

1 VOCABULARY in a hotel

Complete the words.



- 1 the lift 4 the b ar
 2 a s ingle room 5 r ec
 3 a d ouble room 6 the gr and fl oor

2 CHECKING IN

a Complete the sentences with words from the list.



have key lift moment right sign spell you

- 1 I have a reservation.
 2 Can you show me here, please?
 3 The sign is over there.
 4 Thank you.
 5 Can you spell that, please?
 6 That's right.
 7 Here's your key.
 8 Just a moment.

b Complete the conversation with the phrases in a.

- A Good evening, sir.
 B Hello. ¹ I have a reservation. My name's Carl Zimmerman.
 A ² What's your name?
 B Z-I-M-M-E-R-M-A-N.
 A Thank you. For three nights?
 B Yes. ³ That's correct.
 A Can I have your passport, please?
 B ⁴ Here you are. Here you are.
 A Thank you. ⁵ Which room? Thank you.
 B ⁶ It's room 403, on the fourth floor.
 A ⁷ Enjoy your stay, Mr Zimmerman.
 B ⁸ Thank you very much.

3 WOULD YOU LIKE...?

Look at the pictures. Complete the conversations.

- COFFEE 1 A Would you like a coffee?
 B Yes, please.
 BEER 2 A Would you like a beer?
 B No, thank you.
 COKE 3 A Would you like a coke?
 B No, please.
 TEA 4 A Would you like some tea?
 B Yes, please.
 MINERAL WATER 5 A Would you like some mineral water?
 B Yes, please.
 HOT CHOCOLATE 6 A Would you like some hot chocolate?
 B No, thank you.

4 SOCIAL ENGLISH

Complete the missing words in the conversations.

- 1 A Hello?
 B Hello, this is David Barnsley.
 2 A Where are you from?
 B I'm from Boston. What a big city you?
 3 A Sorry.
 B No pr oblem.
 4 A Hello?
 B Is th is Tom?
 5 A Are you on holiday?
 B No. I'm here on b usiness.
 6 A Is 10.30 OK for you?
 B Yes, that's p erfect.
 7 A What time will you be back in?
 B No thanks. It's late for bed.