

2.1 Choosing a hotel

Grammar
Vocabulary
Communication skills
Pronunciation

There is / there are
 Hotel facilities and services
 Booking a hotel
 Making requests
 The sound *th*

A Vocabulary

A	B
shuttle	safe
car	pool
swimming	centre
business	rooms
electronic	bus
conference	park

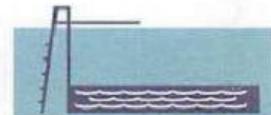
- 1 Can you identify these hotel services? Match a word from A with a word from B. Then label the pictures below, as in the example.



1 shuttle bus



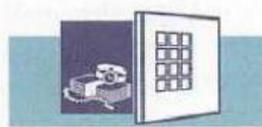
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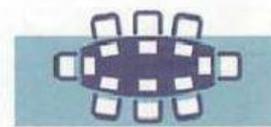
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- 2 What other hotel services can you think of? Read this fax and Sylvie Dutertre's note to her secretary. Then answer the questions below.

To:
 Subject: HOTEL INFORMATION

Date: 5 September

Dear Sir or Madam,
 I would be grateful if you could send me some information about your hotel facilities. Could you also let me know the price for a single room with a bath for four nights at the beginning of November. I look forward to hearing from you.

Yours faithfully
 Sylvie Dutertre

*Nathalie - for my trip to Bangkok
 Please send copies of this to:
 CENTURY PARK
 (fax: 00 61 23445566)
 ROYAL PRINCESS
 (fax: 00 61 6789479)*

B Reading

- Who does Sylvie Dutertre want her secretary to send this fax to?
- Why is she sending the fax? What does she want?
 a to ask for information b to reserve a room c to change a reservation
- What type of room does she want?

C Speaking

- 1 You need information about a hotel. What questions can you ask about the following? Use the Language Note below to help you.
 1 business centre 2 conference rooms 3 shuttle bus to the airport

LANGUAGE NOTE

There is and there are

1 Singular

Is there a swimming pool in the hotel?
Is there a health club?

Yes, there is.
No, there isn't.

2 Plural

Are there any restaurants?
Are there any conference rooms?
How many rooms are there?

Yes, there are.
No, there aren't.
(There are) 200.

- 2 Work in pairs. Student A, look at the information below about the Century Park hotel. Student B, turn to File C on page 150 and read about the Royal Princess hotel. Take it in turns to ask and answer questions about your hotels. Use the Language Note to help you.

e.g. *How many rooms are there? There are 170.*
Is there a TV in every room? Yes, there is.

Century Park Hotel

Guestrooms

358 rooms all with:

- refrigerator and mini bar
- radio
- television with satellite channels
- IDD (International Direct Dial) telephone
- safe
- separate bath / shower

- hairdryer
- shaver outlet 110/220 V

Other facilities

- two restaurants and a coffee shop
- 24-hour room service
- health club
- outdoor swimming pool

- fitness centre
- sauna
- beauty salon
- florist shop
- business centre
- internet and email service
- conference rooms
- shuttle bus to airport

D Listening

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- 1 Somebody phones the Royal Princess Hotel to reserve a room. Listen, and complete the information about the caller.

Name	Date of arrival
Company	Date of departure
Type of room	Confirmation by

- 2 Who asks these questions, the hotel receptionist (R) or the caller (C)?
- 1 Could I reserve a room for next week?
 - 2 May I have your name, please?
 - 3 Can you confirm your reservation in writing?
 - 4 Can I fax you tomorrow?
 - 5 Could you tell me your fax number?
- 3 Listen again. How does the other person respond to the questions in 1, 3, and 4?

Polite requests

1 If you want to ask to do something, use *could I?* or *may I?* (more formal), or *can I?* (less formal).

Excuse me ... (to get someone's attention)

Could I have a room for two nights?

Certainly, sir.

May I open the window?

Yes, of course.

Can I leave the meeting early?

I'm sorry, but ...

2 If you want another person to do something, use *could you?* (more formal) or *can you?* (less formal).

Could you confirm this in writing?

Yes, of course.

Can you do that by tomorrow?

I'm afraid I can't, because ...

E Speaking

1 Look at these two conversations between Chris Sutton (S) and a receptionist (R). Use the expressions in the Language Note above to help you fill in the gaps. Use only one word for each space.

1 S:¹. Is this Mr Maleta's office?

R: Yes, it is.² help you?

S: Yes, I'm Chris Sutton. I have an appointment to see Mr Maleta.

R:³ he's in another meeting at the moment, Mr Sutton.

.....⁴ wait a few minutes?

S: Yes,⁵.

2 S: Hello⁶ speak to Mario Maleta, please? It's Chris Sutton here.

R: Hello, Mr Sutton.⁷, but Mr Maleta isn't here today.

S: OK, it doesn't matter⁸ ask him to call me back?

R: Yes,⁹. Can I have your number?

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2 Which conversation is on the telephone? And which one is face-to-face? Listen and check your answers.

