

VOCABULARY verb phrases

a Match the verbs and phrases.

ask	call	check out	pay	sign	need
1 _____	of a hotel		4 _____	your name	
2 _____	for the bill		5 _____	help with your luggage	
3 _____	by credit card		6 _____	a taxi (for somebody)	



b In pairs, test your partner.

CHECKING OUT

a **8.15** Mark is leaving the hotel. Cover the dialogue and listen. What does he ask for? What two things doesn't he need?

YOU HEAR YOU SAY

Good morning, sir.

Good morning.
Can I have my bill, please?
I'm checking out.¹ Which room _____ it?

Room 425.

² _____ you have anything from the minibar last night?

Yes, a mineral water.

Here you are.

³ How _____ you like to pay?

American Express.

⁴ Thank you. OK. _____ you sign here, please? Thank you.

No, thanks.

⁵ _____ you like me to call a taxi for you?

No, I'm fine, thanks.

⁶ _____ you need any help with your luggage?

Thank you.

Have a good trip, Mr Ryder.

Goodbye.

Goodbye.



b Listen again. Complete the YOU HEAR phrases.

c **8.16** Listen and repeat the YOU SAY phrases. Copy the rhythm.

d In pairs, roleplay the dialogue.

SOCIAL ENGLISH

a **8.17** Listen. Circle the correct answer.
1 Allie says the traffic is **terrible** / **horrible**.
2 Mark gets a **taxi** / **train** to the airport.
3 Allie is going to meet Mark at the **station** / **airport**.
4 Mark's flight leaves in **30** / **40** minutes.
5 Allie's boss said she **can** / **can't** go to the conference.

b What do you think is going to happen to Mark and Allie in the future?

c Who says the USEFUL PHRASES, Mark or Allie? Listen again and check. How do you say them in your language?

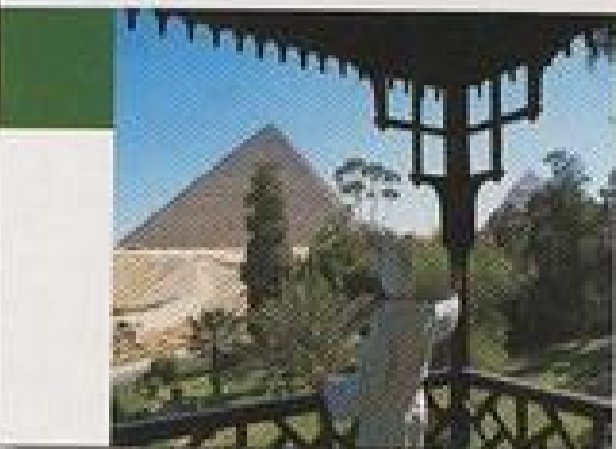


USEFUL PHRASES

*I'll call a taxi.
Well, thanks for everything.
*I'll meet you (at the airport).
Where can we meet?Could you call me a taxi, please?
Sorry I'm late.
Have a safe trip!

*I'll = I will (future)

a Read about the three hotels. Which one would you most like to go to?



Mena House Oberoi Hotel, Giza, Egypt

This hotel is where Egyptian kings stayed! It is a luxury hotel with the best view of the pyramids, and is the only hotel in Egypt with a golf course. Double rooms from €249.
www.oberoihotels.com

Hotel Danieli, Venice, Italy



This hotel has 91 beautiful rooms. The best rooms are in the old part (ask for Dandolo's palace) and there's a wonderful roof terrace with views over the lagoon. Double rooms from €349.
danieli.hotelinvenice.com

THE RESIDENCE, TUNIS, TUNISIA



This amazing hotel has a sea water spa and beautiful gardens. Famous guests include Sting and Catherine Deneuve. Double rooms from €211.
www.theresidence-tunis.com

b Read Sylvie's e-mail. Which hotel is she writing to?

From Sylvie Vartan sylvievartan@hotmail.com
To
Subject Reservation for November

Dear Sir / ¹ *Madam*

I would like to make a ² _____ for a single ³ _____ for three ⁴ _____, 24, 25, and 26 November. I would like a room with a ⁵ _____ of the gardens, if possible. Could you send me some ⁶ _____ about the spa treatments?

⁷ _____ confirm the reservation.

⁸ _____

Sylvie Vartan

c Complete the e-mail with these words.

Madam information Please nights
 reservation room Yours view

d Complete the chart.

	Informal e-mails (to a friend)	Formal e-mails (to a hotel)
Beginning	Hi / Hello / Dear (<i>Antonio</i>)	_____ (<i>Sir / Madam / Mr. Smith</i>)
End	Hope to hear from you soon. All the best / Love	Please _____ (<i>the reservation</i>). _____
Name	First name only	First name and _____

WRITE an e-mail to one of the hotels to make a reservation for you and your partner, family, etc.

Say...

- what room(s) you would like (single, double, how many).
- when you want to go (number of nights and dates).

Ask...

- for a room with a view and information about something.
- the hotel to confirm the reservation.

Check your e-mail for mistakes.