Unit 1. Tourism around the world

Part A. Listening (Total: 25 marks)

Transcript 1.
Source: http://www.1-language.com/audiocourse/unit22_travelagent_qu.htm

A: Express Airlines. How may I help you?

B: I'd like to make a reservation for the second of May.

A: Yes, sir. Could you give me the city you're leaving from and your destination, please?

B: I'll be departing from Houston, Texas, and flying to Chicago, Illinois.

A: And when do you want to return?

B: Uh, I want to come back on the fifth. Oh, and Sir, I'd like the cheapest flight you have.

A: Yes, sir. Well, if you leave at 6 am from Houston on May fifth, the price for the flight is $150.

B: And what about from Chicago on the fifth?

A: That's also $150 if you leave at 6 am.

B: Great, let's do that. And would you have any information about places to stay? I'm going to an attorney's convention in the Michigan Avenue area.

A: Yes, sir. But first, may I have you name?
Section 1. (5 marks)
Take 1 minute to read the following questions. Listen to the recording. Mark down useful notes and answer the following questions.

1. Which is most likely the profession for the man?
   A. A pilot
   B. A lawyer
   C. A physician
   D. A travel agent

2. At what time will the man depart from Houston?
   A. 5:00 am
   B. 5:00 pm
   C. 6:00 am
   D. 6:00 pm

3. What does the man want?
   A. A one-way ticket
   B. The woman's name
   C. Two flights on May fifth
   D. The least expensive flight

4. How much will the whole trip cost?
   A. $150
   B. $200
   C. $300
   D. $450

5. What else does the man want to know about?
   A. Hotels
   B. Streets
   C. Rental cars
   D. Restaurants
Transcript 2.
Source: http://www.esl-lab.com/tlog/logrd1.htm

Narrator: July 11
I left on my trip today. Having been overseas before, I felt somewhat at ease with the idea of traveling abroad, particularly since I lived in Asia for a number of years. However, others on the trip with me felt some apprehension about getting sick (something quite natural) and had received suggested immunizations before leaving.

July 12
In the first city I visited, I traveled downtown by bus to have dinner and then went out to visit some of the local sites. I was surprised at the number of people selling their goods in different marketplaces, and I quickly figured out the custom of haggling over the price before you buy something. And even if you feel you're getting a good deal, you might try walking away from the merchant, and there is the chance that the shop owner will call you back and even lower the price more in an attempt to get you to purchase something.

July 14
No matter where I found myself today, I noticed a number of people who just stared at me as I walked by, like I was an alien from another planet. Although it felt somewhat disquieting at first (particularly in the swimming pool locker room), I realized that my presence was perhaps an oddity with so few foreigners in that area. In fact, the people were just curious, and I was even able to strike up a few conversations with some of the locals, giving them opportunities to practice their English. In the end, I came to the conclusion that such situations gave me a chance to be an informal ambassador for my country.

July 16
Everyday brings new discoveries, and I'm learning how to navigate the road system. I found that crossing the road isn't as easy as it seems. Bicycles, buses, people, and taxis fill the streets, dodging each other with constant narrow misses, yet in many instances, the flow remains constant. And, in spite of the seemingly chaotic conditions, people go about their business as if, well . . . , everything were so routine and blase. I, on the other hand, tried to dart in and out of traffic to cross streets, weaving back and forth, to get to the other side. It was a little scary
at first, but I quickly got the knack of it.

July 23
I am preparing to return home tomorrow, and one thing I have discovered . . . something more important that all of my other experiences . . . has been that there are often more similarities than differences between cultures. Regardless of language and culture, all people have a desire for friendship that bridges any cultural boundaries. The people I have met have been wonderful hosts and friends, and I will treasure every moment of the trip.
Section 2. (5 marks)
Take 1 minute to read the following questions. Listen to the recording. Mark down useful notes and answer the following questions.

6. Which word describes the man's feelings at the beginning of the conversation about traveling overseas?
   A. relaxed
   B. apprehensive
   C. anxious

7. What was the thing which surprised him in the marketplace?
   A. The quality of merchandise seemed to vary widely from place to place.
   B. Shop owners would raise the price of goods if they saw you were a foreigner.
   C. You could bargain over the price with shopkeepers to get the best deal.

