

AT A HOTEL



1

11.10 Watch or listen to the first part of *Learning Curve*. **PUT AN (X) IN THE** type of room that Ethan and Penny have.

	Standard room	Deluxe room
Ethan		
Penny		

2

11.10 Watch or listen again. Are the sentences true (T) or false (F)?



- 1 Ethan's going to reserve a hotel room in New York. _____
- 2 He has a meeting there. _____
- 3 He reserves a room for three nights. _____
- 4 Breakfast is included in the price. _____
- 5 There's a discount for all the rooms. _____
- 6 Penny spells her first name for the receptionist. _____
- 7 Her room's on the seventh floor. _____



Conversation builder arriving at a hotel

Hotel receptionist:

Welcome to the ... Hotel.

(Are you) Checking in?

Could you spell your last name, please?

Could/Can I have your identification/ID/credit card, please?

Can you sign this form, please?

Here's your room key/passport/credit card.

Hotel guest:

I reserved a room under/in the name of ...

I have a reservation under/in the name of ...

Which floor did you say?

What's the WiFi password?

3 Read the Conversation builder. Order the sentences from 1–9 to make a conversation.

a <input type="checkbox"/> Here you are. Here's my passport.	f <input type="checkbox"/> Great. Can I have your credit card, please?
b <input type="checkbox"/> Sure.	g <input type="checkbox"/> Yes. I reserved a room under the name of Lucia Espinosa.
c <input type="checkbox"/> OK. Here's your room key. Room number 1203, on the twelfth floor.	h <input type="checkbox"/> No, the twelfth floor.
d <input type="checkbox"/> Thank you. Could I have your ID, please?	i <input type="checkbox"/> Welcome to Park Road Hotel. Checking in?
e <input type="checkbox"/> Thanks. Which floor did you say? The tenth?	

4

11.11 Watch or listen to the second part of the show. Who enjoyed their stay at the hotel? Who didn't enjoy it?

WHO ENJOYED THEIR STAY AT THE HOTEL?

WHO DIDN'T ENJOY IT?

5

11.11 Watch or listen again. Choose the correct options to complete the sentences.

- 1 Penny says she'd like to *check in / check out / change rooms*.
- 2 Penny's stay was *horrible / comfortable / lovely*.
- 3 Ethan paid *more than / less than / the same* as Penny.
- 4 The WiFi in Ethan's room was *awful / pretty good / very good*.



6

READ THE SKILL BOX. COMPLETE MINI-CONVERSATIONS 1-4 WITH A PHRASE TO CHECK THE INFORMATION.

Skill checking information

If you aren't sure if information is correct, you can check it with the person who said it.

Formal:

You're going on May 11. Is that correct? He's over eighteen. Is that correct?

Neutral:

Did you say one room for one night? Did you say the fourth floor?

Informal:

That's with the discount, right? Breakfast is at seven, right?

- 1 A I'd like to reserve a double room for two nights.
B You want a double room. _____?
- 2 A I'd like a standard room for three nights. Arriving on April 19th.
B _____ two nights from April 19th?
- 3 A The price for a deluxe room is \$100 a night.
B The price includes breakfast, _____?
- 4 A There's a 20 percent discount for advance reservations.
B _____ a 20 percent discount?