

APPENDICES





APPENDICES

Listening Scripts	220
Answers	242
Words	268
Sources	286

PART I

BASIC CONVERSATION

LESSON 1 Greeting and Introduction pp. 10~15

Get Ready

A Listen and Number

1. M: Would you tell us about yourself?
W: Sure. My name is Susan Baker.
2. M: Hi, I'm Doctor Luke. What's the problem?
W: Hi. I have a cold.
3. M: Mary, this is my friend Dongmin.
W: Nice to meet you, Dongmin.

Situation 1 Meeting a Tourist at the Airport

A Listen and Do

W: Excuse me. Are you Mr. Smith from LA?
M1: Yes, I'm Bill Smith.
W: Nice to meet you, Mr. Smith. I'm Park, Nari from Airlang Travel. This is my assistant Kim, Sanghun.
M2: How do you do, Mr. Smith? I'm glad to meet you.
M1: I'm glad to meet you, too. Now, what's the name of the hotel, Ms. Park?
W: It's the Sun Beach Hotel. Mr. Kim will take you there. The car is over there.
M1: Aren't you coming along?
W: No, sir. I'll see you after lunch at the hotel.
M1: _____

Check Up

A

1. W: Excuse me. Are you Mr. Taylor from New York?
M: Yes, I'm John Taylor.
W: Nice to meet you, Mr. Taylor. I'm Kim, Mina from Korea Travel.
M: I'm glad to meet you, Ms. Kim.
W: How was your flight?
M: It was good. Thank you.
2. W: Would you like to have some more coffee?

M: No, thanks. Oh, it's getting rather late. I'm afraid I have to go now.
W: Can't you stay a little longer?
M: Well, I'm going to leave for London tomorrow, and I should pack my luggage today. Thank you for the wonderful dinner.
W: My pleasure. It's been nice to have you with us.
M: Thank you. Goodbye.
W: Have a nice flight.

LESSON 2 Weather and Time pp. 16~21

Situation 1 Talking About Weather

A Listen and Do

M: Oh, it's so cold this morning.
W: It sure is. Are you all right?
M: Yeah, I'm okay. Is it usually this cold in the spring in Korea?
W: Well, it's usually sunny and mild in the early spring, but it may be cold sometimes like this morning. We call it *kkotsaemchuwi*.
M: What does that mean?
W: Literally it means "cold during the flowering season."
M: I see. That's an interesting expression.
W: What's the weather normally like in London?
M: Summers are generally warm, with daytime temperatures above 20°C. Winters in London are chilly, but rarely below freezing.
W: I see. Now I can understand why you feel so cold in Korea.

Situation 2 Talking About Time

A Listen and Do

W: What time is it now? We are going to be late!
M: It's quarter after eight. Don't worry. We are not late.
W: We have to be at the Rainbow Hotel by 9 o'clock to pick up Mr. and Ms. Brown for today's tour. I don't think we can make it. We only have 45 minutes.
M: It'll be fine. We are not that far away now.
W: But think about it. What day is it today? It's Monday. There's a lot of rush hour traffic on Monday.
M: Oh, you're right. We may not arrive there on time.

What should we do?

W: We had better call and tell them we might be late.

M: That's a good idea. Then, would you give them a phone call?

W: Okay. I'll do that.

Check Up

A

1. W: What's the weather normally like in Hawaii?

M: _____

- Ⓐ I'll do it on Monday.
- Ⓑ It's sunny and hot.
- Ⓒ It's August 12.

2. W: What time is it now?

M: It's quarter before nine.

W: What time does the meeting start?

M: Nine thirty.

W: Well, I think we will be late because of the rush hour traffic.

M: How late do you think we'll be?

W: I think we'll be 30 minutes late for the meeting.

M: Oh my. What should we do?

LESSON 3 Numbers

pp. 22~27

Situation 1 Talking About Measurements

A Listen and Do

W: Oh, here's a nice-looking bell. What is it, Mr. Kim?

M: It's a large bronze bell made to honor King Seongdeok during the ancient Silla Dynasty. So it's called the Bell of King Seongdeok.

W: How large is it?

M: It measures 3.75 meters high, 2.27 meters in diameter at the lip, and 12 to 25 centimeters in wall thickness.

W: I'm not used to the metric system. Could you use the imperial system?

M: Sure! In the imperial system, the bell measures 12.3 feet high, 7.4 feet in diameter at the lip, and 4.7 to 9.8 inches in wall thickness.

W: Oh, I see. How much does it weigh?

M: It weighs 18,900 kilograms. That's 41,667 pounds in the imperial system.

W: Wow! You're so kind and knowledgeable.

M: Thank you. Would you like to hear a sad legend about this bell?

W: Sure. Go ahead.

Situation 2 Talking About Prices in Different Currencies

A Listen and Do

M: We'll start selling duty-free items in the cabin now. Would you like to buy any items, ma'am?

W: Yes, I've seen a pink scarf in the shopping magazine in my seat pocket. How much is it?

M: I'm not sure, but I can check the price for you. Hmm... it's 129 dollars.

W: I'll take it.

M: Sure. How would you like to pay for this? We accept cash and credit cards.

W: I will pay with my credit card. Here you go.

M: Thank you. Would you like to pay for this in U.S. dollars or Korean won?

W: What is the exchange rate today?

M: It is 1,300 won to the dollar.

W: I'll pay in Korean won. Then, how much do I have to pay?

M: It'll be 167,700 won on your card. Would you sign here, please?

W: Of course.

Check Up

A

1. M: How much do I have to pay?

W: _____

- Ⓐ Ten boxes would be enough.
- Ⓑ Your change comes to five dollars.
- Ⓒ It'll be 115,000 won on your card.

2. W: The Amazon River is about 6,400 kilometers long.

M: I'm not used to the metric system. Could you use the imperial system?

W: Sure! In the imperial system, it is about 4,000

miles long. It is only 130 miles shorter than the Nile.

M: Oh, I see. Thank you.

LESSON 4 Locations and Directions pp. 28~33

Situation 1 Taking the Subway

A Listen and Do

M: Sumi, do you know how to get to ABC Art Hall? I've never been there before.

W: Are you driving or taking the subway?

M: The subway.

W: Take the green line at Ahyeon Station and get on in the direction of City Hall. Then, transfer to the brown line at Sindang Station and get on a train for Yaksu Station. Get off at Hangangjin Station.

M: Just a moment, let me take this down!

W: Take the green line at Ahyeon Station and transfer to the brown line at Sindang Station. Get off at Hangangjin Station. Got it?

M: Yes, thanks. Now, once I get to Hangangjin Station, what do I do?

W: Once you are at Hangangjin Station, go out Exit 2 and walk straight ahead for about one hundred meters. It will be on your right.

M: Can you repeat that?

W: Once you are at Hangangjin Station, go out Exit 2 and walk straight ahead for about one hundred meters. It will be on your right.

Situation 2 Asking Directions on the Road

A Listen and Do

M: I'm driving to the Korean Folk Village later today. Could you give me directions, Yuna?

W: Sure. Are you leaving from home?

M: Yes.

W: Okay. First, drive to the Gyeongbu Expressway entrance at the south side of Hannam Bridge. Continue on the expressway to Suwon-Singal IC. Take the exit and turn right in the direction of Singal.

M: Let me repeat that quickly. Take the expressway to Suwon-Singal IC and turn right in the direction of

Singal.

W: That's right. Continue to Sanggal Intersection. And then turn left.

M: Okay. At Sanggal Intersection turn left.

W: Yes. Keep going until you get to Minsokchon Samgeori, and then turn left. The Korean Folk Village is about a kilometer and a half down the road.

M: Turn left at Minsokchon Samgeori. Oh, that's easy. Thanks for your help.

W: You're welcome.

Check Up

A

1. W: Could you tell me how to get to the King's Museum?

M: _____

(a) It's just across the street.

(b) Don't mention it.

(c) I'll never do it again.

2. W: Excuse me. Can you help me?

M: Sure. What can I do for you?

W: Thank you. Could you tell me how to get to the post office?

M: Go straight ahead until you get to Main Street, and then turn left. You can find it between the hotel and the bank.

W: Thank you very much.

LESSON 5 Telephone Calls and Appointments pp. 34~39

Situation 1 Leaving a Message

A Listen and Do

[Phone rings.]

W: Good afternoon, JY Industries. How may I help you?

M: I would like to speak to Ms. Judy Smith, please.

W: I'm sorry. Ms. Smith is out of the office at the moment. May I ask who's calling?

M: Well, this is Kim, Sangmin from Korea. I tried to call her yesterday, but I couldn't get through. Do you

know when she'll be back?

W: I don't know, sir. Would you like to call back later or leave a message?

M: I'll leave a message.

W: Okay, sir. Go ahead.

M: Please ask her to call me at 7 this evening. My number is 014-2243-6587.

W: Call Mr. Kim at 7:00 p.m., at 014-2243-6587. Okay. I'll leave her the message.

M: Thanks a lot. Goodbye.

Situation 2 Making an Appointment

A Listen and Do

[Phone rings.]

W: Good evening. May I speak to Mr. Kim, Sangmin, please?

M: Oh, Ms. Smith. This is Kim, Sangmin speaking.

W: Hello, Mr. Kim. I believe you left a message for me to call you back.

M: Yes. I was wondering if I could come and see you sometime this week. I have an urgent matter to discuss with you.

W: Just a moment, please. Let me check my schedule.
[Pause] Yes, the end of this week should be okay. Which day did you have in mind?

M: Are you available Thursday morning?

W: I'm slightly busy on Thursday, but I'm available most of Friday.

M: Yes, Friday is okay for me, too. What time shall we meet?

W: How about 2:30 in the afternoon at my office?

M: Yes, that's perfect. I'll see you at your office at 2:30 on Friday, April 6.

Check Up

A

1. W: May I speak to Mr. James Brown, please?

M: _____

- (a) Good job.
- (b) That's right.
- (c) Speaking.

2. M: Oh, Ms. Taylor. May I see you sometime this

week?

W: Sure. Which day is good for you?

M: How about Saturday morning?

W: Well, I go swimming on Saturday mornings. How about Saturday afternoon?

M: Fine. What time shall we meet?

W: Let's meet at 2:30 at your office.

M: Sounds good.

PART II

TRAVEL SERVICE

LESSON 1 Travel Consulting Service pp. 44~49

Situation 1 Advising a Customer with a Specific Plan

A Listen and Do

W: Good morning, and welcome to Rainbow Travelers. How can I assist you today?

M: Hi, there. I'm interested in booking a holiday in Seoul.

W: Great! When are you planning on traveling?

M: I am thinking of going from July 6 to 10, so for five days.

W: And how many people will be traveling?

M: Just one person, myself.

W: Have you considered a package tour?

M: Yes, actually, I think a package tour would be perfect. What do you suggest?

W: For solo travelers, I would recommend our Seoul Tour Package A. Here's the itinerary for this tour.

M: Okay. Hmm... It looks good. How much is it?

W: It's a great deal for individuals, offering five days in Seoul only for \$1,299.

M: Can you tell me what's included in that price?

W: Sure thing. The package includes a round-trip flight, a four-night stay at a three-star hotel, and breakfast and dinner each day.

M: That sounds reasonable! I'll take it.

Situation 2 *Advising a Customer Without a Specific Plan*

A Listen and Do

- W: Good morning, and welcome to Rainbow Travelers.
How can I help you today?
- M: Hi. I'm looking for some help planning a vacation.
Can you suggest any nice places to visit?
- W: Sure. How long are you planning to go for and when are you thinking of traveling?
- M: Hmm... for around a week, next month.
- W: Great, and will you be traveling alone or with someone else?
- M: It'll be my wife and I.
- W: Okay, and what type of climate are you interested in for this trip?
- M: We're thinking of going somewhere tropical.
- W: We have some lovely tropical destinations on our list.
Here are some brochures for you to take a look at.
- M: Hmm... what about this place? It looks amazing.
- W: That's Phuket, a beautiful Thai island. It's really an earthly paradise for tourists. Additionally, hotel rooms are currently available at a 50% discount.
- M: That sounds great. I'll take this brochure home so that my wife can look at it. I'll get in touch with you in a day or two to make a reservation.
- W: I'm sure she'll love it. Have a good day!

Check Up

A

- M: How many people will be traveling?
W: _____
(a) June is fine with me.
(b) Just two, my husband and I.
(c) I'm thinking of two weeks.
- W: What type of place are you interested in?
M: Last year, I spent my vacation at a beach. So I'm eager to go to a mountain this time.
W: All right. Then how about Seoraksan?
M: Hmm... Can you tell me more about it?

LESSON 2 *Reservations for Travel Customers* pp. 50~55

Situation 1 *Booking a Tour*

A Listen and Do

- M: Welcome to New Way Travel. How may I assist you?
- W: Hi. My husband and I are interested in going on a tour of Seoul.
- M: We offer a half-day tour and a full-day tour. Which one do you prefer?
- W: Can you tell me more about the half-day tour?
- M: Sure. It focuses on the main attractions in Seoul, including Gyeongbokgung Palace, Insa-dong, Namsangol Hanok Village, and a few other places.
- W: And what about the full-day tour?
- M: The full-day tour covers everything in the half-day, plus Yeouido, Itaewon, and two popular markets. Lunch is also included.
- W: How much does each tour cost?
- M: The half-day costs \$50 per person while the full-day costs \$80 per person.
- W: Hmm... The full-day tour seems more attractive. Please book the full-day tour for two people for tomorrow. Here is my credit card.
- M: Of course. Let me get that booked for you. May I have your name and phone number, please?
- W: Sure. My name is Jane Butler, and my number is 014-7726-8099.
- M: Thank you, Ms. Butler. I have reserved the full-day tour for two people for tomorrow, May 9. I have sent the mobile tickets for the tour to your cell phone.

Situation 2 *Booking a Flight*

A Listen and Do

[Phone rings.]

- W: Global Airlines. How may I help you?
- M: I'd like to make a reservation for a flight to Beijing.
- W: When are you leaving, sir?
- M: Next Saturday, April 5. Are there any flights on Saturday afternoon?
- W: Yes, we have one at 3 o'clock and another at 7. Which do you prefer?
- M: I'll take the 7 o'clock flight. How much will the fare be?

W: It's \$250 for one-way. Do you need a round-trip ticket?

M: No, just one-way, please.

W: Okay. May I have your name and phone number?

M: My name is James Miller. My phone number is 014-2677-9980.

W: All right, Mr. Miller. I'll make a reservation for flight GE853 leaving Incheon International Airport for Beijing on April 5 at 7:00 p.m.

M: Thank you.

Check Up

A

- W: How much is the full-day tour?
M: _____
 (a) Let me get that booked for you.
 (b) My name is Larry Thomas.
 (c) It costs \$95 per person.
- M: I'd like to make a reservation for a flight to Tokyo.
 W: When are you leaving?
 M: Tomorrow morning. Are there any flights available?
 W: Yes, we have one at 9 o'clock and another at 11.
 Which do you prefer?
 M: I'll take the 11 o'clock flight.

LESSON 3

Departure Procedures at the Airport pp. 56~61

Situation 1 Flight Check-In

A Listen and Do

W: Good morning, sir. Your ticket and passport, please.

M: Here you are.

W: Are you going to Los Angeles?

M: That's right.

W: Would you like a window or an aisle seat?

M: A window seat, please. What is the boarding time?

W: The boarding time is 11:45 a.m. Do you have any luggage to check?

M: Yes, this suitcase.

W: All right. Here are your boarding pass and baggage claim tag. The flight is departing from Gate C8.

M: I see. Thank you.

Situation 2 Going Through Security

A Listen and Do

M: Good morning, ma'am. May I see your ID and boarding pass, please?

W: Of course, here you are.

M: Thank you. Please place your bags flat on the conveyor belt and use the bins provided for any small items.

W: Should I take my laptop out of the bag?

M: Yes, please remove your laptop, hat, and shoes, and place them in separate bins. Any other items in your pockets, such as your keys or coins, should also be placed in the bin.

W: All right.
[The passenger walks through the metal detector.]

M: You can collect your items. Just a quick reminder: any toiletries in your bag should be enclosed in a resealable bag.

W: I'm sorry I wasn't aware of that.

M: It's all right, just keep it in mind for next time. Unfortunately, this bottle of lotion is too large.

W: Really? What should I do with it?

M: I'm afraid you'll have to leave it here. Liquids and gels are only permitted if they are less than 3.4 ounces, and they must be in a clear plastic bag that is less than one quart in size with a resealable top.

W: I understand, thank you.

Check Up

A

- W: Would you like a window or an aisle seat?
M: _____
 (a) Never mind.
 (b) This way, please.
 (c) Aisle seat, please.
- W: Please lay your bags flat on the conveyor belt and use the bins for small objects.
 M: Do I need to take my laptop out of the bag?
 W: Yes, you do. Take off your hat and your shoes, too.
[The man walks through the metal detector.]

[BEEP, BEEP, BEEP, BEEP!]

W: Please step back. Do you have anything in your pockets, such as keys, a cell phone, or loose change?

M: I don't think so. Let me try taking off my belt.

W: Okay, come on through again.

[The man goes through the metal detector again.]

W: All right. You're all set! Have a nice flight.

LESSON 4

Arrival Procedures at the Airport

pp. 62~67

Situation 1 At the Immigration Counter

A Listen and Do

W: Your passport and landing card, please.

M: Here they are.

W: What's the purpose of your visit?

M: I'm going to visit my friend. She lives in Portland, Oregon.

W: How long will you be staying in the United States?

M: About two weeks.

W: Have you filled out your customs declaration form?

M: Yes, I have.

W: Okay, thank you. Here's your passport. After you pick up your bags in the baggage claim area, please proceed through customs.

M: I see. Thank you.

Situation 2 At Customs

A Listen and Do

W: Your passport and customs declaration slip, please.

M: Sure, here you are.

W: Will you open your suitcase, please?

M: Certainly.

W: Do you have any liquor or cigarettes?

M: Yes, I bought a bottle of Irish whiskey on the flight. I believe it'll be duty-free.

W: Yes, of course. Do you have any other things to declare?

M: No, I only have my personal effects.

W: How much currency do you have?

M: I have 800 U.S. dollars and 120 Australian dollars.

W: All right. You may close the bag now. Thank you for your cooperation. Enjoy your stay in the United

States.

M: Thank you.

Check Up

A

1. W: What's the purpose of your visit?

M: _____

(a) Sightseeing.

(b) I'll be there soon.

(c) I'll think about it.

2. M: Your passport and customs declaration slip, please.

W: Here you are.

M: Is this your suitcase, ma'am?

W: Yes, that's right.

M: Will you please open it?

W: Certainly.

M: Do you have anything to declare?

W: No, I have only my personal effects.

LESSON 5

Meeting and Seeing Off at the Airport

pp. 68~73

Get Ready

A Listen and Number

1. W: Welcome to Korea, Mr. Wilson. I'm Kim, Nari from Star Tour Service.

M: Nice to meet you, Ms. Kim.

2. W: Have a nice flight back home.

M: Thank you. Goodbye.

3. M: Where do I check in?

W: You can check in at counters 17 to 20.

Situation 1 Meeting Tourists at the Airport

A Listen and Do

M: Excuse me. Oh, you're holding a sign with our names on it.

W: Then, are you Mr. and Mrs. Smith from Canada?

M: Yes, we are.

W: Welcome to Korea, Mr. and Mrs. Smith. I'm Jin,

Soyeong from Moonlight Tour Service.

M: Nice to meet you, Ms. Jin.

W: Nice to meet you, too. You must be tired because of the long flight.

M: A little bit, but that's okay. What are we supposed to do now?

W: It's nearly lunchtime. We'll have lunch at a restaurant nearby and then go to your hotel. There is a car ready for you over there. This way, please.

M: Okay. What are we having for lunch?

W: _____

Check Up

A

1. W: Have a nice flight back home.

M: _____

Ⓐ Thank you. Goodbye.

Ⓑ I have no idea.

Ⓒ You deserve it.

2. W: Pleased to meet you, Mr. Wilson.

M: Nice to meet you, Ms. Kim. Do we go to the hotel now?