8. What did the man NOT mention about the way people looked at him during his visit?
   A. People stared at him out of a distrust of foreigners.
   B. People were just inquisitive at his presence there.
   C. Such situations gave him opportunities to interact with others.

9. What does the man say about the traffic conditions?
   A. The people seem to pass through traffic as if unaffected by everything around them.
   B. Buses and taxis are the main modes of transportation in many parts of the country.
   C. The flow of traffic, at times, remains constant due to an intricate road system.

10. What is the conclusion the man states at the end of the travel log?
    A. Discovery of different cultures through direct experience is key to cultural adaptation.
    B. Miscommunication is a natural event in the process of bridging cultural boundaries.
    C. All countries share some similar characteristics that bind them together.
Transcript 3.
Source: http://www.examenglish.com/IELTS/IELTS_listening.htm

Assistant: Worldbridges Travel Agency...Good morning. Can I help you?
Susan: Yes, I need some information, please.
Assistant: Yes?
Susan: Well, I know it's rather late for a reservation, but we are three friends..., and we'd like to travel to Greece next July...
Assistant: Let's see... Where would you like to stay?
Susan: We've been told Mykonos is one of the best islands in the Mediterranean..., would that be possible?
Assistant: Quite difficult in July..., would you like to stay at a hotel?
Susan: We'd rather make a self-catering arrangement...
Assistant: Are you thinking of a villa or an apartment?
Susan: I guess a small apartment will be cheaper...
Assistant: Provided it's not during July, yes...You know prices are lower out of season...How long would you like to stay?
Susan: About a fortnight, but it might be difficult to change dates, you know, we are three and have different times available...
Assistant: I see..., how many did you say were in the party?
Susan: There'll be three of us..., all girls, so we need a safe place near the beach. But we cannot spend more than £100 a day...
Assistant: For that price you won't have many options, I'm afraid, but let me find out... If you could arrange to make it in late June...I might have a bedsitter for £75... It could accommodate 3 single beds, and it's 5 minutes' walk from the main beach in Mykonos...
Susan: I'd love that!... What's the name of the beach, have you got it handy?
Assistant: Yes, "Super Paradise"..., have you heard about it?
Susan: Yes! My parents went there on their honeymoon ...and they still keep advising people to visit it! Anyway, I need to talk it over with my friends, though. One of them works during June, she might not be able to change dates...
Assistant: Well, contact your friends, come to an agreement and give me a ring again... My name is Jane Smith, you'll find me here any working day from 10 am to 6 pm, but not on Saturdays... Remember we only have a month left, so you need to make up your minds I'd say today or tomorrow!
Susan: I will, thank you, Jane, you've been very kind!
Assistant: Wait! You haven't given me your name...
Susan: Sorry..., I am Susan Perkins, from Kensington. Susan Perkins, P-E-R-K-I-N-S. I'll get back to you tomorrow without fail, Jane, thank you again, bye!
**Worldbridges Travel Agency Ltd. Enquiry form**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiry regarding holiday in</td>
<td>Greece</td>
</tr>
<tr>
<td>Number of people:</td>
<td>three</td>
</tr>
<tr>
<td>Kind of accommodation needed:</td>
<td>Apartment</td>
</tr>
<tr>
<td>Requirements</td>
<td></td>
</tr>
<tr>
<td>Price (£):</td>
<td>100</td>
</tr>
<tr>
<td>Location:</td>
<td>near the beach</td>
</tr>
<tr>
<td>Customer’s name:</td>
<td>Susan Perkins</td>
</tr>
<tr>
<td>Enquiry made in :</td>
<td>April</td>
</tr>
<tr>
<td>When would Susan and her friends travel cheaper?</td>
<td>in June</td>
</tr>
<tr>
<td>How far from the beach is the accommodation offered?</td>
<td>5 minutes walk</td>
</tr>
<tr>
<td>Who has already visited Greece?</td>
<td>Susan's parents</td>
</tr>
<tr>
<td>What will Susan have to do before phoning Jane again?</td>
<td>contact her friends</td>
</tr>
</tbody>
</table>
Text 1 (15 marks)
Read the article and answer the questions on the space provided.

