

## Learning objectives in this lesson

Discussing the types of forms that students deal with at work. Developing understanding of what information is required in each part of standard forms. By the end of the lesson, students will be able to fill out a hotel registration form with confidence.

- 1 Ask students to read the two forms and answer the questions. Take feedback from the whole class. If some of the students often use certain forms you could ask them to bring the forms in to the next lesson and explain how they fill them in.

### Answers

- 1 The first form is an order form and the second one is a hotel registration form.
- 2 Answers will vary, but students may have to fill in forms for expenses, to book holiday days, to record customer information, etc.

- 2 Students complete the first form. Make sure they write the full answers into the form (not just the corresponding letter). They can then check their answers in pairs before feeding back to the rest of the class.

### Answers

- |                   |           |
|-------------------|-----------|
| 1 c February 19th | 4 d \$48  |
| 2 e Cutter blades | 5 a 5     |
| 3 b RD301-1       | 6 f \$240 |

- 3 Discuss the questions as a class.

## Alternative

If your students' companies don't have order forms, then ask what types of products your students order from home or for work. Find out how often they order goods online or over the phone.

- 4 Your students are more likely to have come into contact with the second form – especially if their work sometimes involves travel. Ask them to fill in the form. Be prepared to help them with vocabulary if necessary. They can then check their answers in pairs before feeding back to the rest of the class.

### Answers

- 7 k Fradier
- 8 e Bridget
- 9 f 21 rue des Camélias, 94140 Alfortville, France
- 10 a French
- 11 d 093456273 (Note that European passport numbers have nine numbers in total.)
- 12 c 3
- 13 j March 10<sup>th</sup>
- 14 h March 13<sup>th</sup>
- 15 g American Express
- 16 i 6758 7586 3322 1018
- 17 b 08/13

- 5 Ask students to fill in the form. It's best for them to practise using their own details, but if they prefer they can create a fictional character for the form – perhaps a famous person.
- 6 Ask students to work in pairs. Before starting the conversation, students may need a little time to prepare the questions they will need to ask as the hotel receptionist. You might also want to pre-teach phrases for checking spelling and numbers. The students can then switch roles and repeat the task. At the end, students should compare their forms to make sure all the information is written in the correct place and that it is accurate.

## Extra activity

Ask students to work in pairs. Write the following order form on the board and ask students to copy the order form into their notebooks twice (they should have two blank order forms).

**Date of order:** \_\_\_\_\_

**Product description:** \_\_\_\_\_

**Item code:** \_\_\_\_\_

**Price:** \_\_\_\_\_

**Quantity:** \_\_\_\_\_

**Total:** \_\_\_\_\_

Ask each student to fill in the first order form with products they order at work or from home. They can create some or all the information (e.g. prices, quantities etc.). They should then have a telephone conversation with their partner. Student A is a customer who orders the items on the first order form and Student B is the supplier who asks what they want and fills in the second blank order form. Afterwards they change roles and repeat the task. Students might like to refer to *Key expressions* on page 16 of *Business Result Elementary* to help them.