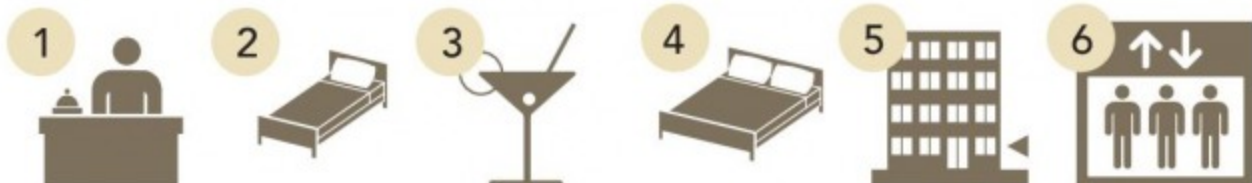


checking in    V in a hotel

## 1 VOCABULARY in a hotel

a Match the words and symbols.



- 1 Reception /rɪ'sepʃn/
- 2 the lift /lɪft/
- 3 a single room /'sɪŋɡl 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 <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> = Please do it.  <i>Can you spell that?</i> <i>Can you sign here?</i>	<b>Can I have...?</b> = Please give me (my passport, etc.).  <i>Can I have my key, please?</i> <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**
- 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? <input type="checkbox"/>	No, <input type="checkbox"/>
D	<input type="checkbox"/>	I'm from London.
E	Can I have a coffee, please? <input type="checkbox"/>	Sure. <input type="checkbox"/>
F	Here's your coffee. Milk and sugar are on the table. <input type="checkbox"/>	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