



DEPARTAMENTO: Inglés

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NIVEL: NM3 Speaking

Worksheet N°16
Idioma Extranjero Inglés

NOMBRE:

CURSO:

FECHA:

Contenido:

Present
simple
-Hotel
vocabulary
Taken from
Oxford
tourism
book

Objetivo de aprendizaje

OA 7. Comunicarse en inglés básico con los turistas, atendiendo sus necesidades y requerimientos

Aprendizaje esperado

Interactúa en idioma inglés en diversas situaciones comunicativas en la recepción y atención inicial de los turistas o clientes, considerando sus características y los servicios contratados.

Instrucciones:

1. Lee con calma la guía.
2. Debes usar un diccionario en caso de ser necesario. (solo si no cuentas con diccionario físico, puedes usar uno digital)
3. Recuerda que si necesitas ayuda me puedes contactar por email o vía wsp.
4. Recuerda que los audios los puedes encontrar en Instagram o vía wsp.

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 @englishdepartmentjar2020

GIVING POLITE explanations

Note: use worksheets 12 and 13 to help you

Match the phrases to make polite explanations

- | | | |
|-------------------------------------|--|-----------------------|
| 1 ☐ <u>g</u> | I'm afraid we don't have anything left for | a in the car park. |
| 2 ☐ | I'm sorry, the restaurant is | b with a shower. |
| 3 ☐ | Unfortunately, we're fully booked at | c closes at eight. |
| 4 ☐ | I'm sorry, there aren't any parking spaces | d full tonight. |
| 5 ☐ | I'm afraid we only have a bathroom | e the weekend. |
| 6 ☐ | Unfortunately, we're closed | f Only doubles. |
| 7 ☐ | I'm afraid the swimming pool | g the Christmas week. |
| 8 ☐ | I'm afraid there aren't any twin rooms left. | h on Mondays. |



2 Rewrite the verbs in the short form.

- | | | |
|-----------------------|----------------------|----------------------|
| 1 I am..... | 2 we are | 3 She is |
| 4 They are | 4 He is not | 5 You are not..... |
| 6 Here is..... | 7 There is | 8 there is not |
| 9 There are not | 9 We cannot | 10 I cannot |
| 11 They do not..... | 12 He does not | 13 We do not |

3 Match the question with the picture. then write appropriate response to the request

A_5_ Room 301,
please.

B_ I'd like to go for
a swim

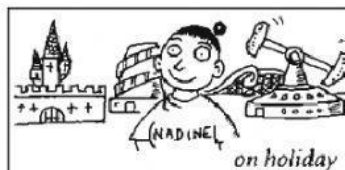
C_ Could I book a
double room for
tonight?

D_ Can I speak to
Nadine in
reservation, please?

E_ I'd like a
parking space,
please.

F_ Do you have a
table for 9:30?

G_ Could I speak
to the manager?



1.....
.....



3.....
.....



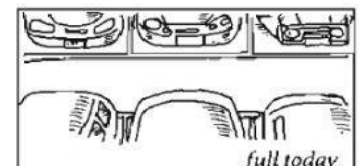
5. I'm sorry, there's no answer
from 301.



7.....
.....



2.....
.....



4.....
.....



6.....
.....



EXIT TICKET

Read the email confirming a customer's hotel reservation. Then put the sentences in correct order.

 New message — ↗ ✕

To MR. RUSSO

a) ____ I have reserved a parking space in the car park for you,

b) ____ The room has disabled facilities.

c) ____ We are very pleased to confirm your reservation for a double room for three nights from 2nd March.

d) 1 ____ Thank you very much for your email.

e) ____ We look forward to welcoming you to the Oriental Palace.

f) ____ and booked a table for two in the restaurant for 7.30 as requested.

Best regards
Lucy Tan
Reservations

SEND

⋮

TAKE CARE

