

CD 3-23))) Listening 1

People are checking into a hotel. What do they have to do? Listen and circle the correct answer.

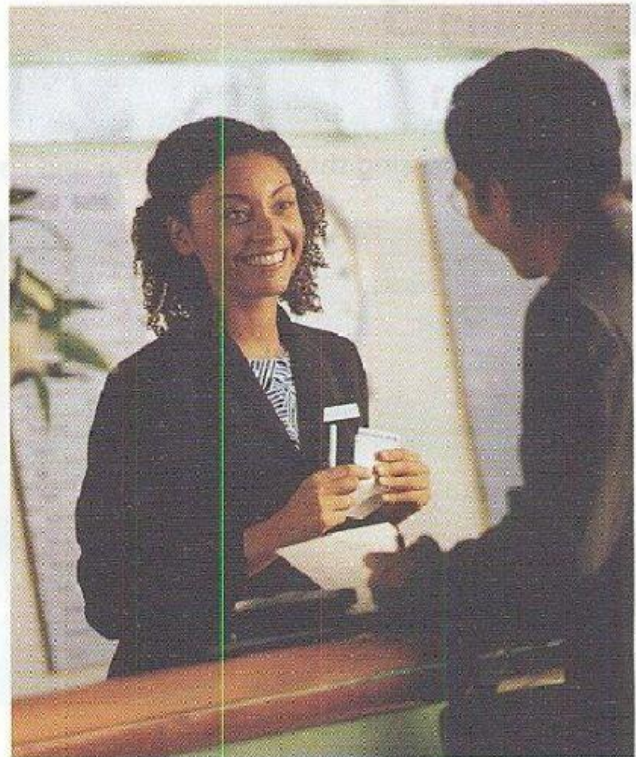
1. ☒ a. fill out a form
 b. show a driver's license
 c. show a passport
 d. pay a deposit
 e. give the receptionist his credit card
2. a. give the confirmation number
 b. show a driver's license
 c. show a passport
 d. pay cash for the room
 e. leave a deposit
3. a. spell her name
 b. show a driver's license
 c. show an airline ticket
 d. fill out a registration form
 e. sign a card
4. a. show a company ID
 b. show a passport
 c. give the receptionist her credit card
 d. fill out a card
 e. leave a deposit

))) Listening 2

CD 3-24 ► Task 1

What kind of room does each guest want? Listen and check (✓) the correct answer.

- | | |
|---|------------------------------------|
| 1. ☒ single | ☐ double |
| ☐ standard | ☐ deluxe |
| ☐ garden view | ☐ city view |
| 2. ☐ single | ☐ double |
| ☐ standard | ☐ deluxe |
| ☐ garden view | ☐ city view |
| 3. ☐ single | ☐ double |
| ☐ standard | ☐ deluxe |
| ☐ garden view | ☐ city view |
| 4. ☐ single | ☐ double |
| ☐ standard | ☐ deluxe |
| ☐ garden view | ☐ city view |



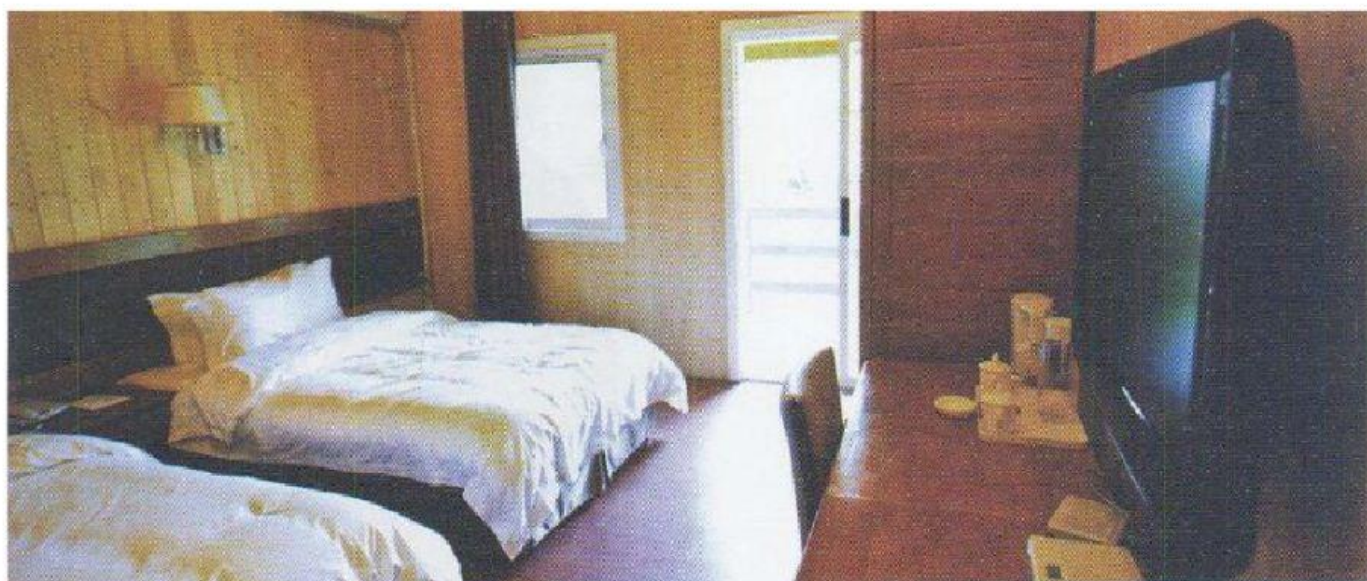
CD 3-24 ► **Task 2**

Listen again. What else does each guest request?
Circle the correct answer.

1. a. where to find public transportation
 b. a room away from the elevator
2. a. a fruit basket
 b. a wake-up call
3. a. an iron
 b. some clothes
4. a. coffee and sandwiches
 b. coffee and a salad

 Listening 3

CD 3-25 ► **Task 1**



People are discussing their rooms. Listen and check (✓) the correct information.

1.

	Good	Not good
the size	☒	☐
the bathroom	☐	☐
the view	☐	☐
the facilities	☐	☐

2.

	Good	Not good
the size	☐	☐
the bathroom	☐	☐
the view	☐	☐
the facilities	☐	☐

3.

	Good	Not good
the size	☐	☐
the bathroom	☐	☐
the view	☐	☐
the facilities	☐	☐

4.

	Good	Not good
the size	☐	☐
the bathroom	☐	☐
the view	☐	☐
the facilities	☐	☐

CD 3-25 ► Task 2

Listen again. What did each guest complain about? Circle the correct answer.

- a. that there was nothing in the refrigerator
b. that the TV did not work
- a. the size of the bathroom
b. the mattress
- a. the view from the window
b. the heat in the room
- a. the shower
b. the stereo

Dictation

CD 3-27 ► Task 1

Listen to the conversation. Write the missing words.

A: Yes, sir, may I help you?

B: I'd like a room for two nights, please.

A: _____?

B: That's right. My name is Chris Smithson.

A: Did you _____?

B: No, Smithson. S-M-I-T-H-S-O-N. Do you need to see some identification?

A: _____ you have identification?

B: Yes. I do. Here you go.