

Practical English Arriving in London

1 VOCABULARY in a hotel

a Match the words and symbols.



- ☐ Reception /rɪ'sepʃn/
- ☐ the lift /lɪft/
- ☐ a single room /'sɪŋɡl rʊm/
- ☐ a double room /'dʌbl rʊm/
- ☐ the bar /bɑː/
- ☐ the ground floor /(graʊnd) flɔː/ (first, second, third, etc.)

b 1 43))) Listen and check.



Rob



Jenny

2 INTRODUCTION

- a  1 44))) Watch or listen to Jenny and Rob.
Mark the sentences **T** (true) or **F** (false).

2 INTRODUCTION

- a  1 44))) Watch or listen to Jenny and Rob.
Mark the sentences **T** (true) or **F** (false).

- 1 Rob lives and works in London.
- 2 He's a writer for a magazine.
- 3 The name of his magazine is *London 20seven*.
- 4 Jenny is British.
- 5 She's an assistant editor.
- 6 It's her second time in the UK.

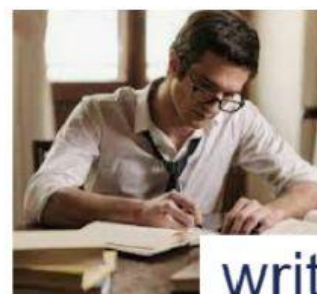
- b Watch or listen again. Say why the **F** sentences are false.



magazine



editor



writer

3 CHECKING IN

- a  145 Watch or listen to Jenny checking into a hotel room. Answer the questions.

- 1 Complete Jenny's surname: ZI__LI__SK__.
- 2 What's her room number?

- b Watch or listen again. Complete the **You Hear** phrases.

 You Hear	You Say 
Good evening, madam.	Hello. I have a reservation. My name's Jennifer Zielinski.
Can you _____ that, please?	Z-I-E-L-I-N-S-K-I.
For five nights?	Yes, that's right.
Can I have your passport, please?	Just a second...Here you are.
Thank you. Can you sign here, _____? Thank you. Here's your _____. It's room 306, on the third floor. The _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms Zielinski.	Thank you.

🔍 British and American English

lift = British English *elevator* = American English

z = /zed/ in British English, /zi:/ in American English

Greetings

Good morning = > 12.00 *Good afternoon* = 12.00 > 18.00

Good evening = 18.00 > *Good night* = Goodbye (when you go to bed)

Madam = a polite way to greet a woman

Sir = a polite way to greet a man

g 1 47))) Look at the information in the box.
Listen and repeat the *Can...?* phrases.

🔍 *Can you...?* = Please do it

Can you sign here?

Can you spell that?

Can I have...? = Please give me (your passport, etc.)

Can I have your passport, please?

Can I have my key, please?

h You are in a hotel. How do you
receptionist to give you...?

- your key • your passport
- a map of London • a pe...



4 🖥️ JENNY TALKS TO ROB

a 148))) Watch or listen and mark the sentences **T** (true) or **F** (false).

- 1 Jenny has a coffee.
- 2 She is in London on business.
- 3 The waitress is German.
- 4 Jenny phones Rob Walker.
- 5 Jenny is tired.
- 6 Their meeting is at 10.00.



b Watch or listen again. Say why the **F** sentences are false.

c 149))) Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practise offering drinks and responding.



Would you like...?

Would you like a coffee? Yes, please.

Would you like another tea? No, thanks.

We use *Would you like...?* to offer somebody something.

We respond *Yes, please* or *No, thanks*.

- d Look at the **Social English phrases**. Who says them: Jenny, Rob, or the waitress?

Social English phrases

I'm here [on business].

I'm from [New York]. What about you?

No problem.

Is that [Jennifer]?

This is [Rob. Rob Walker].

That's perfect.

It's time for bed.

- e 150)) Watch or listen and check. Do you know what they are in your language?