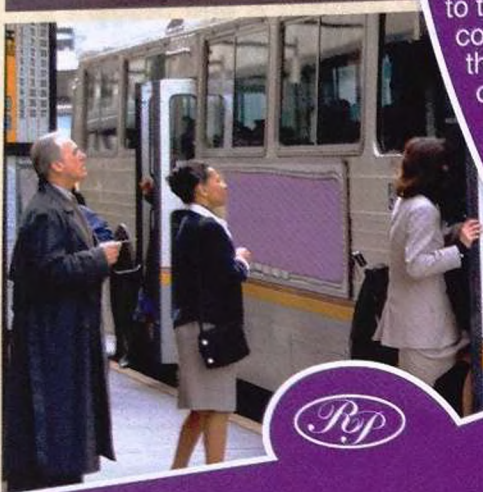


Airport Transportation

AIRPORT SHUTTLE - We offer 24-hour on-call shuttle service to and from the airport. When you arrive at the airport, just call us. One of our drivers will pick you up and bring you straight to the hotel. You can also use the airport shuttle to travel to the airport. Our shuttle **departs** at your convenience and will take you directly to the **check-in counter**. This service is complimentary—although drivers appreciate tips!

PUBLIC TRANSPORTATION - City bus route #231 runs to and from the airport every half-hour. There is a **bus stop** on Kent Street on the east side of the hotel. For more details about the **bus schedule** or **fare**, ask the front desk.

TAXIS - Taxis are available anytime night or day and provide private transportation to and from the airport. **Hail a cab** from the airport yourself, or ask the front desk to arrange for a **taxi pickup** for you.



Rep

Get ready!

1 Before you read the passage, talk about these questions.

- How do people get to the airport from their hotels?
- How do hotels help their guests go to the airport?

Reading

2 Read the page from a hotel brochure, and then choose the correct answers.

- What is the brochure mostly about?
 - recent changes in the public transportation system
 - what transportation options are available to hotel guests
 - information about the hotel's taxis and shuttle buses
 - problems with the local transportation system
- What is NOT true about transportation to the airport?
 - The hotel provides a free shuttle service for guests.
 - Taxis are available whenever you call for them.
 - The city bus doesn't take riders directly to the airport.
 - There is a bus stop near the hotel.
- What is probably true about guests who use taxis?
 - They do not have extra money to spend.
 - They might require taxi service after hours.
 - They need to make an extra stop before the airport.
 - They have the best knowledge of airport transportation.

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

- | | |
|----------------|--------------|
| 1 _ tip | 6 _ check-in |
| 2 _ depart | counter |
| 3 _ hail a cab | 7 _ bus stop |
| 4 _ run | 8 _ on-call |
| 5 _ taxi | |

- the location where a bus drops off and picks up passengers
- an area in an airport where passengers receive their tickets for the plane
- to be in service
- money a worker receives as a reward for good service
- a vehicle that transports you directly where you have to go
- to leave a location
- to get the attention of a taxi driver in order to ride in the vehicle
- available whenever a customer requests

4 Choose the word or phrase that is similar in meaning to the underlined part.

- James looks at the list of what time buses will be at certain stops to see when the next bus arrives.
A bus schedule B taxi C tip
- Claudia asked for change so she could have the exact amount it costs to ride in a public vehicle.
A bus stop B driver C fare
- That way a bus goes doesn't operate on Sundays.
A tip B route C bus stop
- Expensive hotels usually have their own vehicle that transports riders to and from certain locations.
A shuttle B fare C tip

5 Listen and read the brochure again. Which bus should you catch to get to the airport?

Listening

6 Listen to a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or false (F).

- ___ The front desk clerk gives the woman a bus schedule.
- ___ The guest decides to take the hotel shuttle.
- ___ The price of the shuttle and the bus are similar.

7 Listen again, and fill in the blanks.

Clerk: Good evening, ma'am. How may I help you?
Guest: Hello. I need to 1 _____ to go to the airport tomorrow morning.
Clerk: Well, there are a number of options available.
Guest: 2 _____ that there's a bus that goes to the airport from here.
Clerk: That's right. The bus stop is on Kent Street.
Guest: How often 3 _____?
Clerk: If I remember correctly, it runs every 4 _____ from 8am to 8pm.
Guest: That's no good. My plane leaves at 7.
Clerk: You might be interested in our airport shuttle service. It leaves whenever you want, and takes you straight to the check-in counter at the airport.
Guest: How much does it cost?
Clerk: It's free. Though tips are 5 _____.
Guest: I'd like to 6 _____ the service for tomorrow morning at 5am.
Clerk: Certainly. The driver will be waiting for you!

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*How may I help you?
 The bus runs every half hour.
 If I remember correctly, ...*

Student A: You are a hotel employee. Give Student B suggestions about:

- the available transportation services
- how you can help in locating these services

Student B: You are the guest. Pretend you need to get to the airport. Tell Student A your travel preferences and needs.

Writing

9 Imagine that you are a hotel worker. Use the information from Task 8 and the brochure to write advice for guests who need to go to the airport (100-120 words). Make sure to answer the following questions:

- What transportation services do the hotel and the city provide?
- What are the pros and cons of the different types of transportation?
- How can you help travelers find the type of transportation they choose?