

## CHECKING IN

2.16 Listen to Allie checking in. Answer the questions.

- 1 Does the receptionist call Allie 'Ms Gray' or 'Mrs Gray'?
- 2 How many nights is Allie staying?
- 3 What's her room number?
- 4 What time's breakfast?
- 5 Which floor is the Pavilion Restaurant on?

|                                                                                   |            |          |
|-----------------------------------------------------------------------------------|------------|----------|
|  | US English | elevator |
|  | UK English | lift     |



## CALLING RECEPTION

a 2.17 Cover the dialogues and listen. Who does Allie phone? Why?

## YOU HEAR

Hello, reception.  
How can I help you?

I'm sorry, ma'am. I'll \_\_\_\_\_  
someone up to look at it right now.

\_\_\_\_\_ service. Can I help you?

Whole wheat or \_\_\_\_\_ bread?

\_\_\_\_\_ or without mayo?

With \_\_\_\_\_ or salad?

\_\_\_\_\_ to drink?

With \_\_\_\_\_ and lemon?

It'll be there in five minutes, ma'am.

## YOU SAY

Hello. This is room 419.

I have a problem with the  
air-conditioning. It isn't working,  
and it's very hot in my room.

Thank you.

Hello. This is room 419.

Can I have a tuna sandwich, please?

Whole wheat, please.

Without.

Salad, please.

Yes, a Diet Coke.

Just ice.

Thank you.



b Listen again. Complete the YOU HEAR phrases.

c 2.18 Listen and repeat the YOU SAY phrases.  
Copy the rhythm.

d In pairs, roleplay the dialogues. A (book open)  
you're the receptionist / room service,  
B (book closed) you're Allie. Swap roles.

## SOCIAL ENGLISH coffee before the conference

a 2.19 Listen and mark the sentences T (true) or F (false).

- 1 Mark is going to take Allie to dinner tonight.
- 2 The cocktail party is on Thursday.
- 3 Allie wants to see the bay and the Golden Gate Bridge.
- 4 Brad is from the San Francisco office.
- 5 Brad offers to take Allie sightseeing.

b Complete the USEFUL PHRASES.  
Listen again and check.

c 2.18 Listen and repeat  
the phrases. How do you  
say them in your language?

## USEFUL PHRASES

A W \_\_\_\_\_ done!

M Did you s \_\_\_\_\_ well?

A How are t \_\_\_\_\_? M They're fine.

A What are the p \_\_\_\_\_ for the week?

M Allie, t \_\_\_\_\_ is Brad Martin.

M It's t \_\_\_\_\_ to go.



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