

English II Review

1) How many kinds of tourism do you know?

There are many types of tourism, each catering to different interests, purposes, and preferences. Here are some common kinds of tourism:

1. Leisure Tourism

- Includes vacations, beach holidays, city tours, and recreational travel.
- Example: A family visiting Disneyland or relaxing in the Maldives.

2. Cultural Tourism

- Focuses on experiencing the culture, history, and traditions of a destination.
- Example: Exploring ancient temples in Cambodia or visiting museums in Paris.

3. Adventure Tourism

- Involves exciting, physically challenging activities.
- Example: Hiking the Inca Trail, bungee jumping, or white-water rafting.

4. Ecotourism

- Responsible travel to natural areas that conserves the environment and supports local communities.
- Example: Visiting the Galápagos Islands or a wildlife safari in Kenya.

5. Sustainable Tourism

- Focused on minimizing the negative impact on the environment and local cultures.
- Example: Staying in eco-lodges or taking a carbon-neutral tour.

6. Medical Tourism

- Traveling to another country for medical treatment or wellness therapies.
- Example: Getting dental treatment in Turkey or visiting a wellness spa in India.

7. Business Tourism

- Travel for work-related purposes, including conferences and meetings.
- Example: Attending a trade show in Dubai or a corporate retreat in Switzerland.

8. Educational Tourism

- Travel for learning or skill development, such as study tours.
- Example: Taking language courses in Spain or visiting historical sites for academic purposes.

9. Religious Tourism

- Pilgrimage or travel to religious sites and events.
- Example: Visiting Mecca, the Vatican, or the Ganges River.

10. Sports Tourism

- Travel to watch or participate in sports events.
- Example: Attending the FIFA World Cup or skiing in the Alps.

11. Gastronomic Tourism (Food Tourism)

- Exploring local cuisines and food culture.
- Example: Wine tours in Tuscany or street food tours in Thailand.

12. Wildlife Tourism

- Focused on observing animals in their natural habitats.
- Example: Whale watching in Iceland or a gorilla trek in Rwanda.

13. Cruise Tourism

- Traveling by cruise ships to explore multiple destinations.
- Example: A Caribbean cruise or a Mediterranean cruise.

14. Rural Tourism

- Exploring rural areas, including farms, villages, and countryside landscapes.
- Example: Staying at a farmstay in Tuscany or exploring the highlands of Scotland.

15. Dark Tourism

- Visiting sites associated with death or tragedy.
- Example: Auschwitz in Poland or the Chernobyl Exclusion Zone in Ukraine.

16. Shopping Tourism

- Traveling to shop for luxury goods, local products, or bargains.
- Example: Shopping in Dubai or the markets of Marrakech.

17. Voluntourism

- Combining travel with volunteer work.
- Example: Teaching English in rural schools or participating in conservation projects.

18. Heritage Tourism

- Exploring historical sites and landmarks.
- Example: Touring castles in Scotland or the Great Wall of China.

19. Luxury Tourism

- High-end travel experiences with premium services.
- Example: Staying in overwater villas in Bora Bora or private jet tours.

20. Urban Tourism

- Focused on cities, including their architecture, nightlife, and culture.
- Example: Exploring Tokyo, New York, or Dubai.

2) How do you handle guest issues?

1. Listen Actively

- Give the guest your full attention.
- Let them express their concerns without interrupting.
- Use phrases like:
 - "I understand how this must feel."
 - "I'm here to help."

2. Show Empathy

- Acknowledge their feelings and concerns.
- Use a calm and respectful tone.
- Say things like:
 - "I completely understand your frustration."
 - "I'm so sorry this happened."

3. Apologize Sincerely

- Take responsibility, even if the issue isn't directly your fault.
- Example:
 - "I apologize for the inconvenience you've experienced."

4. Ask Questions and Clarify

- Get all the details to understand the issue better.
- Use open-ended questions:
 - "Could you please tell me more about what happened?"
 - "When did this issue occur?"

5. Provide a Solution

- Offer immediate assistance when possible.
- Explain what you can do and set realistic expectations.

- Example:
 - "Let me contact housekeeping to fix the issue right away."
 - "We can move you to another room or provide a refund."
- 6. **Take Action**
 - Resolve the issue quickly and efficiently.
 - Ensure the solution meets the guest's needs as much as possible.
- 7. **Follow Up**
 - Check back with the guest to ensure they are satisfied with the resolution.
 - Example:
 - "I just wanted to make sure everything is now okay with your room."
- 8. **Document the Issue**
 - Record the problem and how it was resolved to avoid future incidents.
 - This step is crucial for team communication and improvement.

