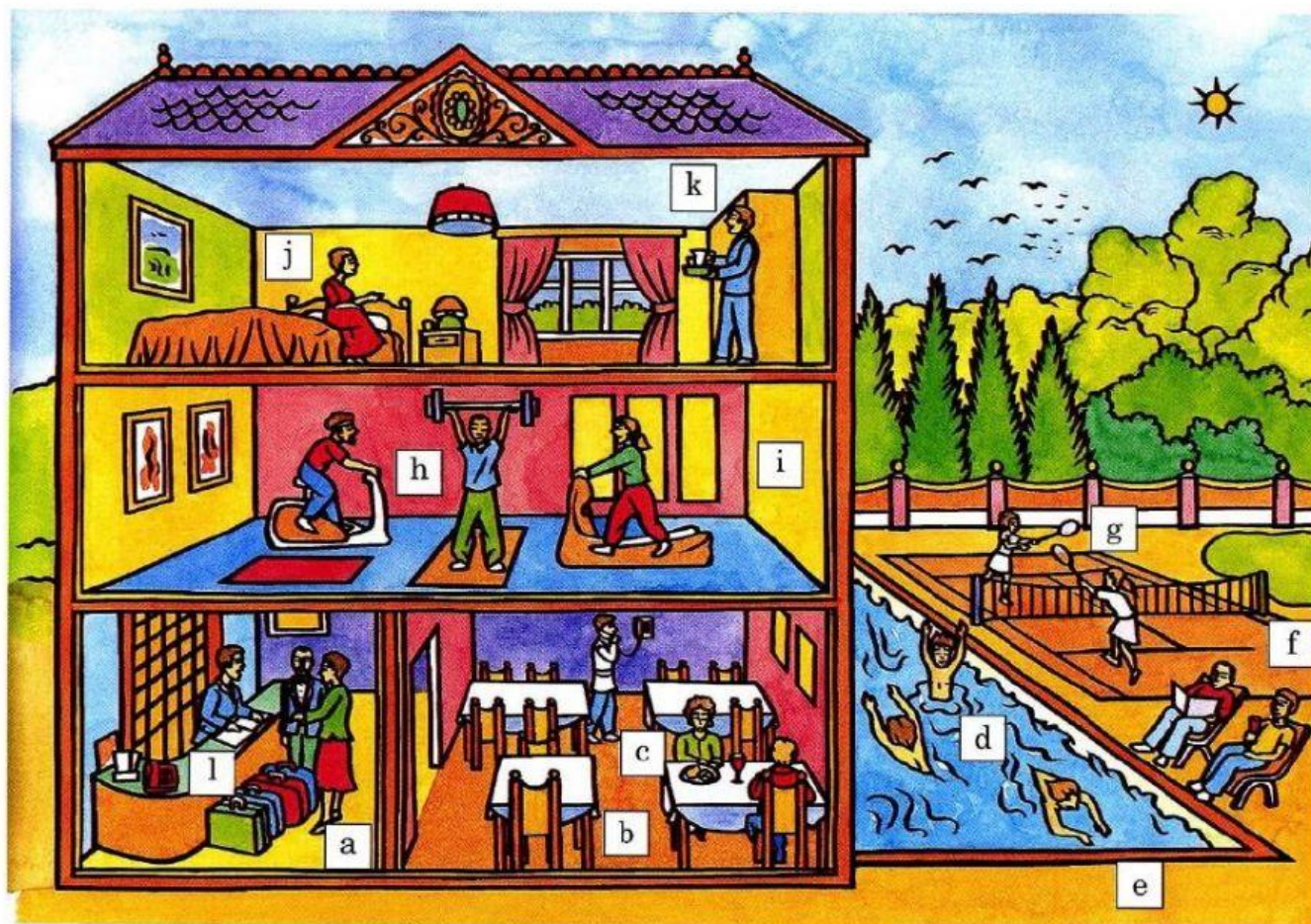


Room Service



1 What's going on?

Put the letters from the picture next to the correct words.

- | | | |
|-----------------------|---------------------|-------------------------|
| 1. ___ bedroom | 5. ___ tennis court | 9. ___ playing tennis |
| 2. ___ pool | 6. ___ restaurant | 10. ___ eating |
| 3. ___ fitness center | 7. ___ swimming | 11. ___ room service |
| 4. ___ lobby | 8. ___ checking in | 12. ___ doing exercises |

2 Do you have a reservation?

Listen and check (✓) the correct name.

- | | |
|---|--|
| 1. ☐ Takumi Hosawa | 3. ☐ Joseph Krane |
| ☐ Takumi Osawa | ☐ Joseph Crane |
| 2. ☐ Ms. Crenshaw | 4. ☐ Ms. Toby |
| ☐ Ms. Wilson | ☐ Ms. Thaugby |

3 Train your ear

It can be difficult to hear the difference between the singular and the plural. Listen and circle the correct word and if it is plural then write the pronunciation /s/, /z/ or /ɪz/.

