Starter

Look at the pictures and identify five problem situations.

Listening *What is there to complain about?*

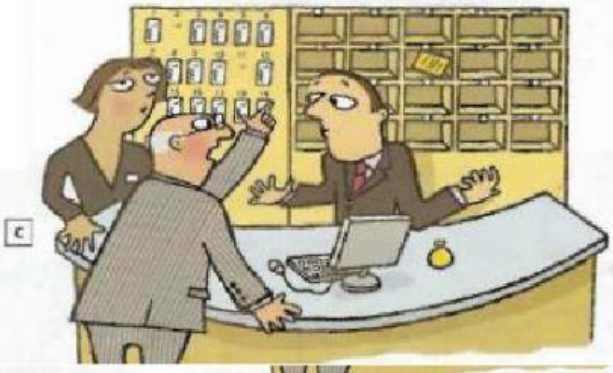
1 Listen to the complaints and match the key words to the problems.

1 ☐ car park	a overcooked
2 ☐ restaurant	b full
3 ☐ rooms	c nobody gave it
4 ☐ steak	d short-staffed
5 ☐ message	e on different floors

2 Listen again and match the sentences with the replies.

1 ☐ We asked you to reserve a parking space.
2 ☐ We ordered our drinks twenty minutes ago.
3 ☐ We reserved adjoining rooms.
4 ☐ This steak is really overcooked.
5 ☐ A colleague left a message at reception last night.

a I'll check with the wine waiter.
b I'm sorry. I'll change your rooms straightaway.
c I'll reserve you a space for tomorrow.
d I'm so sorry. I'll look into it.
e I'll speak to the chef and bring you another one.



Expressions to learn

I'm sorry, we overbooked the car park yesterday. S
I'm sorry, madam. I'll be with you in a moment. S
I'll check with the wine waiter. S
I'll change your rooms straightaway. S
I'm sorry, sir. I'll speak to the chef and bring you another one. S
I'm so sorry. I'll look into it. S

New words to use

attendant	overbooked
flat (beer)	overcooked
important	short-staffed
next door	straightaway
nobody	undercooked
noise	

Wordlist page 97

LIVEWORKSHEETS

3 Use these words to make sentences in the Past Simple.

Example We / want / buy / new mobile phone
We wanted to buy a new mobile phone.

1 they / arrive / hotel / yesterday
2 she / ask for / dessert / without cream
3 chef / cook / wonderful / meal
4 guests / enjoy / their stay
5 he / key in / reservations data
6 waiter / open / bottle of champagne

Listening *I'll look into it for you*

5 Listen to the complaints and fill in the table.

Problem	Action
1 *beer flat*	*get you another*
2	.....
3	.....
4	.....
5	.....
6	.....

Starter

Look at the pictures. Name the workplaces and the people's jobs.

Listening *Let's start at front office*

1 Listen to the dialogue. Are the sentences true or false?

1 Louise is responsible for seven staff. true/false
2 They handle all the reservations in reception. true/false
3 Requests for laundry and dry cleaning go to the kitchen. true/false
4 The housekeeper is responsible to the assistant manager. true/false
5 The Fidelio system is used for check-ins and payments. true/false
6 The Galileo system is used for travel arrangements. true/false

Listen again and complete the sentences.

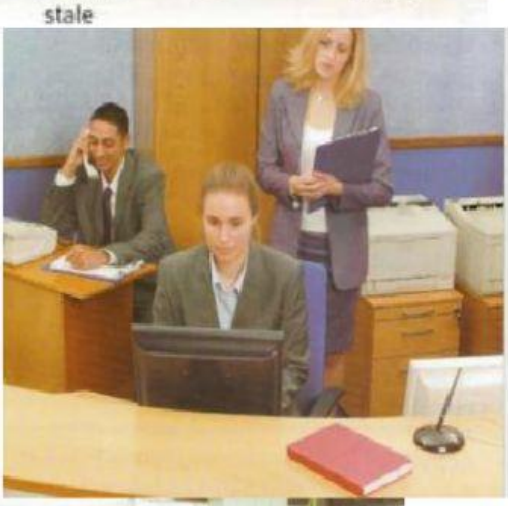
1 ..... front office.
2 ..... is Louise our reception manager.
3 There is always a ..... here to deal with any questions.
4 ..... the phone area over there.
5 ..... are the computers and ..... are the printers.
6 Everybody here is trained on these ..... .

Use the irregular verb list on page 111 to complete these sentences in the Past Simple.

1 They ..... (tell) the waiter about the mistake on the bill.
2 He ..... (go) into the kitchen to speak to the chef.
3 The guests from Japan ..... (speak) very good English.
4 Yesterday I ..... (meet) my colleagues in a bar.
5 She ..... (write) an email confirming the reservation.
6 He ..... (eat) his meal and ..... (pay) his bill.

Customer complaints

dusty	rude	stringy	tough
filthy	salty	tasteless	vinegary
late	stained	torn	watery
off	stale		



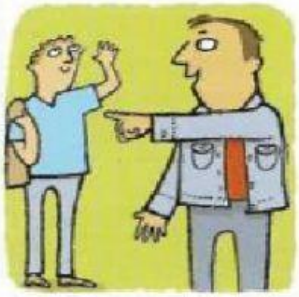
Expressions to learn

Here's front office and this is Louise. S
Louise is responsible for six staff. S
In reception they handle all the reservations. S
There is always a receptionist here to deal with any questions. S
She's responsible to the assistant manager. S

LIVEWORKSHEETS

Structures to practise
this/that, these/those, here/there

This is Louise.



