

Lesson 1 and 2

Staying in Hotels

PREVIEW

1 Look at the hotel bill. Then answer the questions.

DATE	REFERENCE	DESCRIPTION	AMOUNT
7/12		Room 1831	45.25
7/14	82-22	Overseas Call	Free (Club One member)
7/14	82-23	Local Call	16.00
7/14	2762	Laundry	16.00
7/15		Room 1831	175.00
7/15	2826	Internet access	Free (Club One member)
7/15		Room Service	20.45
7/15	2762	Local Call	Free (Club One member)
7/15	82-32	Internet access	Free (Club One member)
7/15	2826	Photocopies	Free (Club One member)
7/15	758	Room 1831	175.00
7/15	758	Room 1831	Free (Club One member)
7/15	89562	Room 1831	175.00
7/15	89562	Room 1831	Free (Club One member)
		BALANCE	140.70
		NET TOTAL	15.48
		TOTAL INCLUDING VAT	15.48

1. What date did Mr. Paul check in? _____
2. How much did he pay for phone calls, taxes, and Internet service? _____
3. How many nights did Mr. Paul stay at the hotel? _____
4. What is the total amount of the hotel bill? _____

2 Check the hotel services that Mr. Paul used at the Nova Hotel, according to the hotel bill.



3 Which services are important to these hotel guests? Read what each person says and write the hotel service on the line.



LESSON 1

4 Put the conversation in order. Write the number on the line.

1. Can I speak with Kevin Mercer, please? He's staying in room 376.
 ____ That's right.
 ____ Yes. Could you tell him Barbara called? Please ask him to call me back at 228-555-3156.
 ____ One moment, please ... I'm sorry. There's no answer. Can I take a message?
 ____ Barbara at 228-555-3156?
 ____ Is that all?
 ____ Yes, that's it. Thank you very much.

5 The fortune-teller is predicting the future. Read her predictions. Then rewrite the sentences using will.



1. _____
2. _____
3. _____
4. _____
5. _____

6 Rewrite the following future statements and questions using will.

1. I'm going to call her later today.
2. She's going to stop at the front desk first.
3. My uncle is meeting my father at the airport.
4. What time does the tour group get back?
5. When are they going to make a reservation?
6. Where is your grandmother staying in Madrid?

7 Read the phone conversation. Then complete the message sheet.

- A:** Hello. I'd like to speak with Ms. Marina Santiago, please.
B: One moment, please. I'll ring Ms. Santiago's room . . .
 I'm sorry, but there's no answer. Would you like to
 call back later?
A: No, I'd like to leave a message. Please tell her that
 Anna Steered called. I'll be at 664-555-8723 until 5:00 today.
B: OK, Ms. Anna Steered . . .
A: No, it's Steered, S-T-R-E-E-D—that's "D" as in "door."
B: OK, Ms. Steered. I'll make sure she gets the message.

To: Martina Santiago
Date: 9/14 Time: 9:15 AM, PM, ☐
WHILE YOU WERE OUT
☐ Mr. / ☐ Mx. / ☐ Miss
Phone: Area code Number Extension
☐ telephoned ☐ please call
☐ returned your call ☐ will call back
Message: _____

LESSON 2

8 Look at the sentences in the box. Write the correct sentence below each picture.

If you book the hotel early, you will save money.
If you request rollaway beds, someone will bring them to your room.
If a guest is in a hurry, a taxi is faster than the shuttle.
If you book a suite, breakfast is free.



1. _____



2. _____



3. _____



4. _____

9 Write factual if the conditional sentence expresses a fact. Write future if it expresses a future result.

- _____ 1. If you check in early, you'll get the room you want.
- _____ 2. If a hotel room has wireless Internet, guests don't have to go to a business center to check e-mail.
- _____ 3. We will provide wake-up service in the morning if you request it.
- _____ 4. If you take something from the minibar, you'll have to pay extra.

10 Find the errors and write the correct sentences.

1. If you will hurry, you'll catch the shuttle. _____
2. If the fitness center is still open, I go swimming. _____
3. If there will not be rental cars at the airport, will you take a bus? _____
4. If I make my reservation early I'll get a cheaper room. _____