



Module 4: Services  
Lesson 1: At the airport

Vocabulary:

Airplane	Airline	Arrivals	Departures
Control tower	Baggage	Boarding pass	cabin
Cockpit	Airport	Pilot	Flight attendant
Window seat	Aisle seat	Passport	Life vest
Customs officer	Seatbelt	To fasten the seatbelt	Railway





**Grammar:**

- Would you mind helping me carry this bag please ?
- Could you fasten your seat belts, the plane is about to take off.
- Would you mind joining the queue please ?
- Could you throw the cigarette away ? It's forbidden to smoke in the bus station.

**Would you mind + verb(ing) / Could you + verb (bare infinitive form) are used in Polite requests when asking others to do something politely.**

<i>Advantages of air travel</i>	<i>Disadvantages of air travel</i>
<ul style="list-style-type: none"> <li>- It is the fastest mode of transport and therefore suitable for carriage of goods over a long distance. It requires less time.</li> <li>- Air transport provides comfortable, efficient and quick transport services.</li> <li>- It is accessible to all areas regardless the obstruction of land.</li> <li>- The experience itself is unique</li> </ul>	<ul style="list-style-type: none"> <li>- Air travel is expensive</li> <li>- It is dangerous</li> <li>- Air transport is unreliable as it depends of the weather forecast.</li> <li>- Air transport requires huge investment for construction and maintenance of planes in addition to training skilled pilots and stewards.</li> </ul>





**Module 4: Services**  
**Lesson 2: Internet shopping**

**Vocabulary:**

- 1- **Exchange (noun/verb):** an act of giving one thing and receiving another
- 2- **Chat (noun/verb):** talk in a friendly and informal way
- 3- **Online:** controlled by or connected to another computer or to a network.  
Online ≠ offline
- 4- **Website:** a set of related web pages located under a single domain name
- 5- **Hack (verb):** use a computer to gain unauthorized access to data in a system.  
Hacking (noun): the gaining of unauthorized access to data in a system or computer  
Hacker (person): a person who uses computers to gain unauthorized access to data.
- 6- **Means (noun):** an action or system by which a result is brought about; a method.
- 7- **Huge:** extremely large; enormous
- 8- **Benefit (noun/verb):** an advantage or profit gained from something.  
Beneficial (adj)
- 9- **Secure (adj):** able to avoid being harmed by any risk, danger, or threat  
Secure (verb): to protect  
Security (noun): protection
- 10- **Order (verb/noun):** give an authoritative direction or instruction to do something.

<i>Advantages of internet</i>	<i>Disadvantages of internet</i>
<ul style="list-style-type: none"> <li>- Internet is said as the online treasure trove of information. Endless information on any topic is available on the internet.</li> <li>- Internet helps people to communicate with each other through a virtual platform such as email, video conferencing, etc in any part of the world.</li> <li>- Online gaming, watching movies, and listening to music is nowadays the most common entertainment sources.</li> <li>- Internet keeps you informed about the latest news</li> <li>- Internet shopping is becoming popular because of virtual shops where you can buy anything you want and need without going out of the home.</li> </ul>	<ul style="list-style-type: none"> <li>- Students spend too much time on the internet and neglect their studies. Even elderly people are sometimes addicted to watching movies or playing games and neglect their important work.</li> <li>- Children nowadays sit on the internet and communicate with many people, but they lose their ability to communicate with each other when coming face to face.</li> <li>- With a large amount of information that is available freely, the issues of misuse and theft have increased largely. Hackers access different websites, chat rooms, and forums and take advantage of innocent people and abuse them.</li> <li>- Excessive use of the internet may lead to obesity and eye strain.</li> </ul>





<i>Advantages of internet</i>	<i>Disadvantages of internet</i>
<ul style="list-style-type: none"><li>- Customers can purchase items from the comfort of their own homes or work place.</li><li>- Generally, in physical stores, the sales representatives try to influence the buyers to buy the product.</li><li>- Companies display the whole range of products offered by them to attract customers with different tastes and needs. This enables the buyers to choose from a variety of models.</li><li>- Online shops are open 24 hours a days and 7 days a week.</li></ul>	<ul style="list-style-type: none"><li>- The delivery of the product to customer's doorstep may take a long time.</li><li>- Lack of touch-feel-try creates concerns over the quality of the product on offer. Online shopping is not quite suitable for clothes as the customers cannot try them on.</li><li>- Physical stores allow price negotiations between buyers and the seller. Yet, this is not possible with online shopping.</li><li>- Customers may be victims of Frauds in online shopping</li></ul>