Rustic Italy: places to stay for food lovers

(Source: Alastair Sawday. Guardian.co.uk, Friday 9 March 2012 22.45 GMT

Alastair Sawday, of Sawday’s guides, picks 15 places to stay where the food is as wonderful as the surroundings

[1] Try talking to a group of Italian foodies about French food, and you quickly unearth enough tension to create an international incident. There is little love lost, which is strange and sad, for each country has vast culinary strengths, enough for the rest of us to stand in awe.

[2] I am one of the lucky ones who has been to Terra Madre (terramadre.org), the giant Italian Slow Food festival in Turin, and can vouch for the astonishing vitality in the world of artisanal food. The Slow Food movement began in Italy
and has been responsible for rescuing threatened foods – such as Ligurian honey and Dominici apples – and beaten the drum for local and small-scale production.

10 [3] Slow Food apart, why is Italian food so special? I am no expert, but perhaps part of the secret is a genius for simplicity – for which French food is not known. A glass of friuli and a plate of pasta, in the right setting, can make the heart race. I have eaten such meals a hundred times in the courtyards, kitchens and gardens of Italian B&Bs and small hotels, and have rarely been disappointed. Or is it also Italy's genius for adding vitality to everyday experiences? Pasta that comes with both pesto and panache, as well as the inevitable pepper, has added appeal.

[4] Pasta is rarely expensive – a brilliant device for feeding the poor at low cost, it is now good enough for the rich too. Cheeses, salamis, meats, olives – they can be expensive, I know, especially in the hands of experts. But used sparingly, with salads, fresh fruits and good wine, they add joy to a good Italian meal. In Casa Isabella (near Vaglio Serra, Piedmont), for example, you can settle into an idyll of homemade breads and pasta, with local wines. It is a delightful and simple place, a village farmhouse with glorious vineyard views. L'Orto di Lucania (Montescaglioso, in Basilicata) is another place where you can enjoy food grown on the spot and as honestly as is possible – organic too, the final arbiter of high quality. And what value!

B&Bs AND HOTELS

[5] Podere La Casellina Agriturismo, Figline Valdarno, Tuscany
Learn to prune vines and pick olives on the farm; gather chestnuts and wild mushrooms in the woods. Go riding or biking, then return to Grandma's recipes – the grape flan is scrumptious and there's passionfruit for breakfast. This is a taste of country life (vita del contadino) at its simple, Go Slow best. Spotless bedrooms in the old hayloft and stables. Exquisite surroundings: chestnut woods to one side; oaks, cypresses and olives to the other. Host Michelangelo speaks brilliant English and will fill you with great food and che gioia vivere (the joy of living).

[6] Locanda Senio, Palazzuolo sul Senio, Tuscany
Food is king here: genuine home cooking with homegrown fruit and veg from
Roberta and, in the restaurant, much gastronomic lore from Ercole, who's passionate about wild herbs and "forgotten" fruits. Take a cookery course (included if you stay three nights). The prosciutto from rare-breed *maiale medievale* is delicious. Breakfast is a feast of homemade delights, dinner a leisurely treat served in the cozy little log-fired restaurant. Roberta and Ercole are very proud of their wellbeing centre, too, with jacuzzi, sauna and Turkish bath.

[7] *Alberghetto La Marianna, Cadenabbia di Griante Como, Lombardy*

If breakfast on the banks of Lake Como isn't wonderful enough, Paola's homemade bread, cakes, savouries and jams deliver a slice of heaven, while husband Ty prepares a different menu of wholesome food every day. You can eat inside and admire the local artwork lining the walls, or outside on the terrace that juts over the water. Some bedrooms have balconies – one has its own terrace. Paola treats guests as friends, advising on visits to gardens and villas, boat tours to Isola Comacina, and day trips to St Moritz.

