2

VOCABULARY hotel words

a Match the words and symbols.

reception

the lift

a single room

the (ground) floor /flo:/

a double room

the bar

b In pairs, cover the words and test your partner.



CHECKING IN

- a 2.16 Cover the dialogue and listen. Answer the questions.
 - 1 How many nights is Mark's reservation for?
 - 2 What's his room number?
- b Listen again. Complete the YOU HEAR phrases.
- c 2.17 Listen and repeat the YOU SAY phrases. Copy the rhythm.
- d In pairs, roleplay the dialogue. Use your name.





YOU HEAR

Good evening, sir.

1 Can you _____ that, please?

For five nights.

² Can I _____ your passport, please?

3 Can you sign here, ____?

Do you want a smoking or non-smoking room?

4 Here's your _____. It's room 425, on the fourth floor.

5 It's over there. Do you need help with your _____?
Enjoy your stay, Mr Ryder.

YOU SAY

Hello. I have a reservation. My name's Mark Ryder.

R-Y-D-E-R.

Yes, that's right.

Just a moment. Here you are.

Non-smoking, please.

Thank you. Where's the lift*?

No, it's OK, thanks.

Thank you.

* lift = British English elevator = American English

SOCIAL ENGLISH

a 2.18 Listen and complete the chart.

	Mark	Allie
Where are they from?		
Are they married?		
Do they have children?		
How old are they?		

- b Why does Allie think the phone call is from Mark's wife?
- c Who says the USEFUL PHRASES, Mark or Allie? Listen again and check. How do you say them in your language?



USEFUL PHRASES

Sorry. →That's OK.

What do you think?

Would you like another drink?

I have to go now.

An informal e-mail / letter

To practise your English you can write to a 'penfriend' in another country. You can find penfriend websites on the Internet.

From:	Rosa [rosamarquez@hotmail.com]
	Stefan [stefan7541200@moebius.ch] Hi from Mexico
Hi Stefan	
	Rosa. ² I'm from Mexico, and I live in Monterrey. ³ I'm a receptionist at dy English in my free time.
⁴ I speak Spa	nish and a little English. 5 I want to learn English for my job and to travel.
mother does	family. I have three brothers and a sister. ⁷ My father is a builder and my n't work. My brothers and my sister are at school. ⁸ My brothers are 14, 13, my sister is six. ⁹ I'm 19.
¹⁰ I like music	c, cinema and sport. I watch football on TV with my family every Saturday.
Please write	soon.
Best wishes	
Rosa	

a Read the e-mail. Match Rosa's information with these questions.

Do you have a big family?	What are your interests?	
How old are you?	Why do you want to learn English?	
What languages do you speak?	What do the people in your family do?	
What's your name?	Where are you from?	
What do you do?	How old are your brothers and sisters?	

b Look at the letter. How is a letter different from an e-mail?

Los Nogales 1430 Santa Maria Monterrey 12 October

Dear Stefan,
My name's Rosa. I'm from Mexico, and I live in Monterrey ...

WRITE a similar e-mail or letter to your teacher. Answer questions 1-10 in a.