EPISODE 1

Practical English Arriving in London

checking in | V in a hotel

1 VOCABULARY in a hotel

a Match the words and symbols.



- Reception /rɪˈsepʃn/
- the lift /lɪft/
- a single room /ˈsɪŋgl ruːm/
- a double room /ˈdʌbl ruːm/
- the bar /bɑː/
- 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).

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.

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.

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 [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 = > 12.00
Good afternoon = 12.00 > 18.00
Good 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

LIVEWORKSHEETS

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.	*Can I have...?* = Please give me (my passport, etc.).
Can you spell that?	*Can I have my key, please?*
Can you sign here?	*Can I have your passport, please?*

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).

1 Jenny has a coffee.
2 She is in London on business.
3 The waitress is German.
4 Jenny phones 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 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: **J**enny, **R**ob, or the **w**aitress?

Social English

1 ☐ I'm here on business.
2 ☐ I'm from New York. What about you?
3 ☐ No problem.
4 ☐ This is Rob. Rob Walker.
5 ☐ That's perfect.
6 ☐ 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

LIVEWORKSHEETS