

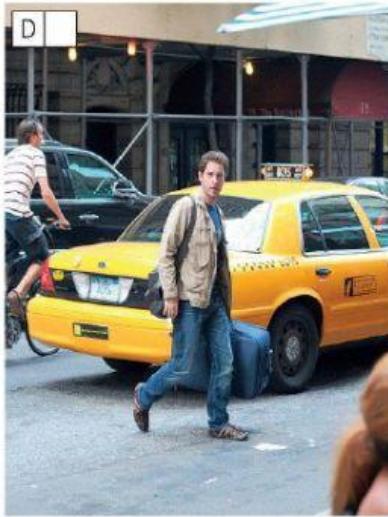
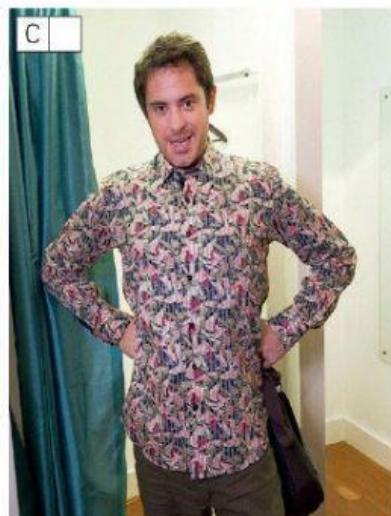
Practical English Hotel problems

EPISODE **1**

1 **INTRODUCTION**

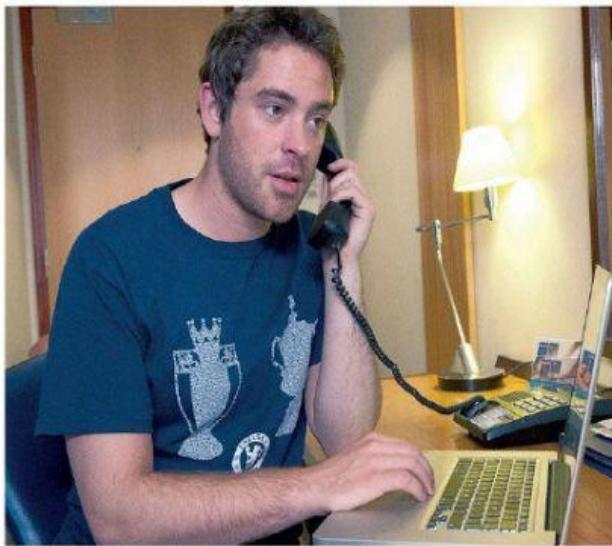
- a Look at the photos. Describe Jenny and Rob.
- b  126 Watch or listen to Jenny. Number the pictures 1–6 in the order she mentions them.
- c Watch or listen again and answer the questions.

- 1 What does Jenny do?
- 2 Where did she go a few months ago?
- 3 Who's Rob Walker?
- 4 What did they do together?
- 5 What does she think of Rob?
- 6 What's Rob's one negative quality?
- 7 How long is Rob going to be in New York?



2 CALLING RECEPTION

a  (127) Cover the dialogue and watch or listen. Who does Rob call? Why?



b Watch or listen again. Complete the **You Hear** phrases.

 You Hear	You Say 
Hello, reception.	Hello. This is room 613.
How can I _____ you?	There's a problem with the air-conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll _____ somebody up to look at it right now.	Thank you.
Good _____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the Wi-Fi. I can't get a signal.
I'm sorry, sir. I'll _____ you through to IT.	Thanks.

c  (128) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.



A There's a problem with the air-conditioning.
B I'll send somebody to look at it.
I'll = I will. We use *I'll* + verb to offer to do something.

d Practice the dialogue in 2b with a partner.

e  In pairs, role-play the dialogue.

A (book open) You are the receptionist. B (book closed) You are a guest. You have two problems with your room (think about what they are). A Offer to do something about B's problems. You begin with *Hello, reception.*

f Change roles.

3 VIDEO JENNY AND ROB MEET AGAIN



a  (129) That evening Jenny goes to the hotel to meet Rob, and they go out for something to eat. Watch or listen and mark the sentences **T** or **F**.

- 1 Rob says he doesn't like the hotel.
- 2 Jenny is going to show him around the city tomorrow.
- 3 Barbara is Jenny's boss.
- 4 Rob is hungry.
- 5 It's four in the morning for Rob.
- 6 They're going to meet at eleven.
- 7 Jenny thinks that Rob is going to get lost.

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

c Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

Jenny Here you _____ at last.
Rob It's _____ to be here.
Jenny Do you have a _____ view?
Jenny Barbara's _____ forward to meeting you.
Jenny You _____ be really tired.
Rob I guess you're _____.
Rob By the _____...
Jenny It's _____ to see you, too.

d  (130) Watch or listen and complete the phrases.

e Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- tell somebody about a problem (e.g., in a hotel)
- offer to do something
- greet a friend who you haven't seen for a long time