Common Guest Issues and Solutions

1. **Room not ready at check-in**
 - Offer a complimentary drink or lounge access while they wait.
2. **Noise complaints**
 - Apologize and offer to move them to a quieter room.
3. **Billing discrepancies**
 - Review the bill carefully with the guest and correct errors immediately.
4. **Poor service experience**
 - Apologize sincerely and offer a discount, voucher, or complimentary service.
5. **Lost luggage or personal items**
 - Assist in contacting authorities or transportation providers and offer immediate support, such as toiletries.

Tips for Success

- Stay calm and professional, even if the guest is upset.
- Avoid blaming or making excuses.
- Be proactive—anticipate potential issues and prevent them.
- Provide clear and polite communication.

3) How technical vocabulary has helped on your writing? Please show us with pictures.

Technical vocabulary in tourism enhances writing by making it more precise, professional, and tailored to the field. Here's how it helps in three ways:

1. Clarity and Accuracy

- Using terms like "itinerary," "destination management," "eco-tourism," and "all-inclusive packages" ensures readers understand the subject matter clearly.
- For example, when describing a tour package, instead of saying "a trip plan," you can say "a detailed itinerary."

2. Professionalism

- Incorporating technical terms conveys expertise and credibility.
- Example: Writing "sustainable tourism practices" instead of "eco-friendly travel ideas" makes the content appear more professional.

3. Engaging the Audience

- Readers in the tourism industry relate better to specific terminology.
- For instance, writing "off-the-beaten-path attractions" engages a niche audience interested in adventure tourism.

4) Make a list of types of accommodation and explain one of your preference

Types of Accommodation

1. Hotels
2. Hostels
3. Resorts
4. Bed and Breakfasts (B&Bs)
5. Guesthouses
6. Vacation Rentals (e.g., Airbnb)
7. Motels
8. Boutique Hotels
9. Camping Sites
10. Eco-Lodges

My Preference: Eco-Lodges

I prefer eco-lodges because they provide a unique travel experience that connects me with nature. These accommodations are designed to minimize their environmental impact while offering a cozy and sustainable stay. Many eco-lodges are located in remote areas, surrounded by breathtaking landscapes, making them perfect for a peaceful getaway. Additionally, staying in an eco-lodge supports local communities and conservation efforts.

5) How tour operators conserve nature with their tourist. Use some travel ethical considerations.

Tour operators play a vital role in conserving nature while ensuring tourists have meaningful and sustainable travel experiences. By incorporating ethical considerations, they balance environmental protection, cultural respect, and traveler satisfaction. Here's how:

1. Promoting Eco-Friendly Practices

- **Educating Tourists:**
Tour operators educate travelers on respecting the environment, such as using biodegradable products and avoiding littering.
 - *Example:* A tour operator in the Amazon rainforest teaches tourists about minimizing their ecological footprint by staying on designated trails.
- **Reducing Carbon Footprints:**
They promote the use of eco-friendly transportation, like electric vehicles or bicycles, and encourage group travel to reduce emissions.
 - *Example:* Offering guided hiking tours instead of motorized safaris.

2. Supporting Conservation Efforts

- **Wildlife Protection:**
Tour operators partner with conservation organizations to protect endangered species and habitats. They prohibit activities like feeding or touching wildlife.
 - *Example:* Safaris in Kenya's national parks prioritize wildlife observation from a safe distance to avoid stress on animals.
- **Eco-Tourism Partnerships:**
Collaborating with eco-lodges and sustainable accommodations that reinvest profits into local conservation projects.
 - *Example:* Encouraging tourists to stay at lodges funding reforestation efforts.

3. Respecting Local Cultures and Communities

- **Engaging Local Communities:**
Tour operators employ local guides and source goods locally, ensuring tourism benefits the community while preserving cultural heritage.
 - *Example:* Organizing village tours that showcase traditional crafts and customs without exploiting the locals.
- **Avoiding Over-Tourism:**
Limiting the number of visitors to fragile ecosystems or cultural sites to prevent degradation.

- *Example:* Implementing visitor caps at Galápagos Islands to preserve biodiversity.

4. Implementing Leave-No-Trace Principles

Tour operators encourage tourists to minimize their impact by:

- Carrying out all trash.
- Avoiding the removal of natural elements like shells, stones, or plants.
- Using eco-friendly toiletries to avoid polluting water sources.
- *Example:* Encouraging tourists to bring reusable water bottles and avoid single-use plastics.

