

1 VOCABULARY in a hotel

a Match the words and symbols.



- 1 Reception /rɪ'sepʃn/
- 2 the lift /lɪft/
- 3 a single room /'sɪŋgl ru:m/
- 4 a double room /'dʌbl ru:m/
- 5 the bar /bɑː/
- 6 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).
- 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. <i>Can you spell that?</i> <i>Can you sign here?</i>	Can I have...? = Please give me (my passport, etc.). <i>Can I have my key, please?</i> <i>Can I have your passport, please?</i>
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- 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

- I'm here on business.
- I'm from New York. What about you?
- No problem.
- This is Rob. Rob Walker.
- That's perfect.
- 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?	<input checked="" type="checkbox"/> 4	Hello, Rob.
B	Oh look! It's 11.30!	<input type="checkbox"/>	Goodnight.
C	Hi. Are you here on holiday?	No, <input type="checkbox"/>	
D		<input type="checkbox"/>	I'm from London.
E	Can I have a coffee, please?	Sure. <input type="checkbox"/>	
F	Here's your coffee. Milk and sugar are on the table.	Thanks. <input type="checkbox"/>	

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