NOURICHAKROUN

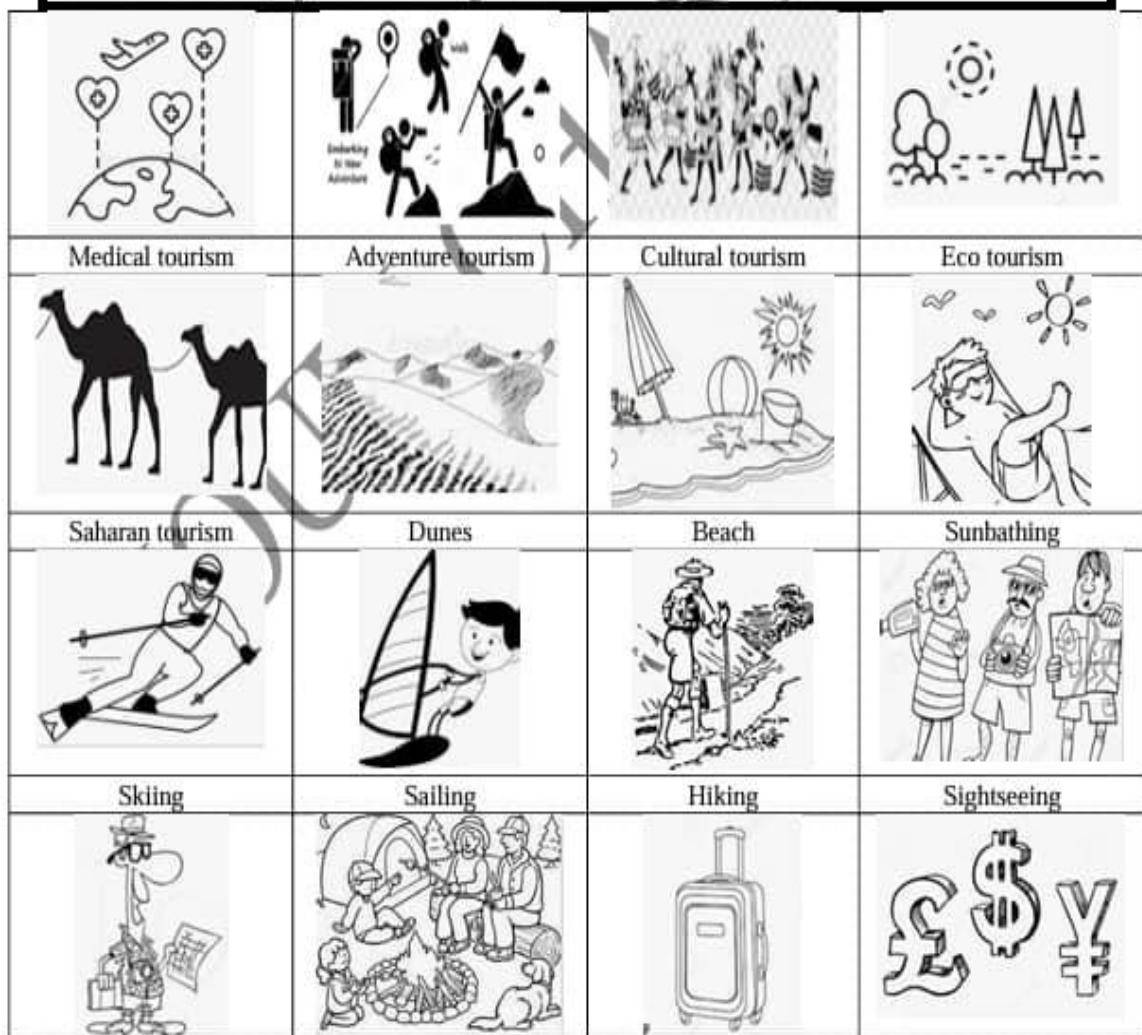




### Lesson 3: Tourism

#### Vocabulary:

- 1- **Boom (noun/verb):** a period of great prosperity or rapid economic growth.
- 2- **Amount** = quantity
- 3- **Progress (noun/verb):** forward movement
- 4- **To experience:** to undergo
- 5- **To achieve:** successfully bring about or reach Achievement (noun)
- 6- **Comfort (noun/verb):** a state of physical ease  
Comfortable (adj)
- 7- **To travel abroad:** to travel outside your country
- 8- **Hot springs:** hot water coming out of the ground
- 9- **Sightseeing:** the activity of visiting places of interest in a particular location
- 10- **Sunbathing:** the activity of sitting or lying in the sun, especially to tan the skin.
- 11- **Tourism:** the commercial organization and operation of vacations and visits to places of interest.  
Tourist: a person who is traveling or visiting a place for pleasure  
Tourist = touristic (adj): for or relating to tourists





Tourist	Camping	Luggage	Currency
---------	---------	---------	----------

**Benefits of travelling:**

- Travel makes you healthier: according to some studies, people who vacation at least twice a year show a significantly lower risk of suffering a heart attack
- Travel relieves stress: When you travel, you do not care what you do at all, you can just break free from the norm and have some fun.
- Travel enhances your creativity: It is believed that if someone gets out of their comfort zone, the mind gets more creative.
- Travel broadens your horizons: Travelling helps you connect with different people from different cultures. This gives you the opportunity to see issues and daily life challenges from a different angle
- Travel creates memories for a lifetime: If you travel with friends and family members, traveling helps you build stronger bonds and make memories

**Grammar:**

**Present perfect:**

**1) Form:**

Affirmative form	Negative form	Interrogative form	
		Yes/No question	Wh question