W: Yes. We'll go to the hotel and then have lunch. There is a car ready for you over there. This way, please.

M: Okay.

LESSON 6

Dealing with Travel Customer Inconveniences

pp. 74~79

Situation 1 Helping a Travel Customer in Trouble

A Listen and Do

M: Hi, Ms. Kim. I lost my passport and wallet to a pickpocket. I'm not sure what to do next.

W: Oh no, I'm sorry to hear that. Do you have your ID or any money left with you?

M: No, unfortunately, I don't have anything with me.

W: Okay, don't worry. I can help you contact the local embassy for your country. They will be able to issue you an emergency passport so you can go back home safely.

M: Thank you. That's a relief. But how will I pay for the embassy fees or any other expenses without my wallet?

W: It'll be okay. We can go to the nearest police station and file a report about your lost passport and wallet. This report will be necessary for the embassy to issue you a replacement passport. In the meantime, I can lend you some money.

M: Thank you so much. That's very kind of you.

W: It's my pleasure to assist you. I'll also make sure to inform the hotel and the rest of the tour group about your situation.

M: Thank you for being so understanding.

Situation 2

Handling Travel Customer Complaints

A Listen and Do

[Phone rings.]

M: Rainbow Travelers. This is Song, Mingi speaking.

W: Hey, Mr. Song. I'm Sandra Simpson, and I'm currently participating in the Seoul Tour Package A that you recommended.

M: Hi, Ms. Simpson. How can I assist you today?

W: I'm having some significant issues with this tour.

M: What seems to be the problem, ma'am?

W: The tour guide from your company is quite disorganized. He doesn't seem to have a clear plan regarding our destinations and schedules.

M: I apologize for the inconvenience. I will look into this matter and, if possible, arrange for a replacement guide today. How about the accommodations on the tour?

W: Our accommodations are not very pleasant.

M: Is there something wrong with your room?

W: The room smells of smoke, even though it is supposed to be a nonsmoking room.

M: I sincerely apologize for the inconvenience. I will personally address this issue with the hotel manager and ensure prompt action is taken. Additionally, we would like to offer you a complimentary city tour to make up for the inconvenience you've experienced.

W: Thank you. I appreciate that.

Check Up

A

1. M: You don't look good. What's wrong?
W: _____
(a) Here we are.
(b) That's very helpful.
(c) I have a big problem.
2. W: I'd like to tell you about a problem that I am having with this tour.
M: What seems to be the problem?
W: Your company doesn't seem to coordinate anything. We are always arriving at the events after they are finished.
M: I apologize for the inconvenience. We are trying to fix that.

PART III

HOTEL SERVICE

LESSON 1

Reservation Service

pp. 84~89

Situation 1 Taking a Room Reservation

A Listen and Do

[Phone rings.]

- W: Good afternoon. Halla Hotel Reservation Desk, Yuna speaking. How may I help you?
- M: Hi. I'd like to book a room for my family, two adults and two children, please. Do you have two queen beds for June 15?
- W: Yes, we do. How many nights is it for?
- M: For three nights. How much will that be?
- W: 120,000 won per night including breakfast. Should I proceed with the reservation?
- M: Yes. Please reserve the room under Scott Evans.
- W: Could you spell that, please?
- M: S-C-O-T-T E-V-A-N-S.
- W: Thank you, Mr. Evans. I want to confirm your reservation. That's one room with two queen beds for three nights beginning June 15.
- M: That's correct.

Situation 2

Changing or Canceling a Room Reservation

A Listen and Do

[Phone rings.]

- M: Hello, Leodo Hotel Reservations. How may I assist you?
- W: Hi, I have a reservation for June 25 to June 27, but I need to make some changes. Is it possible to move my stay to July 3 to July 5 instead?
- M: Let me check the availability for those dates... Yes, we have rooms available for July 3 to July 5. I can make the changes for you. Can I have your name and reservation number, please?
- W: My name is Julia King, and my reservation number is 698512.
- M: Thank you, Ms. King. I've updated your reservation to July 3 to July 5. Is there anything else I can help you with?
- W: No, that's all. Thank you for your help!
- M: You're welcome, Ms. King. If you need any further assistance, feel free to call us.

Check Up

A

1. W: Good evening, Arirang Hotel Reservation Desk. How can I help you?
M: _____
(a) Hi, I'd like to reserve a room for my family.
(b) The reservation is under the name of Ryan Simpson.
(c) We're open from Tuesday to Sunday.
2. [Phone rings.]
M: Good morning, Sunflower Hotel Reservations. This is Hojun speaking. How can I help you?
W: Hello, I'd like to make a reservation for two adults and one child. Do you have a double room for next Monday?
M: Yes, we do. How many nights is it for?
W: Two nights. Monday and Tuesday. How much is it per night?
M: It's 75,000 won per night, including breakfast.
W: Good, that's fine.

M: Okay. Let me confirm your reservation. That's one double room for two nights, Monday and Tuesday.
W: That's right.

LESSON 2 Check-In Service pp. 90~95

Situation 1 Handling Check-Ins with Reservations

A Listen and Do

W: Good afternoon, sir. Can I help you?
M: Good afternoon. My name's Adam Harper. I'd like to check in, please.
W: Do you have a reservation?
M: Yes, I have a reservation for two nights.
W: Let me check it for you. One moment, please. *[Pause]*
Yes, today and tomorrow, the 5 and 6 of August.
Could you please fill out this registration card?
M: Yes, of course.
[After a while]
W: Thanks. Could I see your passport, please?
M: Yes, here you are.
W: Thank you, sir. Your room number is 311. It's on the third floor. And here's the key card for your room.
Our bellman will show you to your room.
M: Thank you.

Situation 2 Handling Walk-In Check-Ins

A Listen and Do

W: Hi. I don't have a reservation. But do you have any vacancies for two nights?
M: Yes, ma'am. What type of room would you like?
W: A twin room, please.
M: All right. The rate is 120,000 won per night. May I please have your passport?
W: Here it is.
M: All right. Could you sign the registration form, please?
W: Sure.
M: Additionally, we need to take an imprint of your credit card. May I please have it?
W: Here you go.

M: Thank you. Here's your key. Your room number is 536. Are those your bags?
W: Yes, and they are heavy.
M: Let me get a luggage porter to help you.
W: Thank you.

Check Up

A

1. W: Good afternoon, sir. Do you have a reservation?
M: _____
(a) Okay, thanks.
(b) Oh, that sounds fine. How much is it?
(c) No, I don't. Do you have any vacancies for tonight?
2. M: Good afternoon. How may I help you?
W: I have a reservation under the name of Matilda Harris.
M: Yes, ma'am. It's a single room for two nights. Is that right?
W: Yes, it is.
M: Could you please fill out this registration card?
W: Yes, of course.
[After a while]
M: Thanks. Could I have your passport, please?
W: Here you go.
M: Thank you. Here's your key. Your room number is 715.
W: Great. Thanks.

LESSON 3 Fitness Center and Sauna Service pp. 96~101

Situation 1 Talking About a Fitness Center

A Listen and Do

W: Excuse me. Do you have a fitness center?
M: Yes, ma'am. We have a great exercise facility.
W: I'm happy to hear that. Could you tell me where it is?
M: It's just below the lobby. Go down to the first basement level. You can't miss it.
W: Is there a surcharge for the gym?
M: No, ma'am. There's no extra charge. All you need is

your room key to open the door.

W: When is it available?

M: Well, our gym opens at six in the morning and closes at ten at night. It offers a variety of equipment. It's only for hotel guests over the age of sixteen. No children are allowed to roam or work out in the facility.

W: Thank you very much.

M: My pleasure. Please be careful when exercising.

Situation 2 Talking About a Hotel Sauna

A Listen and Do

W: Good afternoon, sir. How can I help you?

M: Yeah, does the hotel have a sauna that I could use while staying here?

W: Yes, we have two types of saunas. One is a Finnish sauna and the other is an infrared sauna.

M: That's great. How do I use the saunas?

W: You only have to bring your room key and register for the day. Then we will give you an access card to the sauna and locker room.

M: Is it still open?

W: Yes. It's available from 11:00 a.m. to 8:00 p.m.

M: Okay. Where is it?

W: It's on the first floor. It is at the end of the hall.

M: Thanks a lot.

Check Up

A

1. W: When is the sauna open?

M: _____

- (a) No, it is not open.
- (b) The Finnish sauna and the infrared sauna.
- (c) From six in the morning to eight at night.

2. W: Good afternoon, sir. How may I help you?

M: I am staying in Room 521. I'd like to work out while staying here. Do you have a gym?

W: Yes, we have an excellent fitness center.

M: Great. How can I use the gym?

W: Bring your room key to access the gym on the first basement level.

M: Oh, okay. Do I have to pay to use it?

W: No, it is free of charge.

M: Thank you.

LESSON 4

Housekeeping and Laundry Service

pp. 102~107

Situation 1 Housekeeping Service

A Listen and Do

[Phone rings.]

W: Housekeeping. How may I help you?

M: This is Donald Davis, Room 912. I would like you to send someone to make up the room.

W: Sure. Do you want it cleaned now or later?

M: Well, we are leaving in 15 minutes. Could you send someone after we leave?

W: All right. That is no problem. Is there anything else I may help you with?

M: No, that'll be all for now. If I need anything, I will give you a call.

W: Okay. Have a nice day. Your room will be cleaned by noon.

M: Thank you.

Situation 2 Laundry Service

A Listen and Do

[Phone rings.]

M: Good afternoon. Laundry Service. How can I help you?

W: Hello. Could you please send someone to pick up my laundry?

M: Sure. Can I have your room number?

W: It's Room 307.

M: All right, Room 307. Could you fill out the laundry form and put it in the laundry bag?

W: Yes, I did. Well, I'm leaving for downtown in about 30 minutes. So, if you could send someone in the next 15 to 20 minutes, that would be great.

M: Sure, ma'am. That won't be a problem. I will send someone up right away if you don't mind.

W: Of course not. When will the clothes be returned to my room? I'm leaving on Thursday.

M: Well, today is Monday. It usually takes a day, so we will deliver them to your room by tomorrow evening.

W: All right. Thank you.

Check Up

A

1. W: Hello, this is Room 921. The pillowcases are so wrinkled. Can you change them?

M: _____

- Ⓐ Of course, ma'am. I'm very sorry.
- Ⓑ If you don't mind, I will return it to you.
- Ⓒ I will send someone up to drop off your dry-cleaning right away.

2. [Phone rings.]

W: Hello. This is Dolly Rogers from Room 717.

M: Ms. Rogers, how may I help you?

W: I have a dress that needs ironing. Should I leave it at the front desk?

M: No, you don't need to do that. I'll send someone up for it.

W: Thanks. When will you send someone to pick up my laundry?

M: Right away, if you don't mind.

W: Okay. Thanks.

LESSON 5

Check-Out Service and Handling Guests' Complaints pp. 108~113

Situation 1 Check-Out Service

A Listen and Do

W: Good afternoon, sir. How can I help you?

M: I'm Andrew Stone from Room 618. I'm leaving today, so I'd like to settle my bill.

W: Just a moment, sir. Here you are. Three nights for 225,000 won and you had three meals at the hotel, which adds 150,000 won. So, your total bill comes to 412,500 won with the 10 percent service charge.

M: So, the service charge is included in that total?

W: Yes, sir.

M: Okay. Now, can I pay by credit card?

W: Certainly, sir. May I have the card, please?

M: Here you are.

W: Would you sign here, please? [Pause] Thank you very much.

Situation 2 Handling Guests' Complaints

A Listen and Do

W: Good morning.

M: Good morning. May I help you?

W: Yes. The people in the next room have loud parties every night. I can't sleep very well.

M: I'm so sorry. There are a lot of people in the hotel because there's an international soccer tournament in town. They are unfortunately quite noisy.

W: I understand, but it is very annoying. Please do something about it.

M: Don't worry, ma'am. We'll help you.

W: Okay. I hope so.

M: We'll move you to a quieter and more comfortable room immediately. And, as a token of our apology, we'll give you a voucher. You can use it anytime you wish.

W: Oh, that's just great! I am so glad that we could work this out.

Check Up

A

1. W: The bathroom in my room is dirty.

M: _____

- Ⓐ I'm very sorry about that. I will send someone up to check and clean your bathroom right away.
- Ⓑ I'm sorry, ma'am. I'll bring an unsweetened tea immediately.
- Ⓒ I'm afraid there are no double rooms available.

2. W: Good morning. May I help you?

M: Hello. We're checking out now. Could we have the bill for Room 212, please? I asked for it to be prepared.

W: Yes, your bill's ready for you. Your total bill comes to 70,000 won. Would you like to pay with cash or credit card?

M: Here's my card.

W: Could you sign here, please? *[Pause]* Thank you.
Here's your receipt.
M: Thank you.

PART IV

FOOD AND DRINK SERVICE

LESSON 1 Restaurant Reservation pp. 118~123

Situation 1 Taking a Restaurant Reservation by Phone

A Listen and Do

[Phone rings.]

W: Hello. Tamna Restaurant. How may I help you?
M: I'd like to make a dinner reservation for three.
W: When would you like the reservation for?
M: For this evening at 7 p.m.
W: Just a minute. I'll see if we have a table. *[Pause]* We do have availability for that time. May I have your name?
M: Yes, it's Baker. B-A-K-E-R.
W: Sir, could I have a contact number to reach you in case of any changes or updates regarding your reservation?
M: Sure. It's 014-5634-1278.
W: Thank you for calling. Have a nice day.

Situation 2 Changing or Canceling a Reservation

A Listen and Do

[Phone rings.]

M: Hello. Donghae Restaurant. How can I help you?
W: Hi. I'm calling to change a reservation. Is that possible?
M: Sure. Can I have your name and contact number, please?
W: Certainly. I am Emma Dickinson, and my phone number is 014-2234-0907.
M: Thank you, Ms. Dickinson. Let's see... You reserved a table for two people tonight at 7 p.m. Is that correct?
W: Yes. I'd like to change it to three people tonight at

7:30 p.m.

M: Just a minute. I can check the availability for you.
[Pause] Okay, I have updated your reservation for three tonight at 7:30 p.m. Is there anything else I can help you with?

W: _____

Check Up

A

1. W: Hi. I would like to change my reservation date from May 18 to May 20.

M: _____

- Ⓐ Sure. I can definitely change that for you. What time would you like to come in on May 20?
- Ⓑ No problem. We'll prepare a fantastic birthday cake as you've requested.
- Ⓒ As you like, you are welcome to arrive one hour earlier than the reserved time.

2. *[Phone rings.]*

W: Hello. Grand Restaurant. How may I help you?
M: I am calling to make a reservation for five people for tonight.
W: All right. What time would you like the reservation for?
M: I'd prefer 7:30.
W: Fine. Can I have your name and phone number?
M: I am James Howell and my phone number is 014-3337-8997.
W: Thank you for calling, Mr. Howell. See you later.
M: Great. Thanks for the help!

LESSON 2 Welcoming and Seating Guests pp. 124~129

Situation 1 Welcoming and Seating Guests

A Listen and Do

W: Good evening! Welcome to Tina's Dining Room. Do you have a reservation?
M: Yes, I made a reservation for two under the name of Brown.
W: Thank you, Mr. Brown. Let me check our reservation list. *[Pause]* Ah, here it is. Now, there is

a table near the window or one out on the terrace.

Which one would you prefer?

M: It's a little bit cold today, so I think we will stay inside.

W: Okay, I'll show you to your table. Please come this way.

M: Thank you so much.

[After a while]

W: Here is your table by the window. Please have a seat. Will this be all right?

M: Yes, this is fine.

W: Your waiter will be with you shortly. I hope you have a good dinner.

Situation 2 Welcoming and Seating Walk-In Guests

A Listen and Do

M: Good evening! Welcome to our restaurant. Do you have a reservation?

W: No, we don't.

M: How many are in your party?

W: There are four of us.

M: Hmm... I'm sorry, but currently, we don't have any tables available. Would you mind waiting? It will be about 30 minutes.

W: No problem. We're in no rush.

M: All right. Can I have your name, please?

W: Mary Smith.

M: Thank you, Ms. Smith. Here is your call pager. Feel free to wait in our lounge area and it will alert you as soon as your table is ready.

W: Thank you.

Check Up

A

1. W: If you're willing to wait for about 30 minutes, we can accommodate you. Is that all right with you?

M: _____

- Ⓐ No, I don't.
- Ⓑ Yes, I am.
- Ⓒ Yes, we can wait.

2. W: Good evening, sir. Do you have a reservation?

M: No, I don't.

W: How many are in your party?

M: Just two of us.

W: Please wait to be seated. It will be about 15 minutes.

M: That's fine. We don't mind waiting.

W: Thanks. Here is your call pager. We will alert you when your table is ready.

M: Great. Thanks.

LESSON 3

Taking Orders and Serving at a Restaurant

pp. 130–135

Situation 1 At a Fine Dining Restaurant

A Listen and Do

M: Good evening, ma'am. My name is Mike. I'll be your server today. Are you ready to order? Or do you need some more time?

W: We are ready, thanks. I'd like the New York strip steak, and my husband will have the seafood spaghetti.

M: How would you like the New York strip steak prepared?

W: Medium-rare, please. And can I have rice instead of French fries?

M: Yes, of course. Would you like a salad or vegetables with that?

W: A salad with Caesar dressing would be nice.

M: Great, and would you like an appetizer or soup to start?

W: Hmm... what's the soup of the day?

M: Today we have clam chowder.

W: Good. Okay, we'll have two bowls of that.

M: Certainly. And can I get you anything to drink?

W: We'd like just still water with ice, please.

M: Yes. Coming shortly. [Pause] Here's what you ordered. Is there something else I can do for you?

W: No, thanks. We are good for now.

M: Enjoy your meal.

Situation 2 At a Korean Restaurant

A Listen and Do

- W: Good evening! Welcome to our Korean restaurant.
How many people are in your party?
- M: There are four of us.
- W: Great! Come this way, please. I'll show you to your table. [Pause] This table is for you.
- M: Thank you.
- W: Are you ready to order? Or do you need some more time?
- M: Yes, we are ready. We'd like to try *haemul pajeon* first, and the main course will be *galbi*. What does that come with?
- W: It comes with rice and *banchan*, Korean traditional side dishes such as *kimchi*, *namul*, *jjigae*, and more.
- M: Great! We'll take it for four people.
- W: Wonderful. Your order will be ready shortly. And anything to drink?
- M: No, thank you.
- W: I'll be back soon. [Pause] Here's your meal. Is there anything more I can assist you with?
- M: No, thanks. We're fine at the moment.
- W: I hope you enjoy your meal!

Check Up

A

- W: How would you like your steak?
M: _____
(a) We're leaving now.
(b) Medium-rare, please.
(c) Could I have the bill now, please?
- M: Hello. I'll be your server. What would you like to drink?
W: A sparkling water and an orange juice, please.
M: Great. I'll be back soon. [Pause] Okay, here are your drinks. Would you like an appetizer or soup to start?
W: Sure. We'd like to have a vegetable soup and a Greek salad.
M: How about a main dish?
W: I'd like cream pasta, and my husband will have the steak.

LESSON 4

Taking Orders and Serving at a Café or Bar pp. 136~141

Situation 1 Serving Drinks at a Café

A Listen and Do

- M: Good morning! Welcome to Hazel Café. What can I get for you today?
- W: Hi, I'll have an iced Americano, in a large size, please.
- M: Sure. Would you like any additional flavors or toppings with that?
- W: I'd like to add an extra shot to my iced coffee, please.
- M: All right. One large iced Americano with an extra shot. Anything else?
- W: Yes, I'd also like a slice of cheesecake.
- M: Great choice! One large iced Americano with an extra shot and one slice of cheesecake. Dine-in or takeout?
- W: Dine-in. How much does that come to?
- M: That comes to \$12.
- W: I'll pay with my credit card. Here you are.
- M: Thanks. Here is your call pager. We will alert you when your order is ready.
[After a while, beeping sound]
- W: Here is my pager.
- M: Thank you. Here is your drink. Enjoy!

