

# Be My Guest

English for the Hotel Industry

**Student's Book**

Francis O'Hara

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**CAMBRIDGE**  
UNIVERSITY PRESS



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# Introduction

## Welcome to *Be My Guest*

If you are already working, or intend to work, in the hotel industry and you use English in your work, then *Be My Guest* will help you to understand, speak, read and write the English you need.

The course is for students at the elementary and lower-intermediate levels. Its primary aim is to teach you to speak to and understand guests at the hotel where you work, in order to make their stay more comfortable and your job more enjoyable.

There are 15 units in the Student's Book, each based on a different work situation, including:

- Reception work
- Restaurant and bar work
- Answering the phone and taking messages
- Writing short e-mails and letters
- Dealing with guests' problems
- Explaining how things work
- Giving directions inside and outside the hotel
- Suggesting places to visit in the region

Each unit has two main parts. Part A introduces the topic and Part B develops it. In each part there are five sections to help you practise speaking, listening, reading and writing, as follows:

**Presentation** – this sets the scene and introduces a topic such as speaking on the phone, or suggesting places to visit in the region, etc.

**Listening and pronunciation** – this teaches you to understand guests (and hotel employees) as they make reservations, or explain a problem in the hotel, etc.

**Language focus and practice** – this practises the main language points of the unit, and is directly linked to the presentation and listening exercises.

**Personal job file** – here you personalise your work by applying what you have learnt in each lesson to your own specific situation at work. There are tips and exercises to help you remember what you have learnt, and you write down and translate the language items from the lesson that you need in your work in the hotel.

**Speaking practice** – here you bring all the work from the lesson together and you speak in pairs or small groups. You use the language you heard in the **Listening** section and do different exercises to practise what you have learnt.

Above all, have some fun while you are learning English.

Good luck!

Francis O'Hara



# Map of the book

Unit	Page	Listening and pronunciation	Language focus and practice	Personal job file	Speaking practice
1 Introductions	8	Alphabet; spelling names; word stress	Verb <i>to be</i> ; 'What's his/her/your name/ job?', 'Where are you from?' etc.; countries, nationalities	Questions and answers: names, jobs and countries	Introductions: names, spelling, jobs, countries, nationalities
2 The check-in	12	Room bookings by e-mail; confirmation letters	Days, months, dates; language of confirmation letters	Confirmation letter; check-in dialogue	Dealing with changes in bookings; checking in
3 The hotel bedroom	16	Bedroom objects in standard and luxury rooms	'There is/are' in questions, affirmatives, negatives; <i>all, most, some, none</i>	Describing a standard and luxury hotel bedroom	Describing differences in hotel bedrooms; designing a hotel bedroom
4 Bathroom & porter	20	Range of bathroom objects; porter taking guests to their room	Prepositions of place; describing luggage colour, size, shape; polite offers and questions	Describing a hotel bathroom; dialogue between porter and guests	Designing a hotel bathroom; dialogue between porter and guests
5 Services in the hotel	24	Vocabulary of hotel services; opening and closing times of services	Time; <i>can, have, do, does</i> in questions, affirmatives, negatives	Questions and answers: services in the hotel	Giving opening and closing times of hotel services; discussion about most important services
6 Location of facilities	28	Understanding requests for directions; giving directions inside and outside the hotel	<i>To be, can, look</i> ; verbs of direction, <i>turn left/right</i> , etc.; prepositions of place	Giving directions inside and outside the hotel	Explaining where services are; giving directions in and near the hotel
7 Room services	32	Taking room service orders; understanding availability and non-availability of different services	Checking food orders; apologising and giving reasons; past tense	Dealing with room services in the hotel	Taking, checking and correcting room service orders; explaining availability and non-availability of services
8 Problems & solutions	36	Understanding guests' problems during their stay; understanding how things work	Future, <i>I'll contact / send up</i> , etc.; verbs, <i>turn on/off, open, close</i> , etc.	Dealing with problems and solutions in the hotel; writing instructions	Understanding guests' problems during their stay and offering solutions



