

Video Watching Activity

Watch the video and complete with the correct Word.

<u>You hear</u>	<u>You say</u>
Good _____, madam	Hello, I have a reservation. My name is Jennifer Zielinski
Can you _____ that, please?	Z-I-E-L-I-N-S-K-I
For _____ nights?	Yes, that's right
Can I have your _____, 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, Mrs Zielinski	Thank you.

NOTE

American and British English

Elevator= American English lift = British English

Greetings

Good morning= 12:00pm Good afternoon: 12:00-6:00

Good evening: 6:00 pm Good night: Goodbye (when you go to bed)

Madam: a polite way to greet a woman

Sir: a polite way to greet a man.