Situation 2 Serving Alcoholic Drinks at a Bar

A Listen and Do

- W: Good evening, sir. How many are in your party, sir?
- M: Can we have a table for three?
- W: Yes. Would you like a table or a booth?
- M: We would like a window table.
- W: Okay. Please come this way. [Pause] Is this table all right?
- M: Yes, this table is perfect. Thank you.
- W: May I take your order?
- M: Could we have an English menu?
- W: Sure. Here it is.
- M: We'd like to have beer, but we can't decide. Can you suggest something?
- W: How about Jeju Craft Beer? We have a selection of

craft beers from local breweries. However, if you enjoy hoppy and flavorful beers, I can recommend Jeju Craft Beer.

M: Sounds great. We'll have a pitcher of that! And what kind of snacks do you have?

W: We have French fries, chicken wings, spring rolls, and stuffed mushrooms.

M: We will take French fries and chicken wings, please.

W: Yes. Coming right up, sir.

Check Up

A

1. M: What would you like to order?

W: _____

- Ⓐ I'm sorry. We don't have craft beer.
- Ⓑ I'd like an iced mocha, in a large size, please.
- Ⓒ Of course. I'll get you one right away.

2. W: Good evening! What can I get you to drink?

M: I'd like a margarita, please.

W: Great choice! Would you like it on the rocks or blended?

M: I'll have it on the rocks, please.

W: A margarita on the rocks. Is there anything else to eat along with that?

M: Yes, I'd like a grilled chicken taco.

W: Yes, sir. Coming right up!

LESSON 5

Handling Guests' Complaints

pp. 142~147

Situation 1

Dealing with General Guest Complaints

A Listen and Do

W: Excuse me.

M: Is there anything I can assist you with, ma'am?

W: Yes, I ordered the steak medium-rare, but it's well-done.

M: I apologize for the mistake. I'll take care of that right away. Would you like a new steak cooked to your preference, or would you prefer something else from the menu?

W: I'd like a new steak, please, cooked medium-rare this time.

M: Of course. I'll inform the kitchen immediately. I'm sorry for the inconvenience. Can I get you something to drink while you wait for the new steak?

W: That would be great. Can I get a soft drink, please?

M: Of course! We have a variety of soft drinks available. What type of soft drink would you like? We have cola, lemon-lime soda, root beer, and iced tea.

W: I'll have a cola, please.

M: Sure! Your drink is coming right up for you. I'll ensure the kitchen prioritizes your new steak. It shouldn't take too long.

W: Thank you for your help.

Situation 2

Dealing with Complaints About Mischarges

A Listen and Do

W: Was everything all right, sir?

M: Yes. It was very nice, thank you.

W: I'm glad to hear that you enjoyed it.

M: Could I have the bill, please?

W: Here you are.

M: Excuse me. I think there's a mistake. Is this item correct? We had only two bottles of beer and a grilled sausage.

W: Oh, I'm sorry, sir. I'll check it for you. [Pause] Here you are. We've corrected the mistake. I'm sorry about that.

M: Can I pay with a credit card?

W: No problem, sir.

M: That's great. Here's my credit card.

W: Thank you, sir.

Check Up

A

1. W: Excuse me. There seems to be an error with the bill. There is something in our bill that we didn't order.

M: _____

- Ⓐ I'm sorry, but we are fully booked.
- Ⓑ I'm sorry about that. I can ask our chef to prepare another one.
- Ⓒ I apologize for the mistake. I'll fix it right away.

2. W: Is everything okay, sir?

M: Not exactly. Look at this! There's a hair in my soup.

W: I'm so sorry. Let me get you a fresh bowl of soup. Will that be all right, sir, or would you prefer something else?

M: Yes, that's fine. I'll still have soup.

PART V

SALES SERVICE

LESSON 1

Product Recommendations and Descriptions pp. 152~157

Situation 1 *Recommending Products*

A Listen and Do

M: Can I help you, ma'am?

W: Yes, please. I'm looking for skin lotion.

M: That's great. We have a wide range of skin lotions in stock. This way, please. [Pause] What type of skin do you have?

W: I have sensitive skin. [Pause] Oh, I've seen this cosmetic brand on TV.

M: This one is the most popular these days. It uses scented oils.

W: Hmm... I don't think it would suit me. I don't use strong-smelling lotions, actually. Could you show me some other items?

M: Sure. Then, I'd recommend this product. It is made with natural ingredients. Also, it has no scent at all. Here's a tester. Please try it.

W: [Pause] I do like this lotion. How much is this?

M: The original price was 30 dollars. But it is on sale for 10% off.

W: Sounds reasonable to me. All right, I'll take it.

Situation 2 *Describing the Quality and Usage of Products*

A Listen and Do

M: Excuse me. I'd like to buy a backpack for my daughter. Can you help me choose one?

W: Sure. Do you have anything specific in mind?

M: Not really, but my daughter loves floral patterns.

W: Then, how about these models? They all have lovely flower designs.

M: Those are pretty nice, but not this one. I'd prefer one that is made from polyester, not nylon.

W: Oh, all right. What about these? These backpacks have long straps and wheels on the bottom. This particular model is water-resistant.

M: The wheels make it easier to pull around. But I don't think it needs to be waterproof.

W: Then, would you like this one?

M: Yes, I'll take it.

W: Good choice, sir!

Check Up

A

1. M: When you press the start button, the ready symbol is displayed. Put it in the ear canal and press the activation button. When you hear the beep, remove it from the ear, and check the temperature.

2. M: Excuse me. Where can I find an electric rice cooker?

W: Rice cookers are in aisle 3. I'll show you the way.

M: Thanks. Oh, there are so many cookers here. Which one is the most popular?

W: This is a hot item. It has a lot of cooking functions for steamed food as well as rice. Also, it has a removable cover, so it's very convenient to wash. There is a manual in English, too.

M: Oh, I like it. How long is the warranty?

W: The service plan is good for a year.

M: All right. I'll take this one. How much is it?

W: Good choice! It's 124 dollars.

LESSON 2

Product Payment, Exchange, and Return pp. 158~163

Situation 2 *How to Exchange and Return Products*

A Listen and Do

W: Hello, what can I do for you?

M: I'd like to exchange this jacket, please.
 W: I see. Is there something wrong with it?
 M: It just doesn't really suit me.
 W: Have you got the receipt?
 M: Yes, here it is.
 W: Do you want to choose something else in the store?
 M: Hmm... do you have this in another color?
 W: _____

Check Up

A

- W: Welcome. Can I help you?
 M: Hi. I bought this sunscreen lotion, but can I return it?
 W: Can I ask you why you're returning it?
 M: I ordered the same lotion twice by mistake.
 W: I see. Do you have your receipt?
 M: Yes, here it is.
- W: Excuse me. What's on special today?
 M: Today pork is half price.
 W: How much for a kilogram of pork?
 M: Twelve thousand won for a kilogram.
 W: I'll take 500 grams.
 M: Good choice! You can pay at the counter over there.

LESSON 3

Handling Customer Complaints

pp. 164~169

Situation 2 Handling Customer Complaints

A Listen and Do

[Phone rings.]

W: Good morning. This is Kim, Ayeong from the Complaints and Suggestions Department. How can I help you?
 M: Hello. I have a problem with the laptop I bought this week.
 W: Okay, can you explain exactly what the problem is?
 M: It's overheating. It gets really hot whenever I use it.
 W: Perhaps there's something wrong with the cooling fan. How long do you use it before it starts overheating?

M: Less than two hours.
 W: That shouldn't cause it to overheat. The internal fan should be able to handle that.
 M: What's wrong with it then?
 W: I'm not sure. Is the laptop exposed to direct sunlight or heat?
 M: Not at all. I use it on my bed at night.
 W: Oh, that's why it's overheating. The covers of your bed prevent the vent system from working.
 M: Ah, that makes sense.
 W: It should be perfectly fine. Just remember to allow air to flow freely through the vents.

Check Up

A

- M: Good evening! Can I help you?
 W: Yes, I'd like to return these shoes.
 M: May I ask why you're returning them?
 W: I bought them for my daughter, but there's a rip on the left pair.
 M: Oh, I'm terribly sorry. Do you have your receipt?
 W: Yes, here it is.
 M: I'll process a full refund for you right away.
- W: Good morning! How may I help you?
 M: I want to make a complaint about one of our workers.
 W: I am very sorry to hear that. What happened exactly?
 M: Yesterday I stopped by here and tried to ask the salesperson a few questions, but he had his earphones on and barely heard when I called him!
 W: I'm terribly sorry about that. I'd like to apologize on his behalf.

LESSON 4

Duty-Free Shops and Department Stores

pp. 170~175

Get Ready

A Listen and Number

- W: How much is this?
 M: The original price was 60 dollars. But it is on sale

for 20% off.

2. M: How do you like these items?

W: They're great. I'll take three of them.

3. M: Can I help you, ma'am?

W: Yes, please. I'm looking for a chocolate gift box.

4. M: What size do you wear?

W: For T-shirts, I wear a small.

Situation 2 *Selling Products at Department Stores*

A Listen and Do

W: Excuse me. I'm looking for athletic shoes to wear every day.

M: Then I'd recommend these. The breathable fabric makes the shoes comfortable.

W: Oh, I like these. Can I try them on?

M: Sure. What size do you wear?

W: I wear a U.S. size 7.

M: Try these on. They're Korean size 240 mm.

W: [Pause] I think these are too small. And I don't like this shade of red. Do you have green in a bigger size?

M: Of course. Wait here a minute. I'll go get larger ones right away. [Pause] These are 245 mm.

W: These fit me just right. I'll take them. How much are they?

M: The regular price was 70 dollars. But they're on sale for 20% off.

Check Up

A

1. M: Hello. Can I help you?

W: Yes. I'm looking for a skirt.

M: Then, what do you think of this striped one?

W: Oh, I like it. Looks like it would be small for me, though.

M: It's a U.S. size 8. I think size 10 would suit you. Please try it on.

W: [Pause] Oh, I like it.

2. M: Excuse me. May I try on this muffler?

W: Sure. [Pause] It looks good on you.

M: Thanks. How much does it cost?

W: The regular price was 50 dollars, but it's on sale for 10% off.

M: Sounds reasonable. I'll take it.

LESSON 5 *Traditional Markets* pp. 176~181

Situation 1 *Selling Products at Traditional Markets*

A Listen and Do

M: Hello. Can I help you?

W: Hi. [Pause] Wow! There are so many interesting things here.

M: Yes. We carry traditional Korean arts and crafts that are all handmade. Feel free to look around.

W: Okay, thanks. This is really beautiful! [Pause] Oh, it's a little pouch, isn't it?

M: Yes, you're right. It is called *bokjumeoni* in Korean. It means a good luck pouch. Koreans used to give these pouches as New Year's presents.

W: Is that so? They're lovely! I guess these pouches would be nice gifts for my family, too. I'll take these.

M: Good choice! How many do you need?

W: I'll take these... three pouches. How much will that be?

M: The total is 30 dollars.

W: That's good. Please wrap them separately.

Situation 2 *Guiding Visitors to Traditional Markets*

A Listen and Do

W: I'd like to visit a traditional market. Any suggestions?

M: Good idea. There is nothing better than a traditional market to help you see how local people live. How about visiting Namdaemun Market? It is one of the oldest and largest traditional markets in Korea.

W: Sounds perfect! What kinds of things do they sell there?

M: Almost everything. They have clothes, food, fabrics, and electronics, as well as kitchenware, toys, mountain gear, fishing equipment, stationery,

flowers, and more.

W: Wow! That's impressive. But I'd like to buy some fine art.

M: Don't worry. You can definitely find artwork, too.

W: That's great! I should go there right now.

M: I'm afraid it's not open today. It's closed every Sunday.

W: That's bad timing. All right then, maybe next time.

Oh, do they only accept cash?

M: No, you can pay in cash or with a credit card. And if you're lucky, you probably get as low as 50% off the original price. Happy shopping!

Check Up

A

1. W: I'd like to experience some more local Korean culture. Any suggestions?

M: _____

- Ⓐ Why don't you visit Jagalchi Fish Market?
- Ⓑ It is in Busan, beside Nampo Port.
- Ⓒ You can eat fresh raw fish right at the market.

2. W: Welcome. Can I help you?

M: I'm just looking around. Oh, excuse me. What is this? It's so cool!

W: This is a traditional statue of the Jeju stone grandfather. It is called *dolhareubang* in Korean.

M: I sure do like this. How much is it?

W: It's eight dollars. How many do you need?

M: I'll take these two.

PART VI

TOUR GUIDE SERVICE

LESSON 1

Korean Culture

pp. 186~191

Situation 2

Explaining About Traditional Korean Culture

A Listen and Do

1. W: Is this traditional Korean clothing?

M: Yes. This is called *hanbok*.

W: It's so elegant!

M: Yes, it is. The women's *hanbok* has a graceful shape with a slim top and a wide bottom.

W: It's similar to a bell.

M: You're right. The wide sleeves and flexible skirt make the wearer look like they're floating on air. Also, the colorful fabric is dyed with natural materials.

W: Do Koreans still wear *hanbok* these days?

M: Sure. Some people wear it for traditional holidays or special occasions.

2. W: It's a traditional Korean house, isn't it?

M: Yes. It's called *hanok*. These days, *hanok* generally refers to tile-roofed houses. You should take your shoes off here before you go into the room.

W: Okay. [Pause] Oh, there are no beds at all. I've heard it's a traditional Korean custom to sit and sleep on the floor.

M: That's right. This custom started with the *ondol* system in *hanok*.

3. W: What is *ondol*?

M: *Ondol* is a traditional heating system. There is a layer of stone down here, actually. The heat from the kitchen fire runs through this open space, warming the stone above. This heat keeps both the floor and the air surprisingly warm in the winter.

W: Wow! That's impressive. I'd like to try *ondol* someday.

LESSON 2

Traditional Korean Food pp. 192~197

Situation 1

About Traditional Korean Food

A Listen and Do

W: I'd like to introduce general kinds of traditional Korean food. This picture shows typical main dishes and side dishes.

M: Wow! There are so many different kinds of food!

W: Yes. As you can see, Koreans enjoy different cooking styles.

M: Wow! This is quite a spread. What is the main dish?

W: The staple food of Koreans is *bap*, steamed rice. It

may also include some other grains.

M: I see. Hmm... isn't this *kimchi*?

W: Yes, it is. *Kimchi* is fermented vegetables seasoned with red pepper, garlic, green onion, and salt-fermented seafood.

M: How does it taste? Is it spicy?

W: Yes. I'm afraid that a lot of people from other countries only think of *kimchi* as spicy food. Actually, it has a lot of vitamins and fiber.

M: Oh, so that's why *kimchi* is called a health food.

B Listen and Write

M: I'm getting kind of hungry.

W: Then, I'd recommend *bibimbap*.

M: What is *bibimbap*?

W: *Bibimbap* is a bowl of rice mixed with meat and vegetables.

M: Oh, I think I had *bibimbap* on my flight to Korea.

W: You probably did. *Bibimbap* is one of the most popular in-flight meals. Even some Hollywood celebrities have tried it for their health.

M: Maybe it's popular because it's nutritious.

W: You're right. It's made with different vegetables, beef, eggs, or seafood. It also has some red pepper paste and sesame oil or soy sauce.

M: That sounds really good. It's making me hungry.

LESSON 3

Contemporary Korean Culture

pp. 198~203

Situation 1 Suggesting Tour Programs

A Listen and Do

M: Hey, Amy! How did you like the K-pop concert yesterday?

W: Hi, Jimin. It was such a great experience! I watched my favorite K-pop boy band on stage. Their voices and the catchy melody were great.

M: I guess you must like their dancing. It is so energetic and powerful, isn't it?

W: Yes, I love it. That's why I've attended K-pop dance classes every weekend since I came to Korea.

M: Sounds like you're having fun. Is there anything else you want to do in Korea?

W: Oh, I'd love to go to a musical theater. But I'm wondering if the musical performances are in English.

M: I've heard that a popular performance of *Hero* with English subtitles will be streamed online this Saturday.

W: That's awesome! I definitely want to see it. Thanks a lot.

Check Up

A

1. W: I want to try outdoor activities during my stay in Korea. Any suggestions?

M: Why don't you try paragliding in Yeosu or surfing in Yangyang?

W: I prefer paragliding to surfing.

M: I see. I've tried paragliding before. The ride up to the take-off point was bumpier than the flight itself!

W: Sounds scary, but I will give it a shot. Thank you.

M: My pleasure.

2. W: Hi, Kevin. How did you like the hiking and rock-climbing tour last Saturday?

M: Hey, Jisu. My wife and I really enjoyed it. Our hiking guide was professional. He led us to the top of several peaks, and took photos for us.

W: Good for you. It sounds like you're having an exciting time in Korea.

LESSON 4

Korean Cultural and Natural Heritage Sites

pp. 204~209

Check Up

A

W: Hwaseong is the official fortress in Suwon, Gyeonggi-do. Its wall stretches for over 5 kilometers, and it has a variety of military facilities that are hard to find anywhere else. The four gates face each of the four directions—north, south, east, and west. It was a pioneer city with its own economic power.

LESSON 5**Tourist Attraction Guides and Information**

pp. 210~215

Situation 2 Guiding Visitors to Tourist Attractions**A Listen and Do**

W: Good morning. What can I do for you?

M: Hello. I'd like some information about the Winter Sea Penguin Swimming Festival, please.

W: It's definitely worth visiting.

M: Oh, great! Where is it held?

W: It's held at Jungmun Beach, which is located in Seogwipo.

M: What time does it start?

W: Let me check. It starts at 10 a.m. and ends at 1 p.m.

M: Okay, thanks. How much does it cost?

W: It's free.

M: Are there age limits for the festival?

W: No, all ages of visitors can participate in it.

M: Okay, wonderful. I guess my kids will enjoy it, then.

W: Right. Your family can enjoy lots of programs like the penguin fin run, treasure hunt, and making-a-wish postcard.

M: That's great! Oh, sorry. Just one more question. How can I get there?

W: From the airport, take bus number 600 to Seaside Hotel on the Jungmun Tourist Complex. Then, go down the hill for about 200 meters. You'll find it easily.

M: Thanks very much for all your help.

W: You're welcome. Have a nice trip!

sound of the falling water. The waterfall is 22 meters high, 12 meters wide, and 20 meters deep. You can't miss it! Why don't you see it for yourself?

Check Up**A**

1. W: Can you recommend a place to visit?

M: _____

- Ⓐ I'd like to visit there.
- Ⓑ It's 10 minutes away from here.
- Ⓒ Have you ever been to the fish market?

2. M: It looks like it's falling from the heavens. While you walk along the path through the subtropical trees, you will be able to hear the magnificent

PART I

BASIC CONVERSATION

LESSON 1 Greeting and Introduction pp. 10~15

Get Ready

A Listen and Number

2, 1, 3

B Read and Write

1. you been 2. no see 3. you do 4. next time

C Look and Choose

1. d, h 2. f, i 3. e, g

Situation 1 Meeting a Tourist at the Airport

A Listen and Do

1. a 2. b 3. c

B Talk Together

Sample Answer

- Let me introduce myself. My name is Kim, Hana.
- I'm eighteen years old.
- I'm a student.

Situation 2 Saying Goodbye

A Read and Do

c, e, b, d

B Talk Together

Sample Answer

A: Oh, it's rather late. I'm afraid I have to go now.

B: Can't you stay a little longer?

A: I'm sorry I have to go now. I have another appointment. Thank you for everything you've done for me.

B: Don't mention it. It's been nice to have you with us.

A: Thank you. Goodbye. See you later.

B: Goodbye. Take care of yourself.

Field Activity

Sample Answer

Hello, everyone. Let me introduce myself. I'm Kim,

Jina, representing World Travel. I'm pleased to be your tour guide, and I welcome you all to Korea. I sincerely hope you'll have a wonderful stay here. If you need assistance during the tour, please don't hesitate to come to me at anytime. Thank you.

Check Up

A 1. c 2. a

B 1. b 2. a 3. c 4. d

C 1. name 2. from 3. glad[pleased] 4. hope

LESSON 2 Weather and Time pp. 16~21

Get Ready

A Look and Write

1. sunny 2. cloudy 3. rainy 4. snowy 5. hot
6. cold

B Read and Match

1. d 2. b 3. c 4. a

C Read and Choose

1. d 2. c 3. b 4. a

Situation 1 Talking About Weather

A Listen and Do

1. c 2. a 3. c

B Talk Together

Sample Answer

A: How's the weather in London?

