


A CAREER IN TOURISM- Culture & people: Social etiquette in Great Britain



Think about it

Do you think visitors in a country should try to act as if they were locals?

Have any foreign people  upset you because they were rude while staying on holiday in Spain?

Let's read about social etiquette in Great Britain and you will discover some interesting differences between Spanish and British culture:



In Britain you will find most people are kind to you if you behave politely, respecting local people and customs. You may sometimes upset people by things that you say or do, even if these things seem perfectly normal in your own culture.

When you first meet someone it can be difficult to know how to start a conversation, especially if your first language is not English. There are some topics which are safe for small talk like travel, family, the weather, holidays, pets, general news, films and music, books, sport, hobbies, studies, food. They must always be general matters about the person you are talking to or general matters on subjects that you know that interests the person you are talking to.

On the other hand, there are topics which are best avoided for small talk especially if you are talking to people with strong religious or political views. You must be cautious if you discuss the following topics: age, appearance or weight, personal gossip, jokes that might offend, money, sex, relationships, religion, criticism or complaints.

Let's turn now to talk about tipping. There are a number of situations in which it is common to leave a tip (sometimes called a gratuity), although you should not feel that you have to do this if you cannot afford to do so or if you were not happy with the service provided.

Firstly, at a restaurant people only tip if there is a waiter service but not for takeaway meals or self-service meals. Normally it is 10% what people add to the bill unless the service charge is already included in the price. If so, you may find in the bill 'A discretionary 10% service charge has been included' or 'Service is included'. If you are at a restaurant and you need the waiter, call him by raising your hand but never shouting.

Secondly, at the hotel people may want to give a small tip (perhaps 1 or 2 pounds) when a member of hotel staff gives you a special service. For instance, if a porter carries your baggage to your room, if the concierge helps you (for example by helping you to buy tickets, book a restaurant or plan your shopping or sightseeing, or by keeping your bags safe before check-in or after check-out) or if a doorman finds a taxi for you. It is more polite if you do not show the money when you are giving it - put it in your hand, say thank you, shake the person's hand and press the money into the person's hand.

When talking about queuing, don't try to join a queue ahead of the end since pushing ahead in a line is considered to be very rude.

To sum up, you should follow the popular saying 'When in Rome, do as the Romans do' and try to learn from locals when travelling abroad.

Adapted from: <http://www.ukstudentlife.com/Personal/Manners.htm>

Autoevaluación



**Choose the correct option to complete each sentence:
In England talking about ... is a safe topic.**

- Religion.
- Money.
- The weather.

In England, you must ... leave a tip.

- Always.
- Sometimes.
- Never.

In England, an additional ... can be added to the bill.

- 10 %.
- 15 %.
- 5 %.

Avoid jumping a queue since it can be considered rather ...

- Rude.
- Polite.
- Friendly.



A step ahead

If you want to know if British social customs are similar or different to those in your country, visit the following link and you will guess it:

[Social customs in Great Britain](#)

1. Idioms: Idioms related to travelling

As you already know **idioms** are fixed expressions whose meaning does not come from the meaning of the individual words which form these expressions. Idioms are informal expressions, so don't use them in formal situations.

In this unit you will learn idioms related to travelling, so think of the meaning of the expression *to be in the same boat* in the following sentence:

- ✓ *All the employers were in the same boat when the boss fired them.*



Are we talking about a boat?

That's right! We are not talking about a boat, but it's just an expression which means that a group of people were in the same unpleasant or difficult situation.



Self-evaluation

Look at the following table and match the idioms in bold with their meaning. There are 2 extra meanings.

Idioms related to travelling

Idioms related to travelling	Meaning
1. Oh god, you're up the creek without a paddle . Now what are you going to do?	<input type="text"/>

2. Joe has lived in about 10 different countries- he's really got **itchy feet**.

3. Ok, that's the car packed. Let's **hit the road**.

4. As we didn't have a car, we **went on Shank's pony**- we were very tired when we got there..

5. Most backpackers try to **travel light**.

6. Ok, we're **in the home stretch**. It'll soon be over

7. Mary works as a sales rep so she practically **lives out of a suitcase**.

8. I love **the hustle and bustle** of the street markets.

Comprobar respuesta

Mostrar retroalimentación



Ejercicio Resuelto

Click to read Spanish translation.

Mostrar retroalimentación

Self-evaluation

Complete the following sentences using idioms from the table.

1. They couldn't stand the [redacted] of the city centre, so they looked for a quiet place to spend their holidays.
2. If you don't want to pay for excess luggage at the airport, try to [redacted].
3. You borrowed money from a gangster and now you can't pay it back?! You're [redacted].
4. He won't stay in the city for a long time-he needs to discover different places. He has [redacted].
5. Her new job means travelling a lot, so she is living [redacted].
6. After a long day we had to go back [redacted] since it was impossible to find a taxi.
7. After checking out of the hotel, we [redacted] since we had a long way to go.

