

# Business English

## English Words for Travel and Tourism

### Travel agent

This is the person that sells or arranges a trip for an individual or a group. The travel agent will help you plan your trip and find the best deals in terms of airfare and lodging.

*"We're going to need a travel agent if we want to plan that big of a trip."*

### Package Tour

This is a vacation put together by the travel agent. The price includes travel, lodging and food. It usually works out cheaper to plan a trip this way although you do have less flexibility.

*"My sister and her husband went to Greece on a package tour. They didn't want to try to set everything up by themselves."*

### All Inclusive

This is a term that describes a resort or hotel in which everything is covered by the price you pay per night. The food and drinks will be included in this price.

*"Let's stay at the all inclusive Ramada on the beach. We won't have to ever leave the hotel."*

### Peak Season

This is the time of year when the most people are traveling. The rates of the rooms will be the highest and the chances of the hotels being booked up will be the highest. Peak season is usually during the times when kids are off of school.

*"If we fly during the peak season we're going to pay a lot of money."*

### Off Season

This is the opposite of "peak season". During the off season not too many people are traveling. You can get cheaper rates for everything.

*"Going to Florida in the summer will be hot, but it will be cheap. The summer is the off season for resorts in Florida."*



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### Group Rate

If you book your vacation and you have a larger than normal amount of people traveling you can get a “group rate”. This rate will be cheaper since you are bringing in a lot of business.

*“Last year my family and I went to Puerto Rico for a week. It wasn’t too expensive since we got a group rate. My company flew a bunch of us down there.”*

### Time Share

This is a room or unit in a resort setting that people buy for a certain amount of time. The time share will have several different families or individuals that pay money towards it. Each “owner” has a set amount of time that he/she can use it during the year. Having a time share is a way to have a place in a nice area without having to pay the full price.

*“My parents have a time share in the Bahamas. They go down there one month a year in the fall.”*

### Gateway City

This is the city that a major airline has its headquarters at. If you are flying with a specific airline many times you’ll have to make a stop in the “gate way” city of that airline. Dallas/Fort Worth, TX is the gateway city for American Airlines while Atlanta, GA is the gateway city for Delta Airlines.

*“If you fly with United Airlines you will have to stop in Chicago. That is their gateway city.”*

### Layover

If you are flying from one specific city to another at times there is not one plane that makes the trip without stopping. Many times you will fly to a city in between the city you are traveling to and the one from which you left. This stop is called a “layover”. Many times you will have to switch planes at the layover city.

*“I’m flying from New York to San Francisco with a layover in Chicago.”*

### Spring Break

Spring break is when the public schools and colleges in the US have off for a week sometime in March or April. Many families go on vacation during this time. College students are infamous for heading to beaches in Florida or Mexico to party hard during spring break.

*“My brother went to Cancun, Mexico for his spring break his sophomore year at Yale.”*



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### Working Vacation

This is a trip that someone may take for business that also involves pleasure. A company may send an employee to another city for a conference. If the employee takes his family with him to enjoy the city during non working hours it is called a “working vacation”.

*“I took a working vacation to Las Vegas. I had a business seminar on Thursday, but the rest of the weekend I spent with my wife in the casinos.”*

### Attractions

These are areas that are well known and draw a lot of tourists in. A museum or amusement parks are examples of “attractions”. Any tourist destination will have two or three major attractions.

*“The Statue of Liberty is a major attraction in New York.”*

### Tourist Trap

A “tourist trap” is a restaurant or an attraction in an attractive area of town that caters to people visiting the city. The prices are high to take advantage of the tourists who don’t know where else to go. Tourist traps are located near the major hotels.

*“Go to Nathaniel Hall when you are in Boston. It is a bit of a tourist trap, but it is still fun.”*

### Where the locals go

This is an expression that people use to describe places that people who are from the area go to. These are places that are not in the tour books and don’t have a lot of tourists.

*“I’m sick of these expensive tourist traps. Let’s go somewhere where the locals go.”*

### Off the beaten path

Most major cities or areas that draw a lot of tourism have four or five different locations that every tourist goes to. Places that are less known to tourists are described as being “off the beaten path”.

*“Sarah knows of a cute little Italian restaurant on the west side of the city. It is not near any of the major attractions so it won’t be crowded. It is off the beaten path.”*



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### Ecotourism

This is tourism that is for the purpose of seeing and experiencing the natural environment of an area. Special attention is made in not harming the natural habitat. Rainforests and natural parks are examples of ecotourism locations.

