

1. CALLING RECEPTION



a) Complete the sentences with a word from the list.

bother have 's put send this

- I _____ a problem with the wi-fi.
- I'll _____ you through to IT.
- I'll _____ somebody up right now.
- I'm sorry to _____ you.
- Hello. _____ is room 315.
- There _____ a problem with the shower.

b) Complete the conversations with sentences 1-6 from a.

- A. Hello, reception.
 B. Hello. _____.
 A. How can I help you?
 B. _____ . There isn't any hot water.
 A. I'm sorry, madam. _____.
 B. Thank you.

- A. Hello, reception.
 B. Hello, this is room 315 again.
 _____, but there's one more thing.
 A. How can I help you?
 B. _____ . I can't get a signal.
 A. I'm sorry, madam. _____.
 B. Thank you.

2. I'LL

Match problems 1-4 to offers a-d.

- I have a problem with the wi-fi.
 - This room is very noisy.
 - I want to talk to the manager.
 - There's no water in my mini-bar.
- I'll see if we have a quieter one.
 - I'll send two bottles to your room right now.
 - I'll put you through to IT.
 - I'll ask her to call you.

3. SOCIAL ENGLISH

a) Choose the correct words.

- What's your room like? Do you have a good view / look ?
- It's great to be / be here.
- You can / must be really tired.
- I want / guess you're right.
- It's great to see you, too / two.
- By the way / On the way , Martha wants to see you while you're here.

b) Complete the conversation with the missing words.

- A. Welcome to New York.
 B. Thanks. It's g_____ to be here.

- A. Do you have a g_____ v_____?
 B. Yes. I can see the Empire State Building from my window.

- A. It's time to go. You m_____ b_____ really tired.
 B. I g_____ you're right.

- A. B_____ t_____ w_____, it's great to see you again.
 B. Yes. It's great to see you, t_____.