PRE-LISTENING

There are some vocabularies that will appear on the recording. Let's guess the meaning of each vocabulary by dragging its meaning equivalent to the vocabulary.

Sort elements

- to build or place something in a particular position
- empty; not being used
- an arrangement for a seat on a plane or train, a room in a hotel, etc. to be kept for you
- an amount of money that is taken off the usual cost of something
- fair, practical, and sensible
- something that is attractive, and makes people want to have it, do it, etc.

reasonable (adj):	
reservation (noun):	
situate (verb):	
tempting (adj):	
vacant (adj):	
discount (noun):	

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DURING LISTENING

Listen to the recording and answer questions below.

COMPLETE THE NOTES BELOW

Write ONE WORD AND/ OR A NUMBER for each answer

Hotel Reservation

Example

Location: north from the coast

Four-bed room available in 1

Room price:

- in high season: € 2
- cheaper if you booked 3 in advance

Meal included in price: 4

Must bring your own: 5

Hotel facilities:

- a lounge with a variety of 6
- 7 room
- 8

Activities available:

- collect 9
- hire 10

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VOCABULARY PRACTICE

Let's listen to the recording again and fill in blanks below

Receptionist: Good morning. Sunset Hotel. How may I help you?

Customer: Good morning. I just saw an 1 in the paper about your hotel. Where exactly is it 2 ?

Receptionist: We are 3 on Sunset Avenue, north of the beach. Close to many scenic spots, it is an ideal choice for 4 interested in sightseeing.

Customer: That's great. Is there a 5 four-bed room? We'll be travelling with our two sons aged 9 and 11, so it's best that we are able to stay in one room.

Receptionist: Let me check, just a moment...Um. we only have a few four-bed rooms, and I'm afraid they are fully 6 at the moment. The earliest time available is August but there might be some left in July if a previous customer cancels the 7

Customer: Oh, that'll do. How much would the room 8 me?

Receptionist: It's 77.50 euros during 9 time, but the price would be much 10 during off-peak 11 . Only 50 euros.

Customer: So if I book a room right now, is there any 12 ?

Receptionist: Yes. We do offer a 30% discount for any reservation made one month ahead of 13 . It is a very 14 price.

Customer: That does sound 15 . Does the price include anything?

Receptionist: The price includes two 16 vouchers per room per day. You can use them at two different 17 in our hotel. There's also a 20-minute spa 18 available, but you have to book it beforehand at the concierge or directly at the Spa Centre.

Customer: Um, I'm wondering if there is a 19 in the room. It takes ages to dry my hair without one. Do I have to bring one?

Receptionist: No, there is absolutely no need to bring that for each room is 20 with a hairdryer. But I have to inform you that towels are not provided. You'll have to bring your own or hire some at the front desk.

Customer: Oh, I see.

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Customer: Before making a reservation, can you tell me a little bit more about your hotel?

Receptionist: Sure, no problem. We aim to please our guests by providing 21 service and all the modem 22 , trying to make them feel at home. In the 23 , there are a list of books, ranging from 24 literature to classic poetry, free for any guest to read. There is also a games room offering a number of indoor games including popular board games like monopoly as well as the beloved table Soccer. A nice place to go to on 25 days.

Customer: Are there computers available in the hotel? 1 might have a few emails to 26 to during my stay there.

Receptionist: I'm afraid we currently co not provide any for our customers. However, Internet is available within our hotel 27 . Just use the room number and guest name to log in.

Customer: That means I have to bring my own laptop then. All right. Um, because I'm travelling with my two sons, is there anything that they might be interested in?

Receptionist: Yes, a popular 28 here for children is collecting shells on the beach. Our hotel has a private beach. When there are very few visitors, you can take a stroll down the beach with your children and enjoy some quality family time 29

Customer: That sounds nice, but you see my boys really love 30 . Is there something more exciting for them to participate in?

Receptionist: We do have bicycles ready for hire. You can cycle with the boys along the bush track by the hotel, which is an ideal place to 31 the wonders of nature. But, because there's only a limited number of bicycles, we apply a "first come first serve" rule.

Customer: Got it. I think my boys would love it. How can arrange the 32 , then? Can I pay by credit card?

Receptionist: Of course. We take credit cards.

Customer: Thank you. You've been a great help.

Receptionist: My pleasure, ma'am.

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