3 In pairs, practise asking and answering questions. Use the verb in brackets. e.g. In a restaurant, you want the menu. (*bring*)

A: *Could you bring me the menu, please?*

B: *Yes, of course, here you are.*

1 It's very hot and all the windows are closed. (*open*)

2 You want a cigarette. (*smoke*)

3 You want to know the time. (*tell*)

4 You're in a taxi with a colleague. You don't have your mobile phone. (*use*)

5 In a restaurant, you want a glass of water. (*have*)

6 Ask someone to phone you tomorrow morning. (*call*)

7 You want to read a colleague's newspaper. (*look at*)

8 You want a coffee. Ask your colleague. (*bring*)

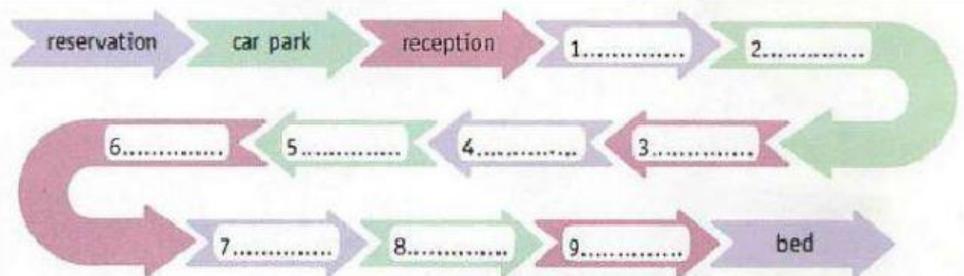


G Writing

- 1 Look again at Sylvie Dutertre's fax in **B** and answer the following questions.
 - 1 When we know the name of the person we are writing to, we start a letter with *Dear Mr ...* or *Ms ...* plus name, and finish with *Yours sincerely*. How does Sylvie Dutertre start and finish the fax? Why?
 - 2 To make a request, Sylvie says *Could you also ...?* What other expression does she use to make a request?
 - 3 Which expression means 'I hope to receive your answer soon'?
- 2 You have an appointment at the Compaq Computer Corporation in Houston on Friday 13 June. Write a fax to Mrs Martina Glens at Compaq and ask her for:
 - 1 A road map of Houston (you want to come by car)
 - 2 Confirmation of the exact time of the meeting

WRITE YOUR TEXT HERE:

H Vocabulary



The word chain above shows what you do when you stay in a hotel. e.g. You make a *reservation*, you arrive at the hotel and park in the *car park*, then you check in at *reception*, etc.

- 1 What happens after you check in and before you go to bed? Use the words in the box to complete the chain.

shower	restaurant	lift	phone call	key
room	satellite TV	suitcase	fitness room	

- 2 Match the nouns in your completed chain with a verb from the list below. You can use some of the verbs more than once.

use	collect	take	watch	unpack
make	eat in	go to	park in	check in at

2.2 Flying out

Grammar

Saying the time
Distance and frequency

Vocabulary

Plane travel

Communication skills

Reserving a flight

Pronunciation

Cardinal numbers

A Speaking

Odil Tunali is at London Heathrow airport. Her plane to Budapest leaves in less than two hours. Look at the pictures and answer the questions below.

London Heathrow Terminal 1 to Budapest

Dates	Dep. Time	Arr. Time	Flight
Mon Tue Wed Thur Fri Sat Sun	10.20	13.45	BA 888
Sat Sun	18.00	21.25	BA 870
Mon Tue Wed Thur Fri	19.35	23.00	BA 870

10 Times given are local times. Budapest is one hour ahead of London

Trading Hours

Opening	Closing
Monday	22.00
Tuesday	23.00
Wednesday	21.00
Thursday	21.00
Friday	22.00
Saturday	22.00
Sunday	22.00

- 1 Look at Odil's watch. What time is it now? And what day?
- 2 Look at the flight timetable. Which is her flight?
- 3 How long does the flight take? (Be careful, there's a time difference.)
- 4 Odil wants to go shopping. Are the shops open?
- 5 Where can you see the following times?
 - a quarter to five in the afternoon
 - nine twenty-five p.m.
 - nineteen thirty-five

Telling the time

There are three different ways of saying the time:

- In conversation, we use *past* (or in American English *after*) and *to* (or in American English *of*).

			
<i>five past seven</i>	<i>quarter past seven</i>	<i>twenty past seven</i>	<i>half past seven</i>
			
<i>twenty to six</i>	<i>quarter to six</i>	<i>ten to six</i>	<i>six o'clock</i>

- Sometimes we use the figures only. Say the figures in the order you see them.

5.05 *five oh five* 5.35 *five thirty-five* 5.30 *five thirty*
 5.15 *five fifteen* 5.45 *five forty-five* 5.55 *five fifty-five*
 5.20 *five twenty* 5.50 *five fifty*

With this form, we often say *a.m.* for the morning and *p.m.* for the afternoon and evening.

The office closes at 5.30 p.m. Breakfast is served between 7.00 and 9.00 a.m.

