

Practical English Arriving in London

1 VOCABULARY in a hotel

a Match the words and symbols.



- Reception /rɪ'sepʃn/
- the lift /lɪft/
- a single room /'sɪŋgl rom/
- a double room /dʌbl rom/
- the bar /ba:/
- the ground floor /'graʊnd flɔ:/
(first, second, third, etc.)

b **1 43** Listen and check.



Rob



Jenny

2 ■ INTRODUCTION

a 144) Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).

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.

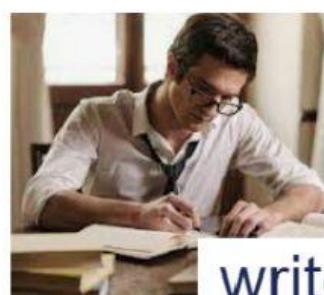
D



magazine



editor



writer

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.	
Yes. Enjoy your stay, Ms Zielinski.	Thank you.



British and American English

lift = British English *elevator* = American English
z = /zed/ in British English, /zi:/ 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

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).

- 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 **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?