I <b>have</b> worked / gone. You <b>have</b> worked / gone. We <b>have</b> worked / gone. They <b>have</b> worked / gone. He <b>has</b> worked / gone. She <b>has</b> worked / gone. It <b>has</b> worked / gone.	I <b>have not</b> worked / gone. You <b>have not</b> worked / gone. We <b>have not</b> worked / gone. They <b>have not</b> worked / gone. He <b>has not</b> worked / gone. She <b>has not</b> worked / gone. It <b>has not</b> worked / gone.	Have I worked / gone? Have you worked / gone? Have we worked / gone? Have they worked / gone? Has he worked / gone? Has she worked / gone? Has it worked / gone?	Where <b>have</b> I worked / gone? Where <b>have</b> you worked / gone? Where <b>have</b> we worked / gone? Where <b>have</b> they worked / gone? Where <b>has</b> he worked / gone? Where <b>has</b> she worked / gone? Where <b>has</b> it worked / gone?
- I/You/We/They + <b>have</b> + verb (past participle) - He/She/It + <b>has</b> + verb(past participle)	- I/You/We/They + <b>have not</b> + verb (past participle) - He/She/It + <b>has not</b> + verb (past participle)	- <b>Have</b> + I/you/we/they + verb(past participle)? - <b>Has</b> + he/she/it + verb(past participle)?	- Wh word + <b>have</b> + I/you/we/they + verb(past participle)? - Wh word + <b>has</b> + he/she/it + verb(past participle)?

**2) Uses:**

Use	Example
1) An action that started in the past and still continues until the present	John has lived in London since 2016 The students have studied English for 5 years
2) An action that happened at an indefinite time in the past:	I have visited France
3) A recent action	She has just left the classroom
4) A past action whose results are in the present	David had an accident. He has broken his leg.

**3) Markers:**

already, never, ever, yet, since, for, just, recent, recently, so far, lately

- **Already** means that something happened earlier than we expected. With Present Perfect already usually goes after have or has and before the main verb.  
E.g.: We have **already** had our breakfast.





- **Yet** means that something that we expected has happened or hasn't happened. We usually put it at the end of a sentence.

E.g.: - Has the post arrived yet?

- Not yet.

- **Ever** is used with the present perfect tense to ask questions about experiences in someone's life

E.g.: - "Have you ever taken dance classes?"

- "Yes, I have. I took 6 weeks of lessons before my wedding!"

**DON'T USE EVER IN THE ANSWER. ONLY USE IT IN QUESTIONS.**

- **NEVER** is used with the present perfect tense to talk about things you have not done at any time in your life

E.g.: I've **never** failed a test. I've always gotten 80% or more.

