

Lesson 8C

HOW TO ... | make requests and offers in a hotel

VOCABULARY | hotel language; hotel rooms

PRONUNCIATION | the contraction 'll

VOCABULARY

hotel language; hotel rooms

1 A Choose the correct word or phrase to complete the sentences.

- I'm travelling alone, so I only need a room.
a double b twin c single
- Here's your room key. The password is on the back.
a wifi b restaurant c bath
- I'm going to drive to the hotel. Is there a?
a restaurant b car park c gift shop
- I've got a room with a, so I can sit outside in the sun.
a bath b balcony c swimming pool
- It's so hot at this time of year. Luckily my room has
a air conditioning b wifi c a hairdresser's
- The is on the second floor, if you want to do exercise while you're here.
a gift shop b double room c gym

B Complete the sentences with the words in the box.

air double gift password
restaurant shower view

- Does the hotel have a shop? I'd like to buy a present.
- We've got a lovely room with a of the sea.
- What's the wifi
- Let's have dinner in the hotel tonight.
- We'd like a large room, please.
- Does the room have a bath or a
- The conditioning isn't working. Can you please send someone to fix it?

C Choose the correct words to complete the text.

Last week I travelled to Berlin for an important business meeting. My flight was early in the morning, so I printed my boarding ¹pass / ticket the night before. I also booked an airport ²travel / transfer to the hotel before I left, because it was cheaper than a taxi. When I arrived, I checked in and took the ³safe / lift to my room on the fourth floor, then put my passport in the ⁴box / safe. I was really hungry, so I ordered room ⁵food / service and watched TV for a while. On the day I came back, my flight was at 7 p.m., but I couldn't check out ⁶early / late, so at 11 a.m. I paid my ⁷service / bill, left my ⁸luggage / room at reception and visited the city centre and the Berlin Wall.

How to ...

make requests and offers in a hotel

2 A 8.04 | Listen and match the conversations at a hotel reception (1–4) with the topics (a–d).

- a the safe c the TV
b the type of room d an airport transfer

B 8.04 | Listen again. Are the statements True (T) or False (F)?

Conversation 1: The woman booked a double room.

Conversation 2: The air conditioning isn't working.

Conversation 3: The woman wants to book an airport transfer for tomorrow.

Conversation 4: The woman wants to keep her credit card in the safe.

PRONUNCIATION

3 A 8.05 | the contraction 'll | Listen to four sentences. Which one does the speaker say (a or b)?

- 1 a I'll send someone up. b I send someone up.
- 2 a I'll do that right now. b I do that right now.
- 3 a I'll call room service. b I call room service.
- 4 a I'll check. b I check.

B 8.06 | Listen and repeat.

SPEAKING

4 A Put the sentences (a–g) in the correct order to complete the conversation.

A: Hello, Reception. You're speaking to Jessie.

a B: 204. Thank you.

b B: Hello. I'm calling about the air conditioning. How do I turn it on? Can someone help?

c A: Just phone 100 to speak to someone from the restaurant.

d A: No problem. Can I help you with anything else?

e B: Yes, please. I'd like to order room service. How do I do that?

f A: Of course. I'll send someone up. Which room is it?

g B: Wonderful. Thank you.

B 8.07 | Listen and check.

C 8.08 | You are B in the conversation in Ex 4A. Listen and speak after the beep. Record the conversation if you can.

D Listen to your recording and compare it to the model in Ex 4B.