[8] *Casa Bellavista, Cortona, Tuscany*

If you've ever wondered what a tomato really tastes like, this is the place to find out. Grown in the garden, together with figs, the tomatoes are just one unforgettable feature of the four-course meals served by arrangement to lucky guests. Pretty, airy bedrooms are furnished with family antiques and interesting textiles – two share a balcony with views on to the garden. Simonetta's kitchen has a huge marble table top for kneading bread, and she cooks delightful farmhouse food. Breakfasts are lavish, cookery lessons a treat (from €100 for a three-hour lesson, preparing at least four dishes).

[9] *Nacalino Agriturismo, Modica, Sicily*

An exceptional four-course Sicilian meal is a treat made rarer by Concetta and Filippo's enthusiasm for their agriturismo. Almost everything on the table is from their farm – if they don't produce it themselves, they're on first-name terms with the person who does. Everything is done with Sicilian energy, humour and flair. Simple bedrooms in the old stables border a grassy square where you can sit in the sun, while the rooms above the restaurant are polished and elegant. Little English is spoken here but you'll forge new friendships with ease.
Answer questions 1-6 using information from the article “Rustic Italy: places to stay for food lovers”. Write your answers in the space provided.

1. In line 3, what does the word ‘culinary’ mean? (1 mark)
   A. tasting
   B. food
   C. cooking
   D. dietary

2. In line 10, the word ‘expert’ is best replaced by… (1 mark)
   A. specialist
   B. critic
   C. supporter
   D. protestant

3. What is the value of pasta in Italy now? Write your answer in ONE complete sentence. (2 marks)
   Pasta is cheap in Italy now. It is a brilliant device for feeding the poor at low cost, but it is also good enough for the rich too.

4. The following describe what residents can do/enjoy during their stay at the hotels. Match the descriptions with the corresponding hotel. Write your answers in the spaces provided. (5 marks)

<table>
<thead>
<tr>
<th>Description</th>
<th>Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. The hotel grows its own food. Although the host does not speak brilliant English, they are friendly, energetic and have a good sense of humor.</td>
<td>Podere La Casellina Agriturismo</td>
</tr>
<tr>
<td>ii. You can gain a cooking experience if you stay here for three nights and enjoy homemade food.</td>
<td>Locanda Senio</td>
</tr>
<tr>
<td>iii. You can enjoy farmhouse food, learn cooking and taste their signature tomatoes here.</td>
<td>Casa Bellavista</td>
</tr>
<tr>
<td>iv. The host is friendly and you can enjoy the artistic interior décor as well as homemade food here.</td>
<td>Alberghetto La Marianna</td>
</tr>
</tbody>
</table>
v. You can go riding or biking in the beautiful nature. The host has a good command of English.

Podere La Casellina
Agriturismo

5. If my friend wants to enjoy homemade food, learn cooking as well as enjoy sauna, which hotel should he choose? Justify your answer with TWO reasons. (4 marks)

He should choose Locanda Senio in Palazzuolo sul Senio because he can

- enjoy genuine home cooking with home-grown fruits and vegetables in the restaurant
- take a cookery course if he stays for three nights
- enjoy sauna at their wellbeing centre.

(any two of the above)

6. Find word in the specified paragraphs which means the opposite of the following words: (2 marks)
   i. generous – lavish (paragraph 8)
   ii. difficulty – ease (paragraph 9)
Text 2 (15 marks)

Read the article and answer the questions on the space provided.

Tourism


[A] Tourism, holidaymaking and travel are these days more significant social phenomena than most commentators have considered. On the face of it, there could not be a more trivial subject for a book. And indeed, since social scientists have had considerable difficulty explaining weightier topics such as work or politics, it might be thought that they would have great difficulties in accounting for more trivial phenomena such as holidaymaking. However, there are interesting parallels with the study of deviance. This involves the investigation of bizarre and idiosyncratic social practices which happen to be defined as deviant in some societies but not necessarily in others. The assumption is that the investigation of deviance can reveal interesting and significant aspects of normal societies. It could be said that a similar analysis can be applied to tourism.

