

1 VOCABULARY in a hotel

a Match the words and symbols.



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|-------------------------------|--|
| 1 Reception /rɪ'sepʃn/ | 4 a double room /'dʌbl ru:m/ |
| 2 the lift /lɪft/ | 5 the bar /bɑː/ |
| 3 a single room /'sɪŋgl ru:m/ | 6 the ground (first, second, etc.) floor /graʊnd flɔː/ |

b 1.46 Watch or listen and check.

c Cover the words and look at the symbols. Say the words.

2 INTRODUCTION

a 1.47 Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).

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

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

3 CHECKING IN



a 1.48 Watch or listen to Jenny checking into a hotel. Answer the questions.

- Complete Jenny's surname: ZI__LI__SK__.
- 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 ¹ _____ 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, ² _____ ? Thank you.	
Here's your ³ _____. It's room 306, on the third floor. The ⁴ _____ 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/ British English /ziː/ American English

Greetings

Good morning = > 12.00Good afternoon = 12.00 > 18.00Good evening = 18.00 >

Goodnight = Goodbye (when you go to bed)

madam = a polite way to greet a woman

sir = a polite way to greet a man

- c **1.49** Watch or listen and repeat the **You say** phrases. Copy the rhythm.
- d Practise the conversation with a partner.
- e Work in pairs. Read your role and look at the conversation 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 *Good morning, sir / madam.*
B (book closed) You arrive at the hotel. Use your first name and surname.
- f Role-play the conversation. Then change roles.
- g **1.50** Read the information box. Watch or listen and repeat the phrases.

	Can you...? = Please do it. <i>Can you spell that?</i> <i>Can you sign here?</i>	Can I have...? = Please give me (my passport, etc.). <i>Can I have my key, please?</i> <i>Can I have your passport, please?</i>
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- h You are in a hotel. Ask the receptionist to give you...
- your key • your passport
 - a map of London • a pen

4 JENNY TALKS TO ROB



- a **1.51** Watch or listen. Mark the sentences **T** (true) or **F** (false).
- Jenny has a coffee.
 - She is in London on business.
 - The waitress is German.
 - Jenny phones Rob Walker.
 - Jenny is tired.
 - Their meeting is at 10.00.
- b Watch or listen again. Say why the **F** sentences are false.

- c **1.52** Read the information box. Watch or listen and repeat the phrases and responses.

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 With a partner, practise offering and responding with the drinks below.
- beer • coffee • Coke • hot chocolate
 - mineral water • tea
- e Look at the **Social English** phrases. Who says them: **Jenny, Rob, or the waitress?**

- Social English**
- ☐ I'm here on business.
 - ☐ I'm from New York. What about you?
 - ☐ No problem.
 - ☐ This is Rob. Rob Walker.
 - ☐ That's perfect.
 - ☐ It's time for bed.



- f **1.53** Watch or listen and check. Then watch or listen and repeat the phrases.
- g Complete conversations A–F with **Social English** phrases 1–6. Practise with a partner.

A	Hi. Is that Jennifer?	☒ 4	Hello, Rob.
B	Oh look! It's 11.30!	☐	Goodnight.
C	Hi. Are you here on holiday?	No, ☐	
D		☐	I'm from London.
E	Can I have a coffee, please?	Sure. ☐	
F	Here's your coffee. Milk and sugar are on the table.	Thanks. ☐	

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