel agents Top tips for presenters	Presenting a personalized product	Getting help	Starting your presentation – introductions with an impact	Online travel	Pausing and stress in sentences
6 Quality in to	urism 🏿 p.44	a garage and a second	· Commission of the second second			erikan di kacamatan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di Kabupatèn Barangan di K	- <b>1</b>	razusta esta.	
Musha Cay	Giving and receiving feedback well	Quality service programme	'We want you to complain!' Spoken and written complaints	Analysing the quality of customer service Written complaints	Customer journey	Responding to a complaint	Dealing with written complaints – letters and emails	Quality assurance techniques	./p/, /f/, /v/, /w/

The state of the s	ER SKILLS AND KNO			Land Court of the State and Court of the Court of Wilesborn	UAGE SKILLS		days of the control o	IUAGE KNOWL	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
It's my job / Where in the world?	Tourism manager	Find out	Listening	Reading	Speaking	Writing	Language spot	Vocabulary	Pronunciation
7 The impacts	of tourism @ p.60	nd drew 25000 sport water afferment of June 25 to 150	-periodenii ogʻeta (gʻin - ilming gʻigiti sekset (libeti edesi	d mir diddir er och det die er im forstatet er filmbottenborer er och er och er och	k franskriktil kraftfer dier filmt baker op i two en i two die de de de die die de	uit kangis kilitalista peritekan seje uiperum saga kilitalistikka nyan erencene keri de satubit elder.	e Calabaya'a gagainny ara 20° ghàigige, ghi fheireannaidh ai gheire de ga ne an teann 1971 i e a cail a cu ann	VIII. The Time I was to the Control of the Control	
Samime Bayyurt	How to behave in meetings	The impacts of tourism in your area	Classifying the impacts of tourism All in favour of tourism?	Global warming and tourism Tourism in the Ifugao rice terraces	Access and tourism for Sulben	Guidelines for low- impact tourism	Turn taking and making your point in a discussion	Describing the impacts of tourism	Emphatic stress
8 Built attracti	<b>ions</b> ⊜ p.68								
The tomb of Askia	Managing the presenter	Built attractions in your country	Theme park planning How do you define a built attraction?	Theme parks Recognizing built attractions	Presenting a new theme park Criteria for local built attractions	Researching local built attractions	'Signposting' a talk	Words in context	Pausing and stress in sentences
9 Events mana	agement ø p.76		•						
Andrea Geuggis	It's all about teamwork	Events management with tourism training courses	Careers in events management Fam trip to Ethiopia	The job of events organizer Work experience	Trouble-shooting	Work placement brief	Explaining and defining Briefing and clarifying arrangements	Collocations and compounds	///u:/,/aʊ/
10 Sustainable	e tourism ⊕ p.84	and the selection of th		and the second s					
Almonds and Corals Hotel	Dealing with difficult staff	Ecotourism in your region	Sustainability - today for tomorrow Controlling the fire of tourism	Ecotourism in practice Putting sustainability to work	Presenting an eco- friendly policy	Sustainability starts with us	Authority – use with care	Sustainable tourism concepts and definitions	Words ending ir -ity and -ion
11 Social tour	<b>ism ⊚</b> p.92	in a read to the last fleets above better action for the	or Estendard Control of Control (1997)	inn ne ekokokokoli – promin populati internovalisti (h. 1900)					
Kasumi Tanaka	Planning a workshop	Organizations supporting travel and tourism for young people	Social tourism Awareness, access, opportunity	Social tourism in Europe The low-cost revolution: 'Tourism for all'?	The benefits of holidays for young people	Recommendations	Written recommendations	Support systems 'Body' idioms	/e/,/eɪ/,/eə/
12 Tomorrow	's tourism o p.100	in non 1800 and harmon shift you could be be about the billions on the term of 200 and in the case, and	kada ¶aligingan ka madik kalisin kang nisi dari kata kanamanan tak ki silik kalimin tak ka di	a Taran a Tabu (1925), wat a Taran a 1944 (1955) a anii dhir an e taran Taran A	ti i i i auch europolis della medejente i i i olas priesi, i entre tri i ettiadi schedelleri (pp. 11 mail europ				
Space	Managing yourself – personal review, personal ambitions	Security systems	An expert's view Scenario planning	Future trends and statistics Future tourism— fantasy or fact?	Presenting the future of tourism	Your CV	Expressing future prediction Asking and answering hypothetical questions	Security and surveillance	Pronunciation partners
Pairwork a n.108		Language reference on 118		Listening scripts & p.127		Glossary @ p.140			