

1 VOCABULARY in a hotel

Complete the words.



- 1 the lift 4 the bar
 2 a single room 5 rec
 3 a double room 6 the grand floor

2 CHECKING IN

a Complete the sentences with words from the list.



have key lift moment right sign spell you

- 1 I have a reservation.
 2 Can you show me here, please?
 3 The moment is over there.
 4 Thank you.
 5 Can you spell that, please?
 6 That's right.
 7 Here's your key.
 8 Just a sign.

b Complete the conversation with the phrases in a.

- A Good evening, sir.
 B Hello. ¹I have a reservation. My name's Carl Zimmerman.
 A ²_____
 B Z-I-M-M-E-R-M-A-N.
 A Thank you. For three nights?
 B Yes. ³_____
 A Can I have your passport, please?
 B ⁴_____. Here you are.
 A Thank you. ⁵_____. Thank you.
⁶_____. It's room 403, on the fourth floor.
⁷_____. Enjoy your stay, Mr Zimmerman.
 B ⁸_____

3 WOULD YOU LIKE...?

Look at the pictures. Complete the conversations.

- COFFEE 1 A Would you like a coffee?
 B Yes, please.
 BEER 2 A Would you _____?
 B No, _____.
 COKE 3 A Would _____?
 B _____.
 TEA 4 A _____?
 B _____.
 MINERAL WATER 5 A _____?
 B _____.
 HOT CHOCOLATE 6 A _____?
 B _____.

4 SOCIAL ENGLISH

Complete the missing words in the conversations.

- 1 A Hello?
 B Hello, this is David Barnsley.
 2 A Where are you from?
 B I'm from Boston. What a _____ you?
 3 A Sorry.
 B No pr_____.
 4 A Hello?
 B Is th_____ Tom?
 5 A Are you on holiday?
 B No. I'm here on b_____.
 6 A Is 10.30 OK for you?
 B Yes, that's p_____.
 7 A Would you like another drink?
 B No thanks. It's t_____ for bed.