

Hospitality and Tourism

Giving information: Tourist Information Centres

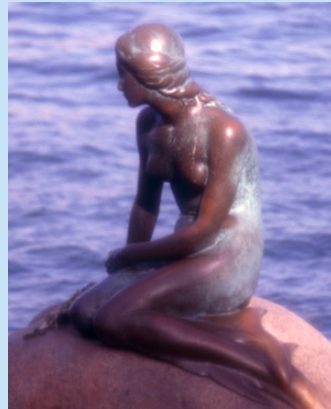
by Keith Harding

Reading

Look at the FAQs from the website giving information for tourists thinking of going to Denmark. Match the answers (a to e) to five of the FAQs.

Denmark: Frequently Asked Questions:

1. When is the best time to visit Denmark?
2. What different holidays can I have in Denmark?
3. What is the best way to get to Denmark?
4. Is it a good place for a family holiday?
5. Is it a good place to hold a business conference?
6. What language is spoken in Denmark?
7. What is there to see in the capital city?
8. What is the food like in Denmark?
9. Is there any typical Danish accommodation to stay in?
10. What is the night-life like in Denmark?



a. Copenhagen has many fascinating palaces and castles, such as the Amalienborg Palace (where the Royal Family live), and the Rosenborg Castle (home of the magnificent crown jewels). One place you'll definitely want to see is the statue of 'the Little Mermaid', probably the most famous image of Copenhagen. Don't leave Copenhagen without visiting the marvellous Tivoli Gardens, an old-fashioned amusement park.

b. Danish hospitality is very friendly to children and there are lots of attractions that suit all the family. Legoland is a 'must-see' attraction for children and adults alike. The park boasts models of famous cities and sights, built from 33 million Lego bricks. There are also rides and other attractions. In Odense, one place that is really worth visiting is the Hans Christian Andersen Museum, which tells the story of the famous writer of fairy-tales and children's stories.

c. Denmark is a year-round destination. There is something to do every month of the year – beaches and seaside resorts in the summer, city tours in the winter. However, please note that the winter can be cold and wet, and some of the famous attractions (like Legoland and the Tivoli Gardens) are not open all the year.

d. Denmark has a variety of eating places from top-quality restaurants to cosy family cafes. You shouldn't miss the Danish speciality, smorrebrod – delicious open sandwiches – which are served around lunchtime. Sausages and meatballs are also well-known dishes, and of course don't forget to try the famous Danish beer.

e. Copenhagen Airport is linked to many major cities. There is also an international seaport at Esbjerg and there are excellent road and rail links to the rest of Europe. You could always hire a car on arrival at the airport.

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Language focus: Vocabulary

Underline as many positive adjectives in the FAQs as possible. Then complete the gap-fill.

1. d _____
2. f _____
3. m _____
4. e _____
5. m _____
6. f _____
7. t _____ - q _____
8. f _____
9. m _____ - s _____

Language focus: Spoken recommendations

Write grammar rules for the 'recommending' expressions you found in the FAQs. The first one has been done for you.

- if *If I were you I'd + inf* _____
- recommend _____
- why _____
- thought _____
- best _____
- idea _____
- might _____

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Role-play: Role cards



Group A

You are tourist information officers for the city or region where you are studying.

Group B

You are visitors who should each think of a number of questions to ask (e.g. information about places to visit, places to eat, where to take the children). You can use the FAQs as prompts.

Group C

You are 'quality managers' who should listen to each of the exchanges and note down:

- (a) whether the information is accurate, and
- (b) each time one of the 'recommending' expressions is used.