5. Offering Sustainable Activities

Tour operators design activities that foster appreciation for nature without harming it.

- *Examples:* Kayaking, bird watching, or snorkeling in coral-safe areas.
- Ethical Consideration: Prohibiting activities like riding elephants or visiting unethical wildlife attractions.

6. Creating Awareness About Ethical Tourism

- **Promoting Responsible Behavior:**

Tourists are advised to:

- Respect local rules and wildlife.
- Avoid loud noises in natural habitats.
- Not purchase souvenirs made from endangered species.
- *Example:* Informing tourists about the negative impact of buying coral jewelry or animal tusks.

Conclusion

By adhering to travel ethical considerations, tour operators conserve nature while fostering a deeper connection between tourists and the environment. This not only preserves destinations for future generations but also ensures a positive and respectful experience for travelers and host communities alike.

6) Make a writing of 70 words about Ecuador before the Spanish conquest.

Ecuador was home to thriving indigenous civilizations before the Spanish conquest. The Quitu-Cara and Cañari cultures were known for their agricultural practices, advanced pottery, and knowledge of astronomy. The Inca Empire expanded into Ecuador in the late 15th century, bringing new systems of governance and infrastructure. Indigenous communities worshiped nature deities, practiced communal living, and developed sophisticated trade networks. Their rich heritage forms the foundation of Ecuador's diverse cultural identity today.

7) Make a writing of 70 words about Ecuador after the Spanish conquest.

After the Spanish conquest in the 16th century, Ecuador became part of the Viceroyalty of Peru. Spanish colonization introduced Catholicism, European architecture, and a hierarchical social system. Indigenous populations were forced into labor under the encomienda system, leading to significant cultural and societal changes. Quito flourished as a colonial city with its Baroque art and churches. Despite oppression, indigenous traditions endured, blending with Spanish influences to shape Ecuador's unique cultural heritage.

8) Using travel collocations talk about The Galapagos Islands.

For your study, I am providing a list of travel collocations and its meaning in Spanish.

1. **Must-visit destination** - Destino que debes visitar
2. **Plan a trip** - Planear un viaje
3. **Book guided tours** - Reservar tours guiados
4. **Catch a glimpse** - Echar un vistazo o Ver brevemente
5. **Enjoy breathtaking views** - Disfrutar de vistas impresionantes
6. **Experience untouched beauty** - Experimentar la belleza intacta
7. **Create unforgettable memories** - Crear recuerdos inolvidables

Now, let's use this travel collocations into a writing:

The Galápagos Islands are a **must-visit destination** for nature enthusiasts. Visitors can **plan a trip** to explore the islands' unique biodiversity. Many tourists **book guided tours** to **catch a glimpse** of giant tortoises, sea lions, and blue-footed boobies. Travelers can **enjoy breathtaking views** while snorkeling or diving in crystal-clear waters. A visit to the Galápagos offers the chance to **experience untouched beauty** and **create unforgettable memories** in one of the world's most iconic ecosystems.

9) Provide a list of steps to preparing for International Departure: Checklists and Travel Safety.

1. Documentation

- **Check your passport:** Ensure it's valid for at least six months after your return date.
- **Apply for visas:** Verify if your destination requires a visa and apply early.
- **Make copies of travel documents:** Photocopy your passport, visas, and IDs. Save digital backups.

2. Travel Arrangements

- **Book your flights:** Confirm departure and return tickets.
- **Arrange transportation:** Plan airport transfers and transportation in your destination.
- **Reserve accommodation:** Secure your lodging before departure.

3. Health and Insurance

- **Get travel insurance:** Cover medical emergencies, cancellations, and theft.
- **Vaccinations:** Check destination-specific health requirements and get necessary vaccinations.
- **Pack a first-aid kit:** Include essential medications and supplies.

4. Packing Checklist

- **Pack light:** Follow airline baggage restrictions.
- **Bring essentials:** Travel adapter, chargers, toiletries, and a money belt.
- **Prepare travel outfits:** Research weather and cultural norms at your destination.

5. Financial Preparations

- **Notify your bank:** Inform them of your travel dates to avoid card blocks.
- **Get local currency:** Exchange money or withdraw at ATMs upon arrival.
- **Prepare emergency cash:** Keep some backup cash in a secure location.

6. Communication and Connectivity

- **Unlock your phone:** Ensure it works with international SIM cards.
- **Buy a SIM or international plan:** Stay connected during your trip.
- **Share your itinerary:** Provide family or friends with your travel plans.

