

- What is tourism?
- Types of tourism and tourist.
- Irregular verbs.
- The 7 key components of the tourism industry.
- How tourism developed.
- Tour operators.
- Customer service.
- Target tourism.
- Tourists with special needs.
- Main purposes of travelling.
- Factors for choice.
- Orient Express: London to Venice.
- Weather and climate.
- The view from the Shard in London.
- Costs.
- Promotion. Special events.
- Categories of tourist destinations.
- A stroll through Milan.
- Disney World.
- Transport by water.
- Travelling by land and by air.
- A car hire agent and a customer.
- Air travel. Airline classes and tickets.