



## CHECKING IN

2.16 Listen to Allie checking in. Answer the questions.

- 1 Does the receptionist call Allie 'Ms Gray' or 'Mrs Gray'?
- 2 How many nights is Allie staying?
- 3 What's her room number?
- 4 What time's breakfast?
- 5 Which floor is the Pavilion Restaurant on?

	US English	elevator
	UK English	lift



## CALLING RECEPTION

a 2.17 Cover the dialogues and listen. Who does Allie phone? Why?

## YOU HEAR

Hello, reception.  
How can I help you?

I'm sorry, ma'am. I'll \_\_\_\_\_  
someone up to look at it right now.

\_\_\_\_\_ service. Can I help you?

Whole wheat or \_\_\_\_\_ bread?

\_\_\_\_\_ or without mayo?

With \_\_\_\_\_ or salad?

\_\_\_\_\_ to drink?

With \_\_\_\_\_ and lemon?

It'll be there in five minutes, ma'am.

## YOU SAY

Hello. This is room 419.  
I have a problem with the  
air-conditioning. It isn't working,  
and it's very hot in my room.

Thank you.

Hello. This is room 419.  
Can I have a tuna sandwich, please?

Whole wheat, please.

Without.

Salad, please.

Yes, a Diet Coke.

Just ice.

Thank you.



- Listen again. Complete the YOU HEAR phrases.
- 2.18 Listen and repeat the YOU SAY phrases. Copy the rhythm.
- In pairs, roleplay the dialogues. A (book open) you're the receptionist / room service, B (book closed) you're Allie. Swap roles.

## SOCIAL ENGLISH coffee before the conference

a 2.19 Listen and mark the sentences T (true) or F (false).

- 1 Mark is going to take Allie to dinner tonight.
- 2 The cocktail party is on Thursday.
- 3 Allie wants to see the bay and the Golden Gate Bridge.
- 4 Brad is from the San Francisco office.
- 5 Brad offers to take Allie sightseeing.

b Complete the USEFUL PHRASES.  
Listen again and check.

c 2.18 Listen and repeat  
the phrases. How do you  
say them in your language?

## USEFUL PHRASES

A W \_\_\_\_\_ done!

M Did you s \_\_\_\_\_ well?

A How are t \_\_\_\_\_? M They're fine.

A What are the p \_\_\_\_\_ for the week?

M Allie, t \_\_\_\_\_ is Brad Martin.

M It's t \_\_\_\_\_ to go.



Every week we ask readers to send in a favourite photo, together with a short description of why the photo is important to them. This week's winner is Dominic, a graphic designer from London.



- 1 One of my favourite photos is of a man cooking fish.
- 2 I took the photo <sup>1</sup> *in* the summer of 1994 when I was <sup>2</sup> \_\_\_\_\_ holiday in Africa.
- 3 We were <sup>3</sup> \_\_\_\_\_ Zanzibar, and we were sailing round the islands. We caught some fish, and then landed <sup>4</sup> \_\_\_\_\_ one of the islands, and our guide made a fire and cooked the fish.
- 4 Richie, the guide, was a wonderful person – he became a good friend. He was also a fantastic cook. I can't remember exactly what fish he was cooking in the photo, but it tasted delicious!
- 5 I keep this photo <sup>5</sup> \_\_\_\_\_ the wall in my studio. <sup>6</sup> \_\_\_\_\_ a grey, rainy day in London, I just have to look <sup>7</sup> \_\_\_\_\_ it and then memories of a wonderful adventure come back, and I can imagine that I'm <sup>8</sup> \_\_\_\_\_ sunny Africa again.

a Match the questions with paragraphs 1–5.

- What was happening when you took the photo?
- Where do you keep it? Why do you like it?
- What's your favourite photo?
- Who took it? When? Where?
- Tell me more about who or what is in the photo.

i You can keep a photo...

	an album.
in	your wallet.
	your bedroom.
on	the wall.
	a table.
by	your bed.

b Complete the text with *at*, *in*, or *on*.

**WRITE** about your favourite photo. Answer the questions in a in the right order.

**CHECK** your description for mistakes ( *grammar* , *punctuation* , and *spelling* ). Attach a copy of the photo if you can.