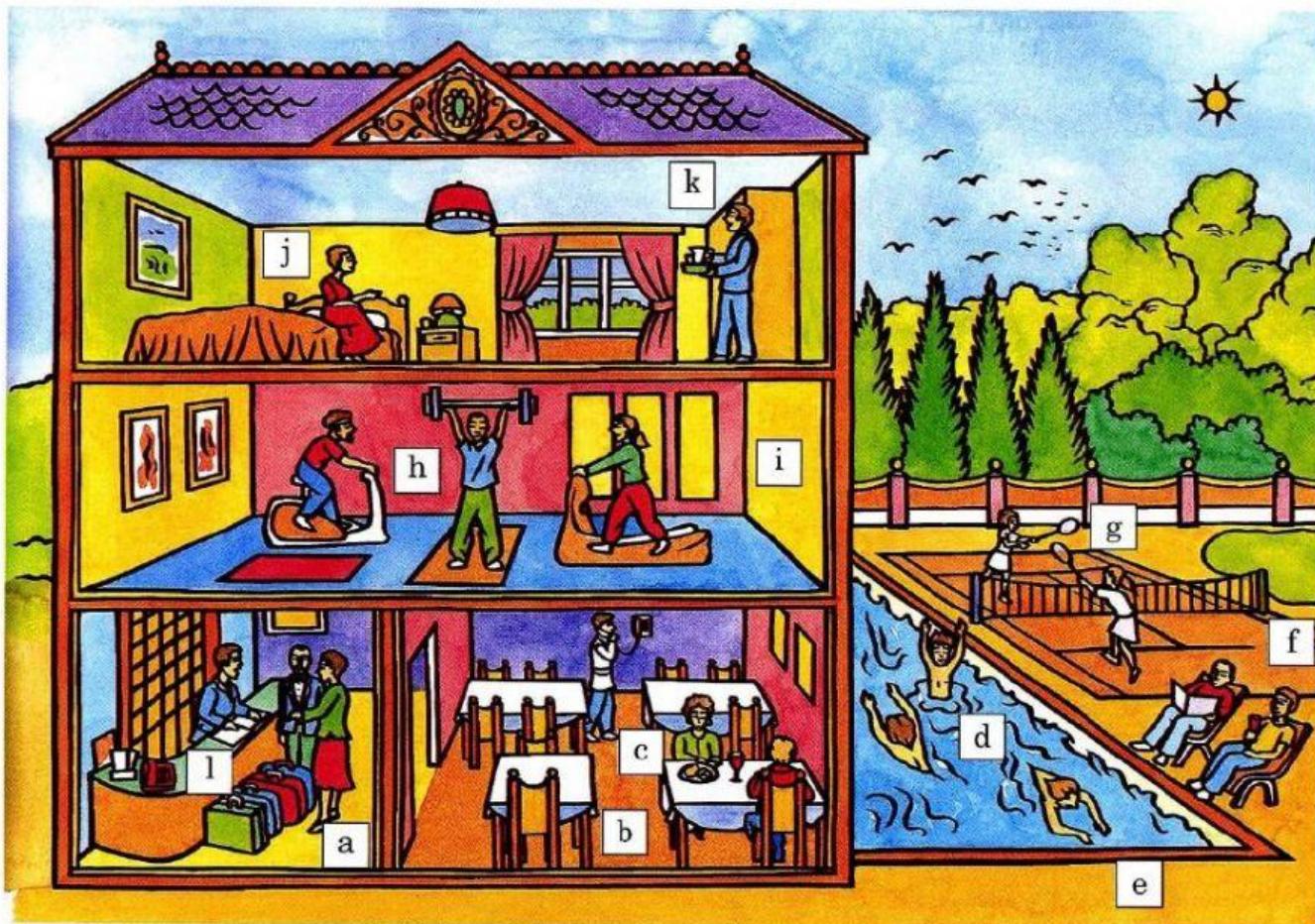


Room Service



1 What's going on?

Put the letters from the picture next to the correct words.

