

Practical English Arriving in London

checking in V in a hotel

1 VOCABULARY in a hotel

a Match the words and symbols.



1 Reception /rɪ'septʃn/

2 the lift /lift/

3 a single room /'sɪŋgl ru:m/

4 a double room /'dʌbl ru:m/

5 the bar /ba:/

6 the ground (first, second, etc.) floor /'graʊnd flɔ:/

b  1.46 Watch or listen and check.

c Cover the words and look at the symbols. Say the words.

2 INTRODUCTION



a  1.47 Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).

- 1 Rob lives and works in London.
- 2 He's a writer for a magazine.
- 3 The name of his magazine is *London 20seven*.
- 4 Jenny is British.
- 5 She's an assistant editor.
- 6 It's her second time in the UK.

b Watch or listen again. Say why the **F** sentences are false.

3 CHECKING IN



a  1.48 Watch or listen to Jenny checking into a hotel. Answer the questions.

1 Complete Jenny's surname: Zi_LI_SK_.

2 What's her room number? _____

b Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Good evening, madam.	Hello. I have a reservation. My name's Jennifer Zielinski.
Can you ¹ _____ that, please?	Z-I-E-L-I-N-S-K-I.
For five nights?	Yes, that's right.
Can I have your passport, please?	Just a second... Here you are.
Thank you. Can you sign here, ² _____? Thank you.	
Here's your ³ _____. It's room 306, on the third floor. The ⁴ _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms Zielinski.	Thank you.

British and American English

lift = British English elevator = American English
 z = /zed/ British English /zi:/ American English

Greetings

Good morning = > 12.00
 Good afternoon = 12.00 > 18.00
 Good evening = 18.00 >
 Goodnight = Goodbye (when you go to bed)
 madam = a polite way to greet a woman
 sir = a polite way to greet a man

c **1.49** Watch or listen and repeat the **You say** phrases. Copy the rhythm.

d Practise the conversation with a partner.

e Work in pairs. Read your role and look at the conversation in **3b**. What do you need to change?

A (book open) You are the receptionist.
It's 11.00 a.m.
B's room is 207 on the second floor. Begin *Good morning, sir / madam*.

B (book closed) You arrive at the hotel. Use your first name and surname.

f  Role-play the conversation. Then change roles.

g **1.50** Read the information box. Watch or listen and repeat the phrases.

 Can you...?	 Can I have...?
= Please do it.	= Please give me (my passport, etc.).
Can you spell that?	Can I have my key, please?
Can you sign here?	Can I have your passport, please?

h You are in a hotel. Ask the receptionist to give you...

- your key • your passport
- a map of London • a pen

4 **JENNY TALKS TO ROB**



a **1.51** Watch or listen. Mark the sentences **T** (true) or **F** (false).

- 1 Jenny has a coffee.
- 2 She is in London on business.
- 3 The waitress is German.
- 4 Jenny phones Rob Walker.
- 5 Jenny is tired.
- 6 Their meeting is at 10.00.

b Watch or listen again. Say why the **F** sentences are false.

c **1.52** Read the information box. Watch or listen and repeat the phrases and responses.

Would you like...?

Would you like a coffee? Yes, please.
Would you like another tea? No, thanks.

We use **Would you like...?** to offer somebody something. We respond **Yes, please.** or **No, thanks.**

d With a partner, practise offering and responding with the drinks below.

- beer • coffee • Coke • hot chocolate
- mineral water • tea

e Look at the **Social English** phrases. Who says them: **Jenny**, **Rob**, or the **waitress**?

Social English

- 1 I'm here on business.
- 2 I'm from New York. What about you?
- 3 No problem.
- 4 This is Rob. Rob Walker.
- 5 That's perfect.
- 6 It's time for bed.



f **1.53** Watch or listen and check. Then watch or listen and repeat the phrases.

g Complete conversations A–F with **Social English** phrases 1–6. Practise with a partner.

A	Hi. Is that Jennifer? 4	Hello, Rob.
B	Oh look! It's 11.30! 5	Goodnight.
C	Hi. Are you here on holiday? 3	No, 6
D	6	I'm from London.
E	Can I have a coffee, please? 2	Sure. 7
F	Here's your coffee. Milk and sugar are on the table. 8	Thanks. 9

CAN YOU...?

- check into a hotel and spell your name
- ask somebody to do something / to give you something
- offer somebody a drink, and accept or refuse