

## PRE-LISTENING

***There are some vocabularies that will appear on the recording. Let's guess the meaning of each vocabulary by dragging its meaning equivalent to the vocabulary.***

### Sort elements

- to help somebody to do something
- an official suggestion about the best thing to do
- the amount of money that somebody asks for goods and services
- very beautiful and attractive; giving great pleasure
- that can be reached, entered, used, seen, etc.
- a plan that lists all the work that you have to do and when you must do each thing

charge (noun):	
accessible (adj):	
schedule (noun):	
recommendation (noun):	
assist (verb):	
gorgeous (adj):	

## DURING LISTENING

**Which hotels have the following facilities? Write the correct letter, A, B, C, or D next to questions 1-6.**

A. Royal Hotel

B. Star Hotel

C. Winchester Hotel

A. Royal Hotel

D. All Three Hotels

C. Winchester Hotel

Question 1: Sea view	
Question 2: Handicap accessibility	
Question 3: Multiple meal options	
Question 4: Private dining	
Question 5: Group discount	
Question 6: Children's play area	

## VOCABULARY PRACTICE

**Let's listen to the recording again and fill in blanks below**

**AGENT:** Hello, Elite Travel, this is Emily speaking, how may I 1 you today?

**CUSTOMER:** Hi, I have a group 2 to plan, and I 3 whether you could help me 4 on which hotel to book. I have 5 either the Winchester, the Royal Hotel, or the Star Hotel. I am 6 if you have a 7 .

**AGENT:** I would be happy to help! Those three are excellent 8 . If everyone is booking hotel rooms 9 , an easy way to do it is online booking. The Star Hotel offers online bookings at no 10 11 .

**CUSTOMER:** It sounds fine!

**AGENT:** Yeah, and you can even book the 12 sea view rooms if you act quickly.

**CUSTOMER:** Hm, I will consider that. It would be great since we are mostly first-time 13 to the area to get a nice view of the water. Now, are there handicap 14 rooms?

**AGENT:** Yes, all three options have access for the 15 disabled.

**CUSTOMER:** Great. I should also mention that we will be on a tight 16 , so we won't have much time to go out for meals. Which of these hotels 17 food?

**AGENT:** There is a limited 18 breakfast menu at the Star and at the Winchester. For a full restaurant and room service, the Royal Hotel is your 19 bet.

**CUSTOMER:** Oh wonderful! Could you tell me more about the 20 ?

**AGENT:** Absolutely. In the morning there is a gourmet 21 or a la carte item, and after 11 a.m. lunch is 22 in the dining room. Dinners are in a nice, low-key but high quality setting in the hotel's private dining room and Fridays feature the house jazz band.

**CUSTOMER:** How lovely! Is there a group 23 ?

**AGENT:** No, sorry. Not at the Royal hotel. Let me check on the others, though. Could I place you on hold for just a second?

**CUSTOMER:** Sure, thanks.

**AGENT:** It looks like there is one at the Winchester – 15% off when you book 8 or more rooms.

**CUSTOMER:** Really? Sold! We'll book at the Winchester. Wait – is it suitable for 24 though? We'll have a few little ones in our group, and it would be great to have a way to keep them 25 .

**AGENT:** Yes. In fact, it has a 26 place that kids just love, with slides, and swings and everything. Definitely a good hotel to bring the 27 .

**CUSTOMER:** Okay, great.