



1 VOCABULARY in a hotel

a Match the words and symbols.



☐ reception /rɪ'sɛpʃn/

☐ the elevator /ɪlə'veɪtər/

☐ a single room
/'sɪŋɡl rum/

☐ a double room
/'dʌbl rum/

☐ the first (second, third,
etc.) floor /fɜːst flɔːr/



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. Complete the **You hear** phrases.

))) You Hear	You Say 
Good evening, madam.	Hello. I have a reservation. My name's Jennifer Zielinski.
Can you _____ 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, _____? Thank you. Here's your _____. It's room 306, on the third floor. The _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms. Zielinski.	
	Thank you.



4



VIDEO

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 calls Rob Walker. ☐
- 5 Jenny is tired. ☐
- 6 Their meeting is at 10:00. ☐



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LIVEWORKSHEETS

- 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.



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LIVEWORKSHEETS



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

A	Hi. Is that Jennifer? 4	Hello, Rob.
B	Oh look! It's 11:30! ☐	Goodnight.
C	Hi. Are you here on vacation? No, ☐	
D	☐	I'm from London.
E	Can I have a coffee, please? Sure. ☐	
F	Here's your coffee. Milk and sugar are on the table. Thanks. ☐	

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.