Unit	Page	Listening and pronunciation	Language focus and practice	Personal job file	Speaking practice
9 Taking bar orders	40	Taking orders for drinks; dealing with payment	Welcoming; offering choices of drinks; serving drinks; the bill, payment, tip	Building conversations in the hotel bar	Taking bar orders; dealing with different types of payment
10 In the restaurant (1)	44	Welcoming guests; taking orders for the starter, main course, and drinks	Greeting and seating guests; aperitifs; taking orders and explaining dishes for the starter, main course, and drinks	Describing and recommending dishes in the restaurant	Taking orders; recommending and explaining dishes; recommending specific wines
11 In the restaurant (2)	48	Dealing with orders for desserts, cheeses, and coffee; correcting mistakes on the bill	First conditional; recommending; asking about the meal; the bill	Describing popular desserts in the restaurant; dialogue about the meal	Describing desserts; taking orders; suggesting dishes; describing items on the menu; dealing with the bill
12 Places to visit	52	Understanding requests for places to visit; brochure article about Rome	Verbs, including modals, for recommending places to visit; comparatives and superlatives	Describing and recommending places to visit in the region	Making suggestions about places to visit; describing tourist sights
13 Enquiries	56	Understanding information on room rates; room types; conference equipment; numbers; currencies	Writing letters about room rates, and conference facilities; answering enquiries; offering help	Answering enquiry letters about rooms and conference facilities	Exchange of information on room rates, and conference facilities; choosing essential items for conferences
14 Using the phone	60	Responding to phone bookings; taking different types of phone messages	Dealing with booking problems, apologising, offering alternatives; telephone language: verbs and phrases	Beginning and ending phone conversations; taking a booking; taking phone messages	Dealing with phone bookings and problems, apologising, and offering alternatives; dealing with phone messages
15 The check-out	64	Understanding hotel bills in general, and specific items on the bill; numbers	Present perfect and past simple – affirmatives, questions, negatives	Questions and answers: the hotel bill; saying goodbye to guests	Presenting the hotel bill, methods of payment, and explaining specific items; tipping; saying goodbye



# 1 Introductions

FOCUS: TALKING ABOUT NAMES, JOBS AND NATIONALITIES

## Part A *Hello, I'm Zita, I'm a receptionist.*

### 1.1 PRESENTATION

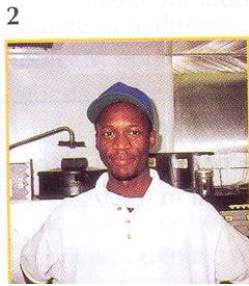
Look at the photos of staff at Le Meridien Shelbourne Hotel, Dublin, Ireland.

Study the job titles and then match each photo with a job.

*Le Meridien Shelbourne  
Hotel, Dublin, Ireland*



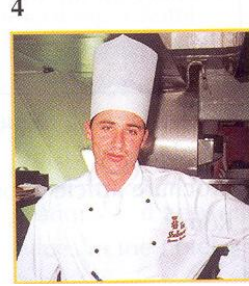
Zita



Akoun



Jimmy



Shaun



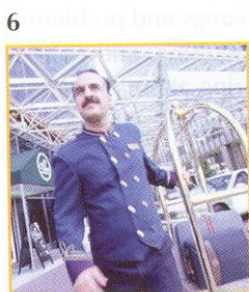
Niamh

A I'm a commissionaire.  
D I'm a sous-chef.

B I'm a receptionist.  
E I'm a kitchen assistant.

C I'm a waitress.

Here are some more employees from different hotels around the world.  
What do you think they do? Match each photo with a job.



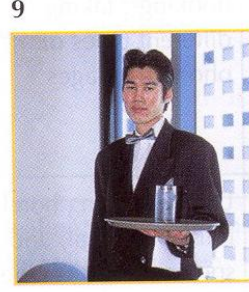
*My name's Taki.*



*I'm Teresa.*



*My name's Anita.*



*I'm Yoshida.*



*I'm Kelly.*

F I'm a bar person.  
I I'm a management trainee.


G I'm a porter.  
J I'm a waiter.

H I'm a chambermaid /  
room attendant.

Is YOUR job here? What do you do? What's your job?




## 1.2 LISTENING AND PRONUNCIATION

 **1** Now check your answers. Listen to the ten employees in 1.1 saying who they are. Notice the short sound /e/ in 'I'm a waitress.' Notice the word stress, e.g. re'ceptionist, 'waitress.

 **2** Here is the alphabet. Listen and repeat it.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

 **3** You will hear ten names. Listen to the way the names are spelt and repeat them.

## 1.3 LANGUAGE FOCUS AND PRACTICE

## Questions and answers

Study the following questions and answers.

