

# Practical English Hotel problems

## 1 CALLING RECEPTION

Complete the conversation with a phrase from the box.

I have a problem with the Wi-Fi.  
I'll put you through to IT.  
I'll send somebody up right away.  
I'm sorry to bother you again.  
There's a problem with the shower.  
This is room 402.

- A Hello, reception.  
B Hello. <sup>1</sup> This is room 402.  
A How can I help you?  
B <sup>2</sup> There isn't any hot water.  
A I'm sorry, madam. <sup>3</sup>   
B Thank you.  
A Good morning, reception.  
B Hello. <sup>4</sup> This is room 402.  
A How can I help you?  
B <sup>5</sup> I can't get a signal.  
A I'm sorry, madam. <sup>6</sup>   
B Thanks.

## 2 SOCIAL ENGLISH

Complete the missing words in the conversation.

- 1 A So, here you are at last.  
B Yes. It's great to be here.  
2 A Do you have a g                       
v                     ?  
B Yes. I can see the Empire State Building from  
my window.  
3 A William is l                      f                       
to meeting you.  
B Really? Who's William?  
4 A It's time to go. You m                       
b                      really tired.  
B I guess you're right.  
5 A B                      t                      w                     , it's great to  
see you again.  
B Yes. It's great to see you, too.

## 3 READING

a Read the advert and mark the sentences T (true) or F (false).

- 1 The Park Central New York is in the centre of the city. T  
2 It's near major tourist attractions. —  
3 It's very comfortable. —  
4 All rooms have free Wi-Fi access. —  
5 The hotel's restaurant is not very expensive. —  
6 The hotel has a free car park. —  
7 The staff only speak English. —

### Park Central New York Hotel New York

Our facilities and services:

- in-room safe
- in-room Wi-Fi (surcharge)
- electronic check-out
- parking garage (surcharge)
- room service
- on-site car rental
- giftshop

### 'Great location and service'

Located in the heart of the city, the Park Central New York is in easy walking distance of Carnegie Hall, Broadway and the Museum of Modern Art (MOMA). Central Park is only three blocks away and Fifth Avenue, with its international boutiques and huge department stores, is only a ten-minute walk from the hotel. For guests who want to travel further away, there are seven subway lines located within three blocks of the hotel.

The Park Central New York offers great service, great comfort and great value. The hotel's bistro, 'Cityhouse', provides the perfect setting for dinner before a concert or a Broadway show in the evening. Guests can enjoy the reasonably priced set menu while watching the world go by on Seventh Avenue through the bistro's oversized windows. There's also a bar in the lobby where guests can enjoy a cocktail after the show.

Because of its central location, the Park Central New York is the ideal hotel for tourists visiting the city for the first time. Our multi-lingual staff on the front desk are always happy to provide tour assistance and answer any questions guests may have.

b Underline five words you don't know. Use your dictionary to look up their pronunciation and meaning.

# Practical English Restaurant problems

## 1 VOCABULARY

Complete the sentences.

- 1 Can we have a table for two, please?  
2 What's on the m                      today?  
3 The st                      is chicken soup or tomato salad.  
4 I'll have the steak for my m                      c                     .  
5 Let's ask the w                      for another bottle of water.  
6 I don't want a d                     , but I'd like a coffee.  
7 Can we have the b                     , please?

## 2 AT THE RESTAURANT

Order the dialogue.

- A Are you ready to order? 1  
B Still. —  
A Still or sparkling? —  
B Yes, please. —  
A And how would you like your steak? Rare, medium or well done? —  
B A baked potato, please. —  
A Can I get you something to start with? —  
B Rare, please. 6  
A Here's your steak, madam. —  
B Water, please. —  
A Would you like that with fries or with a baked potato?  
B I'm sorry but I asked for my steak rare and this is well done. —  
A OK. And to drink?  
B No, thank you. Just a main course. I'd like the steak, please. —  
A I'm very sorry, madam. I'll take it back to the kitchen. 15

## 3 SOCIAL ENGLISH

Complete the sentences with the words in the box.

a mistake any suggestions be great my day  
start with tell me to go we have

- 1 A So, tell me, Adam, what are your plans?  
B Well, to go, I'd like to see the world.  
2 A I'd like to go sightseeing this afternoon. Do you  
have any suggestions?  
B How about going to Central Park? I could take you.  
A That would be great.  
3 A Could you the check, please?  
B Yes of course. Here you are.  
4 A Excuse me. I think there's a mistake.  
B Oh, sorry. It's not my day today.  
5 A It's very late.

## 4 READING

a Read the article and answer the questions.

- 1 How many restaurants are there in New York? Over 20,000  
2 What time do restaurants serve Early Bird menus?  
—  
3 How much is the Early Bird menu at Cucina di Pesce?  
—  
4 Where is La Paella? —  
5 Which restaurants serve a Pre-Theatre Dinner Menu?  
—  
6 How much do they cost? —  
7 When is it cheapest to eat in a four-star restaurant?  
—  
8 What kind of food can you eat at Aquavit?  
—

### Eating out in NY

New York City has over 20,000 restaurants serving all kinds of food. However, eating out in the Big Apple can be very expensive. Here are some tips on how to save money during your stay.

#### Early Bird Menus

These are meals served in some New York restaurants between 5 p.m. and 7 p.m., when they would normally be empty. If you don't mind having dinner early, you can enjoy a three-course meal for between \$13 and \$25.

**Cucina di Pesce** (87 E. 4th St) serves great Italian food on its \$12.95 Early Bird menu. If you prefer something Spanish, you can try the \$16.99 Early Bird menu at **La Paella** (214 E. 9th St).



#### Pre-Theatre Dinner Menu

These are similar to Early Bird Menus, but they are served in the Theatre District. Most of the restaurants here offer a set menu at a fixed price ranging from \$30 to \$45. The offer is only available before the show, and it starts at 5 p.m.

#### Four-Star Restaurants

These are all very expensive at dinnertime, so why not have lunch there instead? That way you can get dinner quality food at lunchtime menu prices. **Aquavit** (65 E. 55th St) serves fantastic Scandinavian food on a great lunch menu and **Jean Georges** (1 Central Park West) offers an excellent two-course lunch for only \$28.



b Underline five words or phrases you don't know. Use your