B: It is hot but dry in the summer.

A: Then how about in the winter?

B: It usually rains a lot in the winter.

Situation 2 Talking About Time

A Listen and Do

1. a 2. a 3. c

B Talk Together

Sample Answer

A: What's the date today?

B: It's the first of March.

A: Then what day is it today?

B: It's Wednesday.

A: Oh, I see. And what time is it now? / And what time do you have?

B: It's five thirty.

Field Activity

| Sample Answer |

Hello. I'm Kim, Sangjin from Star Travel. I'd like to tell you about what the weather is supposed to be like today in Jeju-do. It will be sunny and clear in the morning. The temperature will be around 15 degrees Celsius. This good weather will not last long. Tomorrow, on Friday, there is a 70 percent chance of showers with temperatures ranging from 7 to 12 degrees Celsius. Don't forget your umbrella tomorrow.

Check Up

A 1. (b) 2. (c)

B 1. It's windy and cloudy.
2. It's quarter after four.
3. It's Tuesday.
4. It's August twenty-sixth twenty twenty-five.

C 1. (b) 2. (b) 3. (c)

LESSON 3 Numbers

pp. 22~27

Get Ready

A Look and Write

- three hundred and fifteen
- nineteen, ninety-nine
- eighteen thousand nine hundred and fifty-eight
- two hundred and fourteen
- zero point two five

B Read and Match

1. (d) 2. (a) 3. (b) 4. (c)

C Read and Write

1. 6,500 2. 1,900 3. 1,980 4. 2,100

Situation 1 Talking About Measurements

A Listen and Do

1. (c) 2. (b) 3. (a)

B Talk Together

| Sample Answer |

A: The Nile River is 6,650 kilometers long.

B: I'm not used to the metric system. Could you use the imperial system?

A: Sure! In the imperial system, it is 4,130 miles long.

B: Oh, I see. Thank you.

Situation 2 Talking About Prices in Different Currencies

A Listen and Do

1. (b) 2. (a) 3. (b)

B Talk Together

| Sample Answer |

A: I'd like to buy a jar of eye cream. How much is it?

B: It's 106 dollars. How would you like to pay for it? We accept cash and credit cards.

A: Cash, please.

B: Which currency would you like to pay with? We accept U.S. dollars, Korean won, and Chinese yuan.

A: Korean won.

B: Of course. Your item is 137,800 won.

A: Here you are. 140,000 won.

B: You gave me 140,000 won. Your change comes to 2,200 won.

Field Activity

| Sample Answer |

Hello, everyone. Today, I'd like to introduce one of the must-see structures in Korea, Cheomseongdae in Gyeongju. It is the oldest surviving astronomical observatory in Asia. It was constructed in the 7th century in the kingdom of Silla. Cheomseongdae stands 9.17 meters high and consists of three parts: a base upon which a column is constructed, a round body, and a square top. Midway up the body stands a square window and entrance to the inside of the structure. The round body of the tower is built out of 365 bricks,

symbolizing the number of days in a year. Now, would you like to go see it for yourself?

Check Up

A 1. ③ 2. ②

B 1. b 2. a 3. d 4. c

C 1. the Dubai Frame 2. a width of 95.53 meters
3. 493 feet tall[high]

LESSON 4 Locations and Directions pp. 28~33

Get Ready

A Look and Choose

①, ②, ③

B Look and Write

- turn left
- turn right
- go straight ahead
- go past
- cross
- at the corner of
- next to
- across from
- between

Situation 1 Taking the Subway

A Listen and Do

1. ③ 2. ① 3. ②

B Talk Together

| Sample Answer |

A: How can I get to Gwanghwamun Station from Sports Complex by subway?

B: Take the green line at Sports Complex toward Jamsil Station. Then, change to the violet line at Euljiro 4-ga Station and go in the direction of Jongno 3-ga Station. Then, go two more stations.

A: Just a moment. Can you repeat that?

B: Sure. Take the green line at Sports Complex and change to the violet line at Euljiro 4-ga Station. Go two more stations and get off at Gwanghwamun Station. Got it?

A: Yes, thanks a lot.

Situation 2 Asking Directions on the Road

A Listen and Do

1. ③ 2. 2, (4), 5, 3, 6, (1)

B Talk Together

| Sample Answer |

A: Excuse me. Can you help me?

B: Sure. What can I do for you?

A: Could you tell me how to get to the post office?

B: Go straight ahead until you get to Blue Street. At Blue Street, turn left. Keep going past the library. It's next to the library.

A: Thank you.

Field Activity

| Sample Answer |

Hello. I'm Park, Minho from Korea Travel. I'll tell you how to get to Namiseom Island from Incheon International Airport. First, take the Airport Express train at Incheon International Airport Terminal Station. Get off at Gongdeok Station. Change to the light green line and go in the direction of Yongsan Station. Then get off at Sangbong Station and change to the Gyeongchun Railroad Line in the direction of Chuncheon Station. Then go to Gapyeong Station. Go out Exit 1 at Gapyeong Station and go to the bus stop. Take the bus for Namiseom Island. I hope you have fun there. Thank you.

Check Up

A 1. ① 2. ②

B 1. left 2. across 3. past 4. next 5. right
6. library

LESSON 5 Telephone Calls and Appointments pp. 34~39

Get Ready

A Read and Match

1. ② 2. ③ 3. ② 4. ③ 5. ①

B Read and Write

- This is Kim, Minsu speaking.
- Yes, please.
- I'm sorry to have bothered you.
- Sure. Which day is good for you?
- How about noon?

Situation 1 *Leaving a Message*

A Listen and Do

1. ① 2. ③ 3. ②

B Talk Together

| Sample Answer |

A: Good afternoon, Han, Yunho at Korea Travel. How may I help you?

B: I would like to speak to Mr. Danny Seo, please.

A: I'm sorry. He is away from his desk at the moment. May I ask who's calling?

B: Well, this is Jenny Song from Hotel Melonie. Would you give him a message?

A: Sure.

B: Please ask him to call me this afternoon. My number is 014-595-3212.

A: Okay. I'll leave him the message.

B: Thanks a lot. Goodbye.

Situation 2 *Making an Appointment*

A Listen and Do

1. ② 2. ③ 3. ①

B Talk Together

| Sample Answer |

A: Oh, Mr. Seo. May I see you sometime this week? I have an urgent matter to discuss with you.

B: Yes, Ms. Song. The end of this week is okay. Which day is good for you?

A: Are you available on Saturday?

B: Yes. What time shall we meet?

A: How about 12:30 in the afternoon at our hotel's conference room?

B: Yes, that's good. I'll see you at your hotel's conference room at 12:30 on Saturday, May 27.

Field Activity

| Sample Answer |

Hello, Mr. Heywood. This is Song, Insu from Silla Travel. I tried to talk to you several times, but I couldn't get through. So I'm leaving a message on your voicemail. We need a copy of your passport to make a reservation for your flight to New York. Please send it

to us via fax. Our fax number is 689-7749. Thank you for your cooperation.

Check Up

- A 1. ③ 2. ②

- B 1. c 2. a 3. b

- C 1. This is Mary (speaking). 2. take a message
3. Yes, please. 4. My number is 2973-0218.

Culture

p. 40

| Sample Answer |

I think the metric system is better in today's world because it is an almost universal standard that is understood no matter where you are. The metric system is also easier to use because of the way all measurements relate to each other.

PART II

TRAVEL SERVICE

LESSON 1 Travel Consulting Service pp. 44~49

Get Ready

A Look and Think

| Sample Answer |

I think it includes the airfare, local transportation, hotel stay, breakfast, lunch, dinner, entrance fees for tourist attractions, and so on.

B Read and Match

1. ② 2. ① 3. ③ 4. ④ 5. ⑤ 6. ⑥

C Read and Choose

1. a 2. d 3. c 4. b

Situation 1 *Advising a Customer with a Specific Plan*

A Listen and Do

1. ② 2. ② 3. ③

B Talk Together

| Sample Answer |

A: Could you recommend a tour package for solo travelers?

B: Sure. I would recommend our Bangkok Tour Package.

A: How much is it?

B: It's \$950 per person for four days in Bangkok.

A: Can you tell me what's included in that price?

B: The package includes a round-trip flight, a three-night stay at a four-star hotel, and breakfast and dinner each day.

Situation 2 *Advising a Customer Without a Specific Plan*

A Listen and Do

1. (a) 2. (a) 3. (b)

B Talk Together

| Sample Answer |

A: Hi. I'm looking for some help planning a vacation.

Can you suggest any nice places to visit?

B: Sure. How long are you planning to go traveling?

A: About five days.

B: Okay. When are you thinking of traveling?

A: In July, I think.

B: Great, and will you be traveling alone or with someone else?

A: I'll go with two friends of mine.

B: All right, and what type of place are you interested in for this trip?

A: We're thinking of going to a nice beach. Can you suggest any nice beaches to visit?

B: Sure. How about Boracay?

Field Activity

| Sample Answer |

Hello, everyone. Welcome to Korea! Now, I'd like to tell you about the detailed schedule for your two-day trip to Seoul. On the first day, you'll visit Gyeongbokgung Palace and Gwanghwamun Square in the morning. After lunch, you'll look around N Seoul Tower and Namsangol Hanok Village. On the second day, you'll

go shopping in Namdaemun Market and Myeongdong. After visiting Cheonggyecheon, you will also enjoy shopping at Gwangjang Market in the afternoon. I hope you have a nice time in Seoul.

Check Up

A 1. (b) 2. (c)

B 1. c 2. a 3. d 4. b

- C 1. It includes airport pickups, comfortable accommodations, knowledgeable guides, and fun activities like surfing and dolphin spotting.
2. It is perfect for solo travelers, couples, or groups of friends.

LESSON 2

Reservations for Travel Customers

pp. 50~55

Get Ready

A Look and Think

| Sample Answer |

If I go on a personalized trip, I will book a flight, a hotel room, a public transportation pass for the destination, some local tours, a famous performance, and some famous restaurants.

B Read and Choose

1. b 2. d 3. c 4. a

C Look and Choose

1. e, f 2. c, d

Situation 1 *Booking a Tour*

A Listen and Do

1. (b) 2. (b) 3. (c)

B Talk Together

| Sample Answer |

A: I'm interested in going on a tour of Busan with my friends.

B: Would you like to take a half-day tour or a full-day tour?

A: Can you tell me more about them?

B: Sure. The half-day tour focuses on five of Busan's

main attractions. The full-day tour covers everything in the half-day tour, plus three beautiful beaches.

Lunch is also included.

A: How much does each tour cost?

B: The half-day costs \$50 per person while the full-day costs \$80 per person.

A: Please book the full-day tour for three people.

B: Of course. Let me get that booked for you.

Situation 2 Booking a Flight

A Listen and Do

1. ⑥ 2. ③ 3. ③

B Talk Together

| Sample Answer |

A: I'd like to make a reservation for a flight to Fukuoka.

B: When are you leaving?

A: Tomorrow morning. Do you have any flights available?

B: Yes, we have one at 10:05 and another at 11:10.
Which would you like?

A: I'll take the 11:10 flight. How much will the fare be?

B: \$200 for one-way. May I have your name and phone number?

A: My name is Kim, Minho. My phone number is 014-7777-1100.

Field Activity

| Sample Answer |

A: Arirang Airlines. How may I help you?

B: I'd like to make a reservation for a flight to New York.

A: When are you leaving?

B: Next Friday, May 9. Do you have any flights available?

A: Yes, we have one at 1 and another at 4 o'clock. Which do you prefer?

B: I'll take the 1 o'clock flight. How much will the fare be?

A: \$900 for one-way. Do you need a round-trip ticket?

B: No, just one-way, please.

A: I see. May I have your name and phone number?

B: My name is James Miller. My phone number is 014-2677-9980.

A: All right, Mr. Miller. I'll make a reservation for flight GE777 leaving Incheon International Airport for

New York on May 9 at 1:00 p.m.

B: Thank you.

Check Up

A 1. ③ 2. ⑥

B 1. a 2. b 3. d 4. c

C 1. Incheon 2. Barcelona

LESSON 3

Departure Procedures at the Airport pp. 56~61

Get Ready

A Look and Find

1. b 2. d 3. a 4. c 5. e 6. f

B Look and Choose

1. e, f 2. c, d

Situation 1 Flight Check-In

A Listen and Do

1. ⑥ 2. ③ 3. ③

B Talk Together

| Sample Answer |

A: Would you like a window or an aisle seat?

B: A window seat, please.

A: Do you have any luggage to check?

B: Yes, this suitcase.

A: All right. Here is your boarding pass. The flight is departing from Gate 58.

B: Okay. Thank you.

Situation 2 Going Through Security

A Listen and Do

1. ③ 2. ③ 3. ⑥

B Talk Together

| Sample Answer |

A: Security officer, should I take my laptop out of the bag?

B: Yes. Please take your laptop out of your bag and put

it into a separate bin.

A: All right. I have some liquid items in my bag. I'm not sure whether they are okay. Can you tell me about the relevant rule?

B: Sure. You should limit liquids and gels to 3.4 ounces or less, and place them all in a clear, one-quart resealable bag.

A: I see. I don't think I violated the rule regarding liquids and gels. May I go through the metal detector with my hat and shoes on?

B: No. Before walking through it, you should remove your hat, shoes, belt, and jacket.

A: Okay. What about other items in my pockets?

B: Any other items in your pockets, such as your keys or coins, should also be placed in the bin.

A: I understand. Thank you.

Field Activity

| Sample Answer |

When you go to the airport to catch a flight, there are a few things you need to do. First, you should arrive at the airport at least three hours before your flight time. Then, go to the check-in counter of your airline to check your luggage and get your boarding pass. After that, you will go through security. After clearing security, go to one of the immigration counters and present your passport, visa, and boarding pass to get them verified. Then, go to the departure gate listed on your boarding pass. When the boarding of your flight is announced, follow the instructions from the gate agents and board the plane.

Check Up

A 1. C 2. a

B 1. d 2. b 3. c 4. e 5. a

C 1. pass[go] 2. take 3. remove 4. put[place]

LESSON 4

Arrival Procedures at the Airport

pp. 62~67

Get Ready

A Look and Find

1. b 2. c 3. a 4. d

B Look and Choose

1. d, e 2. c, f

Situation 1 At the Immigration Counter

A Listen and Do

1. C 2. b 3. C

B Talk Together

| Sample Answer |

A: What's the purpose of your visit?

B: Studying English.

A: How long will you be staying?

B: About two months.

A: Where will you stay?

B: At a boarding house near the language school.

A: Okay, thank you. Here's your passport. You can go now.

B: Thank you.

Situation 2 At Customs

A Listen and Do

1. b 2. C 3. a

B Talk Together

| Sample Answer |

A: Your passport and customs declaration slip, please.

B: Sure, here you are.

A: Will you open your suitcase, please?

B: Certainly.

A: Do you have any liquor or cigarettes?

B: Yes, I bought a carton of cigarettes on the flight.

I believe it'll be duty-free.

A: Yes, of course. Do you have any other things to declare?

B: No, I don't.

A: All right. How much currency do you have?

B: I have 650 Canadian dollars.

Field Activity

Sample Answer

Before exiting the destination airport, there are a few things you need to do. Prior to landing, you will fill out a landing card and a customs declaration slip on the flight. After landing, you will proceed to immigration. At the immigration counter, you will present your passport and landing card to enter the destination country. Next, you will proceed to baggage claim to get your luggage. You will then proceed to the customs and quarantine counter. At customs, you will need to present your passport and any necessary travel documents to a customs officer. At the quarantine, you may be asked to open your bags and answer questions about your health condition and the items you are carrying. Once you have cleared customs and quarantine, you are permitted to exit the airport.

Check Up

A 1. a 2. a

B 1. e 2. a 3. d 4. b 5. c

C 1. international 2. immigration 3. collect

LESSON 5

Meeting and Seeing Off at the Airport

pp. 68~73

Get Ready

A Listen and Number

2, 3, 1

B Read and Write

1. be tired 2. to do 3. to say goodbye
4. had a great time 5. having for lunch

C Read and Choose

1. e, f 2. c, d

Situation 1 Meeting Tourists at the Airport

A Listen and Do

1. b 2. a 3. c

B Talk Together

Sample Answer

A: Are you Michael Jones and Tom Baker from the

United States?

B: Yes, we are.

A: Welcome to Korea, Mr. Jones and Mr. Baker. I'm Kim, Sora from Star Travel.

B: Nice to meet you, Ms. Kim.

A: Nice to meet you, too.

B: What are we supposed to do now?

A: We'll go to the hotel and then take a city tour.

Situation 2 Seeing Off Tourists at the Airport

A Read and Do

c, e, d, b

B Talk Together

Sample Answer

A: Now, it's time to leave.

B: Yeah. I hope you had a fantastic experience in Korea.

A: We did have a great time thanks to your assistance.

B: Don't mention it. I'll miss you a lot.

A: If you're ever in London, please contact us.

B: Okay, I will. Have a safe flight back home.

Field Activity

Sample Answer

A: Excuse me. Oh, you're holding a sign with my name on it.

B: Then, are you Mr. Parker from the United States?

A: Yes, I am.

B: Welcome to Korea, Mr. Parker. I'm Song, Mina from New Star Tour.

A: Nice to meet you, Ms. Song.

B: Nice to meet you, too. You must be tired because of the long flight.

A: That's okay. What are we supposed to do now?

B: We'll go to the hotel and have lunch there.

A: Okay.

Check Up

A 1. a 2. c

B 1. d 2. a 3. b 4. c 5. e

C 1. say 2. had 3. glad[happy, pleased]
4. contact

LESSON 6**Dealing with Travel Customer Inconveniences**

pp. 74~79

Get Ready**A Look and Find**

1. c 2. f 3. b 4. d 5. a 6. e

B Look and Choose

1. c, d 2. e, f

Situation 1**Helping a Travel Customer in Trouble****A Listen and Do**

1. C 2. b 3. a

B Talk Together

(a)-(3), (b)-(1), (c)-(2)

| Sample Answer |

A: You don't look well. What's wrong?

B: I have a big problem.

A: Could you tell me more about it?

B: I lost my passport.A: Hmm... You might have been pickpocketed during the tour. I can help you contact the local embassy for your country.**Situation 2****Handling Travel Customer Complaints****A Listen and Do**

1. a 2. C 3. b

B Talk Together**| Sample Answer |**

A: I'd like to tell you about a problem that I am having with this tour.

B: What seems to be the problem?

A: The food in the restaurant was terrible, and a few people from our group got sick.B: I apologize for the inconvenience. I will complain to the restaurant about that and take you to a new restaurant with a good reputation from now on.

A: Thank you.

B: We would like to offer you a complimentary city tour to make up for the inconvenience.

A: Oh, I appreciate that.

Field Activity**| Sample Answer |**

When you discover that your luggage is lost after arriving at the destination airport, follow these steps. First of all, immediately report the loss to the airline's baggage service office and fill out a claim form. Keep copies of important documents, including your boarding pass, baggage claim tag, and the filed report. These will be essential for any follow-up inquiries or insurance claims. Then stay in touch with the airline's baggage tracing department for updates. If your luggage is not returned within 21 days after the flight, initiate a claim with the airline or insurance provider, providing a detailed list of the missing items with evidence of their value. Remember to remain calm and polite throughout the process for a better chance of a satisfactory resolution.

Check Up**A** 1. C 2. a**B** 1. b 2. c 3. a 4. d**C** 1. fill 2. ask 3. contact 4. submit**Culture**

p. 80

| Sample Answer |

If you are a citizen or eligible national of a country participating in the Visa Waiver Program, you can apply for ESTA to visit the United States. Here's a step-by-step guide on how to get ESTA. First of all, visit the official U.S. government website for ESTA. Click on the "Apply" button, and fill out the application with personal, passport, employment, and travel information. Review and correct any mistakes before submitting. Once you have completed the application and made the payment, submit it for processing. Then, the system will generate an application number. In most cases, you will receive a response regarding your ESTA application within 72 hours. Once approved, the ESTA grants a two-year authorization to enter the U.S. multiple times for stays

of up to 90 days per visit.

