

■ Listening *What facilities are there?*

- 4 Match each symbol with the correct facility. Listen to part 1 and check your answers.



- | | |
|--|---|
| a ☐ car park | g ☐ restroom |
| b ☐ restaurant | h ☐ swimming pool |
| c ☐ exchange bureau | i ☐ laundry |
| d ☐ disabled facilities | j ☐ bar |
| e ☐ Internet access | k ☐ information desk |
| f ☐ satellite TV | l ☐ air-conditioning |

- 5 Listen to part 2. Note the hotel facilities that are available.

Example f

Track #6

■ Listening *Taking a reservation*

- 1 Listen to the phone call and circle the correct answer.

- | | |
|---|--------|
| 1 Do Mr and Mrs Morell want to book a room for Tuesday night? | Yes/No |
| 2 Does the room cost 225 euros per night? | Yes/No |
| 3 Does the hotel have a restaurant? | Yes/No |
| 4 Do they want to book a table for seven o'clock? | Yes/No |
| 5 Does Mrs Morell have a mobile phone? | Yes/No |

Track #7

Language study

! Expressions to learn

*I'd like to book a room, please.
Do you have a double room for next Wednesday?
How many nights is it for?
Yes, we have a double room available.
Would you like me to book you a table?
Do you have a contact number?
Could you send an email or fax to confirm your reservation?*

! New words to use

adjoining	breakfast	family	suite
arrive	children	husband	twin (room)
bath	daughter	sauna	wife
booking	departure	single (room)	

■ Listening *I'd like to book a table*

- 1 Listen to the phone call. Are the statements true or false?

- | | |
|---|------------|
| 1 The restaurant closes on Sundays. | true/false |
| 2 The restaurant opens for lunch and dinner. | true/false |
| 3 The restaurant serves lunch from twelve o'clock to two o'clock. | true/false |
| 4 Mrs Kruger wants to book a table for six people. | true/false |
| 5 The manager has a table for six at 8.00 on Saturday 24th September. | true/false |

Track #9

Language study

! Expressions to learn

*I'd like to make a reservation, please.
What days do you open?
We open from Tuesday to Sunday.
What time do you serve dinner?
We sometimes have cancellations.
I have a table on the 23rd.
Friday the 23rd is fine.
We look forward to seeing you.*

! New words to use

a.m. (morning)	lunch	open
customer	meet	p.m. (afternoon)
fully booked	o'clock	train

■ Listening *Checking into a hotel*

1 Listen and complete the registration card.

Registration card

Name
 Address *C/Puente 3º, 1, Madrid*
 Passport Number *428329177*
 Arrival date
 Departure date
 Room number
 Signature *C. Rodrigues*

Track #14

Language study

! Expressions to learn

I'd like to check in, please.

Could you please fill in this registration card?

Your room number's 361. It's on the third floor.

Here's your key card for your room.

Would you like to have dinner in the restaurant?

Can you reserve me a table for two at eight o'clock?

! New words to use

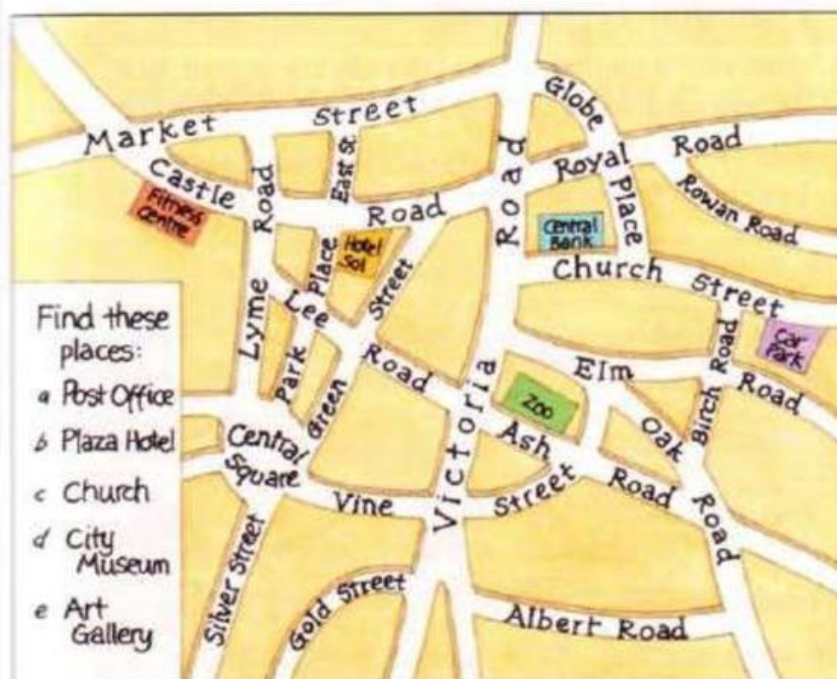
hair salon

luggage (US baggage)

home address

night

lounge



32 Work with a partner. Look at the city street map. Ask your partner for directions from Central Square to the five places listed on the map.

Example *Excuse me. How do I get to ...*

■ **Listening** *Where is it?*

- 4 Listen to the dialogues. Look at the diagrams and match these places to the rooms on the plan.

- | | |
|---|---------------------------------------|
| 1 ☐ bar | 4 ☐ hair salon |
| 2 ☐ fitness centre | 5 ☐ sauna |
| 3 ☐ lounge | |

Track #15

- 5 Work with a partner. Practise asking for and giving directions.

Example A *Excuse me, where's the florist?*

B *It's next to ...*



GROUND FLOOR



FIRST FLOOR

■ Listening *What can I get you?*

- 1 Listen to the customers ordering drinks from the bar. What do they order?

Margarita	San Miguel	Guinness	gin and tonic
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- 1 Paul
- 2 Gaby
- 3 Michelle
- 4 Kurt

- 2 Listen again and answer the questions.

- 1 Where does Paul want to have a drink?
- 2 What kind of drink is a Margarita?
- 3 Does Kurt order bottled or draught beer?
- 4 What does Gaby want in her gin and tonic?
- 5 How does Paul pay?

Track #16

Language study

! Expressions to learn

What can I get you?
Would you like draught or bottled beer?
Would you like ice and lemon?
Shall I charge this to your room?
No thanks, I'll pay cash.

! New words to use

beer	mineral water	tonic
brandy	(sparkling/still)	vodka
cocktail	soda	whisky
dry (wine)	soft drink (US soda)	wine (red/white)
gin	spirit	
medium dry (wine)	sweet (wine)	

■ Listening *How much is that?*

- 5 Listen to five people buying drinks. Read the bar tariff. How many euros is each person charged?

Track #17

■ Listening *Taking an order*

- 1 Listen to the dialogue. Are the statements true or false?

- | | |
|---|------------|
| 1 The guests order aperitifs. | true/false |
| 2 The soup of the day is minestrone. | true/false |
| 3 They don't order a first course. | true/false |
| 4 The woman orders fish for her main course. | true/false |
| 5 They order a bottle of white wine. | true/false |
| 6 They order a bottle of sparkling mineral water. | true/false |

Language study

! Expressions to learn

I'll show you to your table.
Can I take your coats?
Here's the menu and wine list.
Can I get you an aperitif?
Are you ready to order now?
How would you like your steak?
Would you like to order some wine?

Track #20