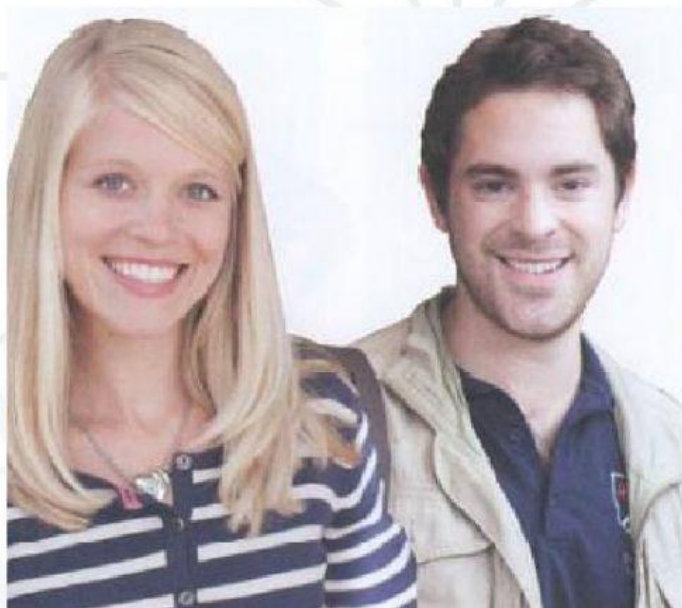




## HOTEL PROBLEMS

### 1. Introduction.

a. Look at the photos. Describe Jenny and Rob.

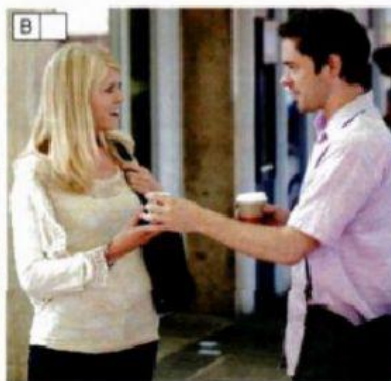


b. Listen to Jenny. Number the pictures 1-6 in the order she mentions them.

SERENDIPITY

ENGLISH, THE MOST FORTUNATE  
DISCOVERY

OPPORTUNITIES  
English!



c. Watch or listen again and answer the questions.



1. What does Jenny do?
2. Where did she go a few months ago?
3. Who's Rob Walker?
4. What did they do together?
5. What does she think of Rob?
6. What's Rob's one negative quality?
7. How long is Rob going to be in New York?

## 2. Calling reception.

- a. Watch the following video and answer.

1. Who does Rob call?
2. Why?

b. Watch or listen again and complete the "You hear" phrases.

- 1 Hello, reception.
- 2 How can I  you?
- 3 I'm sorry, sir.
- 4 I'll  somebody up to look at it right now.
- 5 Good , reception.
- 6 How can I help you?
- 7 I'm sorry, sir. I'll  you through to IT.

c. Listen and repeat the "You hear" phrases. 1.28

I'll = I will. We use I'll + verb to offer to do something.



### 3. Jenny and Rob meet again.

a. That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences T or F.

1. Rob says he doesn't like the hotel. ☐
2. Jenny is going to show him round the city tomorrow. ☐
3. Barbara is Jenny's boss. ☐
4. Rob is hungry. ☐
5. It's four in the morning for Rob. ☐
6. They're going to meet at eleven. ☐
7. Jenny thinks that Rob is going to get lost. ☐

b. Say why the false sentences are false.

c. Social English phrases. Complete. How do you say them in your language?

Here you ..... at last.

It's ..... to be here.

Do you have a ..... view?

Barbara's ..... forward to meeting you.

You ..... be really tired.

I guess you're .....

By the .....

It's ..... to see you too.