PART III

HOTEL SERVICE

LESSON 1 Reservation Service pp. 84~89

Get Ready

B Read and Match

1. vacancy 2. check-out 3. check-in
4. reservation

C Read and Choose

ⓑ, ⓒ, ⓔ, ⓕ

Situation 1 Taking a Room Reservation

A Listen and Do

1. ⓑ 2. ⓒ 3. ⓑ

B Talk Together

1. b 2. d 3. c 4. a 5. e

Situation 2 Changing or Canceling a Room Reservation

A Listen and Do

1. ⓒ 2. ⓑ 3. ⓐ

B Talk Together

1. e 2. d 3. c 4. b 5. a

Field Activity

| Sample Answer |

A: Good evening. Reservation Desk, Jiyeong speaking.

How may I help you?

B: Hi, I'd like to book a room for my wife and me. Do you have any vacancies for next weekend?

A: Let me just check... Yes, we do. How many nights will you be staying? And what type of room would you like?

B: One king-size bed for three nights.

A: So, you are arriving on Friday, May 7 and leaving on Monday morning, May 10?

B: Right. How much is it per night?

A: Your room is 200,000 won per night including breakfast. Is that okay?

B: Yes, I'll take it.

A: Okay. May I have your name and phone number?

B: Sure. My name's Bradley Clark, and my phone number is 014-2345-6789.

A: Thanks, Mr. Clark. I want to confirm your reservation. That's one room with a king-size bed for three nights.

B: That's correct.

Check Up

- A 1. ⓐ 2. ⓑ

- B 1. d 2. c 3. b 4. a

- C c, b, a, e

LESSON 2 Check-In Service pp. 90~95

Get Ready

B Read and Write

1. single 2. twin 3. double 4. suite

C Look and Choose

1. a, c, d 2. b, e, f

Situation 1 Handling Check-Ins with Reservations

A Listen and Do

1. ⓐ 2. ⓑ 3. ⓐ 4. ⓒ

B Talk Together

| Sample Answer |

A: Good afternoon. Can I help you?

B: Hello. I have a reservation for two nights under the name of Jim Tyler.

A: One moment, please. Let me check. Yes, that is a double room, right?

B: That's right.

A: All right. Could you please fill out this registration card?

B: Yes, of course.

A: Thanks. Could I see your passport, please?

B: Okay. Here you are.

Situation 2 *Handling Walk-In Check-Ins*

A Listen and Do

1. Ⓑ 2. Ⓒ 3. Ⓑ

B Talk Together

| Sample Answer |

A: Good afternoon, sir/ma'am. How can I help you?

B: Hi. Do you have a room left for one tonight?

A: Yes, sir/ma'am. What type of room would you like?

B: A single room, please.

A: Okay. The rate is 100,000 won per night. May I please have your passport?

B: Here it is.

A: All right. Could you sign the registration form, please?

B: Sure.

A: Additionally, we need to take an imprint of your credit card. May I please have it?

B: Here you go.

A: Thank you. Here's your key. Your room number is 315. I hope you enjoy your stay.

B: Thank you.

Field Activity

| Sample Answer |

A: Good morning! How may I assist you?

B: Good morning. I have a reservation for two nights under the name of Dennis Stanford.

A: One moment, please. Let me check... Yes, that is a single with a bath, right?

B: That's right.

A: All right. Could you please fill out this registration card?

B: Yes, of course.

A: Can I have your passport, please?

B: Yes, here you go.

A: Thank you. Would you like any additional services, such as breakfast or dry-cleaning?

B: Yes, I would like to add breakfast for both mornings, please.

A: All right. Here are your breakfast coupons. You can have your breakfast at the buffet restaurant on the first floor from 6:30 to 10:30 in the morning.

B: Oh, I see. Thanks.

A: Here's your key. Your room number is 726. Your room is on the seventh floor, and the elevators are to your left. Your room key will give you access to the elevators. Enjoy your stay!

B: Thank you.

Check Up

A 1. Ⓒ 2. Ⓒ

B 1. d 2. a 3. b 4. c

C c, a, d, e

LESSON 3

Fitness Center and Sauna Service

pp. 96~101

Get Ready

B Read and Match

1. d 2. a 3. c 4. b

C Read and Choose

1. c, d 2. e, f

Situation 1 *Talking About a Fitness Center*

A Listen and Do

1. Ⓒ 2. Ⓑ 3. Ⓑ

B Talk Together

1. d 2. b 3. a 4. c

Situation 2 *Talking About a Hotel Sauna*

A Listen and Do

1. Ⓐ 2. Ⓑ 3. Ⓐ

B Talk Together

| Sample Answer |

A: Good afternoon, sir/ma'am. How can I help you?

B: Yeah, I'd like to use the hotel sauna. What do I need to do?

A: You only have to tell your name.

B: When is it open?

A: It's available from 9:00 a.m. to 9:00 p.m.

B: Okay. Where is it?

A: It's on the third floor.

B: Thanks a lot.

Field Activity

| Sample Answer |

A: Excuse me. Does your hotel have a fitness facility?

B: Yes, sir/ma'am.

A: Great! Could you tell me where the gym is?

B: It's just below the lobby. You can take the elevator or use the stairs.

A: Is there a surcharge for the gym?

B: No, sir/ma'am. It's free. Just take your room key so you can get in.

A: When is it available?

B: You'll be happy to know that it's open 24/7.

A: Great! Is a trainer available?

B: I'm sorry, but no. We used to have a trainer, but we don't anymore.

Check Up

A 1. © 2. @

B 1. d 2. c 3. a 4. b

C 1. sauna 2. What 3. access 4. Where
5. open

LESSON 4

Housekeeping and Laundry Service

pp. 102~107

Get Ready

B Read and Write

1. need 2. dry-cleaned 3. bring 4. follow
5. pick up 6. fill out

C Look and Choose

1. b, f, h 2. d, e, g

Situation 1 Housekeeping Service

A Listen and Do

1. @ 2. @ 3. ©

B Talk Together

| Sample Answer |

A: Housekeeping. How may I help you?

B: Well, I need someone to turn down the beds right away.

A: Of course, sir/ma'am. What room are you calling from?

B: Room 523. How long will it take?

A: It will take 15 minutes.

B: Thanks. Bye.

Situation 2 Laundry Service

A Listen and Do

1. © 2. @ 3. @

B Talk Together

| Sample Answer |

A: Good morning. Laundry Service. How may I help you?

B: Hello. This is Ted Smith from Room 214. Could you send someone to pick up the laundry from my room?

A: Sure. I'll send someone up right away. Is there anything else?

B: Yes. I'd like my trousers pressed.

A: Okay. They will be ready by tomorrow evening.

B: Thanks. Bye.

Field Activity

| Sample Answer |

A: Laundry Service. How can I help you?

B: I need a suit dry-cleaned, please.

A: Sure. Please follow the instructions on the laundry bag.

B: Okay. Where's the bag?

A: It's in the wardrobe.

B: All right. But I need my suit tonight.

A: That's fine. We return laundry in the evening.

B: Perfect! By the way, I also need my jeans pressed.

A: No problem. Just use two different bags, please.

B: Okay, thanks.

A: You're welcome. Have a nice day.

Check Up

A 1. ① 2. ②

B 1. b 2. c 3. a 4. d 5. e

C Hotel laundry service.

LESSON 5

Check-Out Service and Handling Guests' Complaints

pp. 108~113

Get Ready

B Read and Match

1. your stay 2. by credit card 3. action right away
4. you a voucher

C Read and Choose

1. d, e 2. c, f

Situation 1 Check-Out Service

A Listen and Do

1. ② 2. ③ 3. ①

B Talk Together

| Sample Answer |

A: Good morning. I'd like to settle my bill and check out of the hotel.

B: Certainly. May I have your name and room number?

A: Here is the key to my room. My name is William Crowly, and my room number is 1205.

B: Thank you, Mr. Crowley. Here's your receipt. Did you enjoy your stay?

A: Yes, for the most part. This all looks okay. Are the meals included?

B: Yes, they are included in the total. How will you be paying for this?

A: I'd like to pay by cash. Is that okay?

B: Of course.

A: Here you are.

B: Thank you.

Situation 2 Handling Guests' Complaints

A Listen and Do

1. ② 2. ① 3. ③

B Talk Together

1. c 2. d 3. a 4. b

Field Activity

| Sample Answer |

A: Front Desk. How may I help you?

B: I'm calling from Room 1205. I have a problem with my room.

A: Would you tell me what the problem is?

B: The air conditioner doesn't work, so it's very hot in the room.

A: We really apologize for that. We will take action immediately.

B: Okay. Thank you.

Check Up

A 1. ① 2. ①

B 1. b 2. a 3. d 4. c

C 1. c 2. a 3. b

Culture

p. 114

| Sample Answer |

Hotel Served by Robots — Japan

Don't miss the world's first hotel staffed by robots. This futuristic hotel is in Tokyo, Japan. If you've ever wanted to feel like a character in a sci-fi film, here is your chance! When you enter, humanlike robots will check you into your room and take your luggage. The hotel uses a facial recognition system instead of room keys, and the guest rooms include luxurious features and even more high-tech details.

PART IV

FOOD AND DRINK SERVICE

LESSON 1 Restaurant Reservation pp. 118~123

Get Ready

B Look and Match

1. ⑥ 2. ④ 3. ③ 4. ⑤

C Read and Choose

1. b 2. a 3. e 4. d 5. c

Situation 1 Taking a Restaurant Reservation by Phone

A Listen and Do

1. ③ 2. ⑥ 3. ③

B Talk Together

Sample Answer I

A: Hello. Bada Restaurant. How may I help you?

B: I'd like to make a reservation for three people.

A: May I have your name?

B: I'm Brian Davis.

A: When would you like to come?

B: Saturday at 7:00 p.m.

A: Just a minute. I'll see if we have a table... Yes, we have availability for that time.

B: Thank you.

A: Could I have a contact number?

B: Yes. It's 014-2323-1894.

Situation 2 Changing or Canceling a Reservation

A Listen and Do

1. ⑥ 2. ⑥ 3. ③

B Talk Together

Sample Answer I

A: Hello. White Castle Restaurant. How can I help you?

B: Hi. I need to cancel my reservation for Friday at 6:30 p.m.

A: I'm sorry to hear that. May I have the name and phone number?

B: It was made under the name of Lisa Kim and my

phone number is 014-3355-8974.

A: Okay. I have located your reservation. May I know the reason for cancellation?

B: I am sorry, but I have to change my schedule due to a family matter. So, I won't be able to make it.

A: I understand. Your reservation has been canceled. If you change your mind, please feel free to reach out to us. Have a great day.

B: Thank you, you too.

Field Activity

Sample Answer I

A: Hello. Good afternoon. Vinci's Dining Restaurant.

B: Hi. I want to make a reservation for five.

A: For which date and what time would you like the reservation?

B: It's for August 24, at 1 o'clock in the afternoon.

A: I'm sorry, but we are fully booked at that time. And we don't have any available tables. Is it okay to have it at 1:30 p.m.?

B: No problem. 1:30 p.m. would be okay.

A: Great. Can I have your name and phone number?

B: My name is Eric Palmer and my phone number is 014-2277-2378.

A: Thank you for calling, Mr. Palmer. If you have any other questions, please do not hesitate to call us.

B: Great. Thanks for the help!

Check Up

- A 1. ③ 2. ⑥

- B 1. b 2. d 3. a 4. c

- C 1. reservation 2. when 3. available 4. many

LESSON 2 Welcoming and Seating Guests

pp. 124~129

Get Ready

B Read and Choose

1. d 2. a 3. e 4. b 5. c

C Read and Match

1. c 2. a 3. b 4. e 5. d

Situation 1 Welcoming and Seating Guests

A Listen and Do

1. Ⓐ 2. Ⓒ 3. Ⓐ

B Talk Together

Sample Answer I

A: Good evening! Welcome to Samda Restaurant. Do you have a reservation?

B: Yes, I made a reservation for two under the name of Jessica Lee.

A: Thank you. Let me find your reservation. Ah, here it is. Your table is right over there. Please come this way.

B: Thank you.

A: Here is your table. Please have a seat. Are you happy with this spot?

B: Yes, this is fine.

A: Your waiter will be with you shortly. I hope you have a good dinner.

Situation 2 Welcoming and Seating Walk-In Guests

A Listen and Do

1. Ⓒ 2. Ⓑ 3. Ⓒ

B Talk Together

Sample Answer I

A: Good evening! Welcome to our restaurant. Do you have a reservation?

B: No, we don't.

A: I'm sorry, but there is no table free right now. Are you okay with waiting for about 20 minutes?

B: Yes, we're willing to wait.

A: Can I have your name, please?

B: Helen Bankson.

A: Please make yourselves comfortable in our lounge area, and we'll notify you as soon as your table is ready.

Field Activity

Sample Answer I

A: Good evening, ma'am! How may I help you?

B: We'd like to have dinner.

A: I'm sorry, but we are fully booked at the moment. If you don't mind waiting, it will be about 20 minutes.

B: No problem. We can wait.

A: Thank you for your understanding.

[After 30 minutes]

B: We've been waiting for over 30 minutes! This wait is ridiculous!

A: I sincerely apologize for the extended wait. Please allow me to find you the next available table.

B: All right, but we're hungry.

A: I completely understand. While you wait, can I offer you some complimentary appetizers or drinks on the house as a token of our apology?

B: That would be nice. Thank you.

A: You're welcome. I'll make sure your table is ready shortly, and your drinks and appetizers will be brought to you right away.

[After five minutes]

A: Thank you for waiting. Your table is ready now. Please follow me.

B: Finally! Thank you for your efforts.

A: You're welcome, and I truly apologize for the delay. I hope you enjoy your meal. If there's anything you need, just let me know.

Check Up

A 1. Ⓒ 2. Ⓐ

B 1. c 2. d 3. a 4. b

C 1. How many 2. this way

LESSON 3 Taking Orders and Serving at a Restaurant

pp. 130~135

Get Ready

B Read and Match

1. a 2. e 3. b 4. d 5. c 6. f

C Read and Choose

1. d 2. b 3. c 4. e 5. a

Situation 1 At a Fine Dining Restaurant

A Listen and Do

1. ③ 2. ② 3. ③

B Talk Together

| Sample Answer |

A: Hello, I'll be your server. What can I get you to drink?

B: A mineral water and an apple juice, please.

A: Great. I'll be back soon. ... Okay, here are your drinks. Would you like an appetizer or soup to start?

B: Sure. We'd like to have an onion soup and a Cobb salad.

A: How about a main dish?

B: I'd like steak, and my friend will have the grilled salmon.

A: How would you like your steak cooked?

B: Medium-rare, please.

B: I'll have a sparkling water.

C: An apple juice, please.

A: Great. I'll be back soon. ... Okay, here are your drinks. Would you like any appetizers?

B: Sure. We'd like to have the onion soup and the garden salad.

A: What kind of dressing would you like?

C: I'd like Thousand Island dressing.

A: How about a main dish?

B: I'd like mushroom risotto, and my friend will have the steak.

A: How would you like your steak?

C: Medium-rare, please.

Check Up

- A 1. ② 2. ①

- B 1. e 2. c 3. a 4. b 5. d

- C 1. drinks 2. main 3. cooked[prepared, done]

Situation 2 At a Korean Restaurant

A Listen and Do

1. ② 2. ③ 3. ②

B Talk Together

| Sample Answer |

A: Good evening! How many are in your party?

B: There are two of us.

A: Great! Follow me, please. I'll show you to your table. ... Are you ready to order?

B: Yes, we are. We'll start with an order of a haemul-pajeon, please.

A: Excellent choice. And for the main course?

B: We'll have a kimchi-jjigae and a galbi-tang.

A: Very good. Can I get you something to drink?

B: A bottle of soju, please.

A: All right, please let me know if you need anything else.

Field Activity

| Sample Answer |

A: Hello. I'll be your server. Can I get you something to drink?

LESSON 4

Taking Orders and Serving at a Café or Bar

pp. 136~141

Get Ready

B Read and Match

1. a 2. e 3. b 4. c 5. f 6. d

C Read and Choose

1. c 2. b 3. e 4. a 5. d

Situation 1 Serving Drinks at a Café

A Listen and Do

1. ② 2. ③ 3. ②

B Talk Together

| Sample Answer |

A: Welcome to Coffee House. What would you like to order?

B: I'll have a hot drip coffee, in a small size, please.

A: Sure. Would you like any additional flavors or toppings with that?

B: I'd like to add whipped cream to my coffee, please.

A: All right. One small-sized hot drip coffee with

whipped cream. Anything else?

B: Yes, I'd also like a slice of chocolate cake.

A: Great choice! For here or to go?

B: For here, please.

Situation 2 *Serving Alcoholic Drinks at a Bar*

A Listen and Do

1. (a) 2. (a) 3. (c)

B Talk Together

| Sample Answer |

A: Welcome to Pub Paradise. What can I get for you?

B: I'll have a beer, please.

A: Sure. Would you like bottled or draft beer?

B: Draft beer, please.

A: Great choice! One draft beer. Anything else I can get for you?

B: Could I get the mini veggie pizza, please?

A: Certainly. I'll get that in for you right away. ... Here is your drink, and your food will be up shortly. Enjoy!

Field Activity

| Sample Answer |

A: Good evening. Welcome to Tamna Bar. Do you have a reservation?

B: No, I don't.

A: May I ask how many are in your party?

B: There are two of us. Is there seating available?

A: Yes. Would you like a table or a booth?

B: We prefer counter seating, if possible.

A: Okay. Please come this way. Is this all right?

B: Yes, this is fine. Thank you.

A: May I take your order?

B: We'd like to drink wine with some snacks.

A: Which wine do you like better, red or white?

B: We like dry white wine better than red wine. And what kind of snacks do you have?

A: We have fish and chips, hot chicken wings, mashed potatoes, and fried onion rings.

B: We will take fish and chips and fried onion rings.

A: Good choice! Coming right up.

Check Up

A 1. (b) 2. (c)

B 1. e 2. c 3. b 4. d 5. a

C 1. get 2. have 3. like

LESSON 5

Handling Guests' Complaints

pp. 142~147

Get Ready

B Read and Match

1. b, c, d 2. a, e, f

C Read and Choose

1. a 2. e 3. b 4. c 5. d

Situation 1

Dealing with General Guest Complaints

A Listen and Do

1. (c) 2. (b) 3. (c)

B Talk Together

| Sample Answer |

A: Excuse me.

B: Is there anything I can assist you with, sir/ma'am?

A: I think there has been a mistake. This is not what I ordered.

B: Sorry. I apologize on behalf of the kitchen. I'll bring you your food immediately.

A: Please.

B: Would you like something else while you're waiting?

A: No, thank you. Please do it as quickly as possible.

Situation 2

Dealing with Complaints About Mischarges

A Listen and Do

1. (c) 2. (c) 3. (c)

B Talk Together

| Sample Answer |

A: Was everything to your satisfaction, sir?

B: Yes. It was very nice, thank you.

A: I'm glad to hear that you enjoyed your meal.

B: I'd like to settle the bill. Could you bring it over?

A: Of course. Here it is.

B: Excuse me. I think there's a mistake. I didn't drink any beer.

A: Oh, I'll check it for you. ... I'll get the right bill for you. ... Here you are. I'm sorry about that.

B: No problem.

Field Activity

| Sample Answer |

A: Excuse me.

B: Is there anything I can assist you with, sir/ma'am?

A: Yes. We have been here for half an hour already.

Could you tell us when our dishes will be ready?

We're quite hungry.

B: Sorry, sir/ma'am. We didn't expect so many guests today. I'll talk to the chef immediately. ...

I apologize for the delay. Your dish will be ready shortly.

A: I hope so.

B: Would you please accept a bottle of wine on the house as an apology for the inconveniences of the dinner?

A: Yes, of course. Thank you.

