

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 help somebody to do something
- an official suggestion about the best thing to do
- the amount of money that somebody asks for goods and services
- very beautiful and attractive; giving great pleasure
- that can be reached, entered, used, seen, etc.
- a plan that lists all the work that you have to do and when you must do each thing

charge (noun):	
accessible (adj):	
schedule (noun):	
recommendation (noun):	
assist (verb):	
gorgeous (adj):	

DURING LISTENING

Which hotels have the following facilities? Write the correct letter, A, B, C, or D next to questions 1-6.

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A. Royal Hotel

B. Star Hotel

C. Winchester Hotel

A. Royal Hotel

D. All Three Hotels

C. Winchester Hotel

Question 1: Sea view	
Question 2: Handicap accessibility	
Question 3: Multiple meal options	
Question 4: Private dining	
Question 5: Group discount	
Question 6: Children's play area	

VOCABULARY PRACTICE

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

AGENT: Hello, Elite Travel, this is Emily speaking, how may I **1** you today?

CUSTOMER: Hi, I have a group **2** to plan, and I **3** whether you could help me **4** on which hotel to book. I have **5** it down to either the Winchester, the Royal Hotel, or the Star Hotel. I am **6** if you have a **7**.

AGENT: I would be happy to help! Those three are excellent **8**. If everyone is booking hotel rooms **9**, an easy way to do it is online booking. The Star Hotel offers online bookings at no **10** **11**.

CUSTOMER: It sounds fine!

AGENT: Yeah, and you can even book the **12** sea view rooms if you act quickly.

CUSTOMER: Hm, I will consider that. It would be great since we are mostly first-time **13** to the area to get a nice view of the water. Now, are there handicap **14** rooms?

AGENT: Yes, all three options have access for the **15** disabled.

CUSTOMER: Great. I should also mention that we will be on a tight **16**, so we won't have much time to go out for meals. Which of these hotels **17** food?

AGENT: There is a limited **18** breakfast menu at the Star and at the Winchester. For a full restaurant and room service, the Royal Hotel is your **19** bet.

CUSTOMER: Oh wonderful! Could you tell me more about the **20** ?

AGENT: Absolutely. In the morning there is a gourmet **21** or a la carte item, and after 11 a.m. lunch is **22** in the dining room. Dinners are in a nice, low-key but high quality setting in the hotel's private dining room and Fridays feature the house jazz band.

CUSTOMER: How lovely! Is there a group **23** ?

AGENT: No, sorry. Not at the Royal hotel. Let me check on the others, though. Could I place you on hold for just a second?

CUSTOMER: Sure, thanks.

AGENT: It looks like there is one at the Winchester – 15% off when you book 8 or more rooms.

CUSTOMER: Really? Sold! We'll book at the Winchester. Wait – is it suitable for **24** though? We'll have a few little ones in our group, and it would be great to have a way to keep them **25** .

AGENT: Yes. In fact, it has a **26** place that kids just love, with slides, and swings and everything. Definitely a good hotel to bring the **27** .

CUSTOMER: Okay, great.