II Use either the GERUND or INFINITIVE to complete the text.

A group of tourists decided ________________ (take) ‘Dream Holiday’ to court because they thought they had been deceived by it. Namely, last month the agency forgot __________ (book) the hotel for 11 holidaymakers, and, when they arrived at the hotel, the receptionist refused __________ (check) them in. They phoned the agency which admitted __________ (make) a mistake and asked the hotel manager to solve the problem. Surprisingly, the manager suggested _____________ (stay) at his house to make up for the mistake made.

III Complete the following CONDITIONAL SENTENCES.

1. If you ________________ (ask) yesterday, I ________________ (come) to help you.
2. If I ________________(have) the money, I ________________ (give) it to you. But, I don’t.

IV Fill in the blanks using the following phrasal verbs – SEE OFF, PUT UP, SET OFF

1. Jeremy planned to go to the pub after he _______________his business partners on the 5 p.m. plane.
2. My uncle ________________ for a few days while I’m in San Francisco.
3. I’m just about to ________________ for the station.
V Describe the following expressions:

Customer retention___________________________________________________
_________________________________________________________________
_________________________________________________________________

Sustainable tourism___________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

VI Complete the sentences by choosing the correct relative pronoun.
1. Combining different promotional activities and approachable appearance yield good results, __________ is important for tourism sector. (which/that/who)
2. Aphrodite was a goddess ____________ represented love and beauty. (who/whose/that).

VII Supply the missing words that correspond to the definitions

1. A large piece of metal that soldiers use to protect their bodies when they are fighting is called _______________________________.
2. An object that has been cut out of a material such as wood or stone__________________________.
3. A place where people usually go bowling is called___________________________.
4. Another term for native people ____________________ _____________.
5. Another term for central airport used by an airline as a transfer point to get the passengers to the destination_______________________________.
6. Advertised price of the hotel room which has not been booked in advance and does not include discounts_______________________________.