That's Seth.

These guests are checking in.

Those guests checked out five minutes ago.

Here's the reception desk.

There's the reservations office.

responsible to, responsible for

Look at these examples.

*The receptionist is **responsible to** the reception manager.* (the reception manager is her boss)

*The receptionist is **responsible for** taking room reservations.* (it's her job)

Complete the sentences using *responsible to* or *responsible for*.

1 The cashiers are ..... the reception manager.
2 The waiters are ..... taking orders.
3 The duty manager is ..... all the full time staff.
4 The porters are ..... taking the guests' luggage to their rooms.
5 The barman is ..... the bar manager.
6 The car park attendant is ..... parking the cars.

arrival	in-room services	sharpen
cashier	pastry	side order
clean	payment	starter
dry cleaning	printer	station (work)
duty	process (v)	travel arrangement
front office	rubbish	vegetable
housekeeper		

Listening ... *and in the kitchen*

Listen to the dialogue. Match the staff to their duties.

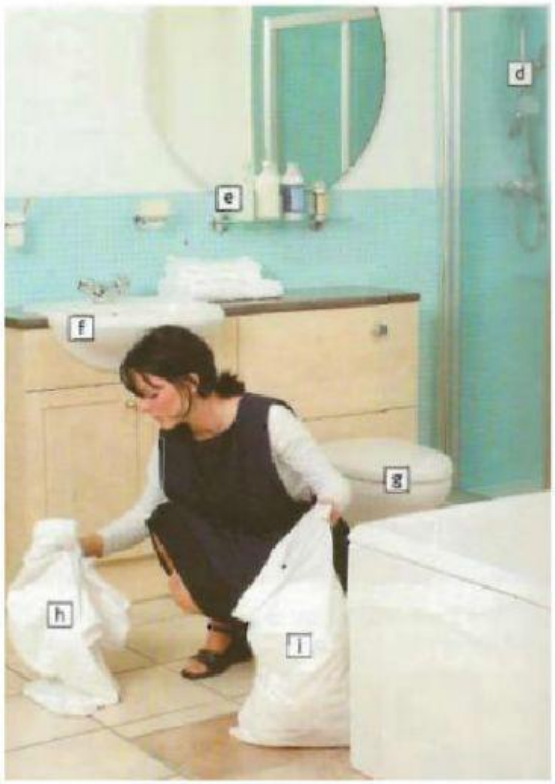
1 ☐ Head chef	a bakes all the bread, rolls, and croissants
2 ☐ Sous chef	b are responsible to the sous chef
3 ☐ Commis chefs	c prepare the vegetables, sharpen the knives
4 ☐ Chefs de partie	d writes the menus
5 ☐ Pastry chef	e handle all the cold dishes, the sauces, and mayonnaise
6 ☐ Kitchen porters	f prepare all the soups, hot starters, and side orders

Kitchen equipment	*Kitchenware*
blender	baking tin
deep fat fryer	flan/tart dish
dishwasher	frying pan
food processor	mixing bowl
heat lamp	roasting tin
hob	saucepan
refrigerator	soufflé dish
toaster	stockpot

Listen again and complete the sentences.

1 He writes the menus and he's responsible for the ..... courses.
2 She ..... all the soups.
3 The chefs de partie ..... all the cold ..... .
4 He ..... all the bread.
5 The kitchen porters have lots of ..... .
6 They prepare the vegetables, ... the knives, and ..... the ovens.

LIVEWORKSHEETS



Starter

Match the words with the items in the pictures.

1 ☐ knife
2 ☐ shower
3 ☐ hand basin
4 ☐ toilet
5 ☐ towels
6 ☐ colander
7 ☐ saucepan
8 ☐ toiletries
9 ☐ laundry bag

Listening *How to do it right*

Listen to the two dialogues and answer the questions.

Dialogue 1

1 What are they preparing?
2 What must they do first?
3 Do they have to scrape the potatoes?

Dialogue 2

4 What does Petra have to do first?
5 What does Lyn do?
6 List some of the complimentary toiletries.

! New words to use

bath/shower gel	floret	skin
bin (rubbish)	hygiene	slice
body lotion	julienne	soap
break (v)	pillow case	spotless
chop (v)	prepare	sweep
colander	scrape	utensil
complimentary	sheet	wash

Listen again and complete the sentences.

1 We .... prepare the lunch vegetabl
2 First, you ..... wash your hands.
3 ..... them into little sticks.
4 ..... we ..... to scrape them?
5 Then I'll ..... the onions.
6 It ..... cook for long.
7 Put the ..... linen in the laundry bag here.
8 Everything ..... be spotless.

! Expressions to learn

I'll show you what to do. S
First, you must wash your hands. S
Peel them like this. S
Cut them into little sticks. S
It mustn't cook for long. S
We have to strip the beds. S
Put the dirty linen in the laundry bag, here. S
Do we have to change the towels every day? S

LIVEWORKSHEETS