

CHECKING IN

2.16 Listen to Allie checking in. Answer the questions.

- 1 Does the receptionist call Allie 'Ms Gray' or 'Mrs Gray'?
- 2 How many nights is Allie staying?
- 3 What's her room number?
- 4 What time's breakfast?
- 5 Which floor is the Pavilion Restaurant on?



US English elevator



UK English lift



CALLING RECEPTION

a 2.17 Cover the dialogues and listen. Who does Allie phone? Why?

YOU HEAR

Hello, reception.
How can I help you?

I'm sorry, ma'am. I'll
someone up to look at it right now.

service. Can I help you?

Whole wheat or bread?

or without mayo?

With or salad?

to drink?

With and lemon?

It'll be there in five minutes, ma'am.

YOU SAY

Hello. This is room 419.

I have a problem with the
air-conditioning. It isn't working,
and it's very hot in my room.

Thank you.

Hello. This is room 419.

Can I have a tuna sandwich, please?

Whole wheat, please.

Without.

Salad, please.

Yes, a Diet Coke.

Just ice.

Thank you.



b Listen again. Complete the YOU HEAR phrases.

c 2.18 Listen and repeat the YOU SAY phrases.
Copy the rhythm.

d In pairs, roleplay the dialogues. A (book open)
you're the receptionist / room service,
B (book closed) you're Allie. Swap roles.

SOCIAL ENGLISH coffee before the conference

a 2.19 Listen and mark the sentences T (true) or F (false).

- 1 Mark is going to take Allie to dinner tonight.
- 2 The cocktail party is on Thursday.
- 3 Allie wants to see the bay and the Golden Gate Bridge.
- 4 Brad is from the San Francisco office.
- 5 Brad offers to take Allie sightseeing.

b Complete the USEFUL PHRASES.
Listen again and check.

c 2.18 Listen and repeat
the phrases. How do you
say them in your language?

USEFUL PHRASES

A W done!

M Did you s well?

A How are t? M They're fine.

A What are the p for the week?

M Allie, t is Brad Martin.

M It's t to go.



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