

## **Frequently used Phrases in the Tourism Sector**

1. Opening a Conversation / Introductions
2. Greetings
3. Closing a Conversation
4. Answering the Telephone
5. Ending a Telephone Call
6. Letter Openings
7. Responding to a letter
8. Closing a Letter
9. Cancellations
10. Expressing non-understanding
11. Giving Directions and Showing the Way
12. Recommending something
13. Saying no / Excusing the lack of something / Making an Apology
14. Responding to a Complaint
15. Asking for something / Enquiries
16. Offering / Recommending something
17. Explanations
18. Places to visit (Tourist Guide)
19. At the Hotel
20. At the Restaurant / Taking orders / Responding to an order (waiters)

## 1. Opening a Conversation/Introductions

### ***Formal***

Good morning, my name is *Chris*. Pleased to meet you.

Pleased to meet you.

Good morning, it's nice to meet you.

Good morning, it's nice to see you again.

How are you keeping?

How are you?

How do you do.      ►      (Response: How do you do.)

May I introduce Robert Dench?

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### ***Informal***

Hi, my name's....

Nice to see you again... how are you doing?

How's life?

How are things?

#### Possible answers:

Very well, thanks

Not bad, thanks.

Pretty good, thanks.



## 2. Greetings

### ***Formal***

Good morning / afternoon / evening.

Pleased to meet you. (relatively formal)

Nice to meet you.

### ***Informal***

Hello.

Hi there.

Hi.

### 3. Closing a Conversation

#### ***Formal***

Nice to have met you...

It was a pleasure talking to you...

I have to go now...

Goodbye.

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#### ***Informal***

I'll be off then.

See you.

See you later / tomorrow / next month / sometime / soon...

Bye.

## 4. Answering the Telephone

Good morning, Hotel Mayfair, can I help you?

Good afternoon, Hotel Mayfair.

Hello?

Good morning, my name is ....

Good afternoon, I'd like to speak to the manager please...

Good evening, may I speak to the manager please?

Good morning, I'd like to make a reservation please...

Good morning, can I speak to Mr Dench please?

### Possible answers:

I'm afraid he's not in at the moment.

Hold on please, I'll put you through.

Speaking.

Who's calling/speaking please?

Who shall I say is calling?

## 5. Ending a Telephone Call

OK, I think that's all. Thank you.

Thank you for your help. Goodbye.

You're welcome. Goodbye.

Not at all. Goodbye.

I'll call again to confirm. Thank you. (formal)

I'll let you know soon. Thanks. (informal)

## 6. Letter Openings

### ***Formal***

Dear Mr / Mrs / Miss / Ms. Dench

(NB: Ms. is being used more and more often, either because the marital status of a woman is unknown or because it is increasingly felt not to be pertinent.)

Dear Sir

Dear Sirs

Dear Sir / Madam

To whom it may concern

### ***Informal***

Dear John / Mary

## **7. Responding to a letter**

Thank you for your letter of 10 January 2001.

I / We am / are writing with regard to your letter of 10 January 2001.

With reference to your letter of 10 January 2001, we are writing to inform you that...

With reference to order no. 423D, ...

With reference to your booking on BA flight 256 to New York, we are writing to...

I am writing in response to your complaint regarding...

## 8. Closing a Letter

### ***Formal***

I / We look forward to hearing from you soon.

I / We look forward to receiving confirmation of your booking/welcoming you as a guest at our hotel.

I look forward to hearing from you soon and would like to thank you advance.

Yours faithfully.

(used when you do not know the name of the person you are writing to)

Yours sincerely.

(formal ending when you know the name of the person you are writing to)

Best regards.

Best wishes.

(Letter writing is becoming increasingly less formal and these responses, though perhaps not suitable for a first letter, are fully acceptable in subsequent communications.)

### ***Informal***

All the best.

Bye for now.

Love...

## 9. Cancellations

With great regret we have to inform you that ...

The room requested by you is unfortunately already reserved.

Since there was a delay with your fax, we are sorry to have to inform you that ...

Unfortunately, all the tables are occupied; could you come back in half an hour?

Unfortunately we cannot ...

We are very sorry, but ...

## 10. Expressing non-understanding

### ***Formal***

Sorry, I'm afraid I didn't understand.

Sorry, could you repeat that please?

Sorry, could you say that again?

I'm sorry, I didn't quite get that. Would you mind saying that again? / Would you mind explaining that again?

### ***Informal***

Sorry, come again?

I didn't get that. Can you say it again?

Sorry, can you go through that again?