Question	Answer
What's your name?	I'm Anita. / My name's Anita.
What's your job? }	I'm a chambermaid.
What do you do? }	I'm a chambermaid.
What's his name?	His name's Jimmy.
What's her name?	Her name's Niamh.
What's his job?	He's a commissioner.
What's her job?	She's a waitress.



Now write the question.

- 1 .....? Her name's Kelly.
- 2 .....? She's a waitress.
- 3 .....? My name's Taki.
- 4 .....? His name's Shaun.
- 5 .....? I'm a waiter.
- 6 .....? He's a commissioner.

## 1.4 PERSONAL JOB FILE

Go to your **Job file** on page 69. Write down any new words and phrases. Complete the questions and answers.

1.5 SPEAKING PRACTICE *In groups*

**1** Introduce yourself. Learn the name of each person in your group, and how to spell it. Study this question.

*Question:* Could you spell that, please?

*Answer:* Yes, of course, it's S-H-A-U-N.

**2** Find out the job of each person in your group. Notice how we use 'yes' and 'no'.

*Question:* Are you a waiter?

*Answer:* Yes, I am. / No, I'm a porter.

**3** Introduce your group to the class.



## Part B *Where are you from?*

### 1.6 PRESENTATION

Where are you from?  
Mark your country on the map.  
Now ask your partner like this:

*Question:* Where are you from?

*Answer:* I'm from Dublin, Ireland.

These are the five employees from the Shelbourne Hotel.  
Where do you think they are from?

Niamh	Shaun	Zita	Akoun	Jimmy
Australia	Ireland	Ireland	Ireland	France

These are the other five employees from around the world. Where do you think they are from?

Taki	Teresa	Anita	Yoshida	Kelly
USA	England	Japan	Italy	Greece



### 1.7 LISTENING AND PRONUNCIATION



You will hear the ten employees introducing themselves. Listen and check your answers.

### 1.8 LANGUAGE FOCUS AND PRACTICE



**To be** Complete the table.

Affirmative	Negative	Question
I'm .....	I'm not .....	Am I? Are you?
He's / She's / It's .....	..... We're not .....	Is he? Is she? Is it? .....
You're .....	..... They're not .....	..... Are they?



Study these sentences.

*Question:* Are you American? *Answers:* Yes, I am. / No, I'm not, I'm Australian.

*Question:* Where are they from? *Answers:* They're from Ireland. They're Irish.

Complete the sentences about yourself.

I'm from ..... I'm .....

Complete the gaps.

She's from ..... She's .....  
He's from ..... He's .....

Now ask your partner.



## 3 Study this extract from the conversation in 1.7.

- NIAMH Hello, my name's Niamh, I'm from Ireland.  
 AKOUN Nice to meet you, Niamh. I'm Akoun.  
 NIAMH Where are you from, Akoun?  
 AKOUN I'm from France.  
 NIAMH Oh really, which part?  
 AKOUN The south, near Nice.

## 4 Put the words in these sentences in the correct order.

1

A I'm Hello Anita I'm Italy from

.....

B part Hey too me which

.....

A The Naples south

.....

B I'm from Oh Rome

.....

2

A she's Hello is Zita Kelly American this

.....

B Kelly from Hi what are of part America you

.....

A west The California

.....

3

A meet Akoun Hello to nice you

.....

B too You

.....

## 1.9 PERSONAL JOB FILE

Go to your **Job file** on page 69. Write down any new words and phrases.  
 Complete the 'introductions' dialogue.

1.10 SPEAKING PRACTICE *In groups*

1

Go to page 97 and study Tapescript 1.7.

Practise the conversations first with the tapescript, then without. Change roles.

2

Introduce yourself and then introduce a partner to the group.  
 Then introduce yourself and your group to the whole class.



