

Practical English Arriving in London



1 VOCABULARY in a hotel

a Match the words and symbols.



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

b 1.43 Listen and check.

2 INTRODUCTION

a 1.44 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.

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.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms Zielinski.	Thank you.

British and American English

lift = British English elevator = American English
z = /zed/ in British English, /zɪd/ 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

c 1.46 Watch or listen and repeat the You Say phrases. Copy the rhythm.

EPISODE 1



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.



d Practise the dialogue with a partner.

e Work in pairs. Read your role and look at the dialogue in 3b. What do you need to change?

A (book open) You are the receptionist. It's 11.00 a.m. B's room is 207 on the second floor. Begin with *Good morning sir / madam.*

B (book closed) You arrive at the hotel. Use your name and surname.

f Roleplay the dialogue. Then swap roles.

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



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?

f Watch or listen again and repeat the phrases.

Can you...?

check into a hotel and spell your name

ask somebody to do something / to give you something

offer somebody a drink, and accept or refuse

