

1 VOCABULARY in a hotel

a Match the words and symbols.



 Reception /rɪ'sepʃn/

 the lift /lɪft/

 a single room
/'sɪŋɡl ru:m/

 a double room
/'dʌbl ru:m/

 the bar /bɑː/

 the ground (first, second,
etc.) floor /graʊnd flɔː/

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...?

= Please do it.

Can you spell that?

Can you sign here?

Can I have...?

= Please give me
(my passport, etc.).

Can I have my key, please?

*Can I have your passport,
please?*

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.

- 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

- 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? 	Hello, Rob.
B	Oh look! It's 11.30! 	Goodnight.
C	Hi. Are you here on holiday? 	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. 

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