*"Costa Rica is huge for its ecotourism."*



### Theater District

This is an area of the city that is home to a lot of the cultural events like theater productions and symphony concerts. Most major US cities have a theater district.

*"When you are in New York you need to check out a show in the theater district."*

### Red light district

This is a section of the city that has prostitution and run down bars. Drug dealing and a lot of other criminal activity will take place here.

*"Don't turn down 57th Street. You will end up in the red light district."*



# Business English

## English Words for Airport Situation

### Go through security

To pass through the security area before being allowed to enter the airport.

*"You'll have to go through security before arriving at your gate. I hope you don't have any metal in your pockets!"*

### Check your bags

To leave your larger bags with the airport staff before getting on the plane. These will be put below the plane since they don't fit in the passenger area.

*"I would check that bag in. It is much too big to bring with you."*

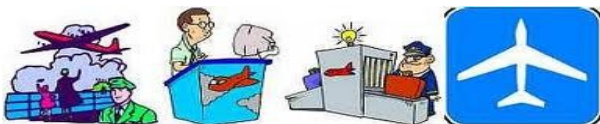
### Carry on

A small bag that you will take on the plane with you is considered a "carry on".

*"This airline allows two carry on bags per customer."*

### Stand by

Most airlines will let a passenger with a ticket for a different flight get on the desired flight if there is room. This person has to wait until right before the flight takes off. If there is an extra seat he can travel on this plane. If all the seats are taken he has to wait for the next flight.



*"We got to the airport really early so I decided to try to get on an earlier flight as a stand by passenger. It turned out that all the ticket holders showed up, so I had to wait."*

### Take off

This is the hour that the plane leaves the airport.

*"What time do we take off?"*

### To board

To get on to the plane. The act of entering the plane at the designated time.

*"What time are we going to board?"*

### Airfare

The price paid to travel on a plane.

*"If you want to go to South America you'll need to take into consideration the airfare and the price of the hotels you will be staying at."*

### Boarding pass

A pass or document that lets the passenger enter the plane.

*"Even though you bought your ticket online, you will need a boarding pass to get on the plane."*

# Business English

## English Words for Airport Situation

### Layover

When you take a flight to one location to catch another plane to go to your desired location.

*"We'll have a layover in Denver and then we will continue to Los Angeles."*



### Jet lag

The tired feeling one gets after traveling for many hours through different time zones.

*"When you travel from Boston to San Francisco you will probably be jet lagged."*

### Motion sickness

To feel sick from the movements of the plane.

*"If you suffer from 'motion sickness' take a pill or don't travel."*



### Cruising Altitude

This is how high the plane is in the air for the majority of the trip. After taking off the pilot guides the plane up until he feels a certain altitude will be the best for safe travel.

*"Once the pilot announces that we've reached our cruising altitude you can get up to go to the bathroom."*

### Turbulence

When there is a lot of wind or there is a storm in the area that you are flying through the plane will bounce around a bit. This is called "turbulence."

*"I get a little nervous when we there is turbulence while flying. I'm always convinced that the plane is going down!"*

### Barf bag

The small bag provided in the storage area attached to the seat in front of you on the plane. This is for passengers to use if they get sick from the turbulence.

*"Grab the barf bag. He's going to puke!"*

### In flight entertainment

The TV screen available to passengers is called "in flight entertainment". Usually TV stations are shown or a movie.

*"Most people like Jet Blue because there is free in flight entertainment."*



# Business English

## English Words for Hotel Stay

### Amenities

The settings or features of the hotel that make it more desirable to stay there. Some examples of amenities are a spa, an indoor pool or a restaurant located in the hotel.

*"This hotel has a lot of amenities, but it's still not worth \$250 a night!"*

### A double or a single

This refers to the number of beds in the room. A "single" would have one bed and a "double" would have two beds.

*"We're going to need a double because I can't sleep near you."*

### Wi-Fi

If a hotel advertises that it has "Wi-Fi" then it has a wireless internet connection throughout the building. Guests can bring their laptops and get on the internet for free.

*"If we get a room tonight it needs to be at a hotel with Wi-Fi. I have some work to do."*

### Vacancy/No vacancy

If a hotel has a sign in the front that says "No vacancy" it means that there are no more rooms left. If the sign says "vacancy" there are still rooms left.

*"We wanted to stay at the Best Western on I-35, but there was a sign that said, "\_no vacancy\_" in front of it."*

### Make a reservation

This is the process of contacting the hotel, confirming the days that you would like to have a room and providing a credit card number to secure the room.