7. Security and Safety

- **Research travel advisories:** Stay updated on safety conditions in your destination.
- **Register with your embassy:** For emergencies, register your trip if the option is available.
- **Be alert:** Avoid displaying valuables and stay aware of your surroundings.

8. Airport Preparation

- **Arrive early:** Be at the airport 2-3 hours before departure.
- **Follow security rules:** Pack liquids in small containers and avoid restricted items.
- **Double-check your boarding gate:** Stay informed about flight changes.

10) Promote an Ecuadorian tourist attraction in one minute.

Discover the magic of **Yasuni National Park** with our exclusive tour package! For just **\$350 per person**, this all-inclusive 3-day adventure takes you deep into the heart of the Amazon. Enjoy of local cousin, and guided tours through lush rainforests, boat trips along the Napo River, and exciting wildlife spotting opportunities. The package also includes accommodation in eco-lodges, all meals featuring local cuisine, and cultural experiences with indigenous communities. Whether you're hiking, birdwatching, or simply relaxing amidst nature, this is the perfect escape for nature lovers and adventure seekers alike. Book your tour today and experience one of the most biodiverse places on Earth!

Extra cuestion: Talk about intangible cultural heritage Pase del Niño Rey de Reyes in Riobamba - Ecuador.

The **Pase del Niño Rey de Reyes** has its origins in the 1950s, when a group of Riobamba residents, inspired by the Epiphany celebrations, decided to create a parade to honor the religious significance of the three wise men's visit to the newborn Jesus. Over time, it evolved from a modest procession into one of Ecuador's most iconic and grandiose religious festivals. The celebration is now a powerful representation of the region's **religious devotion, folkloric traditions, and community spirit**.

The event's name, "Pase del Niño Rey de Reyes" (Procession of the Child King of Kings), reflects the central focus of the parade: the image of the Christ child, which is revered as the "King of Kings" in Christian belief. The parade features a mix of **indigenous traditions, Catholic symbolism, and local folklore**, creating a unique fusion of cultural elements that reflect Ecuador's diverse heritage.

What's Attractive for Tourists about this event?

1. **Cultural Experience:** Tourists visiting Riobamba during the **Pase del Niño Rey de Reyes** can immerse themselves in Ecuadorian culture through the parade's lively displays of **traditional dances**, **folkloric music**, and vibrant **costumes**. The event is a rich showcase of the cultural diversity of the region, particularly through the involvement of **indigenous communities** and their unique contributions to the celebration.
2. **Religious Significance:** The parade is deeply rooted in Ecuador's **Catholic traditions**, making it an ideal destination for religious travelers. It offers visitors a chance to witness the **spiritual devotion** of locals who gather to honor the religious symbolism of the Epiphany.
3. **Scenic Riobamba:** The town of Riobamba, nestled in the **Andes mountains** at the base of **Chimborazo**, provides a stunning backdrop for the procession. Tourists can enjoy panoramic views of the surrounding landscape, including the majestic Chimborazo volcano, the highest peak in Ecuador.
4. **Cultural Workshops and Food:** Many visitors are drawn to Riobamba not just for the parade but also for the **local crafts**, **gastronomy**, and **cultural workshops** available during the event. Tourists can try traditional Ecuadorian dishes like **hornado** (roast pork), **empanadas de viento**, and **canelazo** (a warm drink), and purchase handmade **artisan products** such as **woven textiles** and **wooden carvings**.
5. **Traditional Clothing and Parades:** The procession is not just a religious event; it is also a **visual feast**. Tourists can admire the **elaborate costumes** worn by the participants, including indigenous attire, elaborate crowns, and angelic robes. The procession also features **live animals** like **horses** and **llamas**, which are an attraction in themselves.
6. **Festive Atmosphere:** The energy and vibrancy of the festival are palpable throughout Riobamba, with music, dancing, and celebration filling the streets. Tourists can experience the **lively street parties**, join in on the excitement, and even watch fireworks displays that light up the night sky, making it an unforgettable celebration.

Conclusion:

For tourists, the **Pase del Niño Rey de Reyes** offers a chance to dive into a truly unique celebration that blends **Ecuador's religious heritage**, **folkloric traditions**, and **local pride**. The event allows travelers to witness Ecuador's cultural richness firsthand while enjoying the warm hospitality of the people in Riobamba. Whether you're seeking a spiritual experience, an adventurous cultural journey, or simply a festive atmosphere, this celebration has something special for everyone.