

**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**

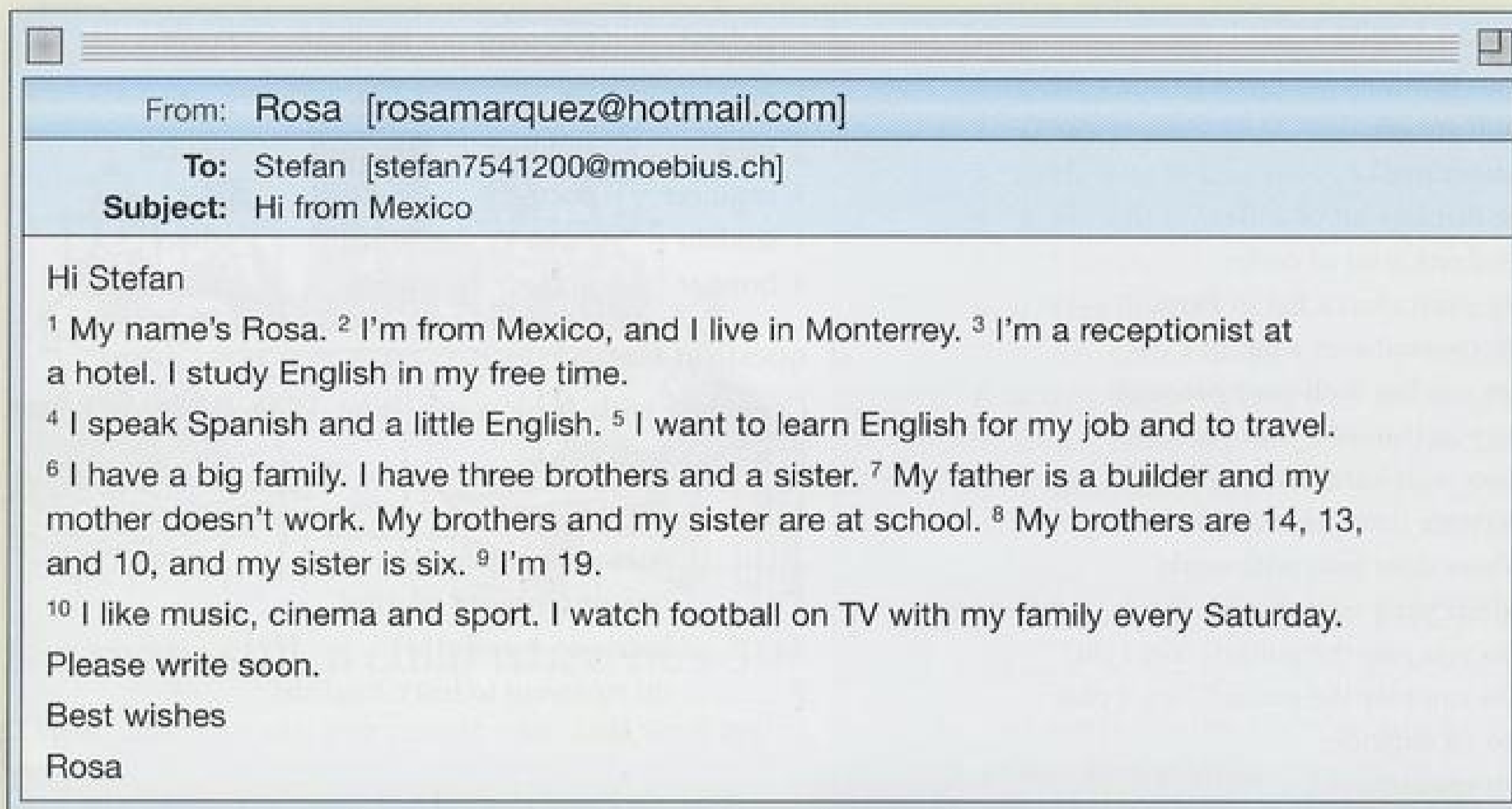
Sorry. → That's OK.

What do you think?

Would you like another drink?

I have to go now.

