Practical English Arriving in London

1 VOCABULARY in a hotel

a Match the words and symbols.

- ☐ Reception /rɪ'sepʃn/
- ☐ the lift /lɪft/
- ☐ a single room /'sɪŋgl rʊm/
- ☐ a double room /'dʌbl rʊm/
- ☐ the bar /bɑː/
- ☐ the ground floor /(graʊnd) flɔː/ (first, second, third, etc.)

b 1.43 Listen and check.

2 INTRODUCTION

a 1.44 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.

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

3 CHECKING IN

a 1.45 Watch or listen to Jenny checking into a hotel room. Answer the questions.

1. Complete Jenny's surname: ZI__LI__SK__.
2. 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 _____ 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.

British and American English

lift = British English *elevator* = American English
z = /zed/ in British English, /ziː/ in American English

Greetings

Good morning = > 12.00 *Good afternoon* = 12.00 > 18.00
Good evening = 18.00 > *Good night* = Goodbye (when you go to bed)
Madam = a polite way to greet a woman
Sir = a polite way to greet a man

c 1.46 Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

LIVEWORKSHEETS

d Practise the dialogue with a partner.

e Work in pairs. Read your role and look at the dialogue 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 with *Good morning sir / madam.*

B (book closed) You arrive at the hotel. Use your name and surname.

f Roleplay the dialogue. Then swap roles.

g 1 47 Look at the information in the box. Listen and repeat the *Can…?* phrases.

Can you…? = Please do it
Can you sign here?
Can you spell that?

Can I have…? = Please give me (your passport, etc.)
Can I have your passport, please?
Can I have my key, please?

h You are in a hotel. How do you ask the receptionist to give you…?

- your key
- your passport
- a map of London
- a pen

4 JENNY TALKS TO ROB

a 1 48 Watch or listen and 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 49 Read the information in the box. Listen and repeat the *Would you like…?* phrases and the responses. Practise offering drinks and responding.

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

Social English phrases

I'm here [on business].	This is [Rob. Rob Walker].
I'm from [New York]. What about you?	That's perfect.
No problem.	It's time for bed.
Is that [Jennifer]?	

e 1 50 Watch or listen and check. Do you know what they are in your language?

f Watch or listen again and repeat the phrases.

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

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