1. ___ bedroom	5. ___ tennis court	9. ___ playing tennis
2. ___ pool	6. ___ restaurant	10. ___ eating
3. ___ fitness center	7. ___ swimming	11. ___ room service
4. ___ lobby	8. ___ checking in	12. ___ doing exercises

2 Do you have a reservation?

Listen and check (✓) the correct name.

1. <input type="checkbox"/> Takumi Hosawa	3. <input type="checkbox"/> Joseph Krane
<input type="checkbox"/> Takumi Osawa	<input type="checkbox"/> Joseph Crane
2. <input type="checkbox"/> Ms. Crenshaw	4. <input type="checkbox"/> Ms. Toby
<input type="checkbox"/> Ms. Wilson	<input type="checkbox"/> Ms. Thaugbby

3 Train your ear

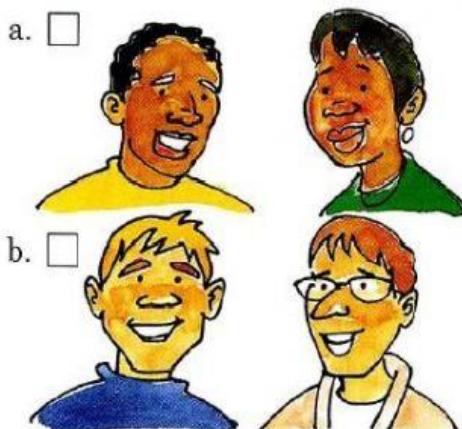
It can be difficult to hear the difference between the singular and the plural. Listen and circle the correct word and if it is plural then write the pronunciation /s/, /z/ or /iz/.

1. a. <input type="checkbox"/> pool	b. <input checked="" type="checkbox"/> pools	4. a. <input type="checkbox"/> television	b. <input type="checkbox"/> televisions
c. <input type="checkbox"/> tennis court	d. <input type="checkbox"/> tennis courts	c. <input type="checkbox"/> telephone	d. <input type="checkbox"/> telephones
2. a. <input type="checkbox"/> room	b. <input type="checkbox"/> rooms	5. a. <input type="checkbox"/> peach	b. <input type="checkbox"/> peaches
c. <input type="checkbox"/> bed	d. <input type="checkbox"/> beds	c. <input type="checkbox"/> restaurant	d. <input type="checkbox"/> restaurants
3. a. <input type="checkbox"/> glass of milk	b. <input type="checkbox"/> glasses of milk		
c. <input type="checkbox"/> cup of coffee	d. <input type="checkbox"/> cups of coffee		

4 Checking in

Listen and check (✓) the correct pictures. Then listen again and write the number of nights they will stay.

1.



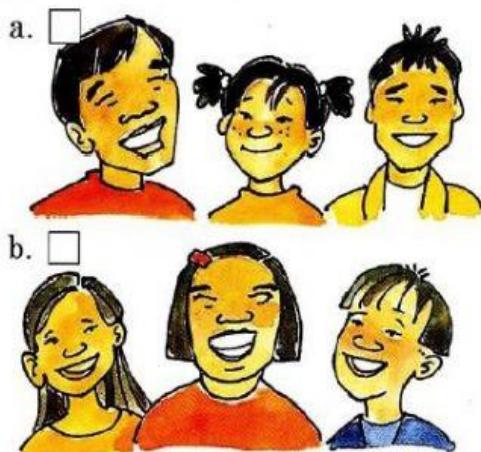
Number of nights: _____

3.



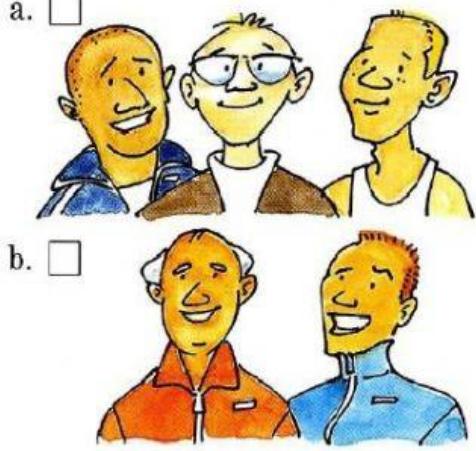
Number of nights: _____

2.