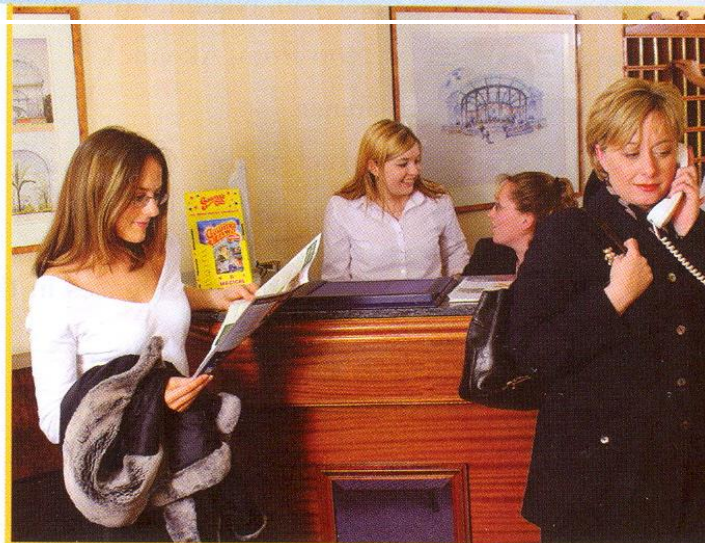
# 2 The check-in

FOCUS: REPLYING TO REQUESTS FOR ROOMS AND WELCOMING THE GUESTS

## Part A *I have a reservation.*

### 2.1 PRESENTATION

- 1 Is this like the reception area of the hotel you work in? How different is it?
- 2 Look at these room types. Match each to an abbreviation.  
 S2 S2D DA S FD D  
 single room      double room – one bed  
 twin room      double room – twin beds  
 one-bed suite    de-luxe double



### 2.2 LISTENING AND PRONUNCIATION

- 1 Read Mr Bouvier's e-mail. Is there a room available for him? Complete the reservations chart.

Dear Sir or Madam,

I'd like to reserve a double room with bath, from 18–21 July, if possible with a balcony.

Yours sincerely,

Jacques Bouvier

ROOM NO:	402	421	437
ROOM TYPE:	S-BATH	D-SHOWER	D-BATH, BALCONY
DATE			
JULY			
12	MS SUNG		
13	MS SUNG		
14			
15			
16		MISS SADLER	MR YAMOTO
17	MR CORELLI		MR YAMOTO
18			MR J. GREEN
19			
20		MR KLEE	
21	MR JONES	MR KLEE	
22	MR JONES	MR KLEE	
23			
24			



2

Now listen to Mr Bouvier. He wants to change his reservation. Is there a suitable room available? Make changes to the chart.



3

Look at these days and dates, then listen and repeat them.

JANUARY					
M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

Monday    Tuesday    Wednesday    Thursday    Friday  
 Saturday    Sunday

1st January    2nd February    3rd March    4th April  
 5th May    6th June    7th July    8th August  
 9th September    10th October    11th November  
 12th December

first    twenty-first    thirty-first    second    twenty-second  
 third    twenty-third    fourth    twenty-fourth





4

Listen to these questions and answer them. Then ask a partner.

- 1 What's today's date?
- 2 What's your day off?
- 3 When is the next national holiday?
- 4 When do you go on holiday?
- 5 When's your birthday?

## 2.3 LANGUAGE FOCUS AND PRACTICE

1

### Reading and writing

In 2.2 you heard Mr Bouvier change his reservation. This is the confirmation reply sent by the hotel.

2

Another guest, Ms Sung, wants to change her reservation.

Here is part of the e-mail she sent. What change does she want to make?

Dear Sir or Madam,

I have a reservation for two nights, the 12th and 13th July for a single room with bath. I would like to change the dates, if possible, to the 15th and 16th July ...

Dear Mr Bouvier,

Further to our earlier telephone conversation, we are pleased to confirm your new booking as follows:

Arrival: 19 July      Departure: 22 July  
 Room type: Double room with bath and balcony  
 Room rate: \$189  
 Confirmation: JU19 FD1 408

We look forward to welcoming you on 19 July.

Yours sincerely,

Check the reservations chart. Is it possible?

Now write the reply. Put these phrases into the correct order to complete the letter of confirmation to Ms Sung.

- |  |  |
|--|--|
| ..... 1 Dear Ms Sung,                    | ..... Arrival: 15th July      Departure: 17th July |
| ..... Thank you for your e-mail of ...   | ..... Room rate: €99 per night                     |
| ..... your new reservation as follows:   | ..... We look forward                              |
| ..... We are pleased to confirm          | ..... Room type: single room with bath             |
| ..... to welcoming you on the 15th July. | ..... Kind regards,                                |
| ..... Confirmation: JU15 S2B 393         |  |

## 2.4 PERSONAL JOB FILE

Go to your **Job file** on page 70. Write down any new words and phrases. Write in the dates. Complete the confirmation letter.

