

Practical English Arriving in London

checking in V in a hotel

1 VOCABULARY in a hotel

a Match the words and symbols.



- | | |
|-------------------------------|--|
| 1 Reception /rɪ'sepʃn/ | 4 a double room /'dʌbl ru:m/ |
| 2 the lift /lɪft/ | 5 the bar /bɑː/ |
| 3 a single room /'sɪŋgl ru:m/ | 6 the ground (first, second, etc.) floor /graʊnd flɔː/ |

b 1.46 Watch or listen and check.

c Cover the words and look at the symbols. Say the words.

2 INTRODUCTION



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

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

b Watch or listen again. Say why the **F** sentences are false.

3 CHECKING IN



a 1.48 Watch or listen to Jenny checking into a hotel. Answer the questions.

- Complete Jenny's surname: ZI__LI__SK__.
- What's her room number? _____

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 ¹ _____ 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, ² _____ ? Thank you.	
Here's your ³ _____. It's room 306, on the third floor. The ⁴ _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms Zielinski.	Thank you.

British and American English

lift = British English elevator = American English
 z = /zed/ British English /zi:/ American English

Greetings

Good morning = > 12.00

Good afternoon = 12.00 > 18.00

Good evening = 18.00 >

Goodnight = Goodbye (when you go to bed)

madam = a polite way to greet a woman

sir = a polite way to greet a man

- c 1.49 Watch or listen and repeat the **You say** phrases. Copy the rhythm.
- d Practise the conversation with a partner.
- e Work in pairs. Read your role and look at the conversation in **3b**. What do you need to change?
- A (book open) You are the receptionist.
It's 11.00 a.m.
B's room is 207 on the second floor. Begin Good morning, sir / madam.
B (book closed) You arrive at the hotel. Use your first name and surname.
- f Role-play the conversation. Then change roles.
- g 1.50 Read the information box. Watch or listen and repeat the phrases.

Can you...?	Can I have...?
= Please do it.	= Please give me (my passport, etc.).
Can you spell that?	Can I have my key, please?
Can you sign here?	Can I have your passport, please?

- h You are in a hotel. Ask the receptionist to give you...
- your key • your passport
 - a map of London • a pen

4 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 phones Rob Walker.
 - 5 Jenny is tired.
 - 6 Their meeting is at 10.00.
- b Watch or listen again. Say why the **F** sentences are false.

- c 1.52 Read the information box. Watch or listen and repeat the phrases and responses.

Would you like...?

Would you like a coffee? Yes, please.
Would you like another tea? No, thanks.

We use *Would you like...?* to offer somebody something. We respond *Yes, please.* or *No, thanks.*

- d With a partner, practise offering and responding with the drinks below.
- beer • coffee • Coke • hot chocolate
 - mineral water • tea
- e Look at the **Social English** phrases. Who says them: Jenny, Rob, or the waitress?

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.



- f 1.53 Watch or listen and check. Then watch or listen and repeat the phrases.
- g Complete conversations A–F with **Social English** phrases 1–6. Practise 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 holiday?	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.	

CAN YOU...?

- check into a hotel and spell your name
- ask somebody to do something / to give you something
- offer somebody a drink, and accept or refuse