


# Practical English Hotel problems

EPISODE **1**

## 1 INTRODUCTION

- a Look at the photos. Describe Jenny and Rob.
- b  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 VIDEO CALLING RECEPTION

- a 1.27)) 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 1.28)) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.

**I'll**  
**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 1.29)) 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**.

- Rob says he doesn't like the hotel.
- Jenny is going to show him around the city tomorrow.
- Barbara is Jenny's boss.
- Rob is hungry.
- It's four in the morning for Rob.
- They're going to meet at eleven.
- 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 1.30)) 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