

# Practical English Arriving in London



## 1 VOCABULARY in a hotel

a Match the words and symbols.



- Reception /rɪ'septʃn/
- the lift /lɪft/
- a single room /'sɪŋgl rʊm/
- a double room /'dʌbl rʊm/
- the bar /bɑːr/
- the ground floor /'graʊnd flɔːr/ (first, second, third, etc.)

b 143) Listen and check.

## 2 INTRODUCTION

a 144) 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 145) 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 = /zəd/ in British English, /zɪt/ 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 146) 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** 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** Watch or listen and 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** 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** 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