Check Up

A 1. Ⓒ 2. Ⓒ

B 1. e 2. d 3. b 4. a 5. c

C 1. have 2. mistake[error] 3. get

Culture

p. 148

| Sample Answer |

1. Always Say "Please" and "Thank You"

In America, even very close friends will say "please" and "thank you" to one another when necessary. So, at the dinner table, ensure that you say "please" when asking for something. And say "thank you" when someone has done something for you or given you something (like passing the salt).

2. Focus on Asking Questions

It's quite rude to keep talking about yourself. So, it's best to begin conversations with questions. Ask

someone about their day or how they feel. If you're meeting someone for the first time, you can ask "What do you do?" It's a good icebreaker.

3. Ask for the Things You Need

If you want someone to pass something to you, always ask for it. Do not reach. It's rude. Also, don't demand it like you're royalty. For example, if you want someone to pass the salad, you can say "Can you please pass the salad?" instead of "Pass the salad."

4. Compliment the Cook

At dinners like Thanksgiving, everyone brings a dish they're particularly good at making. They're looking forward to positive feedback. So, it's a good idea to praise the cook. Who doesn't like a little praise? Even at everyday dinners, it's polite to try the dish and compliment the cook. Stay quiet if you do not have something nice to say about the dish.

written by Luke Priddy

PART V

SALES SERVICE

LESSON 1

Product Recommendations and Descriptions

pp. 152~157

Get Ready

B Look and Match

1. Ⓑ 2. Ⓐ 3. Ⓔ 4. Ⓓ 5. Ⓒ

Situation 1 Recommending Products

A Listen and Do

1. Ⓑ 2. Ⓑ

B Talk Together

| Sample Answer |

A: Can I help you?

B: Yes, please. I'm looking for a bracelet.

A: Then, I'd recommend this one. It has a heart-shaped charm and an adjustable strap. Please try it.

B: I do like this. How much is it?

A: Its original price was 48 dollars. But it is on sale for 10% off.

B: Sounds reasonable to me. All right, I'll take it.

Situation 2 Describing the Quality and Usage of Products

A Listen and Do

1. ⑥ 2. ③

B Look and Write

| Sample Answer |

This hair dryer has far infrared and negative ionic functions, which help to improve the texture and condition of your hair. It also offers one-year replacement and a two-year warranty.

Field Activity

| Sample Answer |

A: Excuse me. Where can I find portable handheld fans?

B: They're in aisle 2. I'll show you the way.

A: Thanks. Also, can you show me how to use it?

B: Sure. First, on this intelligent large LED screen, you can easily check the remaining power and wind speed level at a glance. And you can use a USB type-C cable to charge it from a laptop. You can hold it in your hand, place it on a desktop, or hang it around your neck.

A: All right. How much is it?

B: It's 14,000 won.

A: How long is the warranty?

B: The service plan is good for one year.

Check Up

- A 1. ⑥ 2. (1) T (2) T (3) F (4) F

- B 1. c 2. b 3. a

C | Sample Answer |

Let me tell you how to use a wireless mouse. First, insert the batteries into the mouse. After connecting the receiver to the computer, connect the mouse to the receiver. Then, adjust your mouse settings.

LESSON 2 Product Payment, Exchange, and Return pp. 158~163

Get Ready

A Look and Find

1. f 2. a 3. d 4. c 5. b 6. e

B Look and Choose

1. d, f 2. c, e

Situation 1 How to Pay for Products

A Read and Do

c, e, d, b, f

B Talk Together

| Sample Answer |

A: How much is this backpack?

B: The original price was 97,000 won. But it is on sale for 30% off.

A: Sounds reasonable to me. I'll take it.

B: Would you like to pay with cash or by credit card?

A: I'll pay by credit card.

B: Would you like to pay in monthly installments or in full?

A: I'd like to pay in full.

Situation 2 How to Exchange and Return Products

A Listen and Do

1. ⑥ 2. ⑥ 3. ⑥

B Talk Together

| Sample Answer |

A: I'd like to return this suitcase.

B: Can I ask you why you're returning it?

A: I bought it yesterday, but it is too big to put in the trunk of my car.

B: Do you have your receipt?

A: Yes, here it is.

B: We don't give refunds if the items are on sale. But we do offer exchanges.

A: Then, do you have a suitcase in a smaller size?

Field Activity

Sample Answer I

A: Good morning. Can I help you?

B: Yes, I'd like to exchange this curling iron.

A: Can I ask you why?

B: I pressed the power button, but it did not turn on.

A: I see. Do you have the receipt?

B: Yes, here it is.

A: I'm so sorry. I'll be happy to exchange it for another one.

B: Okay.

Check Up

A 1. C 2. a

B 1. on sale 2. by credit card 3. in full
4. the receipt 5. no refunds

C Sample Answer I

1. The original price was 25 dollars. But it is on sale for 15% off.

2. Would you like to pay in monthly installments or in full?

LESSON 3 Handling Customer Complaints

pp. 164~169

Get Ready

B Look and Match

1. C 2. a 3. d 4. b

Situation 1 Apologizing to Customers

A Read and Do

a, d, b, c

B Talk Together

Sample Answer I

A: Welcome. How can I help you?

B: Hello. I bought this perfume yesterday, but there is a problem with it.

A: Can you explain exactly what the problem is?

B: Look! The bottle has leaked because the seal is broken.

A: You're right. We're very sorry about that. Can I offer you a full refund or an exchange?

B: I'd like a full refund, please.

Situation 2 Handling Customer Complaints

A Listen and Do

1. a 2. (1) T (2) F (3) F (4) T

B Talk Together

1. b 2. d 3. a 4. c

Field Activity

Sample Answer I

A: Thank you for calling Smart Customer Service.

This is Ha, Jeongmin from the Complaints and Suggestions Department. How can I help you?

B: I bought pants from your online store yesterday, but there is a problem with them.

A: Can you explain exactly what the problem is?

B: I ordered a pair of black pants. But I've got them in pink!

A: We're very sorry about that. Can I offer you a full refund or an exchange?

B: I'd like an exchange, please.

A: Is there anything else I can help you with?

B: No, I'd just like to get the black pants like I ordered.

A: We'll do our best to get it done as soon as possible.

Check Up

A 1. a 2. a

B 1. explain 2. sorry 3. apologize 4. offer

C Sample Answer I

1. I purchased this frying pan yesterday, but there is a problem with it.

2. The long handle broke off.

LESSON 4 Duty-Free Shops and Department Stores

pp. 170~175

Get Ready

A Listen and Number

3, 1, 2, 4

B Read and Write

1. your purchase 2. in total 3. try them on
4. to pay

C Read and Choose

1. c 2. a 3. b 4. d

Situation 1

Selling Products at Duty-Free Shops

A Read and Do

d, b, e, c, f

B Talk Together

1. c 2. a 3. d 4. b

Situation 2

Selling Products at Department Stores

A Listen and Do

1. C 2. a 3. b

B Talk Together

| Sample Answer |

A: Hello. Can I help you?

B: Yes. I'm looking for a skirt.

A: Then, I'd recommend this skirt with a striped print.

B: Oh, I like it.

A: Please try it on. What size do you wear?

B: I wear a small.

Field Activity

| Sample Answer |

- **Product Name:** Leather shoulder bag
- **Characteristics:** A bold and elegant silhouette characterizes this leather bag with fine details. The structured and rigid design contrasts with soft lines to complete a modern look for you.
- **Price:** \$250 (regular price), 15% off this week only

Check Up

- A 1. b 2. a

- B 1. b 2. c 3. d 4. a

C | Sample Answer |

1. Can I help you?
2. Then, how do you like this one?
3. It's 600 dollars. But it is on sale for 15% off.

LESSON 5 Traditional Markets

pp. 176~181

Get Ready

B Look and Match

1. C 2. e 3. a 4. d 5. b

Situation 1

Selling Products at Traditional Markets

A Listen and Do

1. C 2. b 3. a

B Talk Together

| Sample Answer |

A: Welcome. Can I help you?

B: I'm just looking around. Oh, excuse me. What is this?
It's lovely!

A: This is a pillow to help cool you off. It's called jukbuin in Korean.

B: I like it. How much is it?

A: It's 34,000 won. How many do you need?

B: I'll take these two.

Situation 2

Guiding Visitors to Traditional Markets

A Listen and Do

1. the oldest 2. including fine art
3. Every Sunday 4. Cash or credit cards

B Talk Together

| Sample Answer |

A1. How about visiting Jeju Dongmun Market? It's one of the most popular traditional markets in Jeju.

A2. You can find tangerine chocolate and black pork as well as fresh seafood like mackerel and abalone.

A3. It depends on the store.

A4. No, you can pay in cash or by credit card.

Field Activity

| Sample Answer |

Gwangjang Market

Are you planning to visit traditional markets in Korea? If so, why don't you visit Gwangjang Market? Gwangjang Market, which means "a place to gather

from afar and keep altogether,” was the first permanent market in Korea. And it has now grown into a large wholesale market with about 5,000 stores selling a variety of goods, including upholstery, imported goods, groceries, dried fish, traditional goods, and more. Its food street is the most recommended tourist attraction for international travelers.

- **Operating Hours:** 09:00-18:00 (Food street 09:00—23:00)
- **Closed:** Sundays (Food street open all year round)
- **Parking Facilities and Restrooms:** Available
- **Location:** 88, Changgyeonggung-ro, Jongno-gu, Seoul

Check Up

A 1. Ⓐ 2. Ⓒ

B 1. a 2. c 3. d 4. b

C | Sample Answer |

1. The First Local Market
2. All kinds of silk, satin, and linen bedsheet stores as well as a variety of food stalls selling snacks like fried Korean pancakes, *gimbap*, etc.
3. 9:00 a.m.
4. Accept cash or credit cards

Culture

p. 182

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

| Sample Answer |

I'd like to buy chocolates in Switzerland. That's because Switzerland is well-known as the birthplace of milk chocolate. People say the chocolate combines unique flavors and picture-perfect creations.

PART VI

TOUR GUIDE SERVICE

LESSON 1 Korean Culture

pp. 186~191

Get Ready

B Think and Write

- Capital City: Seoul
- National Anthem: Aegukga
- Land Size: 100,444 km²
- Population: 51.31 million
- Currency: Won (₩)
- Standard Time: nine hours ahead of Greenwich Mean Time

Situation 1

Providing Information About Korea

A Read and Do

1. Northeast Asia 2. China 3. the national flag
4. immortality 5. 50 million 6. the capital city
7. read and write 8. on October 9

Situation 2

Explaining About Traditional Korean Culture

A Listen and Do

1. wide 2. colorful 3. shoes 4. floor
5. stone 6. air

Field Activity

| Sample Answer |

I'd like to introduce traditional Korean culture. First, let me tell you about *saebe*. *Saebe* is the most important of all the Korean Lunar New Year traditions. It is the act of kneeling on the ground and bowing deeply with your hands on the ground. Younger people bow deeply to their elders and wish them a happy new year, saying “Have lots of luck in the new year.” This deep traditional bow signifies respect. Elders typically reward younger people with money.

Check Up

A 1. c 2. a 3. b

- B** 1. Northeast, Japan 2. *hangeul*, October
3. tile-roofed, beds

C | Sample Answer |

1. Take off your shoes, please.
2. I think you should bow to him.

LESSON 2 Traditional Korean Food pp. 192~197

Get Ready

B Look and Match

1. ③ 2. ① 3. ② 4. ④ 5. ⑤

C Choose and Talk

| Sample Answer |

A: I'd like to try *samgyetang*. Can you tell me about it?

B: Sure. It is chicken soup stuffed with ginseng, jujubes, garlic, etc.

Situation 1 About Traditional Korean Food

A Listen and Do

1. steamed rice or grains 2. fermented vegetables

B Listen and Write

1. meat and vegetables 2. nutritious
3. eggs, or seafood 4. red pepper

Situation 2 About Traditional Korean Desserts

A Read and Do

1. rice powder
2. a sweet filling or coating
3. flour with some honey or sugar
4. persimmon punch

Field Activity

| Sample Answer |

- Name of Traditional Korean Food: *Bulgogi* (Korean BBQ beef)
- Ingredients: beef, onions, green onions, carrots, sesame oil, cooking oil, *Bulgogi* Marinade (soy sauce, sugar, rice wine, onions, garlic, apples, ginger, black pepper, etc.)

- Steps (for cooking)

1. Thinly slice the meat. And, mix the marinade sauce into it and add the sesame oil. Then, marinate the meat for at least four hours in the fridge.
2. Thinly slice the onions, carrots, and green onions.
3. Cook the meat and vegetables. When they are done, enjoy!

Check Up

- A** 1. b 2. c 3. a

- B** 1. steamed 2. fermented 3. Mix

C | Sample Answer |

This is called *bulgogi*, which is Korean marinated beef. It is made with grilled meat and vegetables.

LESSON 3 Contemporary Korean Culture pp. 198~203

Get Ready

B Look and Match

1. ① 2. ⑤ 3. ② 4. ④ 5. ③

C Choose and Talk

| Sample Answer |

A: I feel like trying some different kinds of Korean food.
Any suggestions?

B: How about enjoying street food like locals on a private Korean food tour?

A: I feel like I want to know more about Korean dramas.
Any suggestions?

B: How about looking around the filming locations of popular dramas and movies?

Situation 1 Suggesting Tour Programs

A Listen and Do

1. ③ 2. ③

B Talk Together

| Sample Answer |

A: I don't know what to do on the last day of my trip.
Any suggestions?

B: Why don't you sign up for a K-drama locations trip?

A: Oh, that sounds interesting. Can you tell me more about it?

B: This program helps you to take photos in the same spots as the characters in drama scenes.

A: That would be great! Thank you.

B: It's my pleasure.

Situation 2 Explaining About Contemporary Korean Culture

A Read and Do

1. c 2. a 3. b 4. d

B Talk Together

| Sample Answer |

A1. You're going to visit the KBC building, a K-pop theme park, and the dance studio.

A2. You can take photos and videos with a K-Pop Stage, Subway Theme, Spaceship Theme, and Coin Laundry Theme.

A3. No, it is not recommended for travelers with back or heart problems.

Field Activity

| Sample Answer |

Academy Winner *Parasite* Half-Day Tour

Immerse yourself in the filming of *Parasite*, and discover where the legendary scenes were filmed.

Program Includes:

- Watching *Parasite* Director's Cut in multi-plex theater
- Visiting Gitaek's Village and House of CEO Park
- English-speaking tour guide
- Moving around the locations on an air-conditioned bus

When: Saturday, September 6, 1:00 p.m. – 6:00 p.m.

Where: BJH Hotel outdoor parking lot

Participation Fee: \$70 per person (movie ticket price included)

Reservations should be made online at least one day before your visit.

Check Up

A 1. ⑥ 2. ③

B 1. I'd recommend 2. Why don't you
3. How about

C 1. paddleboarding
2. two-person transparent paddleboard
3. 55,000 won per person
4. Life jacket rental and a brief safety course

LESSON 4

Korean Cultural and Natural Heritage Sites

pp. 204~209

Get Ready

B Look and Match

2. ① 3. ④ 4. ③ 5. ② 6. ⑤

C Read and Choose

1. b 2. c 3. d 4. a

Situation 1

About Korean Cultural Heritage Sites

A Read and Do

1. d 2. b 3. c 4. a

B Talk Together

| Sample Answer |

A1. You can see the ceremony at Gyeongbokgung Palace.

A2. It is the shrine that stores the spirit tablets of the kings and queens of the Joseon Dynasty, and it has the longest single wooden building in Korea.

A3. You can join it every spring and autumn.

Situation 2

About Korean Natural Heritage Sites

A Read and Do

1. c 2. a 3. d 4. b

B Talk Together

| Sample Answer |

A1. It's 1,950 meters high.

A2. It has a huge crater surrounded by many sharp rocks, which looks like a giant crown.

A3. It was formed by vast amounts of basalt lava from Hallasan Mountain's volcano.

Field Activity

| Sample Answer |

- Name: Seokguram Grotto
- Location: 238 Seokgul-ro, Gyeongju-si, Gyeongsangbuk-do
- Description: Seokguram Grotto is one of the ancient Buddhist temples of Korea, which were established in the mid-eighth century during the golden era of the Unified Silla Dynasty. It represents the highly developed architectural skills and creative craftsmanship of the Silla people. In particular, the magnificent Seokguram Grotto's carvings made of granite in the artificial cave are considered masterpieces of Buddhist architecture, unparalleled in all of Northeast Asia. Also, it is highly valued as a cultural heritage site for having survived the passage of time with the original structure still intact since the eighth century.
- Public Transportation: From Gyeongju Intercity, Express Bus Terminal, or Gyeongju Station, take Bus No. 10 or 11 and get off at Bulguksa Temple. From Bulguksa Temple, take Bus No. 12 to Seokguram Grotto.
- Operating Hours: 09:00–17:00 (Operating hours are subject to change.)
- Admission Fees: Free
- Websites: <http://seokguram.org> (Korean, English, Chinese, Japanese)

Check Up

- A** 1. fortress 2. military 3. economic
- B** 1. b 2. c 3. a
- C** **A1.** It is located in Andong-si, Gyeongsangbuk-do.
A2. It is famous for its historical value with traditional tile-roofed houses and mask dance performances.
A3. It opens from 9:00 a.m. to 5:30 p.m. in the summer. But it closes one hour earlier in the winter.
A4. The admission fee is 5,000 won for adults, 2,500 won for teenagers, and 1,500 won for children.

LESSON 5

Tourist Attraction Guides and Information

pp. 210~215

Get Ready

B Choose and Talk

| Sample Answer |

A: Can you recommend a place to visit?

B: Sure. Have you ever been to N Seoul Tower?

Situation 1

Giving Help on Travel Planning and Research

A Read and Do

d, c, f, b, e

B Talk Together

1. d 2. a 3. b 4. c

Situation 2

Guiding Visitors to Tourist Attractions

A Listen and Do

1. ㉠

2. (1) Beach (2) Free (3) all ages (4) Tourist Complex

B Talk Together

| Sample Answer |

A: I don't know what to do in Korea. Can you recommend an event to enjoy?

B: Sure. Have you ever been to Boseong Tea Plantation?

A: No, I haven't. Can you tell me more about it?

B: You can participate in green-tea-themed activities such as tea-leaf-picking, tea-making, creating personalized tea blends, and green tea therapy.

A: That would be great! Thank you for your help.

B: You're welcome.

Field Activity

| Sample Answer |

A: Good morning! How can I help you?

B: Hi! Well, I've just arrived here, so I have a few questions, if you don't mind.

A: Of course not. I'd be glad to help you. What would you like to know?

B: Well, I'd like to learn about this town. Do you have

any pamphlets?

A: Yes, we have a few interesting tour pamphlets here.
Here you go!

B: That sounds great. What sights can I visit in this area?

A: There is a *hanok* village not far from here. You can look around old and new shops and buildings in harmony.

B: That's great. Where can I try local cuisine?

A: The food street is just five blocks straight down this road. It's maybe a 10-minute walk. The 21 bus will take you there, but you don't need to take a bus.

B: Thank you. And I have another question. Where can I find information about local events?

A: There will be a summer night festival next week, so you can attend that. You can enjoy the night markets along the river. For information about events in neighboring towns you can read this!

B: Perfect! Thank you so much for your help!

Check Up

A 1. ③ 2. ②

B 1. c 2. d 3. a 4. b

C 1. I help[assist] you 2. How many days
3. I'd recommend 4. Why don't you

Culture

p. 216

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

Sample Answer

The Vietnamese food *goi cuon* is a kind of spring roll, consisting of prawns, pork, rice noodles, vegetables, and other delicious stuff, wrapped in rice paper. You eat it by dipping it in a hoisin or chili sauce with diced peanuts.

