

CD 2-33))) **Listening 1**

People are making calls from their hotel rooms. Who is each person calling?
Listen and circle the correct answer.

- | | | |
|--|--------------------|------------------|
| 1. ☒ a. laundry | 3. a. housekeeping | 5. a. front desk |
| b. room service | b. room service | b. room service |
| 2. a. concierge | 4. a. bell captain | 6. a. concierge |
| b. bell captain | b. laundry | b. housekeeping |

Listening 2

CD 2-34 ► Task 1

People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

1. a. leave a message
☒ b. check for packages
 c. pick up mail
2. a. move to a bigger room
 b. move to a quieter room
 c. move to a smoking room
3. a. arrange for a taxi for the morning
 b. arrange for a taxi for tonight
 c. learn to set the alarm clock
4. a. drive to a restaurant
 b. eat something without meat
 c. eat in the restaurant



CD 2-34 ► Task 2

Listen again. Are these statements true or false? Check (✓) the correct answer.

	True	False
1. The guest has no package.	☒	☐
2. The guest hates the smell of smoke.	☐	☐
3. The guest can get ready in 30 minutes.	☐	☐
4. The guest can't order lasagna without meat.	☐	☐

Listening 3

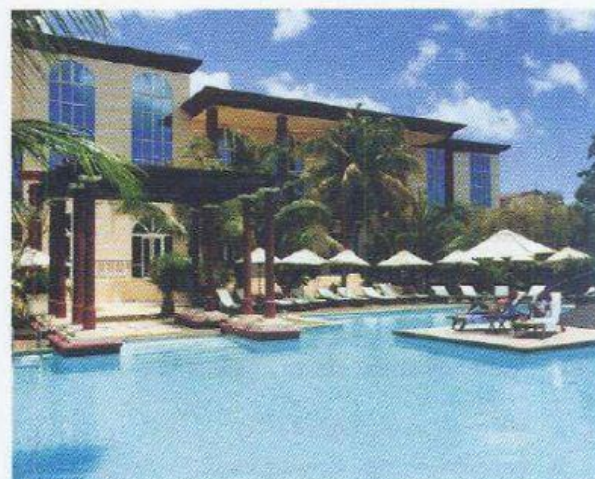
CD 2-35 ► Task 1

People are talking about the hotels they are staying in. Listen and check (✓) their opinions about each hotel.

1.	Good	Not Good
the restaurant	☐	☒
the service	☐	☐
the room	☐	☐
the rates	☐	☐

2.	Good	Not Good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

3.	Good	Not Good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐



4.	Good	Not Good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

CD 2-35 ► Task 2

Listen again. What phrase completes each statement? Write the correct letter.

- | | |
|---|------------------------------|
| 1. The hotel should have one restaurant that's <u>a</u> | a. just for adults. |
| 2. The hotel should buy ____ | b. a new manager. |
| 3. The hotel should get ____ | c. cheap, casual restaurant. |
| 4. The hotel should have at least one ____ | d. softer mattresses. |

Dictation

CD 2-37 ► Task 1

Listen to the conversation. Write the missing words.

A: _____ help you?

B: Yes. I can't open the window in my room. _____ get some help?

A: Certainly. Is there anything else?

B: Yes. I _____ the air conditioner off.

A: We can help with that. Is there anything else I can do?

B: Yes. I _____ to the Internet.

A: You need a password. I _____ up with it.

B: Thank you very much!