

Contents

PART I Basic Conversation **8**

Lesson 1	Greeting and Introduction -----	10
Lesson 2	Weather and Time -----	16
Lesson 3	Giving Thanks and Apologizing -----	22
Lesson 4	Locations and Directions -----	28
Lesson 5	Phone Calls and Appointments -----	34
Lesson 6	Asking Questions and Favors -----	40

PART II Travel Service **46**

Lesson 1	Flight Reservation and Check-in -----	48
Lesson 2	Passenger Boarding and Immigration -----	54
Lesson 3	Meeting and Seeing Off at the Airport -----	60
Lesson 4	Tour Schedule and Transportation -----	66
Lesson 5	Hotel and Restaurant -----	72
Lesson 6	Shopping and Entertainment -----	78

PART III Medical Tour Service **84**

Lesson 1	Doctor's Appointment and Hospitalization -----	86
Lesson 2	Hospital Guide -----	92
Lesson 3	Symptoms and Diseases -----	98
Lesson 4	Discharge Procedure -----	104

PART IV Hotel Service **110**

Lesson 1	Reservation and Registration Service -----	112
Lesson 2	Doorman and Bellman Service -----	118
Lesson 3	Concierge and Housekeeping Service -----	124
Lesson 4	Exchange and Laundry Service -----	130

Lesson 5	Restaurant and Cashier Service -----	136
Lesson 6	Fitness Center and Sauna Service -----	142
Lesson 7	Reception and Banquet Service -----	148
Lesson 8	Entertainment and Complaints -----	154

PART V Sales Service **160**

Lesson 1	Duty-free Shop -----	162
Lesson 2	Souvenir Shop -----	168
Lesson 3	Department Store -----	174
Lesson 4	Supermarket -----	180

PART VI Tour Guide Service **186**

Lesson 1	Korean Culture -----	188
Lesson 2	Traditional Korean Food -----	194
Lesson 3	Korean Scenic Spots and Tourist Attractions --	200
Lesson 4	Korean Historical Sites -----	206
Lesson 5	Korean Cities and Traditional Markets -----	212

PART VII Correspondence and the Internet **218**

Lesson 1	Job Interview -----	220
Lesson 2	Letters and E-mails -----	226
Lesson 3	The Internet -----	232

Appendices **238**

Listening Scripts -----	240
Answers -----	259
Words -----	278
Sources -----	285