PART I

BASIC CONVERSATION

Lesson 1

a	10	comment	15	hesitate	14
about	11	complete	11	hi	11
activity	10	correct	13	hope	14
afraid	13	day	12	hotel	12
after	12	dialog	11	how	10
again	12	difficulty	14	I	11
age	12	dinner	13	if	14
airport	12	do	11	in	11
all	12	doctor	11	introduce	10
along	12	during	14	it	11
already	13	each	11	last	12
and	10	else	10	late	13
another	13	enjoy	14	later	11
answer	12	everyone	14	leave	13
any	14	everything	13	lesson	10
anytime	14	excellent	15	let	12
appointment	13	excuse	12	like	13
around	13	expression	11	listen	11
as	10	extend	13	little	13
assistance	14	family	13	long	11
assistant	12	feel	14	look	11
at	11	field	10	luggage	13
back	13	fill	15	lunch	12
be	11	fit	12	man	15
beach	12	flight	15	many	13
beautiful	13	fly	15	meet	11
besides	13	follow	12	mention	13
bill	12	foot	12	morning	11
bit	13	for	11	name	11
blank	15	free	14	need	13
box	11	friend	11	new	15
brother	12	from	12	next	11
by	12	full	13	nice	11
call	12	get	11	no	11
can	13	give	12	not	12
car	12	glad	11	now	12
care	11	go	13	number	11
check	15	goal	10	occupation	12
choose	11	good	11	of	12
coffee	15	goodbye	10	old	12
cold	11	greet	10	on	12
come	12	guide	10	or	10
		have	11	order	13
		he	15	over	12
		hear	13	own	12
		hello	11	pack	13
		here	14	park	12

partner	12	there	12	below	18
people	12	they	13	blue	21
phrase	11	think	14	brown	19
picture	11	this	11	but	18
place	13	time	11	cat	21
please	14	to	10	celsius	20
pleasure	11	today	15	chance	20
practice	13	together	12	chilly	18
problem	11	tomorrow	13	city	18
put	13	too	12	clear	20
question	12	topic	10	clock	19
rather	13	tour	10	cloudy	17
read	11	tourist	12	conference	19
ready	11	travel	12	cool	18
relationship	12	up	15	date	17
represent	14	use	12	daytime	18
require	15	very	14	degree	20
response	12	wait	13	describe	18
review	15	want	13	dog	21
right	11	we	13	dry	18
sample	12	welcome	13	early	18
say	10	well	13	expect	21
scale	15	what	11	fall	18
see	11	when	13	far	19
sentence	11	which	12	fine	19
she	12	will	12	first	19
should	15	with	11	five	19
sincerely	14	woman	12	flowering	18
sister	12	wonderful	13	forecast	20
situation	11	word	13	forever	21
so	13	world	14	forget	20
some	13	would	11	four	21
someone	10	write	11	freezing	18
sorry	13	year	12	generally	18
statement	12	yes	12	heavily	18
stay	13	you	11	hot	17
step	14			hour	19
student	12	Lesson 2		idea	19
subway	12			information	16
sun	12	above	18	interesting	18
sure	11	although	21	literally	18
take	11	an	18	lot	18
talk	12	arrive	19	make	19
tell	11	ask	21	match	17
thank	13	attraction	16	may	18
the	11	away	19	mean	18
then	12	because	21	might	19
		before	17		

mild	18
minute	19
nine	19
normally	18
north	21
often	18
okay	18
only	19
percent	20
phone	19
pick	19
quarter	17
rain	18
rainbow	19
raincoat	21
rainy	17
range	20
rarely	18
report	21
reporter	21
rush	19
season	18
show	18
shower	20
sky	21
snow	18
snowy	17
sometimes	18
spring	18
star	20
start	21
suggest	21
summer	18
sunglasses	21
sunny	17
suppose	20
temperature	18
that	18
thirty	17
throughout	21
traffic	19
twelve	17
twenty	21
two	17
umbrella	20
understand	18
usually	18

warm	18
weather	16
why	18
windy	17
winter	18
worry	19

Lesson 3

accept	25
ahead	24
amount	25
ancient	24
anonymously	26
astronomical	26
bar	23
base	26
bell	24
beside	24
body	26
bottle	25
brick	26
bronze	24
build	26
building	27
bus	23
buy	25
cabin	25
card	25
cash	23
cent	23
center	26
century	26
change	25
chat	26
chocolate	23
column	26
consist	26
construct	26
course	25
cream	25
credit	25
currency	22
design	24
diameter	24
different	22
dollar	23
duty-free	25

dynasty	24
efficient	26
enough	27
entrance	26
equal	23
example	24
exchange	23
eye	25
frame	27
gender	26
handle	26
height	26
help	26
helpline	26
high	24
hold	27
honor	24
hundred	23
imperial	24
improvement	26
inch	23
inside	26
item	23
jar	25
kind	24
king	24
kingdom	26
knowledgeable	24
large	22
legend	24
length	26
lip	24
list	23
magazine	25
mainly	27
measure	24
measurement	22
mermaid	24
metric	24
midway	26
monument	27
much	24
museum	27
must-see	22
nationality	26
nearby	24
nice-looking	24

numeric	23
observatory	26
office	23
one	26
out	26
part	26
pay	25
per	23
pink	25
pocket	25
point	23
prefer	25
price	22
probably	24
professor	23
provide	26
quantity	23
rate	23
razor	23
record	27
red	25
river	24
round	26
sad	24
scarf	25
seat	25
serve	27
service	26
shop	24
shopping	25
short	27
sign	25
small	22
solely	26
south	27
souvenir	24
square	26
stand	26
structure	22
survive	26
symbolize	26
system	24
table	23
tall	24
than	27
thickness	24
thousand	23

three	23
toothbrush	23
toothpaste	23
top	26
tower	24
twenty-one	23
upon	26
view	27
visit	27
wall	24
weigh	24
wide	27
width	26
window	26
wine	25
wrong	24
zero	23

Lesson 4

across	29
agency	33
apple	33
art	30
avenue	31
bank	33
begin	29
between	29
black	33
bookstore	31
bridge	31
cafe	31
central	31
cinema	31
compare	31
complex	30
continue	31
corner	29
cross	29
cup	30
department	33
destination	30
direction	28
down	30
drive	30
easy	31
enter	31
exit	30

express	32
expressway	31
factory	31
final	30
find	33
folk	31
fun	32
green	30
half	31
hall	30
home	31
hospital	31
identify	28
international	32
intersection	31
just	29
keep	31
know	30
left	29
library	31
light	32
line	30
location	28
main	33
map	30
metro	30
moment	30
never	30
off	30
once	30
past	29
pet	31
police	31
post	31
queen	31
quickly	31
railroad	32
repeat	30
restaurant	31
road	31
school	33
second	33
side	31
sport	30
stadium	30
station	29
stop	32

store	33
straight	29
street	31
supermarket	31
terminal	32
ticket	29
toward	30
train	30
transfer	30
turn	29
underground	31
until	31
village	31
violet	30
walk	30
way	31
where	29
yellow	33

Lesson 5

afternoon	36
anything	39
available	35
beginning	35
believe	37
bother	35
busy	37
contact	38
conversation	36
cooperation	38
copy	38
customer	34
desk	36
discuss	37
document	38
end	35
evening	36
fax	38
group	38
industry	36
instead	39
job	39
matter	37
message	34
mind	37
most	35
noon	35

note	38
notice	37
passport	38
perfect	37
receive	36
reschedule	37
reservation	38
ring	36
room	37
run	38
schedule	37
secretary	37
send	38
several	38
shall	35
slightly	37
sometime	35
song	36
sound	39
speak	35
swimming	39
telephone	34
through	36
try	36
urgent	37
via	38
voicemail	34
week	35
who	35
wonder	37
yesterday	36

Culture/Attractions

abbey	41
achieve	41
actually	40
ago	41
almost	40
also	40
angel	41
bay	41
become	41
big	41
bishop	41
both	40
business	40
chart	40

church	41
commonwealth	40
comparison	40
country	40
culture	40
customary	40
decade	40
decimal	40
definitely	41
difference	40
distance	40
effort	41
entire	40
especially	41
even	41
ever	41
exclusively	40
famous	41
few	40
fortress	41
fort	41
fundamental	40
gallon	40
heritage	41
important	40
infrastructure	40
island	41
low	41
manufacture	40
mass	40
middle	41
money	40
opinion	40
other	40
pilgrimage	41
pint	40
plant	40
popular	41
pretty	41
quart	40
reason	41
relate	40
religious	41
ruler	40
same	40
set	40
shuttle	41

since	40
site	41
sort	41
special	41
specifically	40
standard	40
state	40
still	40
strong	41
such	40
switch	40
therefore	40
thing	40
tide	41
unit	40
united	40
universal	40
volume	40
water	41
weight	40
yard	40

PART II

TRAVEL SERVICE

Lesson 1

accommodation	49
additionally	47
adventure	49
advise	44
agent	47
airfare	45
alone	45
amazing	47
annual	45
assist	46
attend	45
book	46
breakfast	45
brochure	45
castle	45
children	47
choice	45
climate	47
coastal	49
comfortable	49

consider	45
consult	44
couple	49
currently	47
deal	46
detailed	48
discount	47
discover	49
dolphin	49
drink	49
duration	46
eager	49
earthly	47
explore	49
farewell	45
fee	45
grand	45
great	46
holiday	46
honeymoon	46
house	49
husband	49
include	45
individual	46
interested	45
itinerary	44
lake	49
local	45
love	47
lovely	47
market	48
meal	46
mine	47
miss	49
month	47
mountain	47
newlyweds	45
night	46
offer	46
opera	49
package	45
palace	48
paradise	47
person	46
pickup	49
plan	44
prepare	46

really	47
reasonable	46
recommend	46
role	47
round-trip	45
sip	49
social	45
solo	45
somewhere	45
son	45
specific	46
spend	49
spot	49
suitable	46
surfing	49
touch	47
trade	45
transportation	45
traveler	45
trip	44
tropical	45
type	45
unforgettable	49
vacation	47
wife	47
without	44
young	45

Lesson 2

advance	51
air	53
airline	53
allowance	53
arrange	51
arrival	53
attention	51
attractive	52
baggage	53
basis	53
cell	52
chinatown	52
class	53
confirmation	55
cost	51
cover	51
daily	53
daughter	52

departure	53
e-ticket	53
fare	53
focus	51
full-day	52
global	53
half-day	51
historical	52
meaning	51
mobile	52
one-way	53
operate	53
pass	51
passenger	53
performance	51
personalize	51
plus	52
public	51
receipt	53
reference	53
reserve	51
seem	52
something	51
status	53
while	52

Lesson 3

aisle	57
announce	60
announcement	61
aware	59
bad	59
bag	57
beep	61
belt	59
bin	57
board	60
boarding	57
catch	60
check-in	56
claim	57
close	58
coin	59
collect	59
conveyor	59
counter	60
depart	57

detector	57
enclosed	59
explain	56
flat	59
gate	57
gel	59
hand	60
hat	59
immigration	60
instruction	60
into	59
jacket	59
key	59
laptop	59
lay	61
limit	59
liquid	59
loose	61
lotion	59
metal	57
must	59
nothing	58
object	61
officer	59
one-quart	59
pen	61
permit	59
plane	60
plastic	59
present	60
procedure	56
quick	59
regard	59
relevant	59
reminder	59
remove	57
resealable	57
rule	59
screen	60
security	56
separate	57
shoe	57
size	59
smell	59
suitcase	58
tag	57
toiletries	57

unfortunately	59
verify	60
violate	59
visa	60
whether	59

Lesson 4

approach	67
area	64
authority	67
carry	66
carton	65
certainly	65
cigarette	65
clearance	67
condition	66
custom	62
declaration	62
declare	63
downtown	67
effect	65
form	63
gold	65
health	66
inspection	67
land	63
language	64
level	67
liquor	65
live	64
locate	67
near	64
necessary	66
necklace	65
open	63
personal	65
pleasant	67
prior	66
proceed	64
purpose	63
quarantine	63
representative	67
sightsee	64
slip	63
soon	67
study	64
watch	65

wherever	67
whiskey	65
wish	67

Lesson 5

deserve	73
experience	71
fantastic	71
guess	71
happy	73
hard	71
lunchtime	70
moonlight	70
nearly	70
safe	69
tired	69
work	71

Lesson 6

able	76
action	77
address	77
always	77
apologize	77
appreciate	77
break	77
calm	78
cause	76
company	77
compensation	77
complain	77
complaint	74
complimentary	77
coordinate	79
despite	77
directly	79
disorganized	75
embassy	76
emergency	76
ensure	77
essential	78
event	79
evidence	78
expense	76
file	76
finish	79

first-aid	76
fix	77
follow-up	78
food	75
gesture	77
goodwill	77
headache	76
helpful	79
hey	77
immediately	77
inconvenience	74
inform	76
initiate	78
inquiry	78
insurance	78
issue	75
kit	76
lend	76
letter	79
likely	75
loss	78
manager	76
massage	77
meantime	76
medicine	76
nobody	77
nonsmoking	77
nose	76
notify	77
participate	77
personally	77
pickpocket	75
piece	76
polite	78
possible	77
process	78
program	79
prompt	77
provider	78
quality	79
quite	77
relief	75
remain	78
remember	78
replacement	75
reputation	77
resolution	78

rest	76
return	78
runny	76
safely	76
satisfactory	78
sick	77
significant	75
smoke	77
solve	77
sore	76
spa	75
staff	77
submit	79
substandard	79
television	77
terrible	75
though	77
throat	76
tight	79
town	75
trace	78
trouble	74
unfriendly	79
update	78
value	78
wallet	75
within	78

Culture/Attractions

allow	80
alpine	81
application	80
apply	80
appropriate	80
approve	80
asylum	80
authorization	80
automate	80
beauty	81
briefly	80
button	80
case	80
category	80
challenging	81
citizen	80
citizenship	80
click	80

conservation	81
consulate	80
criteria	80
depend	80
determine	80
distinct	80
electronic	80
eligibility	80
eligible	80
employment	80
entry	80
environment	81
factor	80
foreign	80
generate	80
government	80
grant	80
hiker	81
hiking	81
hut	81
incredible	81
indefinitely	80
intend	80
internet	80
journey	81
landscape	81
lawful	80
longterm	80
lover	81
meadow	81
mistake	80
multiple	80
national	80
nature	81
obtain	80
official	80
option	80
payment	80
permanent	80
protect	81
qualify	80
rainforest	81
refugee	80
resident	80
reward	81
search	80
short-term	80

sight	81
sponsorship	80
step-by-step	80
stunning	81
tourism	80
track	81
trail	81
transit	80
typically	80
unique	81
untouched	81
various	80
visitor	80
waiver	80
waterfall	81
website	80
wilderness	81

PART III

HOTEL SERVICE

Lesson 1

adult	85
arrangement	85
availability	85
bed	86
cancel	84
cancellation	87
charge	86
check-out	85
child	89
completely	87
confirm	86
deluxe	86
double	89
due	87
e-mail	88
forward	86
further	87
future	87
king-size	88
landmark	85
mark	87
move	87
receptionist	85
spell	86

sunflower	89
tax	86
twin	89
under	86
vacancy	85
vacate	85
weekend	88

Lesson 2

access	94
add	94
additional	94
bath	92
bedroom	91
bellman	92
buffet	94
carter	95
coupon	94
dry-cleaning	94
elevator	94
email	94
estimate	94
extra	91
floor	92
guest	90
heavy	93
imprint	93
manage	90
non-smoking	95
on-site	90
pause	92
registration	90
single	91
sit	91
smoking	95
suite	91
third	92
tonight	92
vacant	95
walk-in	90

Lesson 3

accommodate	98
anybody	98
anymore	100
basement	98

bring	99
careful	97
clothes	97
description	97
door	98
equipment	97
exercise	97
facility	96
finnish	97
finnish-style	97
fitness	96
gym	97
heat	97
heater	97
indoor	101
infrared	97
lobby	98
locker	97
member	97
physical	97
pile	97
pool	101
register	99
roam	98
sauna	96
six	98
stair	100
stone	97
surcharge	98
teenage	98
trainer	100
variety	98
weight-training	101

Lesson 4

advantage	107
apparel	107
blanket	107
bye	104
clean	103
clothing	103
deliver	105
dirty	103
dish	104
dress	107
drop	107
dry-clean	103

either	107
fresh	107
front	107
funny	107
hanger	103
head	107
housekeeping	102
iron	103
jeans	106
laundry	102
linen	103
load	103
pants	103
passage	107
pillowcase	103
press	103
proper	103
realize	107
replace	103
request	102
respond	102
sheet	107
suit	103
towel	103
trousers	105
unload	103
wardrobe	106
wash	103
wrinkled	107

Lesson 5

annoy	111
apology	111
arm	113
assure	111
bathroom	111
behalf	113
bite	113
concern	113
conditioner	112
dear	113
empty	111
establishment	113
every	111
exactly	113
excellence	113
expectation	113

general	111
inspire	113
investigate	113
leak	111
leg	113
loud	111
maintenance	111
management	113
mini-bar	110
noisy	111
party	111
retrain	113
settle	109
shortly	111
sincere	113
sink	111
sleep	111
snack	110
soccer	111
tea	113
token	111
total	110
tournament	111
trash	111
unsweetened	113
verb	109
voucher	109

Culture/Attractions

acre	114
addition	115
all-in-one	115
alpaca	114
animal	114
armor	115
bike	114
birdlife	114
capital	115
character	114
charm	114
cheekily	114
classic	114
colorful	115
comfort	114
cozy	114
creature	114
crown	115

decor	114
detail	114
dip	114
display	115
double-decker	114
earth	114
facial	114
farm	114
fascinate	115
feature	114
film	114
finally	115
fishing	114
forest	114
former	115
freely	114
futuristic	114
gallery	115
giant	114
giraffe	114
goat	114
gorgeous	114
ground	114
guard	115
heart	115
highlight	115
high-tech	114
history	115
humanlike	114
iconic	114
indigenous	114
interact	114
interior	114
jewel	115
join	114
lighthouse	114
luxurious	114
luxury	114
majestic	114
modern	114
natural	114
northern	114
observe	114
outside	114
parliament	115
peer	114
period	115

player	114
plenty	115
poke	114
pomp	115
portrait	115
prison	115
radio	114
recognition	114
reign	115
robot	114
rock	114
royal	115
scene	115
sci-fi	114
sea	114
situate	114
spectacular	115
style	114
surround	114
transform	114
tub	114
tuck	114
typical	114
vinyl	114
wake	114
wander	115
weaponry	115
wedding	115
white	115

PART IV

FOOD AND DRINK SERVICE

Lesson 1

banker	121
birthday	123
cake	123
checkroom	119
dining	122
fully	119
kitchen	119
pantry	119
reach	120
reception	119
unexpected	121

Lesson 2

alert	127
appetizer	128
delay	128
hungry	128
lounge	127
pager	127
ridiculous	128
terrace	126
truly	128
waiter	126

Lesson 3

absolutely	129
according	126
approximately	127
bean	133
beer	132
belly	133
beverage	131
booth	125
bowl	132
chicken	135
chip	131
chowder	131
clam	132
coat	125
coke	131
cook	131
deer	131
dessert	131
diet	131
dressing	131
drinkable	131
fettuccine	132
flavorful	131
fry	132
garden	134
garlic	135
grill	132
host	124
ice	132
juice	131
lean	131
meat	131
medium-rare	131

medium-well	132
mineral	132
mixture	131
mung	133
mushroom	134
noodle	135
occupy	127
oil	131
onion	132
orange	131
overcoat	129
pancake	133
pasta	132
pork	133
potato	135
primary	131
ranch	135
rice	132
risotto	134
roast	135
salad	131
salmon	131
seafood	132
server	130
soft	132
soup	131
spaghetti	132
sparkling	132
starter	131
steak	131
strip	132
traditional	133
unhappy	128
vegetable	132
venison	131
vinegar	131
well-done	132

Lesson 4

alcoholic	139
americano	138
blend	141
brew	138
brewery	137
brownie	138
cappuccino	138
caramel	138

cheese	139
cheesecake	138
cocoa	138
craft	139
decide	139
dine-in	138
draft	137
drip	138
duty	137
eat	137
employee	141
fish	140
flavor	137
gin	137
glass	139
hoppy	139
however	139
latte	138
macaron	138
maple	138
margarita	141
martini	141
mash	140
medium	138
medium-sized	138
menu	137
mini	139
mint	139
mocha	141
mojito	139
non-alcoholic	140
normal	137
particular	137
pepperoni	138
pitcher	139
pizza	138
platter	139
powder	138
pub	139
recommendation	141
regular	138
regular-sized	138
roll	139
seek	141
selection	139
shot	138
slice	138

small-sized	138
specialty	140
stuff	139
syrup	138
taco	141
takeout	137
taste	137
tiramisu	138
tonic	137
topping	137
veggie	139
whip	138
wing	139