*"We need to make a reservation for next weekend before the hotel is full."*

### Book a room

This is just a different way to say "make a reservation". It is the act of informing the hotel that you would like a room on a specific date and providing a way to pay for it.

*"My secretary will book me a room for Tuesday the 9th."*

### All booked up

This is a term that means that the hotel is at full capacity. There are not more rooms to rent out.

*"We wanted to stay at the Hilton downtown, but they are all booked up."*



# Business English

## English Words for Hotel Stay

### Continental Breakfast

This is a light breakfast that is served in the lobby area of the hotel. It is included in the price of the room. The food consists of fruit, muffins and cereal. For drinks there is usually coffee and some type of juice.



*"Don't make plans to eat out this morning. Our hotel has a continental breakfast."*

### Valet parking

This is a service the hotel may provide in which a staff member will park your car for you. The guest pulls up to the front area of the hotel and the employee parks the car. This saves the guest the hassle of looking for a parking space. It is customary to tip the person who does this service for you.

*"Don't worry about getting a parking space. The hotel has valet parking."*

### Wet Bar

This is a bar for mixing drinks that has a sink for water. The nicer more expensive hotels will have these. The guest is required to pay for any of the alcohol that is consumed.

*"I can't believe it! This place even has a wet bar. This is classy!"*



### Presidential Suite

This is the name for the most expensive room/suite in a nice hotel. These rooms will usually be on the top floor of the hotel.

*"If you go up to the presidential suite there is a great view of the city."*



### Room Service

The nicer hotels that have a restaurant will offer their menu delivered to your room. You call down to the room service number and you make your order. The food and drinks you order are added to your bill.

*"Let's get room service tonight. I'm tired and I don't want to leave the hotel."*





# Business English

## English Words for Hotel Stay

### Lobby

This is the area of the hotel where the main doors and the front desk are. There are usually couches and a TV in this area. People will wait here for their luggage or for their car if they used the valet parking service. The lobby is also a meeting place for hotel guests and their visitors.

*"Meet me in the lobby of the Radisson at 10:00 PM."*

### Seedy hotel

This is a hotel in a run down area of town. There is usually a lot of drug dealing and prostitution going on in the area and in the hotel rooms.

*"The mayor was caught doing drugs in a seedy hotel downtown."*

### Bed and Breakfast

This is a private home in a nice scenic area of town that rents out a room or rooms for the night. These establishments cater to the tourists that are looking to spend some time in a nice small town. Breakfast is served in the morning by the owner of the house.

*"Let's stay at that nice bed and breakfast near the old church on Main Street."*



### Wake up call

This is a call from the front desk of the hotel to wake you up at a certain time. The guest sets this up with the front desk before hand.

*"We are going to get a wake up call at 6: 00 AM so we don't miss our flight."*

### Five star hotel

This describes the best and fanciest hotel out there. Hotels are ranked from one to five stars. One is the worst and five is the best. These hotels will have all of the amenities possible.

*"For our honeymoon we booked a 5 star hotel."*



# Business English

## English Career and Work Words

### Promotion/Get a Promotion

A promotion is getting a new position with the same company that pays better and includes more responsibility.

*"After three years working for this company I finally got a promotion. I am now the regional manager."*



### Office Politics

The way that power and influence are used in a work place. How people act towards the boss to get the things they want.

*"I don't like working here. The only way to get a promotion is to be best friends with the boss. The office politics here are ridiculous."*

### Corporate Culture

This describes the overall attitude a specific company has towards things like work behaviors, dress, vacation time, relationships between co workers and anything else that has to do with how employees act at work.

*"Everyone wants to work here. The corporate culture is great. Everyone is respectful and there isn't a lot of stress."*



### Career Ladder

A structured group of positions that one takes to move up in responsibility in a company. An example of a career ladder is starting off as a sales person, moving to assistant manager, moving up to manager of the office and then becoming the regional manager.

*"Sara plans on moving up the career ladder all the way to the top."*



### Job Perks or Fringe Benefits

A benefit that a certain job has that an employee enjoys. Some examples would be a free cell phone or the use of a company car.

*"There are a lot of perks to working at this college. My kids get to go here at no cost and I have a free gym membership."*



# Business English

## English Career and Work Words

### Dress code

The rules set up at a company that state what an employee can and can not wear at work.

*"The dress code is really strict here. We have to wear a tie and a jacket everyday."*

### Team Player

An employee that does well at working with others in the company.