- We often use **for** and **since** with the present perfect tense:

- We use **for** to talk about a **period** of time: **for five minutes, for two weeks, for six years**

- We use **since** to talk about a **point** in past time: **since 1878, since 1st January, since Monday**

NOURI CHAKROUN



**Module 4: Services**  
**Lesson 4: Transport**

**Vocabulary:**

1- Convenient (adj): fitting in well with a person's needs, activities, and plans



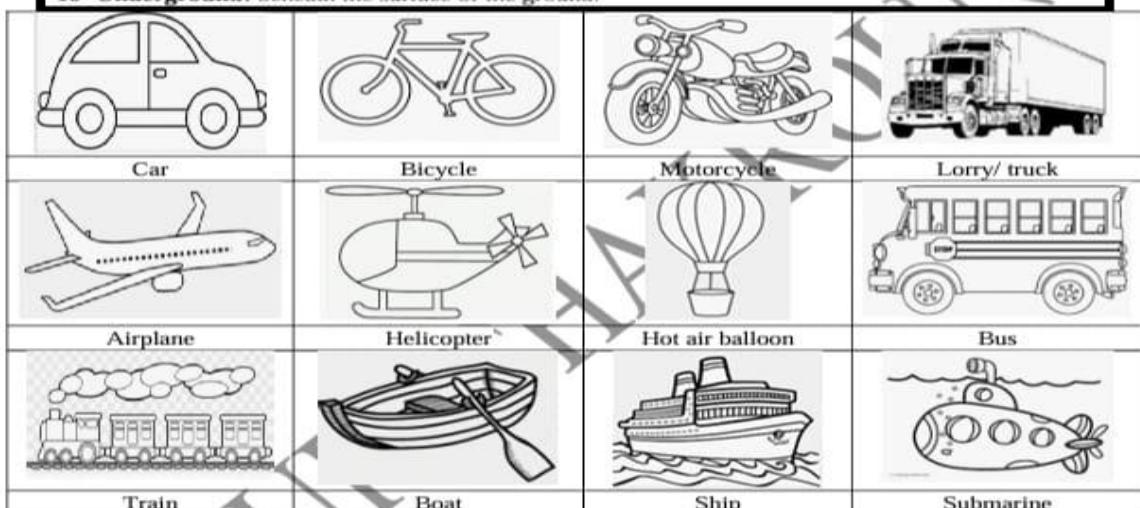


**Vocabulary:**

1- Convenient (adj): fitting in well with a person's needs, activities, and plans

40

Convenience (noun)  
 2- Frequent (adj): occurring or done on many occasions  
 Frequency (noun)  
 3- Available (adj): able to be used  
 Availability (noun)  
 4- Throughout: in every part of a place or object.  
 5- Enquiry (noun): an act of asking for information.  
 Enquire (verb): ask for information from someone.  
 6- To give a hand: to help  
 7- Cheap: low in price  
 cheap ≠ expensive  
 8- Suburb: an outlying district of a city, especially a residential one.  
 9- Destination: the place to which someone or something is going or being sent.  
 10- Underground: beneath the surface of the ground.



**Grammar:**

**The First Conditional**

This involves the **present simple + will / won't + verb**

This is used to express a possible situation in the future.

We are predicting a likely result in the future if the condition happens.

Example: If it rains, we will cancel the trip. (This is the likely result in the future if it rains)

Module 4: Services

Lesson 5: Communication



**Vocabulary:**

1- Fair: a large public event where goods are bought and sold

41

Fair = exhibition

2- Fairy book: a book about a traditional story, usually written for children, which often involves imaginary creatures and magic

3- Rainbow books: are a collection of CD format specifications.

4- Seller: a person who sells something.

5- Diary: a book in which one





## Lesson 5: Communication

### **Vocabulary:**

1- **Fair:** a large public event where goods are bought and sold

41

Fair = exhibition

2- **Fairy book:** a book about a traditional story, usually written for children, which often involves imaginary creatures and magic

3- **Rainbow books:** are a collection of CD format specifications.

4- **Seller:** a person who sells something.

5- **Diary:** a book in which one keeps a daily record of events and experiences.

6- **Look forward to:** await something eagerly.

Look forward to + VERB (ING): we look forward to MEETING you

Look forward to + NOUN: I'm looking forward to MY VACATION

8- **Come round:** visit someone's house.