Lesson 5

angry	143
appetite	143
billing	144
burn	143
chef	143
cola	144
crisp	143
error	147
fault	143
feedback	143
frustrating	143
hair	143
happen	143
immediate	143
improve	143
knife	144
lemon-lime	144
mischarge	142
music	143
preference	144
prioritize	144
raw	147
root	144
satisfaction	145
sausage	145
soda	144
spicy	144

Culture/Attractions

accessible	149
accidentally	148

affordable	149
antelope	149
approachable	148
avoid	148
backpack	149
bend	149
bite-sized	148
burp	148
camper	149
canyon	149
chew	148
chunk	148
companion	148
compliment	148
concessionaire	149
confidence	148
cut	148
demand	148
difficult	149
disinterest	148
disrespectful	148
east	149
edge	148
elbow	148
enjoyable	148
essentially	149
etiquette	148
everyday	148
exception	148
excitement	149
favorite	149
fork	148
fulfilling	148
hang	149
helicopter	149
hop-on-hop-off	149
horseshoe	149
icebreaker	148
impolite	148
lack	148
major	148
manner	148
master	148
mode	149
mouth	148
non-reservation	148
parking	149

particularly	148
perhaps	148
perspective	149
politely	148
positive	148
praise	148
quiet	148
ranger	149
recent	149
remote	149
respect	148
ride	149
rim	149
royalty	148
rude	148
salt	148
seriousness	148
signal	148
skywalk	149
slouch	148
slowly	148
stab	148
stressful	149
thanksgiving	148
traditionally	149
treasure	149
tribe	149
unacceptable	148
unlike	149
upright	148
west	149

PART V

SALES SERVICE

Lesson 1

activation	157
adjust	157
adjustable	154
almond	154
battery	157
bluetooth	157
bottom	155
bracelet	154
brand	154
cable	156

canal	157
canvas	155
cherry	154
cleaner	155
compact	155
computer	157
connect	157
convenient	157
cooker	153
cooking	157
cord	155
cosmetic	154
cotton	154
desktop	156
dot	155
dryer	155
ear	157
easily	156
electric	153
essence	154
extract	154
fabric	155
face	153
false	157
fan	156
flap	157
flora	154
floral	155
flower	155
fold-over	157
fragrance	154
function	155
glance	156
handheld	156
handy	155
hardware	157
heart-shaped	154
heavy-duty	157
herbal	154
ingredient	154
insert	157
intelligent	156
lasting	154
leather	157
lead	156
lighten	154
lightweight	155

machine	155
maker	155
manual	157
mask	153
material	155
model	155
moisturizer	154
mouse	157
neck	156
negative	155
nylon	155
oily	154
one-touch	155
one-year	155
operation	155
original	154
pad	157
pattern	155
plate	155
polka	155
polyester	155
portable	156
power	156
premier	154
product	152
protector	157
pull	155
purchase	154
pure	154
receiver	157
removable	157
role-playing	152
sale	154
scent	154
seaweed	153
sensitive	154
setting	157
shaver	157
shirt	154
shorts	155
shoulder	157
skin	154
slim	154
speaker	157
speed	156
stamp	153
stationery	153

steam	157
steel	157
stock	154
storage	155
strap	154
strong-smelling	154
sturdy	154
stylish	154
suggestion	153
supply	153
symbol	157
tester	154
texture	155
thermal	153
thermometer	157
true	157
usage	152
warranty	155
washable	155
waterproof	155
water-resistance	155
water-resistant	155
wheel	155
wind	156
wireless	157
wood	157

Lesson 2

acid	160
amino	160
camping	159
cap	161
color	161
connector	161
contain	160
curl	162
gift	160
immunity	160
increase	160
installment	159
lantern	159
monthly	159
parent	160
perfume	160
refund	161
sunscreen	163
tablet	160

trunk	161
twice	163
vitamin	160
well-known	160
wrap	159

Lesson 3

allergic	167
barely	169
bomb	167
cooling	167
damage	165
direct	167
earphones	169
expose	167
flow	167
hole	166
internal	167
itchy	167
online	168
overheat	167
pair	168
pan	169
patience	167
prevent	167
promise	169
resolve	167
rip	169
salesperson	169
scratch	166
seal	166
sense	167
smart	168
stain	166
sunlight	167
terribly	169
unprofessional	169
unscented	167
vent	167
whenever	167
worker	169

Lesson 4

advertise	170
athletic	173
bold	174

breathable	173
certificate	172
characteristic	174
characterize	174
contrast	174
draw	174
elegant	174
hooded	173
interest	171
merchandise	170
muffler	175
pick-up	172
print	173
rigid	174
select	171
sell	170
shade	173
silhouette	174
skirt	173
sleeve	173
smartphone	175
stainless	172
striped	173
treat	171
T-shirt	171
wear	171
zip-front	173

Lesson 5

abalone	179
afar	180
altogether	180
artwork	179
baby	179
bargain	179
bedsheet	181
chopsticks	177
coaster	177
correctly	179
countless	179
coworker	178
diverse	179
except	179
gather	180
gear	179
genuine	179
grandfather	181

grocery	180
grow	180
hairpin	178
handmade	178
import	180
impressive	179
jade	177
kitchenware	179
lamp	177
leaflet	176
luck	178
lucky	179
lunar	179
mackerel	179
maybe	179
pamphlet	181
people-watching	179
pillow	178
port	181
pouch	178
promotional	176
rental	179
restroom	180
retail	179
rewrite	179
satin	181
separately	178
shape	178
silk	181
spirit	179
spoon	177
stall	181
stamper	177
statue	178
stroller	179
tangerine	179
tile-patterned	177
timing	179
toast	177
toy	179
underline	179
upholstery	180
vary	179
wholesale	180
wholesaler	179

Culture/Attractions

alleyway	183
attractiveness	183
authentic	183
bazaar	183
birthplace	182
buyer	183
café	183
combine	182
create	183
creation	182
derive	183
doll	182
elephant	182
empire	183
era	183
fact	183
fascinated	183
friendly	183
hand-woven	183
huge	183
human	183
incense	182
intermingle	183
invite	183
jewelry	183
lively	183
memento	182
memory	182
milk	182
mosque	183
must-do	183
must-have	182
mysterious	183
opposite	183
picture-perfect	182
portray	183
precious	183
recall	182
ritual	183
roughly	183
share	182
shopkeeper	183
solemn	183
stick	182
textile	183
tradition	183

trust	183
vitality	183
warmth	183
wooden	182

PART VI

TOUR GUIDE SERVICE

Lesson 1

act	190
advice	191
alphabet	188
anthem	187
architecture	189
balance	188
bow	190
celebrate	188
deep	190
deeply	190
dye	189
elder	190
fire	189
flag	188
flexible	189
float	189
foreigner	191
foundation	189
globally	188
graceful	189
harmony	188
immortality	188
invention	188
kneel	190
layer	189
lifestyle	189
literacy	188
million	187
neighbor	191
northeast	188
occasion	189
ocean	188
oriental	188
peace	188
peninsula	188
philosophy	188
population	187

principle	188
purity	188
rank	188
refer	189
rose	188
signify	190
similar	189
someday	189
space	189
surprisingly	189
tile-roofed	189
wearer	189

Lesson 2

ad	192
beef	193
boil	194
braise	194
carrot	196
celebrity	194
ceremony	195
chewy	195
cinnamon	195
confectionery	195
decorate	195
delicious	195
egg	194
ferment	194
fiber	194
flour	194
fridge	196
ginger	195
grain	194
honey	195
in-flight	194
marinade	196
marinate	196
mix	194
mostly	195
nutritious	194
nut	195
pan-fried	194
paste	194
pepper	194
persimmon	195
pine	195
pot	193

punch	195
recipe	195
salt-fermented	194
sauce	193
seasonal	194
season	194
seasoning	194
section	194
sesame	193
soy	193
spread	194
staple	194
stew	194
sugar	195
sweet	195
thinly	196
wheat	194

Lesson 3

academy	202
air-conditioned	202
author	199
awesome	200
backup	201
band	200
boy	200
brief	203
bungee	203
catchy	200
concept	201
concert	199
contemporary	198
dance	200
dancer	201
director	202
dive	201
drama	199
energetic	200
english-speaking	202
exciting	203
fiction	199
guarantee	201
hairstyle	203
hero	200
idol	201
immerse	202
jump	203

legendary	202
life	203
makeover	203
maximum	201
melody	200
movie	199
multi-plex	202
musical	200
outdoor	202
overview	201
paddleboarding	203
paragliding	203
parasite	202
participation	202
peak	203
perform	203
photo	200
pop	201
powerful	200
private	199
professional	201
recognizable	201
rent	203
rock-climbing	203
safety	203
salon	203
scary	203
secure	201
sighting	201
spaceship	201
stage	200
stream	200
studio	201
subtitle	200
superstar	201
take-off	203
tasty	200
technique	200
theater	200
theme	201
title	202
transparent	203
video	201
voice	200
winner	202
yet	200
zone	201

Lesson 4

admission	208
anywhere	209
architectural	208
artificial	208
audio	205
autumn	206
background	209
backyard	206
basalt	207
birds	209
breathe	207
carving	208
cave	207
climb	207
coast	209
collection	205
cone	207
costume	206
crab	209
craftsmanship	208
crater	207
creative	208
cultural	204
decoration	206
designate	207
develop	208
distinctive	206
eastern	207
economic	209
elegance	206
escape	207
establish	208
exotic	207
formation	207
gaze	207
golden	208
gradual	207
granite	208
grotto	205
habitat	209
harmonize	206
highly	208
historic	209
intact	208
interpreter	206
lava	207

leisurely	207
magnificent	207
masterpiece	208
migrate	209
military	209
octopus	209
organism	209
outstanding	207
pace	207
pavilion	206
pioneer	209
pond	205
rail	207
reflection	206
region	207
research	207
scenery	206
seaboard	207
secret	206
sharp	207
shrine	205
simple	206
skill	208
slope	207
snail	209
southern	209
story	206
stretch	209
subject	208
sunrise	207
teenager	209
temple	208
tidal	209
tomb	205
tree	206
tube	207
unify	208
uniform	206
unparalleled	208
vast	207
volcanic	207
volcano	207
weapon	206
western	209

Lesson 5

arboretum	211
-----------	-----

block	212	delicacy	216
boot	213	dice	216
camp	213	entertain	216
cuisine	212	explorer	217
festival	212	fauna	217
fin	213	globe	216
heaven	215	hamburger	216
hill	213	hectare	217
hunt	213	historical-cultural	217
kid	213	hoisin	216
leaf	213	humanity	217
learn	214	integral	216
lotus	215	legacy	217
making-a-wish	213	memorable	216
mud	213	must-eat	216
mudslide	213	nation	216
must-visit	211	paper	216
path	215	peanut	216
penguin	213	pie	216
plantation	213	play	216
postcard	213	prawn	216
resource	210	proof	217
sculpture	213	province	217
seaside	213	recognize	217
sledding	213	rediscover	217
stroll	215	sanctuary	217
subtropical	215	snow-capped	217
therapy	213	steep	217
upcoming	212	upmarket	216
useful	210	wisdom	217
wild	215	wooded	217
worth	213		

Culture/Attractions

admire	217
amalgam	217
annually	217
aspect	216
butter	216
captivate	217
channel	217
chili	216
citadel	217
civilization	217
construction	217
dazzling	217
define	216

참고 문헌

- p. 21 **Check Up – C**
<https://www.scribd.com/document/239590389/Weather-Report-Transcripts>
- p. 23 **Get Ready – A**
 Adrian Doff & Christopher Jones, *Language Links Beginner/Elementary with answers: Grammar and Vocabulary Reference and Practice*, Cambridge University Press, 2005, p. 13.
- p. 25 **Situation 2**
 Jina Myong Eun Lee, 「Real English for Cabin Crew: 실무편」, 다락원, 2016, pp. 82~91.
- p. 40 **Culture**
<https://www.yourdictionary.com/articles/metric-vs-imperial-differences-use>
- p. 41 **Famous Tourist Attractions**
<https://en.normandie-tourisme.fr/unmissable-sites/the-mont-saint-michel/>
- p. 49 **Check Up – C**
<https://www.rtwbackpackers.com/tours/work-and-travel-australia-sydney-welcome-package/>
- p. 52 **Situation 1**
 Micahel A. Putlack, 「Real English for Tour Guides: 기본편」, 다락원, 2016, pp. 20~23.
- p. 60 **Field Activity**
<https://chaloaustralia.com/guides/travelling/boarding-flight/>
- p. 66 **Field Activity**
<https://chaloaustralia.com/guides/travelling/airport-exit/>
- p. 79 **Check Up – C**
<https://www.airbaltic.com/en/delayed-lost-damaged-baggage>
- p. 80 **Culture**
<https://www.the-american-dream.com/usa-without-a-green-card/>
- p. 81 **Famous Tourist Attractions**
<https://www.newzealand.com/us/feature/milford-track/>
- p. 107 **Check Up – C**
 Amie Taylor, *How to Use Hotel Laundry Services*, USA Today.
- p. 114 **Culture**
<https://www.africanwildlifesafaris.com/destinations/africa/kenya/nairobi/giraffe-manor/>
<https://hostunusual.com/property/bertrams/>
<https://www.visitnorway.com/listings/tran%C3%B8y-lighthouse/203191/>
- p. 115 **Famous Tourist Attractions**
<https://www.planetware.com/england/best-places-to-visit-in-the-uk-eng-1-2.htm#ENG-L-LON>
- p. 148 **Culture**
<https://www.lukepriddy.com/blog/American-Table-Manners>
- p. 149 **Famous Tourist Attractions**
<https://www.thecanyon.com/>
- p. 182 **Culture**
<https://tripsntales.com/20-must-have-souvenirs-from-around-the-world/>
- p. 183 **Famous Tourist Attractions**
<https://istanbul.com/about-city/must-knows-about-the-grand-bazaar>
- p. 201 **Situation 2**
https://www.tripadvisor.com/AttractionProductReview-g294197-d17587506-K_POP_Fan_One_Day_tour_from_Seoul-Seoul.html
- p. 216 **Culture**
<https://backpackertravel.org/food-drinks/30-must-eat-dishes-around-the-world/>
- p. 217 **Famous Tourist Attractions**
<https://www.peru.travel/en/attractions/machu-picchu>
- p. 254 **Culture - Sample Answer**
<https://www.roadaffair.com/unique-hotels-in-the-world/>
- p. 259 **Culture - Sample Answer**
<https://www.lukepriddy.com/blog/American-Table-Manners>

사진 이미지

셔터스톡

p. 2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 14, 15, 16, 18, 19, 20, 22, 23, 24, 26, 27, 28, 31, 32, 34, 35, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 56, 57, 59, 61, 62, 63, 64, 65, 67, 68, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 88, 90, 91, 92, 93, 94, 96, 97, 99, 100, 101, 102, 103, 108, 109, 112, 115, 116, 117, 118, 119, 122, 124, 125, 126, 127, 128, 131, 132, 134, 137, 138, 140, 142, 143, 145, 146, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 161, 162, 164, 168, 170, 171, 173, 174, 176, 177, 178, 181, 182, 183, 184, 185, 186, 187, 189, 191, 193, 194, 196, 197, 198, 199, 200, 201, 203, 204, 205, 206, 207, 208, 209, 211, 215, 216, 217, 218, 219

게티이미지뱅크

p. 57, 59, 82, 97, 102, 116, 117, 130, 136, 150, 154, 178, 179, 180, 182, 183, 184, 189, 190, 196, 205, 208, 210, 211

기타

p. 26 Step 1	https://knto.or.kr/ktoCl
	https://knto.or.kr/humanframe/theme/kto/assets/image/content/1330_img.png
p. 63 A - 2	https://freddysmusingshome.files.wordpress.com/2018/08/landing-card.jpg
p. 63 A - 4	https://nqs.kdca.go.kr/nqs/images/icAir/incheon03.png
p. 64 A - 1 - ©	https://sa.kapamilya.com/absnews/abscbnnews/media/2023/tvpatrol/09/21/20230704-naia-3-immigration-counters-md-18.jpg
p. 77 A - 2 - ©	https://cosmojin.com/photo/basic/tour_photo_505_3.MOV_000003169.jpg
p. 80 Culture - ESTA	https://d2v9ipibika81v.cloudfront.net/uploads/sites/148/2015/07/ESTA_16-9-350x197.jpg
p. 114 Culture - Kenya	https://www.traveloffpath.com/wp-content/uploads/2019/10/giraffe-manor.jpg
p. 114 Culture - UK	https://media.hostunusual.com/wp-content/uploads/2022/04/31154329/Bertrams-main.jpg
p. 114 Culture - Norway	https://dynamic-media-cdn.tripadvisor.com/media/photo-s/02/fc/72/80/tranoy-fyr.jpg?w=600&h=-1&s=1
p. 153 A - ©	https://m.media-amazon.com/images/I/4111+685EML.jpg
p. 177 A - ©	https://kto.visitkorea.or.kr/kor/souvenir/contest/awardMarkView.kto?searchId=1907
p. 177 A - ©	https://kto.visitkorea.or.kr/kor/souvenir/sale/awardSaleView.kto?searchId=1850&searchBrId=DA005&searchCate
p. 177 A - ©	https://kto.visitkorea.or.kr/kor/souvenir/contest/awardMarkView.kto?searchId=1870
p. 182 Culture - 1	https://tripsntales.com/wp-content/uploads/2020/08/Delftware-1024x717.jpg
p. 182 Culture - 2	https://artisanvariety.com/cdn/shop/files/KMBCR0042_2_bc6b8f6d-f68a-4447-8819-da36c00d7a6b_550x.jpg?v=1699565044
p. 192	한국관광공사, 촬영자: IR 스튜디오
p. 199 A - ©	https://www.gn.go.kr/tour/images/tour/sub02/sub020103_img01.jpg
p. 199 A - ©	https://www.thekbs.co.kr/news/photo/202010/2321_5085_3810.jpg
p. 199 A - ©	https://english.visitkorea.or.kr/svc/whereToGo/locIntrdn/locIntrdnList.do?vcontsId=96943&menuSn=351
p. 200 A - 1 - ©	https://www.wilsoncenter.org/sites/default/files/styles/embed_text_block/public/media/uploads/images/AP_2022-09-27_BlogImage_Shutterstock.webp
p. 200 A - 1 - ©	https://10mag.com/wp-content/uploads/2019/03/32842158_1677066839015647_5762389490253430784_o-1155x770.jpg
p. 200 A - 1 - ©	https://news.kbs.co.kr/data/news/2017/02/27/3436032_NvN.jpg
p. 205 A - ©	https://namu.wiki/w/%EC%84%9D%EA%B5%B4%EC%95%94
p. 205 C	https://www.cha.go.kr/unisearch/images/national_treasure/1612812.jpg
p. 208 Step 2 - 가야고분군	https://www.kocis.go.kr/koreanet/view.do?seq=1046156
p. 211 A - Hanbat Arboretum	https://korean.visitkorea.or.kr/detail/ms_detail.do?cotid=88e99ca3-8e16-469c-a753-45ecba45573e
p. 213 A - 2	https://api.cdn.visitjeju.net/photomng/imgpath/201804/30/496205a2-f983-4049-bae6-1ee92e321fa1.jpg
p. 213 B - Boseong Tea Plantation	http://www.hntv.co.kr/news/photo/202001/1655_1625_1846.jpg
p. 213 B - Boryeong Mud Festival	https://cdn.visitkorea.or.kr/kfes/upload/contents/db/910bb144-bf74-4eee-9e91-8fbcba302ac_6.JPG

- 집필진의 직접 집필인 경우 출처를 밝히지 않았음.
- 출처 표시를 하지 않은 사진 및 삽화 등은 저작자 및 발행사에서 저작권을 갖고 있는 경우임.