Lesson 8C

HOW TO ... | make requests and offers in a hotel
VOCABULARY | hotel language; hotel rooms
PRONUNCIATION | the contraction *'ll*

VOCABULARY

hotel language; hotel rooms

1 A Choose the correct word or phrase to complete the sentences.

1 I'm travelling alone, so I only need a ..... room.
   a double **b** twin **c** single
2 Here's your room key. The ..... password is on the back.
   a wifi **b** restaurant **c** bath
3 I'm going to drive to the hotel. Is there a ..... ?
   a restaurant **b** car park **c** gift shop
4 I've got a room with a ....., so I can sit outside in the sun.
   a bath **b** balcony **c** swimming pool
5 It's so hot at this time of year. Luckily my room has ..... .
   a air conditioning **b** wifi **c** a hairdresser's
6 The ..... is on the second floor, if you want to do exercise while you're here.
   a gift shop **b** double room **c** gym

B Complete the sentences with the words in the box.

air	double	gift	password
restaurant	shower	view	

1 Does the hotel have a ..... shop? I'd like to buy a present.
2 We've got a lovely room with a ..... of the sea.
3 What's the wifi ..... ?
4 Let's have dinner in the hotel ..... tonight.
5 We'd like a large ..... room, please.
6 Does the room have a bath or a ..... ?
7 The ..... conditioning isn't working. Can you please send someone to fix it?

C Choose the correct words to complete the text.

Last week I travelled to Berlin for an important business meeting. My flight was early in the morning, so I printed my boarding [1]**pass / ticket** the night before. I also booked an airport [2]**travel / transfer** to the hotel before I left, because it was cheaper than a taxi. When I arrived, I checked in and took the [3]**safe / lift** to my room on the fourth floor, then put my passport in the [4]**box / safe**. I was really hungry, so I ordered room [5]**food / service** and watched TV for a while. On the day I came back, my flight was at 7 p.m., but I couldn't check out [6]**early / late**, so at 11 a.m. I paid my [7]**service / bill**, left my [8]**luggage / room** at reception and visited the city centre and the Berlin Wall.

How to ...

make requests and offers in a hotel

2 A 8.04 | Listen and match the conversations at a hotel reception (1–4) with the topics (a–d).

a the safe **c** the TV
b the type of room **d** an airport transfer

B 8.04 | Listen again. Are the statements True (T) or False (F)?

Conversation 1: The woman booked a double room.
Conversation 2: The air conditioning isn't working.
Conversation 3: The woman wants to book an airport transfer for tomorrow.
Conversation 4: The woman wants to keep her credit card in the safe.

PRONUNCIATION

3 A 8.05 | the contraction *'ll* | Listen to four sentences. Which one does the speaker say (a or b)?

1 **a** I'll send someone up. **b** I send someone up.
2 **a** I'll do that right now. **b** I do that right now.
3 **a** I'll call room service. **b** I call room service.
4 **a** I'll check. **b** I check.

B 8.06 | Listen and repeat.

SPEAKING

4 A Put the sentences (a–g) in the correct order to complete the conversation.

A: Hello, Reception. You're speaking to Jessie.

a B: 204. Thank you.
b B: Hello. I'm calling about the air conditioning. How do I turn it on? Can someone help?
c A: Just phone 100 to speak to someone from the restaurant.
d A: No problem. Can I help you with anything else?
e B: Yes, please. I'd like to order room service. How do I do that?
f A: Of course. I'll send someone up. Which room is it?
g B: Wonderful. Thank you.

B 8.07 | Listen and check.

C 8.08 | You are B in the conversation in Ex 4A. Listen and speak after the beep. Record the conversation if you can.

D Listen to your recording and compare it to the model in Ex 4B.

Speak anywhere Go to the interactive speaking practice
LIVEWORKSHEETS