## 2.5 SPEAKING PRACTICE *In pairs*

*Student A:* You are the receptionist. Go to page 97 and study Tapescript 2.2.

*Student B:* You are the guest. Go to page 97 and study Tapescript 2.2.

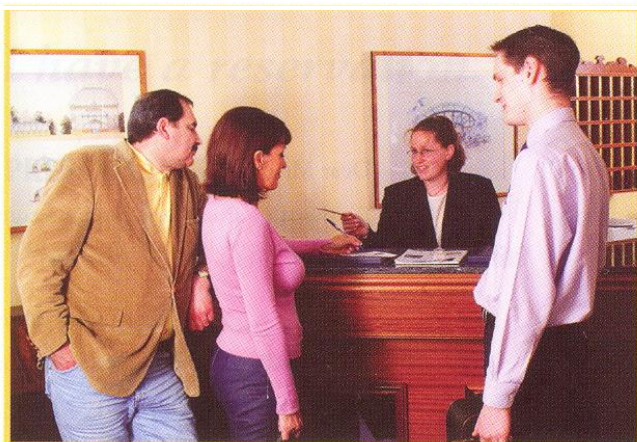
Practise the conversation first with the tapescript, then without. Change roles.



## Part B *Here's your key sir, it's on the fourth floor, room 401.*

### 2.6 PRESENTATION

1



When guests arrive at reception, what do you say to them?

Study these sentences. Which are polite and which are not polite? Say why. Write P or NP.

- ..... Hello, can I help you?
- ..... Do you have a reservation?
- ..... Hello, what do you want?
- ..... And your name, please?
- ..... I'm sorry, the hotel is full.
- ..... We have nothing for you.

2

Mr and Mrs Bouvier arrive at reception. First mark the sentences G(uest) or R(eceptionist). Then put the sentences in order to make the dialogue between the guest and the receptionist. Two have been done for you.

- R 1 Good evening sir, good evening madam.
- ..... Thank you. Bouvier, yes, ... so that's a double room with bath and balcony for three nights.
- ..... Thank you sir, here's your key. It's on the fourth floor, room 401.
- ..... Yes, of course.
- ..... Could you just sign here, please?
- ..... B-O-U-V-I-E-R.
- ..... Could you spell that, please?
- ..... Thank you.
- ..... Good evening, we have a reservation, the name's Bouvier.
- 6 That's right.
- ..... I'll call a porter.
- ..... Enjoy your stay.

### 2.7 LISTENING AND PRONUNCIATION

1

Listen to the conversation above and check your answers.

2

**Being clear and polite** Listen to these sentences and repeat them.

Good evening sir, good evening madam.

Could you sign here, please?

Could you spell that, please?

Here's your key.

That's a double room with bath and balcony for three nights.

It's room 401, on the fourth floor.

I'll call a porter.



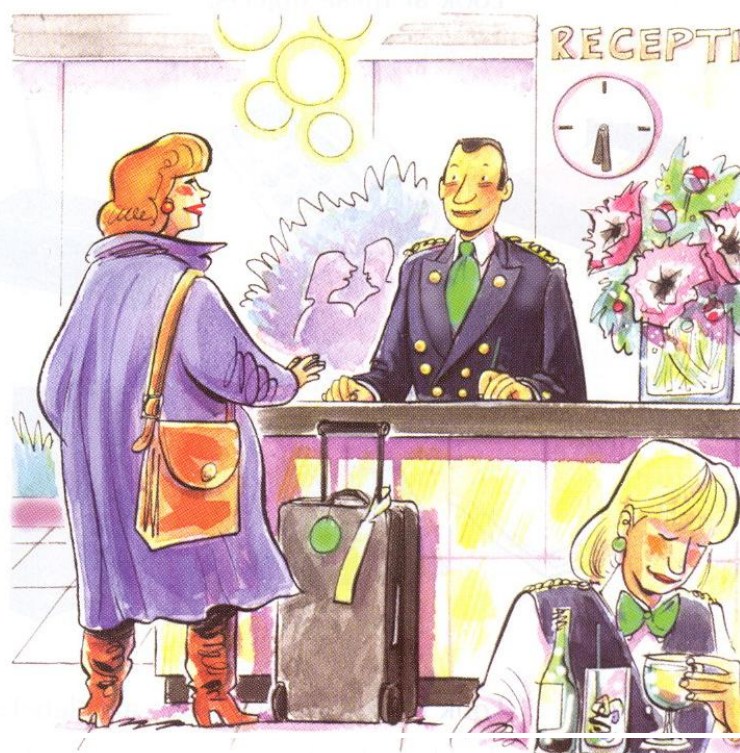
## 2.8 LANGUAGE FOCUS AND PRACTICE

## Checking in

This conversation is like the one you heard in 2.7.  
Complete it using these words.