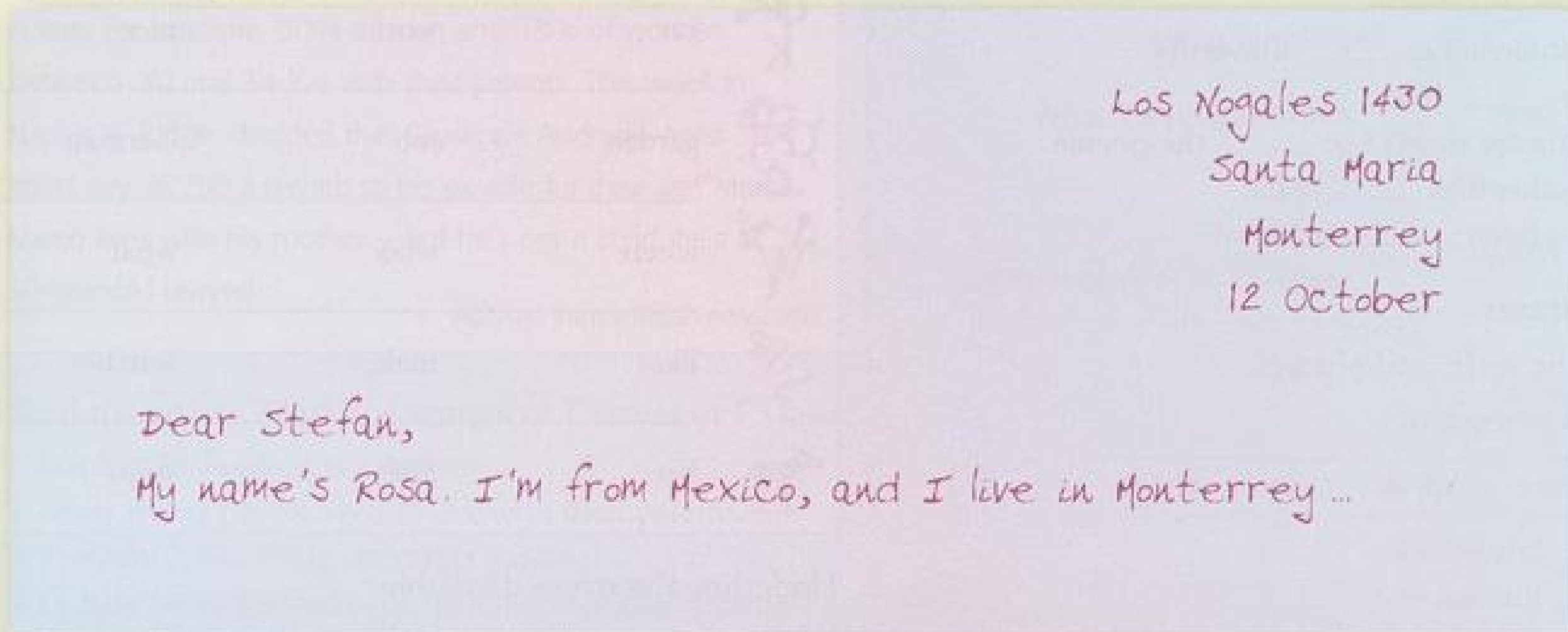
To practise your English you can write to a 'penfriend' in another country. You can find penfriend websites on the Internet.



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

- |                              |                                     |  |                          |
|------------------------------|-------------------------------------|--|--------------------------|
| Do you have a big family?    | <input type="checkbox"/>            | What are your interests?               | <input type="checkbox"/> |
| How old are you?             | <input type="checkbox"/>            | Why do you want to learn English?      | <input type="checkbox"/> |
| What languages do you speak? | <input type="checkbox"/>            | What do the people in your family do?  | <input type="checkbox"/> |
| What's your name?            | <input checked="" type="checkbox"/> | Where are you from?                    | <input type="checkbox"/> |
| What do you do?              | <input type="checkbox"/>            | How old are your brothers and sisters? | <input type="checkbox"/> |

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



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