

# Practical English Arriving in London

checking in    V in a hotel

## 1 VOCABULARY in a hotel

a Match the words and symbols.



- |                             |                                                      |
|-----------------------------|------------------------------------------------------|
| Reception /rɪ'sepʃn/        | a double room /'dʌbl ru:m/                           |
| the lift /lɪft/             | the bar /bɑː/                                        |
| a single room /'sɪŋgl ru:m/ | the ground (first, second, etc.) floor /graʊnd flɔː/ |

b 1.46 Watch or listen and check.

c Cover the words and look at the symbols. Say the words.

## 2 INTRODUCTION



a 1.47 Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).

- Rob lives and works in London.
- He's a writer for a magazine.
- The name of his magazine is *London 20seven*.
- Jenny is British.
- She's an assistant editor.
- 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.

- Complete Jenny's surname: ZI\_\_LI\_\_SK\_\_.
- 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 <sup>1</sup> _____ 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, <sup>2</sup> _____? Thank you.                                             |                                                            |
| Here's your <sup>3</sup> _____. It's room 306, on the third floor. The <sup>4</sup> _____ 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.

|                                                                                                      |                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Can you...?</b><br>= Please do it.<br><br><i>Can you spell that?</i><br><i>Can you sign here?</i> | <b>Can I have...?</b><br>= Please give me (my passport, etc.).<br><br><i>Can I have my key, please?</i><br><i>Can I have your passport, please?</i> |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|

- h You are in a hotel. Ask the receptionist to give you...
- your key • your passport
  - a map of London • a pen

#### 4 JENNY TALKS TO ROB



- a **1.51** Watch or listen. Mark the sentences **T** (true) or **F** (false).
- Jenny has a coffee.
  - She is in London on business.
  - The waitress is German.
  - Jenny phones Rob Walker.
  - Jenny is tired.
  - Their meeting is at 10.00.
- b Watch or listen again. Say why the **F** sentences are false.

- 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
- 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.                 |



- 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?                                | 4       | 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