[B] Tourism is a leisure activity which presupposes its opposite, namely regulated and organised work. It is one manifestation of how work and leisure are organised as separate and regulated spheres of social practice in modern societies. Indeed, acting as a tourist is one of the defining characteristics of ‘being modern’, and the popular concept of tourism is that it is organised within particular places and occurs for regularized periods of time. Tourist relationships arise from a movement of people to and their stay in various destinations. This necessarily involves some movement that is the journey and a period of stay in a new place or places. The journey and the stay are by definition outside the normal places of residence and work, and are of a short term and temporary nature and there is a clear intention to return ‘home’ within a relatively short period of time.

[C] A substantial proportion of the population of modern societies engages in such tourist practices new socialized forms of provision have developed in order to cope with the mass character of the gazes of tourists as opposed to the individual character of travel. Places are chosen to be visited and be gazed upon because there is an anticipation, especially through daydreaming and fantasy of intense
pleasures, either on a different scale or involving different senses from those customarily encountered. Such anticipation is constructed and sustained through a variety of non-tourist practices such as films, TV literature, magazines, records and videos which construct and reinforce this daydreaming.

[D] Tourists tend to visit features of landscape and townscape which separate them off from everyday experience. Such aspects are viewed because they are taken to be in some sense out of the ordinary. The viewing of these tourist sights often involves different forms of social patterning with a much greater sensitivity to visual elements of landscape or townscape than in normally found in everyday life. People linger over these sights in a way that they would not normally do in their home environment, and the vision is objectified or captured through photographs, postcards, films and so on, which enable the memory to be endlessly reproduced and recaptured.

[E] One of the earliest dissertations on the subject of tourism is Boorstin’s analysis of the pseudo event (1964), where he argues that contemporary Americans cannot experience reality directly but thrive on ‘pseudo events’. Isolated from the host environment and the local people, the mass tourist travels in guided groups and finds pleasure in inauthentic contrived attractions gullibly, enjoying the pseudo events and disregarding the real world outside. Over time, the images generated of different tourist sights come to constitute a closed self-perpetuating system of illusions which provide the tourist with the basis for selecting and evaluating potential places to visit. ‘Such visits are made,’ says Boorstin, ‘within the “environmental bubble” of the familiar American style hotel which insulates the tourist from the strangeness of the host environment’.

[F] To service the burgeoning tourist industry, an array of professionals has developed who attempt to reproduce ever-new objects for the tourist to look at. These objects or places are located in a complex and changing hierarchy. This depends upon the interplay between, on the one hand, competition between interests involved in the provision of such objects and, on the other hand, changing class, gender, and generational distinctions of taste within the potential population of visitors. It has been said that to be a tourist is one of the characteristics of the “modern experience”. Not to go away is like not possessing a car or a nice house. Travel is a marker of status in modern societies and is also thought to be necessary for good health. The role of the professional, there, is to cater for the needs and tastes of the tourists in accordance with their class and overall expectations.
Answer questions 7-21 using information from the article “Tourism”. Write your answers in the space provided.

Text 2 has 6 paragraphs (A-F). Choose the most suitable heading for each paragraph from the list of headings below. Write the appropriate numbers (i-ix) in boxes for Questions 9-13. (6 marks)

<table>
<thead>
<tr>
<th>List of Headings</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. The politics of tourism</td>
</tr>
<tr>
<td>ii. The cost of tourism</td>
</tr>
<tr>
<td>iii. Justifying the study of tourism</td>
</tr>
<tr>
<td>iv. Tourism contrasted with travel</td>
</tr>
<tr>
<td>v. The essence of modern tourism</td>
</tr>
<tr>
<td>vi. Tourism versus leisure</td>
</tr>
<tr>
<td>vii. The artificiality of modern tourism</td>
</tr>
<tr>
<td>viii. The role of modern tour guides</td>
</tr>
<tr>
<td>ix. Creating an alternative to everyday experience</td>
</tr>
</tbody>
</table>

| 7. Paragraph A | iii |
| 8. Paragraph B | v |
| 9. Paragraph C | iv |
| 10. Paragraph D | ix |
| 11. Paragraph E | vii |
| 12. Paragraph F | viii |

