9 Writing

A. Check (✓) the phrase that is more polite.

1. ☐ **a.** Can I help you, sir? ☐ **b.** What do you want?
2. ☐ **a.** I want to make a reservation. ☐ **b.** I would like to make a reservation.
3. ☐ **a.** Tell me where the restaurant is. ☐ **b.** Excuse me. Where is the restaurant?
4. ☐ **a.** May I have your credit card? ☐ **b.** Give me your credit card.
5. ☐ **a.** Say that again. ☐ **b.** Could you repeat that, please?

Writing Corner

In formal situations, such as at a hotel, use polite language to make requests.

1. *Would like* is a polite form of *want*.
   I want to make a reservation. → **I'd like** to make a reservation.
   Do you want breakfast? → **Would** you **like** breakfast?
2. Use *Can / Could / May* to politely ask a question.
   Spell your last name. → **Could** you spell your last name?
   Give me your passport. → **May** I see your passport, please?

B. Read the questions. Decide what information is being asked for and write it in the chart.

Question	Information
1. What is your name, please?	
2. Could you spell your last name?	
3. What is your address and telephone number?	
4. What day are you arriving?	*arrival date*
5. How long (many days) are you staying?	*length of stay*
6. How many guests is the room for?	
7. May I have your passport, please?	
8. How are you paying for the room?	

C. Create a hotel or hostel registration form. Use ideas from the chart, and add any other information you think is important. Give your hotel a name and design a logo. Then, with a partner, practice asking for information to fill in your registration form.

10 Project

Find out about youth hostels in your country. Present the information to the class.