

3 CHECKING IN

a  1.45 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

c  1.46 Watch or listen and repeat the **You Say** phrases. Copy the rhythm.