EPISODE 1

Practical English Hotel problems

calling reception

1 CALLING RECEPTION



a Complete the sentences with a word from the list.

bother have 's put send this

1 I *have* a problem with the wi-fi.
2 I'll _____ you through to IT.
3 I'll _____ somebody up right now.
4 I'm sorry to _____ you.
5 Hello. _____ is room 315.
6 There _____ a problem with the shower.

b Complete the conversations with sentences 1–6 from **a**.

1 A Hello, reception.
B Hello. [1] *This is room 315*.
A How can I help you?
B [2] _____.
There isn't any hot water.
A I'm sorry, madam. [3] _____.
B Thank you.

2 A Hello, reception.
B Hello, this is room 315 again. [4] _____, but there's one more thing.
A How can I help you?
B [5] _____.
I can't get a signal.
A I'm sorry, madam. [6] _____.
B Thanks.

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2 *I'LL*

Match problems 1–4 to offers a–d.

1 I have a problem with the wi-fi. c
2 This room is very noisy. ____
3 I want to talk to the manager. ____
4 There's no water in my mini-bar. ____

a I'll see if we have a quieter one.
b I'll send two bottles to your room right now.
c I'll put you through to IT.
d I'll ask her to call you.

3 SOCIAL ENGLISH

a Circle the correct words.

1 What's your room like? Do you have a good *view* / *look*?
2 It's great *to be* / *be* here.
3 You *can* / *must* be really tired.
4 I *want* / *guess* you're right.
5 It's great to see you, *too* / *two*.
6 *By the way* / *On the way*, Martha wants to see you while you're here.

b Complete the conversation with the missing words.

1 A Welcome to New York.
B Thanks. It's *great* to be here.

2 A Do you have a g_____ v_____?
B Yes. I can see the Empire State Building from my window.

3 A It's time to go. You m_____ b_____ really tired.
B I g_____ you're right.

4 A B_____ t_____ w_____, it's great to see you again.
B Yes. It's great to see you, t_____.

LIVEWORKSHEETS