- In Britain and the USA, we usually use the 24-hour clock only to talk about travel timetables.

17.20 *seventeen twenty* 22.45 *twenty-two forty-five*

B Listening

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- How can you say the times in the box below? Use the Language Note to help you.
- Now listen to three short extracts, and circle the times you hear.

10.00	04.15	09.20	09.30	03.45	09.50
19.00	15.15	19.20	17.30	14.45	22.50

- What time do you do these things? Complete the table for yourself, then ask a partner.

	You	Your partner
get up (on work days)
get up (on Sundays)
have lunch
have dinner
finish work
watch the news
go to bed

C Speaking

Work in pairs. Student A, you want to fly to Warsaw. You want to arrive in Budapest in the early afternoon or late evening. Go to your travel agent (Student B) to reserve a flight. Begin like this:

Good morning. Can I have some information about flights?

Student B, you are the travel agent. Turn to File P on page 152.

D Listening

17

- 1 Listen to this conversation between two colleagues about travel and shopping in Warsaw. Complete the notes.

- City centre to airport:¹ km
- Airport shuttle bus - takes² minutes to get to city centre.
- It leaves every³ (at weekends) from⁴ a.m. to⁵ p.m.
- Banks open at⁶
- Shops are usually open from⁷ to⁸
- N.B. Some specialist boutiques open at⁹
- N.B. On Saturday shops close at¹⁰



- 2 Match the questions on the left with the answers on the right. Then listen again to check.

- | | |
|--|-----------------------------------|
| 1 How long does it take to get there? | a usually from eight to six |
| 2 How often does the bus go? | b every half hour |
| 3 When are the shops open? | c about ten kilometres |
| 4 What time do the banks open? | d about twenty-five minutes |
| 5 How far is the city centre from the airport? | e at eight or nine in the morning |

LANGUAGE NOTE

Time, distance, and frequency

How far is it?

It's fifty miles away.

How long does it take?

It takes about two hours by plane / train, etc.

How often does it ... (go)?

Every hour / week / month, etc.

Once / twice / three times a day / week, etc.

When is it open? (adjective)

It's open from ten to six.

When does it open? (verb)

It opens at 8.00 a.m.

E Speaking

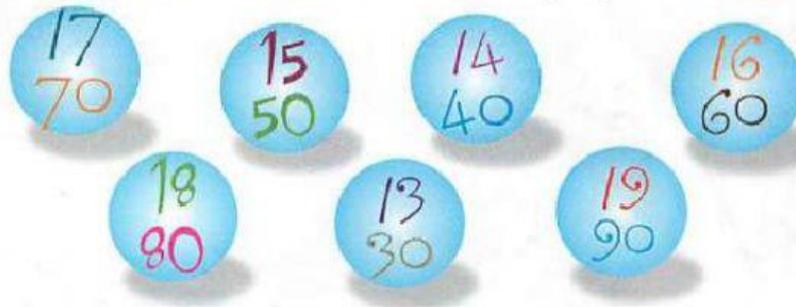
Ask your partner questions about his or her company and work schedule (or school and study schedule) and complete the form below. Use the question words in the box to help you.

When ...? How often ...? How far ...? What time ...? How long ...?

Questionnaire	
Distance from your home to your company	<input type="text"/>
Time from your home to your company	<input type="text"/>
Reception hours	from to
Closed for holidays	from to
Your usual working hours	from to
Work after 6 pm	every day / once or twice a week / three or four times a week
Work at weekends	always / sometimes / never

F Pronunciation

1 These numbers are often confused. How do you pronounce them?



18 2 Now listen and answer these questions. There is a number or time in each answer.

- 1 How many rooms are there?
- 2 How far is it from the airport?
- 3 What time is the plane?
- 4 How many companies are there?
- 5 How long does it take by road?
- 6 How many people are there?
- 7 How often does the bus come?

G Speaking

Work with a partner. An American colleague wants to visit your company or school from Saturday evening to Wednesday evening. S/he will have meetings all day on Monday and Tuesday – but is free the rest of the time. What can you tell your colleague about the following?

- nearest international airport
- travel from airport to your home town or company
- shopping hours
- tourist attractions and opening hours
- banks – opening and closing times, cashpoints?
- transport in the town / city
- places to eat
- any other points of interest

2.3 Arriving

Grammar

Countable and uncountable nouns 1

Much and many

Have and have got

Vocabulary

Airport procedures

Mind maps

A Vocabulary



- 1 Here is a list of things you do when you travel by plane to another country. Match each phrase with one of the pictures above.
- | | |
|----------------------------------|--------------------------------------|
| a land | f buy duty-free |
| b go to the arrivals hall | g wait in the departure lounge |
| c go to the baggage claim | h go through customs |
| d get on / board the plane | i check in |
| e take off | j go through passport control |
- 2 Now cover the phrases in 1, and look only at the pictures. Can you remember the phrases?

B Listening

39

- 1 Olivier Miras is on a business trip. Listen to two conversations at the airport. Where exactly in the airport is he in each conversation?
- 1
- 2