

Get ready!

1 Before you read the passage, talk about these questions. Use the **HELP** button to compare your answers.

5 Valet service



car keys



uniform



PASSPORT
United States



valuables

Relax and Leave the Parking to Us!
After all, you're on holiday!



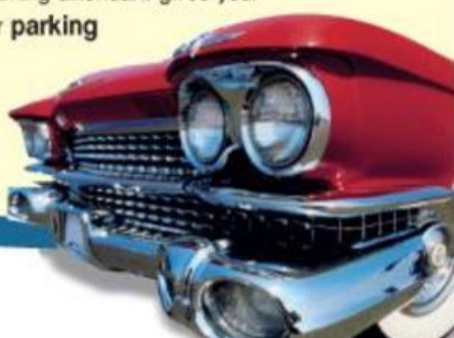
parking attendant



valet ticket



parking garage



The Royal Point hotel is happy to offer all guests **convenient valet parking**. To use the service, follow these steps:

- **Park** your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.

1 Where do people put their cars at a hotel?

2 What services do hotels offer to help guests with cars?

1 Where do people put their cars at a hotel?

When people are staying at a hotel they put their cars in a parking garage. If the car owners are not too concerned about safety they may park their cars in the street outside the hotel.

2 What services do hotels offer to help guests with cars?

Hotels often offer valet parking where someone parks your car for you. They also offer secure parking, where people look after the cars and check that only the owners take them away.

Reading

2 Read the pamphlet about a hotel's valet service, and then mark the following statements as *True* or *False*.

1 The hotel offers valet service for free.

True

False

2 The hotel advises guests to remove expensive items from their cars.

True

False

3 Guests need their valet tickets in order to pick up their cars.

True

False

Reading

5 Listen, and read the passage again. What color clothes do parking attendants wear? Fill in the blanks.

Parking attendants at this hotel wear

Vocabulary

3 Complete the sentences with words from the word bank.

convenient

valet parking

valuables

park

parking attendant

uniform

- 1 There are not a lot of places to a car downtown.
- 2 The Wilsons use the hotel's valet service because it is more than looking for a parking space.
- 3 Mrs. Peters puts her jewelry and other in a drawer where nobody else can find them.
- 4 The took the car keys and parked the guest's car.
- 5 Allen wears a to work so people will know he is an employee.
- 6 James uses instead of driving around for a parking space.

Vocabulary

4 Choose the correct word or phrase.

- 1 The parking attendant gives Mr. Wilson a so that he can get his car back easily when he returns.
- 2 Gertrude uses the to unlock her car and turn the car on.
- 3 James puts his car in the garage so it will be . He doesn't want anything bad to happen to his car.
- 4 The hotel's is very large and can fit many cars inside.
- 5 Laura her car, pays for the valet service, and leaves.

Listening

6  Listen to a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

1 What does the hotel guest want?

- ☐ **A** help finding her valuables
- ☐ **B** for the attendant to park her car
- ☐ **C** directions to the parking garage
- ☐ **D** instructions for picking up her car

2 What item does the parking attendant need from the guest?

- ☐ **A** the valet ticket
- ☐ **B** the parking fee
- ☐ **C** the room number
- ☐ **D** the car keys

Listening

7  Listen again, and fill in the blanks.

Hotel Guest: Excuse me, do you work here?

Parking Attendant: Yes, ma'am. I'm a **1)** .

Hotel Guest: Perfect! I'd like to use the **2)** .

Parking Attendant: I can help you with that. May I have your **3)** .

Hotel Guest: Sure, **4)** . Do you need anything else?

Parking Attendant: No, but please make sure to remove any **5)** from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your **6)** . You need that in order to pick up your car.

Speaking

8 Complete the conversation below based on Task 7, with the sentences given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

I need to use the valet service.

May I have your car keys?

Do you need anything else?

Student A: You are a hotel guest, and you need to use the valet service. Ask Student B questions to find out:

- what items the parking attendant needs
- what you need to do before you leave your car
- how to pick up the car

Student B: You are a parking attendant at the Royal Point Hotel. Answer Student A's questions. Give Student A instructions for picking up his or her car.

No, but please make sure to remove any valuables from your car.

Okay, here's your valet ticket.

May I have your car keys?

I'm a parking attendant.

A: Excuse me, do you work here?

B: Yes ma'am.

A: Perfect! I need to use the valet service.

B: I can help you with that.

A: Sure, here you go. Do you need anything else?

B:

A: Of course. I have my purse and my cell phone with me.

B:

You need that in order to pick up the car.

Writing

9 Use the words/phrases below to complete the valet ticket.

Sanderson

valet ticket

garage

319

parking attendant

RP

VALET TICKET

Guest's name: Lorraine

Guest's room number:

Instructions to pick up car: Go to and hand to the

.

AUDIOSCRIPT

Hotel Guest: Excuse me, do you work here?

Parking Attendant: Yes, ma'am. I'm a parking attendant.

Hotel Guest: Perfect! I'd like to use the valet service.

Parking Attendant: I can help you with that. May I have your car keys?

Hotel Guest: Sure, here you go. Do you need anything else?

Parking Attendant: No, but please make sure to remove any valuables from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your valet ticket. You need that in order to pick up your car.