1 VOCABULARY in a hotel

a Match the words and symbols.

- [ ] reception /rɪˈsɛpʃn/
- [ ] the elevator /ɛləˌveɪtər/
- [ ] a single room /ˈsɪŋgl rum/
- [ ] a double room /ˈdʌbl rum/
- [ ] the first (second, third, etc.) floor /fərst flɔr/

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2 INTRODUCTION

a 1.47 Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).

1 Rob lives and works in London. ☐
2 He's a writer for a magazine. ☐
3 The name of his magazine is *London 20seven*. ☐
4 Jenny is British. ☐
5 She's an assistant editor. ☐
6 It's her second time in the UK. ☐

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b Watch or listen again. Complete the **You hear** phrases.

You Hear	You Say
Good evening, madam.	Hello. I have a reservation. My name's Jennifer Zielinski.
Can you _____ that, please?	Z-I-E-L-I-N-S-K-I.
For five nights?	Yes, that's right.
Can I have your passport, please?	Just a second...Here you are.
Thank you. Can you sign here, _____? Thank you. Here's your _____. It's room 306, on the third floor. The _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms. Zielinski.	Thank you.

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4 VIDEO JENNY TALKS TO ROB

a 1.51 Watch or listen. Mark the sentences **T** (true) or **F** (false).

1 Jenny has a coffee. ☐
2 She is in London on business. ☐
3 The waitress is German. ☐
4 Jenny calls Rob Walker. ☐
5 Jenny is tired. ☐
6 Their meeting is at 10:00. ☐

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e Look at the **Social English** phrases. Who says them: **J**enny, **R**ob, or the **w**aitress?

Social English

1 ☐ I'm here on business.
2 ☐ I'm from New York. What about you?
3 ☐ No problem.
4 ☐ This is Rob. Rob Walker.
5 ☐ That's perfect.
6 ☐ It's time for bed.

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g Complete conversations A–F with **Social English** phrases 1–6. Practice with a partner.

A	Hi. Is that Jennifer? 4	Hello, Rob.
B	Oh look! It's 11:30! ☐	Goodnight.
C	Hi. Are you here on vacation?	No, ☐
D	☐	I'm from London.
E	Can I have a coffee, please?	Sure. ☐
F	Here's your coffee. Milk and sugar are on the table.	Thanks. ☐

Social English

1 ☐ I'm here on business.
2 ☐ I'm from New York. What about you?
3 ☐ No problem.
4 ☐ This is Rob. Rob Walker.
5 ☐ That's perfect.
6 ☐ It's time for bed.

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