*"John is not much of a team player. If you put him with a group of people to finish a project he will go off and sit by himself."*



### Dead End Job

A job that offers no possibility to move up in responsibility or pay.

*"This is a dead end job. I will never get promoted here."*

### To Get Your Foot in the Door

This is an expression that means to take whatever position you can find with a certain company just to be involved. The hope is that you will get promoted after you prove how good of a worker you are.

*"To get my foot in the door at this company I took a job in the mail room. My hope was to get into sales eventually."*



### To Gross

This is used to talk about how much money you make before taxes are taken out.

*"Last year I grossed over one hundred thousand dollars."*

### To Temp

To take a temporary position for a company. These positions don't pay benefits and can last for just one day to a year.

*"I lost my job in April and had to start temping just to pay the rent."*



### Full Time

To work over 35 hours a week and to receive benefits, such as health insurance or sick days, is considered full time.

*"Sam got hired as a full time employee so now he will have health coverage."*

### To Burn Out

To work too much to a point where you feel tired and unmotivated to do your job.

*"Don't work so many hours a day. You're going to burn out."*



### To Moonlight

To work a second job, usually at night, to make extra money.

*"Many teachers have to moonlight just to pay the bills. They pay is not enough."*



# Business English

## English Job Seeking Words



### Job Opening

A position with an employer that is vacant. The employer is actively looking to hire someone for this job.

*"Do you know of any job openings in your company? I need a job!"*

### Resume

This is a document that lists all of your work experience. Employers will want to see this before they give you an interview.

*"My resume is full of jobs in sales that I've had."*

### Cover Letter

A letter that you include with your resume that explains what job you want and why you are qualified for it.

*"In my cover letter I explained that I was born for this job."*

### Thank You Letter

This is a letter you send to a person who interviewed you for a position. In this letter you thank him for his time.

*"Make sure you send a nice thank you letter. Employers like this."*

### References

A list of former employers or contacts that a potential employer can call to inquire about your work performance.

*"Since I have never had a job, I have no references. What am I going to do?"*

### Background Check

Employers will research your past and see how you have done at other jobs before they hire you. They will call your references and check your criminal history. This is a background check.



*"We were going to hire him until we completed the background check. This guy had stolen money from three different companies and had gone to jail twice."*

### Overqualified

If a job applicant has more experience and skills than the position requires he is said to be overqualified. Employers don't like to hire people like this because they usually leave the company for something better.

*"John was the CEO of a major company for years. Now that he is having to find a new job, he is realizing that he is overqualified for many positions."*

### Relative Experience

A potential employer may ask if you have any experience in the past doing what the new position requires. This is relative experience.

*"I listed my job as a car salesman as relative experience for the software sale job I am applying for. Both jobs involve working with customers and selling a product"*

### On the Job Experience

Actual real life work experience doing a specific kind of work. Many job applicants are right out of college and have never worked in the field they are trying to get into. They have no "on the job" experience.

*"Some people take low paying jobs just to get the valuable on the job experience."*



# Business English

## English Job Seeking Words

### Career Fair

This is an event that colleges or towns put on to let employers meet potential employees. Different companies will set up an information booth and send a representative to talk to the people who are looking for jobs.

*"Sam brought his resume to the career fair, but he was too scared to talk to anyone. What a waste of time!"*



Before



After

### Cold Call

This is when a job seeker calls an employer that he doesn't know to seek employment. This job seeker calls about a job even though there has not been an announcement about a job opening.

*"I made a few cold calls to some accounting firms in my town. My goal was to see if there were any openings for accountants fresh out of school. It didn't go well. Most of-fices politely said they weren't looking for anybody."*

### Job Lead

Information that one receives about a potential job opening.

*"The career counselor in our college always has a few job leads for students who are in accounting. Local firms call her every day."*



### Want Ads

A section of the newspaper that employers use to advertise job openings.

*"My first step in the job seeking process was to check the want ads."*



### To Put Your Feelers Out

To actively look for potential job openings by communicating with other people and finding out about companies that are looking to hire.

*His brother is really unhappy with his current job. He hasn't quit yet, but he has his feelers out to see what other jobs are out there."*

### Networking

The act of contacting and communicating with people in your career field. Letting people know that you are looking for a job. One does this hoping that one day one of your contacts will call you about a job opening.

*"Sara has spent the last week networking with local sales people. She hopes that one of these contacts will help her find a job."*