Do the following statements agree with the views of the writer in Text 2? (5 marks)
In boxes 15-19 write

| YES | if the statement agrees with the writer |
| NO | if the statement contradicts the writer |
| NOT GIVEN | if it is impossible to say what the writer thinks about this |
E.g. People who can’t afford to travel watch films and TV. NOT GIVEN

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>13. Tourism is a trivial subject.</td>
<td>NO</td>
</tr>
<tr>
<td>14. An analysis of deviance can act as a model for the analysis of tourism.</td>
<td>YES</td>
</tr>
<tr>
<td>15. Tourists usually choose to travel overseas.</td>
<td>NOT GIVEN</td>
</tr>
<tr>
<td>16. Tourists focus more on places they visit than those at home.</td>
<td>YES</td>
</tr>
<tr>
<td>17. Tour operators try to cheat tourists.</td>
<td>NOT GIVEN</td>
</tr>
</tbody>
</table>

Choose one phrase (A-H) from the list of phrases to complete each key point below. Write the appropriate letters (A-H) in boxes 38-41 on your answer sheet. (4 marks)

The information in the completed sentences should be an accurate summary of points made by the writer.

NB There are more phrases A-H than sentences so you will not use them all. You may use any phrase more than once.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>18. Our concept of tourism arises from…</td>
<td>D</td>
</tr>
<tr>
<td>19. The media can be used to enhance…</td>
<td>B</td>
</tr>
<tr>
<td>20. People view tourist landscapes in a different way from…</td>
<td>F</td>
</tr>
<tr>
<td>21. Group tours encourage participants to look at…</td>
<td>H</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List of Phrases</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local people and their environment.</td>
</tr>
<tr>
<td>B the expectations of tourists.</td>
</tr>
<tr>
<td>C the phenomena of holidaymaking.</td>
</tr>
<tr>
<td>D the distinction we make between work and leisure.</td>
</tr>
</tbody>
</table>
Part C. Writing (Total: 25 marks) (Refer to Appendix A for the Marking Rubrics)

Task 1 (10 marks)

You should spend about 20 minutes on this task.

Write a composition to promote tourism in Hong Kong. In your composition

- describe the existing tourist spots in Hong Kong
- encourage tourists to visit Hong Kong

Write at least 150 words.

Task 2 (15 marks)

You should spend about 40 minutes on this task.

Write about the following topic:

Some people think that tourism is important for the economic growth and urban development of a city/country.

Do you agree or disagree?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.
Part D. Speaking (Total: 20 marks) *(Refer to Appendix B for the Marking Rubrics)*

**Part 1 (5 marks)**

**Warm-up Conversations**

**Flights**
- Have you taken any flights before? [When?]
- Do you prefer taking flights or travelling by ferries or cars? [Why?]
- What do you think about the in-flight entertainments and facilities? [Why?]

**Part 2 (5 marks)**

**Impromptu Speech**

<table>
<thead>
<tr>
<th>Describe a place that you enjoy travelling.</th>
<th>You will have to talk about the topic for one to two minutes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should say:</td>
<td>You have one minute to think about what you are going to say.</td>
</tr>
<tr>
<td>- whether you have been there before</td>
<td>You can make some notes to help you if you wish.</td>
</tr>
<tr>
<td>- why this place is so enjoyable (i.e. food, nature, shopping, culture)</td>
<td></td>
</tr>
<tr>
<td>and explain why you enjoy travelling there.</td>
<td></td>
</tr>
</tbody>
</table>

**Part 3 (10 marks)**

**Thematic Discussions**

**Discussion topics:**

**Travel**

*Example question:*
Why do people travel to another place?
What is so appealing about travelling? [Why?]
What kind of preparations do we need before our journey? [Why?]

**Tourism in Hong Kong**

*Example question:*
Why is Hong Kong a popular tourist spot?
Are there any changes in tourists’ reasons for travelling to Hong Kong in the past and present?
Are there any areas that improvements are desperately needed in order to attain an even better international image of Hong Kong? Why?