



1 VOCABULARY in a hotel

a Match the words and symbols.



- ☐ reception /rɪ'sepʃn/
- ☐ the elevator /ɪ'levetər/
- ☐ a single room /'sɪŋɡl rʊm/
- ☐ a double room /'dʌbl rʊm/
- ☐ the first floor /fɜːst flɔːr/ (second, third, etc.)

b Listen and check.

2 INTRODUCTION

a 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.

3 CHECKING IN

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

- 1 Complete Jenny's last name: 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.

American and British English

elevator = American English lift = British English
z = /z/ in American English, /zəd/ in British English

Greetings

Good morning = > 12:00 p.m. Good afternoon = 12:00 p.m. > 6:00 p.m.
Good evening = 6:00 p.m. > Good night = Goodbye (when you go to bed)
Madam = a polite way to greet a woman
Sir = a polite way to greet a man

c Watch or listen and repeat the **You Say** phrases. Copy the rhythm.



- d Practice the dialogue with a partner.
- e Work in pairs. Read your role and look at the dialogue in 3b. What do you need to change?
- A (book open) You are the receptionist. It's 11:00 a.m. B's room is 207 on the second floor. Begin with *Good morning sir / madam*.
- B (book closed) You arrive at the hotel. Use your first name and last name.
- f Role-play the dialogue. Then change roles.
- g 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 ask the receptionist to give you...?
- your key • your passport
 - a map of London • a pen



4 VIDEO JENNY TALKS TO ROB

- a 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 calls 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 Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practice 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].	This is [Rob. Rob Walker].
I'm from [New York]. What about you?	That's perfect.
No problem.	It's time for bed.
Is that [Jennifer]?	

- e Watch or listen and check. Do you know what they are in your language?
- f Watch or listen again and repeat the phrases.

- Can you...?**
- ☐ check into a hotel and spell your name
 - ☐ ask somebody to do something / to give you something
 - ☐ offer somebody a drink, and accept or refuse

