

1.3

THIS IS THE KEY

1 FUNCTIONAL LANGUAGE: Checking into a hotel

A Complete the conversation. Use the words in the box.

cell phone number sign	It's This is	last Welcome	nights what's	room
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Clerk Hello. ¹ Welcome to the Capital Hotel.

Anna Hello. I'm Anna. I'm here for two ² _____.

Clerk What's your ³ _____ name, Anna?

Anna It's Wang. W-A-N-G.

Clerk Ah, yes. Anna Wang. What's your ⁴ _____, Anna?

Anna It's (243) 555-1968.

Clerk And ⁵ _____ your email address?

Anna ⁶ _____ wang99@mymail.org.

Clerk Thank you. One moment. Please ⁷ _____ here.

Anna OK.

Clerk ⁸ _____ the key. You're in ⁹ _____ 10F.

Anna Great. Thank you.

Clerk You're welcome.

2 REAL-WORLD STRATEGY: Checking spelling

A Dan is at a hotel. The clerk asks about spelling. Write the questions.

1 Dan I'm Dan Gonzales.

Clerk _____

Dan G-O-N-Z-A-L-E-S.

2 Dan My email address is dgonza14@mail.org.

Clerk _____

Dan D-G-O-N-Z-A-14 at M-A-I-L dot O-R-G.

3 Dan I'm from Martin Hotel Company.

Clerk _____

Dan M-A-R-T-I-N.



3

A

	A hotel clerk	A hotel guest	A hotel clerk OR a hotel guest
1 Hello.			✓
2 Welcome to City Hotel.			
3 What's your name?			
4 How do you spell your last name?			
5 I'm here for one night.			
6 What's your cell phone number?			
7 Here's the key.			
8 You're in room 316.			
9 Thank you.			
10 You're welcome.			
11 My name is Robert Dupont.			

B

