

Practical English Arriving in London



1 VOCABULARY in a hotel

a Match the words and symbols.



- ☐ Reception /rɪ'sepʃn/
- ☐ the lift /lift/
- ☐ a single room /'sɪŋɡl rʊm/
- ☐ a double room /'dʌbl rʊm/
- ☐ the bar /bɑː/
- ☐ the ground floor /:(graʊnd) flɔː/ (first, second, third, etc.)

b 1.43 Watch and listen.

2 INTRODUCTION

a 1.44 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 1.45 Watch or listen to Jenny checking into a hotel room. 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 _____ 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, _____? 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, Ms Zielinski.	Thank you.

British and American English



lift = British English elevator = American English
z = /zed/ in British English, /zit/ in American English


Greetings

Good morning = > 12.00 Good afternoon = 12.00 > 18.00
Good evening = 18.00 > Good night = Goodbye (when you go to bed)
Madam = a polite way to greet a woman
Sir = a polite way to greet a man

c 1.46 Watch or listen and repeat the **You Say** phrases. Copy the rhythm.




- d Practise the dialogue with a partner.
- e Work in pairs. Read your role and look at the dialogue 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 with *Good morning sir / madam*.
- B (book closed) You arrive at the hotel. Use your name and surname.
- f  Roleplay the dialogue. Then swap roles.
- g  147 Look at the information in the box. Listen and repeat the *Can...?* phrases.

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

- h You are in a hotel. How do you ask the receptionist to give you...?
- your key • your passport
 - a map of London • a pen





4 JENNY TALKS TO ROB

- a  148 Watch or listen and 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  149 Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practise offering drinks and responding.

 **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 Look at the **Social English phrases**. Who says them: Jenny, Rob, or the waitress?

Social English phrases	
I'm here [on business].	This is [Rob. Rob Walker].
I'm from [New York]. What about you?	That's perfect.
No problem.	It's time for bed.
Is that [Jennifer]?	

- e  150 Watch or listen and check. Do you know what they are in your language?
- f Watch or listen again and repeat the phrases.

 **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