- | | | | |
|--|--|---|---|
| 1. a. ☐ pool | b. ☒ pools | 4. a. ☐ television | b. ☐ televisions |
| c. ☐ tennis court | d. ☐ tennis courts | c. ☐ telephone | d. ☐ telephones |
| 2. a. ☐ room | b. ☐ rooms | 5. a. ☐ peach | b. ☐ peaches |
| c. ☐ bed | d. ☐ beds | c. ☐ restaurant | d. ☐ restaurants |
| 3. a. ☐ glass of milk | b. ☐ glasses of milk | | |
| c. ☐ cup of coffee | d. ☐ cups of coffee | | |

4 Checking in

Listen and check (✓) the correct pictures. Then listen again and write the number of nights they will stay.

1.

a. ☐



b. ☐



Number of nights: ____

3.

a. ☐



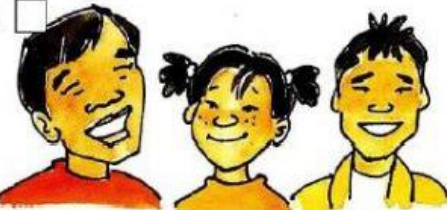
b. ☐



Number of nights: ____

2.

a. ☐



b. ☐



Number of nights: ____

4.

a. ☐



b. ☐



Number of nights: ____

5 Hotel services

Listen and check (✓) the services that each hotel offers.
Then listen again and correct the times and numbers that are wrong.

Grand Hotel	Beach Hotel	Barbara's Bed and Breakfast
☐ Airport transfers ☐ Bar ☒ Business center ☐ Beach ☐ Coffee shop ☐ Fitness center ☐ Shopping arcade ☐ Golf course ☐ Internet access ☐ Meeting rooms ☐ Pool ☐ Restaurant ☐ Room service ☐ Spa ☐ Tennis court	☐ Airport transfers ☐ Bar ☐ Business center ☐ Beach ☐ Coffee shop ☐ Fitness center ☐ Shopping arcade ☐ Golf course ☐ Internet access ☐ Meeting rooms ☐ Pool ☐ Restaurant ☐ Room service ☐ Spa ☐ Tennis court	☐ Airport transfers ☐ Bar ☐ Business center ☐ Beach ☐ Coffee shop ☐ Fitness center ☐ Shopping arcade ☐ Golf course ☐ Internet access ☐ Meeting rooms ☐ Pool ☐ Restaurant ☐ Room service ☐ Spa ☐ Tennis court
Check-in time: 3 p.m. Check-out time: noon	Check-in time: 4 p.m. Check-out time: noon	Check-in time: noon Check-out time: 10 a.m.
Number of rooms: 150 115	Number of rooms: 219	Number of rooms: 40
Toll-free number 1-800-515-1234	Toll-free number 1-888-292-2929	Toll-free number 1-877-345-3434

6 Hotel reservations

Listen and complete the chart.

	a.	b.	c.	d.
Number of rooms				
Number of beds				
Number of nights				

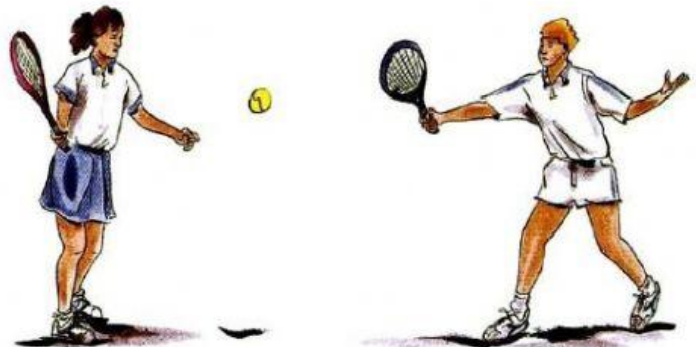
7 Test yourself

Listen and circle the answer that matches the picture.

1. (A) (B) (C)



2. (A) (B) (C)



Listen and circle the best response.

3. (A) (B) (C)

4. (A) (B) (C)

Listen to the conversation and to the question that follows.
Circle the best answer.

5. (A) Two people.
(B) Three people.
(C) Four people.

6. (A) The pool.
(B) The beach.
(C) The fitness center.

8 Your turn

With your partner, take turns playing a hotel receptionist and a customer. As the “customer” use: *What facilities does your hotel have? What are the check-in and check-out times?* As the “receptionist” write the name and the facilities of the hotel and complete the reservation form. Use: *Can I have your name? What’s your address and telephone number? How many rooms will you require? How many nights are you going to stay?*

Hotel: _____
Facilities: _____

Check-in time: _____
Check-out time: _____

Reservation form
Name: _____
Address: _____
Telephone number: _____
How many rooms?: _____
How many beds?: _____
How many nights?: _____