## 11. Giving Directions and Showing the Way

Our hotel is located in the center, right next to the cathedral.

The way to the restaurant is easy: you have to go ...

After leaving the station you have to go straight; the castle is then located to your left.

When you have crossed the river, you must immediately turn left. The door to the street leads directly to our hotel.

Cross the avenue, then turn right and continue to the traffic lights. It is the second left.

Go straight ahead and then turn left at the third traffic light.

Go down this hallway and then take the stairs to the right.

You are in the wrong road. You must return to the intersection and turn left.

Unfortunately I do not know. Ask the gentleman over there, please.

The dining room is located at the bottom right.

The room is located on the third floor.

For the pool? Go down the steps and then right.

Continue to the church and ask again.

For the "Sun" restaurant " - it's a five minute walk away.

*(Use the following prepositions: to, in, next, in front, behind, in front of, over, on, in, under, ...)*

## 12. Recommending something

### ***relatively formal***

I would recommend doing...

It's worth doing...

You should go to / see / visit...

It would be a good idea to go to / see / visit...

### ***Informal***

Why don't you go to / see / visit...?

How about going to / seeing / visiting...?

You must go to / see / visit...!

X is a must!

### **13. Saying no / Excusing the lack of something / Making an apology**

Excuse me, smoking is not allowed / permitted in this restaurant.

Excuse me, please do not smoke in here. It's a no-smoking area.

Kindly do not smoke in the bedroom.

Sorry, that option is not available.

I'm sorry, Mr Dench is not available at the moment / ... is out at the moment / ... is away at the moment.

I'm afraid there isn't any X at the moment...

I'm afraid we've run out of X...

I'm afraid that X has finished...

I'm afraid we are fully booked in that period/at the moment.

There are no flights available on the days you wish to travel, I'm afraid.

## 14. Responding to a Complaint

I'm very sorry to hear that!

I apologise... you are quite right... it is absolutely unacceptable...

I must say that it is very unusual. I'm really sorry.

I'll put it right straight away...

I'll check to see what went wrong...

I'll send someone to investigate immediately...

My sincere apologies...

I'd like to apologise on behalf of the hotel / agency...

I'm sorry, there have been some problems with the...

I'm sorry about the noise/the pilots' strike / etc. but it is beyond our control...

I'm sorry for the delay, but it doesn't have anything to do with us.

I'm very sorry, but we are not actually responsible for the delay / strike / noise / etc.

## **15. Asking for something/Enquiries**

What is your name / phone number / address?

Could you tell me the name / address?

Has he written / understood / marked?

Could you please repeat that?

Could you speak more slowly?

Can I speak to Mr / Ms XY?

I have to report something.

## 16. Offering / Recommending something

Would you like a coffee / some water / a newspaper?

Here's your beer / soup / dessert.

Room 34 has a beautiful sea view.

Can I get you a glass of wine / water?

The mixed starter / Red wine is very good / excellent.

The museum / cathedral is wonderful.

## **17. Explanations**

The program for today includes: ...

The tour begins at 9 am and ends at 5pm.

The tasting menu includes the following: ...

Our rooms offer the following services: ...

The tour will stop at the following cities / locations: ..

## 18. Places to visit (tourist guide)

Here / in front of / Next to *the cathedral* you can see ..... .

Over there you can see ...

Now let's go ...

If you could now please follow me....

## 19. At the Hotel

Our prices include breakfast (buffet).

All rooms have TV / minibar / wifi connection.

The hotel is located in the center / in a quiet location / on the outskirts of the town.

From the train station it takes only 10 minutes.

I can offer you a quiet / large / comfortable double room for XY Euro.

Unfortunately we are fully booked.

Yes, I still have double / single free.

How long ... / For how many nights do you wish stay?

Under what name should I book the room?

## **20. At the Restaurant**

Would you like a drink / an appetizer / dessert?

Can I get you another drink / something else?

Along with the ... I can recommend a red wine / our white wine.

This is a specialty of our chef / restaurant / house.

Would you like to pay together or separately?

### **Taking Orders (Waiters)**

Has he already chosen?

What can I get you?

What do you want? / What would you like?

Have you found something?

What side dish would you prefer?

Can I take your order?

### **Responding to an order**

I think you chose very well!

I will inform the kitchen immediately.

Thanks. I can assure you that you will not have to wait long.

I think that's great.

If you like fish, I can recommend this one.

Yes, I think it is still available.

Very good! It is a specialty of our chef.

If you like traditional food, this is just the right dish.