

CD 2-33 ))) **Listening 1**

People are making calls from their hotel rooms. Who is each person calling?  
Listen and circle the correct answer.

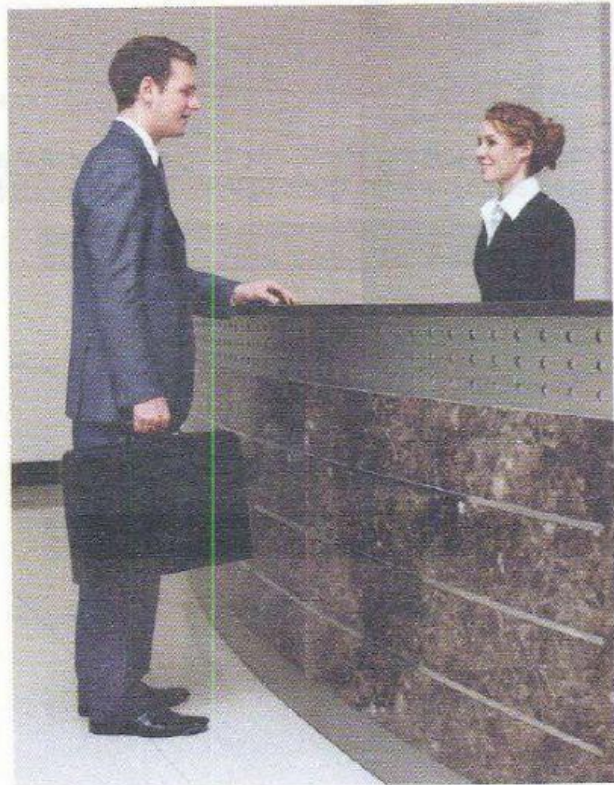
- |   |                                       |                                     |
|---|---------------------------------------|-------------------------------------|
| 1. <input checked="" type="radio"/> a. laundry<br>b. room service | 3. a. housekeeping<br>b. room service | 5. a. front desk<br>b. room service |
| 2. a. concierge<br>b. bell captain                                | 4. a. bell captain<br>b. laundry      | 6. a. concierge<br>b. housekeeping  |

## Listening 2

### CD 2-34 ▶ Task 1

People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

1. a. leave a message  
 b. check for packages  
 c. pick up mail
2. a. move to a bigger room  
 b. move to a quieter room  
 c. move to a smoking room
3. a. arrange for a taxi for the morning  
 b. arrange for a taxi for tonight  
 c. learn to set the alarm clock
4. a. drive to a restaurant  
 b. eat something without meat  
 c. eat in the restaurant



### CD 2-34 ▶ Task 2

Listen again. Are these statements true or false? Check (✓) the correct answer.

|  | True                                | False                    |
|--|-------------------------------------|--------------------------|
| 1. The guest has no package.                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. The guest hates the smell of smoke.         | <input type="checkbox"/>            | <input type="checkbox"/> |
| 3. The guest can get ready in 30 minutes.      | <input type="checkbox"/>            | <input type="checkbox"/> |
| 4. The guest can't order lasagna without meat. | <input type="checkbox"/>            | <input type="checkbox"/> |

## Listening 3

### CD 2-35 ▶ Task 1

People are talking about the hotels they are staying in. Listen and check (✓) their opinions about each hotel.

1.

|                | Good                     | Not Good                            |
|----------------|--------------------------|-------------------------------------|
| the restaurant | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| the service    | <input type="checkbox"/> | <input type="checkbox"/>            |
| the room       | <input type="checkbox"/> | <input type="checkbox"/>            |
| the rates      | <input type="checkbox"/> | <input type="checkbox"/>            |

2.

|                | Good                     | Not Good                 |
|----------------|--------------------------|--------------------------|
| the restaurant | <input type="checkbox"/> | <input type="checkbox"/> |
| the service    | <input type="checkbox"/> | <input type="checkbox"/> |
| the room       | <input type="checkbox"/> | <input type="checkbox"/> |
| the rates      | <input type="checkbox"/> | <input type="checkbox"/> |

3.

|                | Good                     | Not Good                 |
|----------------|--------------------------|--------------------------|
| the restaurant | <input type="checkbox"/> | <input type="checkbox"/> |
| the service    | <input type="checkbox"/> | <input type="checkbox"/> |
| the room       | <input type="checkbox"/> | <input type="checkbox"/> |
| the rates      | <input type="checkbox"/> | <input type="checkbox"/> |



4.

|                | Good                     | Not Good                 |
|----------------|--------------------------|--------------------------|
| the restaurant | <input type="checkbox"/> | <input type="checkbox"/> |
| the service    | <input type="checkbox"/> | <input type="checkbox"/> |
| the room       | <input type="checkbox"/> | <input type="checkbox"/> |
| the rates      | <input type="checkbox"/> | <input type="checkbox"/> |

### CD 2-35 ▶ Task 2

Listen again. What phrase completes each statement? Write the correct letter.

- The hotel should have one restaurant that's a
  - just for adults.
  - a new manager.
  - cheap, casual restaurant.
  - softer mattresses.
- The hotel should buy \_\_\_\_
- The hotel should get \_\_\_\_
- The hotel should have at least one \_\_\_\_

## Dictation

### CD 2-37 ► Task 1

Listen to the conversation. Write the missing words.

A: \_\_\_\_\_ help you?

B: Yes. I can't open the window in my room. \_\_\_\_\_ get some help?

A: Certainly. Is there anything else?

B: Yes. I \_\_\_\_\_ the air conditioner off.

A: We can help with that. Is there anything else I can do?

B: Yes. I \_\_\_\_\_ to the Internet.

A: You need a password. I \_\_\_\_\_ up with it.

B: Thank you very much!