CHECKING IN

2.16 Listen to Allie checking in. Answer the questions.

1 Does the receptionist call Allie 'Ms Gray' or 'Mrs Gray'?
2 How many nights is Allie staying?
3 What's her room number?
4 What time's breakfast?
5 Which floor is the Pavilion Restaurant on?

| | US English | elevator |
| | UK English | lift |

CALLING RECEPTION

a 2.17 Cover the dialogues and listen. Who does Allie phone? Why?

YOU HEAR	YOU SAY
Hello, reception. How can I help you?	Hello. This is room 419. I have a problem with the air-conditioning. It isn't working, and it's very hot in my room.
I'm sorry, ma'am. I'll _____ someone up to look at it right now.	Thank you.
_____ service. Can I help you?	Hello. This is room 419. Can I have a tuna sandwich, please?
Whole wheat or _____ bread?	Whole wheat, please.
_____ or without mayo?	Without.
With _____ _____ or salad?	Salad, please.
_____ to drink?	Yes, a Diet Coke.
With _____ and lemon?	Just ice.
It'll be there in five minutes, ma'am.	Thank you.

b Listen again. Complete the YOU HEAR phrases.

c 2.18 Listen and repeat the YOU SAY phrases. Copy the rhythm.

d In pairs, roleplay the dialogues. A (book open) you're the receptionist / room service, B (book closed) you're Allie. Swap roles.

SOCIAL ENGLISH coffee before the conference

a 2.19 Listen and mark the sentences T (true) or F (false).

1 Mark is going to take Allie to dinner tonight.
2 The cocktail party is on Thursday.
3 Allie wants to see the bay and the Golden Gate Bridge.
4 Brad is from the San Francisco office.
5 Brad offers to take Allie sightseeing.

b Complete the USEFUL PHRASES. Listen again and check.

c 2.18 Listen and repeat the phrases. How do you say them in your language?

USEFUL PHRASES
A W_____ done!
M Did you s_____ well?
A How are t_____? M They're fine.
A What are the p_____ for the week?
M Allie, t_____ is Brad Martin.
M It's t_____ to go.

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Study Link MultiROM

LIVEWORKSHEETS