seventh floor   spell   sign here   a reservation   six nights  
Thank you   here's your   single room   your name   call him  
Good evening   right   Would you like   Good evening

- RECEPTIONIST ..... , madam.
- GUEST ..... I have .....
- RECEPTIONIST And ..... , madam?
- GUEST Wolfington.
- RECEPTIONIST Could you ..... that, please?
- GUEST W-O-L-F-I-N-G-T-O-N.
- RECEPTIONIST ..... , Mrs Wolfington, yes,  
a ..... and shower for .....
- GUEST That's .....
- RECEPTIONIST Could you just ..... , please?
- GUEST Yes, of course.
- RECEPTIONIST Thank you, madam, ..... key.  
It's room 738 on the .....
- RECEPTIONIST ..... a porter?
- GUEST Yes, please.
- RECEPTIONIST I'll just ..... Enjoy your stay.
- GUEST Thank you.



## 2.9 PERSONAL JOB FILE

Go to your **Job file** on page 70. Write down any new words and phrases.  
A guest is checking in. Complete the dialogue using your own words.

2.10 SPEAKING PRACTICE *In pairs*

1

**Student A:** You are the guest. Go to pages 97–98 and study Tapescript 2.7.

**Student B:** You are the receptionist. Go to pages 97–98 and study Tapescript 2.7.

Practise the conversation first with the tapescript and then without. Change roles.

2

**Students A and B:** In the same way, practise the dialogue you completed in 2.8.

Change roles.



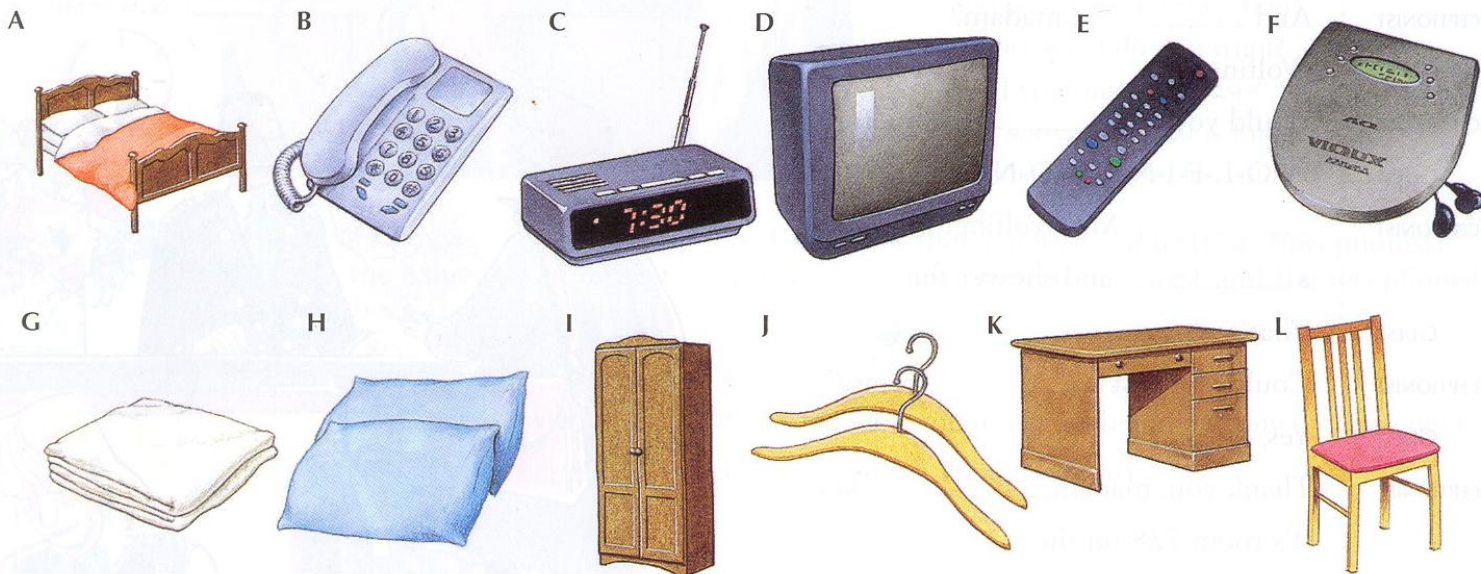
# 3 The hotel bedroom

FOCUS: DESCRIBING STANDARD AND LUXURY HOTEL ROOMS

## Part A *Can you describe the room, please?*

### 3.1 PRESENTATION

Look at these objects.