9- **Reception desk:** the front desk in a hotel where guests can book rooms or ask questions

10- **Join (verb):** to get involved in an activity or journey with another person or group



Mobile phones	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>- Cell phones give you an option to call for help if you need it.</li> <li>- These devices allow us to retrieve information quickly.</li> <li>- Cell phones are a way to stop boredom.</li> <li>- There are numerous learning opportunities available to us because of cell phones.</li> <li>- It stores multiple information items for easy access</li> </ul>	<ul style="list-style-type: none"> <li>- Cell phones create a significant distraction for people.</li> <li>- New smart cell phones can be very expensive.</li> <li>- It exposes people to the problem of cyberbullying more often.</li> <li>- Cell phone technologies can create addictive tendencies in people.</li> <li>- The excessive use of mobile phones can lead to eye strain</li> </ul>
Social media	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>- People from anywhere can connect with anyone.</li> <li>- You can follow anyone to learn from him/her and enhance your knowledge about any field.</li> </ul>	<ul style="list-style-type: none"> <li>- Personal data and privacy can easily be hacked.</li> <li>- Social media can be addictive</li> <li>- security agencies have access to people's personal accounts, which hinders their privacy</li> </ul>

42





<ul style="list-style-type: none"> <li>- You can promote your business to the largest audience.</li> <li>- Social media create and raise awareness of some causes.</li> <li>- social media help governments and security agencies to spy and catch criminals to fight crime.</li> </ul>	<ul style="list-style-type: none"> <li>- The excessive use of social media lead to some health problems</li> <li>- Your partner may use social media to cheat on you</li> </ul>
---	---

<b>Television</b>	
<b>Advantages</b>	<b>Disadvantages</b>
<ul style="list-style-type: none"> <li>- Television is an easy and cheap source of entertainment.</li> <li>- By watching international news, we are kept informed and up-to-date with breaking news around the world.</li> <li>- Some channels offer educational programs that can increase our knowledge and make us more aware of the world around us.</li> <li>- Television can help you feel less lonely.</li> <li>- Do-it-yourself shows give us easy access to all kinds of information: Cooking channels offer new recipes and home improvement shows introduce us to many money-saving DIY tips</li> </ul>	<ul style="list-style-type: none"> <li>- Sex, crime, and violence are frequently depicted on television and may have negative effects on impressionable children</li> <li>- Excessive TV watching can contribute to sleep difficulties, behavior problems and obesity</li> <li>- Television often uses stereotypes that can warp the watcher's perception of the world.</li> <li>- Television can ruin your relationships. If you are watching television instead of communicating with your loved one, this is a problem.</li> <li>- Television might be addictive.</li> </ul>

### **Grammar:**

- 1- I enjoy exercising.
- 2- Smoking is unhealthy.

“Exercising” and “smoking” are gerunds.

*The gerund has the form: verb + ing.*

**It's used:**

**a- As a subject:**

*Example: Skiing can be dangerous.*

**b- After certain verbs (like, enjoy, finish, hate, dislike..)**

*Example: She enjoys swimming.*

**c- After prepositions :**

*Example: Before shopping, she went to a restaurant .*

**d- In noun compounds:**

*Example : This hotel has a lovely swimming pool.*

### **Spelling:**

**Verbs ending in 'e': omit 'e' + add 'ing'**

bake – baking

hide – hiding

dance – dancing

**Verbs ending in CVC: double the last letter + add 'ing'**

stop – stopping

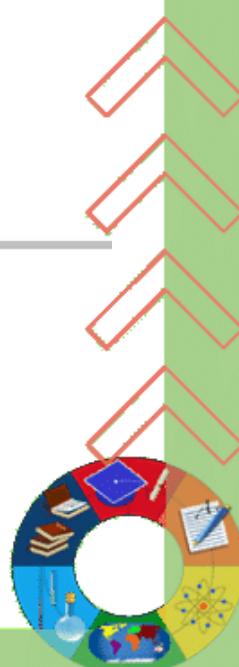
swim – swimming

beg – begging

**Verbs ending in 'ie': omit 'ie' + add 'ying' = three verbs**

43

tie – tying  
lie – lying  
die – dying



# مرحبا بكم على منصة مراجعة



**[COLLEGE.MOURAJAA.COM](http://COLLEGE.MOURAJAA.COM)**



**[NEWS.MOURAJAA.COM](http://NEWS.MOURAJAA.COM)**