Enviar



A step ahead


To know more about idioms related to different topics have a look at the following link and click on the topic you are interested in:

[List of idioms by theme.](#)



2. Literature: Jonathan Swift's 'Gulliver's Travels'

Jonathan Swift (1667-1745) was born in Dublin. His father died before Jonathan was born, so the child's education was arranged by other relatives. Jonathan graduated from Trinity College, Dublin. He became a very fashionable satiric writer in the English language. His works include *A Tale of a Tub* (1704) and a *Modest Proposal* (1729) but *Gulliver's Travels* (1726) is Swift's masterpiece. Although it was labelled as a children's book, it's a great satire of the time. Readers who paid attention could match all of Gulliver's tales with current events and long-term social problems.



Read and listen the summary from Chapter I of *Gulliver's Travels* where the protagonist Lemuel Gulliver is thrown into the sea during a storm. After that he meets the  tiny Lilliputians in a place called Lilliput.

[Script](#)

The novel begins with Lemuel Gulliver recounting the story of his life. His family was rather poor and could not keep him studying in Cambridge, so he is sent to London to be a surgeon's **apprentice**. He becomes a surgeon aboard a ship called the *Swallow* for three years. Afterward, he settles in London, working as a doctor. His business begins to fail when his patron dies, so he decides to go to sea again and travels for six years. Although he has planned to return home at the end of this time, he decides to accept one last job on a ship called the *Antelope*. In the East Indies, the *Antelope* encounters a violent storm in which twelve **crewmen** die. Six of the crewmembers, including Gulliver, board a small rowboat to escape. Soon the rowboat **capsizes**, and Gulliver loses track of his companions. They are never seen again. Gulliver, however, swims safely to shore. Gulliver lies down on the grass to rest, and soon he falls asleep. When he wakes up, he finds that his arms, legs, and long hair have been  **tyed** to the ground with pieces of **thread**. He can only look up, and the bright sun prevents him from seeing anything. He feels something move across his leg and over his chest. He looks down and sees, to his surprise, a six-**inch**-tall human carrying a bow and arrow. In this chapter we are told the adventures between the tiny Lilliputians and Gulliver, who struggle  **to get loose** while the little people attack his body and face.

Adapted from <http://www.sparknotes.com/lit/gulliver/section1.rhtml>

Autoevaluación

Read the text and write a number next to each sentence according to the order of the events narrated in the summary.

- ✓ The tiny Lilliputians tied Gulliver to the ground.
- ✓ *The Antelope* capsizes and Gulliver loses track of his companions.
- ✓ He feels something moving across his body.
- ✓ *The Antelope* encounters a big storm.
- ✓ Gulliver reaches the shore safely.
- ✓ Gulliver starts his studies at university

Enviar

Autoevaluación

Choose the correct definition for the words in bold in the text.

Apprentice.

- Someone who works for a particular person or company usually for low pay in order to learn that job.
- Someone who helps a person or organization, especially without payment.

Crewmen.

- Group of people who work catching fish.
- Group of people who work on a ship.

Capsize.

- To move across the surface of the sea.
- When a boat turns upside down or onto its side in the water.

Thread.

- A long thin fibre used for sewing pieces of cloth together or tying things.
- A type of material.

Inch.

- A unit for measuring height.
- A unit for measuring weight.



You should know

Now that you are familiar with the story watch and listen to the tale:

[Text summary](#)

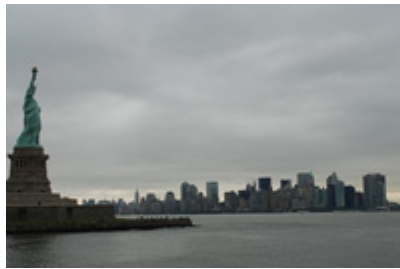
3.Music: Sting's 'Englishman In New York'



Quotes to make you think

“Manners maketh man.”

William of Wykeham



In 1987 Sting wrote about this quotation in his song *Englishman in New York* which belongs to his album *Nothing like the Sun*.



A step ahead

Listen to the song and read the lyrics in the following link:

[Text summary](#)

Autoevaluación

Think which of the following expressions Sting agrees with in his song:

- Be yourself no matter what they say.
- When in Rome, do as Romans do.

Appendix: Licences of Resources.

Licences of Resources used in Culture & p

Recurso (1)	Datos del recurso (1)	Recurso (2)	
	<p>By: arnoclick. Licence: CC by-nc-sa. From: http://www.flickr.com/photos/arnoclick/3139748526/</p>		<p>By: the justified s Licence: CC by- From: http://www.flickr.com/photos/thejustifieds/3139748526/</p>
	<p>By: Jennifer Kumar. Licence: CC by. From: http://www.flickr.com/photos/alaivani/5478225440/</p>		<p>By: joegle. Licence: CC by- From: http://www.flickr.com/photos/joegle/5478225440/</p>
	<p>By: wilhelmja. Licence: CC by-sa. From: http://www.flickr.com/photos/wilhelmja/534803895/</p>		