Look at this list of objects and label the illustrations.

double bed sheets chair radio alarm CD player TV  
coat hangers pillows telephone wardrobe desk remote control

### 3.2 LISTENING AND PRONUNCIATION



A guest is enquiring about a room. Listen to the hotel employee and number the objects in the order you hear them. The first has been done for you.

- |              |                    |                   |                      |
|--------------|--------------------|-------------------|----------------------|
| 1 double bed | ..... CD player    | ..... desk        | ..... remote control |
| ..... TV     | ..... coat hangers | ..... chair       | ..... pillows        |
| ..... sheets | ..... wardrobe     | ..... radio alarm | ..... telephone      |



**Being clear and polite** Listen to these sentences and repeat them.

There's a telephone by the bed.  
You have the radio alarm next to that.  
The sheets are changed every day.  
There's a TV of course, with remote control.

I'm afraid there isn't a CD player in the room, madam.  
There are plenty of coat hangers.  
There's a desk by the window, with two very comfortable chairs.



## 3.3 LANGUAGE FOCUS AND PRACTICE

## There is / There are

Study these structures:

## Singular

There is a mini-bar in every room.  
 There isn't a CD player in the room.  
 Is there a TV in every room?

## Plural

There are plenty of coat hangers.  
 There aren't any plants in the room.  
 Are there any flowers in the room?

Put the words in the following sentences in the correct order. The first has been done for you.

## Singular

Affirmative: is TV in room There a the

Example: There is a TV in the room.

Negative: double bed isn't There a in room the

Question: CD player there room in Is a the ?

Answers: is there Yes / the room Yes there CD player in a is

there isn't No / CD player No there in room isn't a the

## Plural

Affirmative: coat hangers of plenty wardrobe There are the in

Negative: in room There aren't the flowers any

Question: the plants there in Are any room ?

Answers: are Yes there / room some in plants Yes there the are

there No aren't / any there room plants No aren't the in

## 3.4 PERSONAL JOB FILE

Go to your **Job file** on page 71. Write down any new words and phrases.  
 Describe a standard bedroom in the hotel where you work.

3.5 SPEAKING PRACTICE *In pairs*

## Game: Spot the difference

Student A: Go to page 84 and study the drawing in Speaking practice 3.5A.

Student B: Go to page 92 and study the drawing in Speaking practice 3.5B.

Ask questions to discover the differences between the rooms in the drawings.  
 List the differences. When you have finished, write them down and tell the class.



## Part B *There's full air-conditioning, of course.*

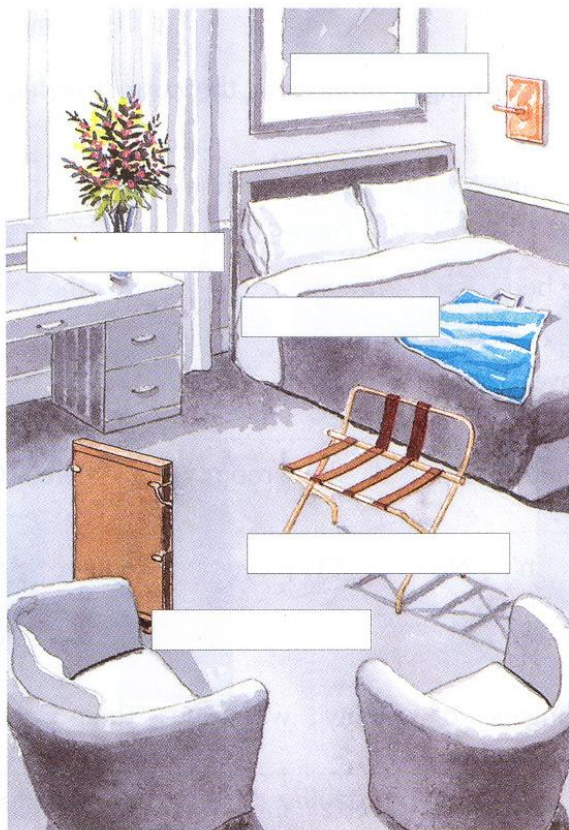
### 3.6 PRESENTATION

What items would you expect to find in a luxury hotel bedroom?