Number of nights: _____

4.



Number of nights: _____

5 Hotel services

Listen and check (✓) the services that each hotel offers.
Then listen again and correct the times and numbers that are wrong.

Grand Hotel	Beach Hotel	Barbara's Bed and Breakfast
<input type="checkbox"/> Airport transfers	<input type="checkbox"/> Airport transfers	<input type="checkbox"/> Airport transfers
<input type="checkbox"/> Bar	<input type="checkbox"/> Bar	<input type="checkbox"/> Bar
<input checked="" type="checkbox"/> Business center	<input type="checkbox"/> Business center	<input type="checkbox"/> Business center
<input type="checkbox"/> Beach	<input type="checkbox"/> Beach	<input type="checkbox"/> Beach
<input type="checkbox"/> Coffee shop	<input type="checkbox"/> Coffee shop	<input type="checkbox"/> Coffee shop
<input type="checkbox"/> Fitness center	<input type="checkbox"/> Fitness center	<input type="checkbox"/> Fitness center
<input type="checkbox"/> Shopping arcade	<input type="checkbox"/> Shopping arcade	<input type="checkbox"/> Shopping arcade
<input type="checkbox"/> Golf course	<input type="checkbox"/> Golf course	<input type="checkbox"/> Golf course
<input type="checkbox"/> Internet access	<input type="checkbox"/> Internet access	<input type="checkbox"/> Internet access
<input type="checkbox"/> Meeting rooms	<input type="checkbox"/> Meeting rooms	<input type="checkbox"/> Meeting rooms
<input type="checkbox"/> Pool	<input type="checkbox"/> Pool	<input type="checkbox"/> Pool
<input type="checkbox"/> Restaurant	<input type="checkbox"/> Restaurant	<input type="checkbox"/> Restaurant
<input type="checkbox"/> Room service	<input type="checkbox"/> Room service	<input type="checkbox"/> Room service
<input type="checkbox"/> Spa	<input type="checkbox"/> Spa	<input type="checkbox"/> Spa
<input type="checkbox"/> Tennis court	<input type="checkbox"/> Tennis court	<input type="checkbox"/> Tennis court
Check-in time: 3 p.m.	Check-in time: 4 p.m.	Check-in time: noon
Check-out time: noon	Check-out time: noon	Check-out time: 10 a.m.
Number of rooms: 150 115	Number of rooms: 219	Number of rooms: 40
Toll-free number 1-800-515-1234	Toll-free number 1-888-292-2929	Toll-free number 1-877-345-3434

6 Hotel reservations

Listen and complete the chart.

	a.	b.	c.	d.
Number of rooms				
Number of beds				
Number of nights				

7 Test yourself

Listen and circle the answer that matches the picture.

1. (A) (B) (C)

2. (A) (B) (C)



Listen and circle the best response.

3. (A) (B) (C)

4. (A) (B) (C)

Listen to the conversation and to the question that follows.
Circle the best answer.

5. (A) Two people.

6. (A) The pool.

(B) Three people.

(B) The beach.

(C) Four people.

(C) The fitness center.

8 Your turn

With your partner, take turns playing a hotel receptionist and a customer. As the “customer” use: *What facilities does your hotel have? What are the check-in and check-out times?* As the “receptionist” write the name and the facilities of the hotel and complete the reservation form. Use: *Can I have your name? What's your address and telephone number? How many rooms will you require? How many nights are you going to stay?*

Hotel: _____

Facilities: _____

Check-in time: _____

Check-out time: _____

Reservation form

Name: _____

Address: _____

Telephone number: _____

How many rooms?: _____

How many beds?: _____

How many nights?: _____