Look at these three hotel bedrooms. Which is most like a bedroom in the hotel where you work?



Bedroom A



Bedroom B



Bedroom C

Look at this list of words:

mini-bar blanket duvet bedside lamp suitcase stand desk central light switch  
trouser press laundry bag air-conditioning writing paper flowers plant personal safe

Label the objects in the three illustrations. Two have already been labelled.

### 3.7 LISTENING AND PRONUNCIATION



1

Listen to four conversations where guests are enquiring about rooms. The hotel employee describes each of the four rooms. Listen and identify the three hotel rooms above.



2

**Being clear and polite** Listen to these sentences and repeat them.

We can give you a very quiet room on the top floor.

Everything you need is included in the room.

It's small but very quiet.

I'm afraid there isn't a mini-bar in the room.

It's a large sunny room with a view of the sea.

There's full air-conditioning, of course.



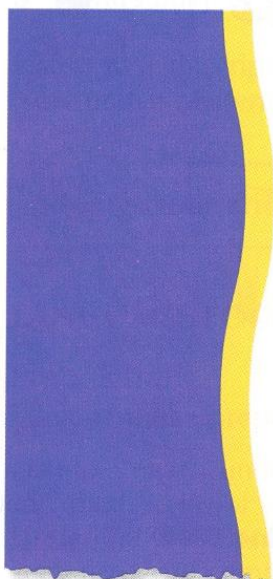
## 3.8 LANGUAGE FOCUS AND PRACTICE

## Describing rooms

In 3.7 you heard these words used in the descriptions of the rooms:

- All of the rooms ... = 100%  
 Most of the rooms ... = over 50%  
 Some of the rooms ... = under 50%  
 None of the rooms ... = 0%

Study this description and complete the sentences below with one of these phrases.

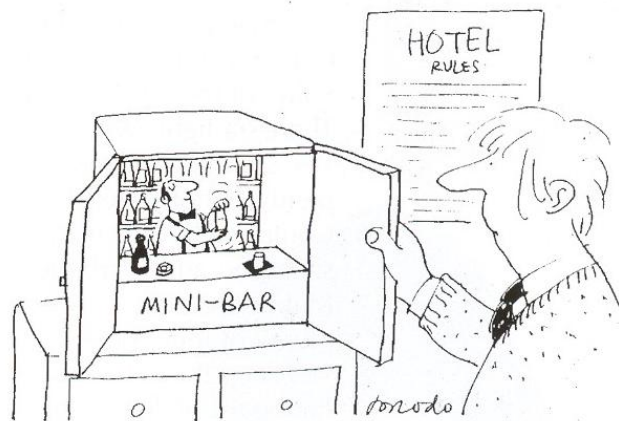


## Hotel RITA

- ◆ 33 rooms + 3 suites, all with full air-conditioning
- ◆ 3 suites: four-poster bed, en-suite luxury bathroom, TV
- ◆ 17 double rooms: king-size bed, en-suite bathroom, TV
- ◆ 10 double rooms: twin beds, en-suite bathroom, TV
- ◆ 6 single rooms: shower only, WC
- ◆ Personal safe available at reception
- ◆ Fax machines and computers with internet access available in the conference room only

In the Hotel Rita:

- 1 ..... air-conditioning.
- 2 ..... a personal safe.
- 3 ..... twin beds.
- 4 ..... a TV.
- 5 ..... a four-poster bed.
- 6 ..... a fax machine.
- 7 ..... a shower and WC only.
- 8 ..... a king-size bed.
- 9 ..... a luxury bathroom.
- 10 ..... a computer.



## 3.9 PERSONAL JOB FILE

Go to your **Job file** on page 71. Write down any new words and phrases. Describe a luxury bedroom in the hotel where you work.

3.10 SPEAKING PRACTICE *In groups*

## Design your own hotel room

Go to page 85 where you will see a basic plan of a hotel bedroom. Design your ideal hotel room. When you have finished, describe it to the class.

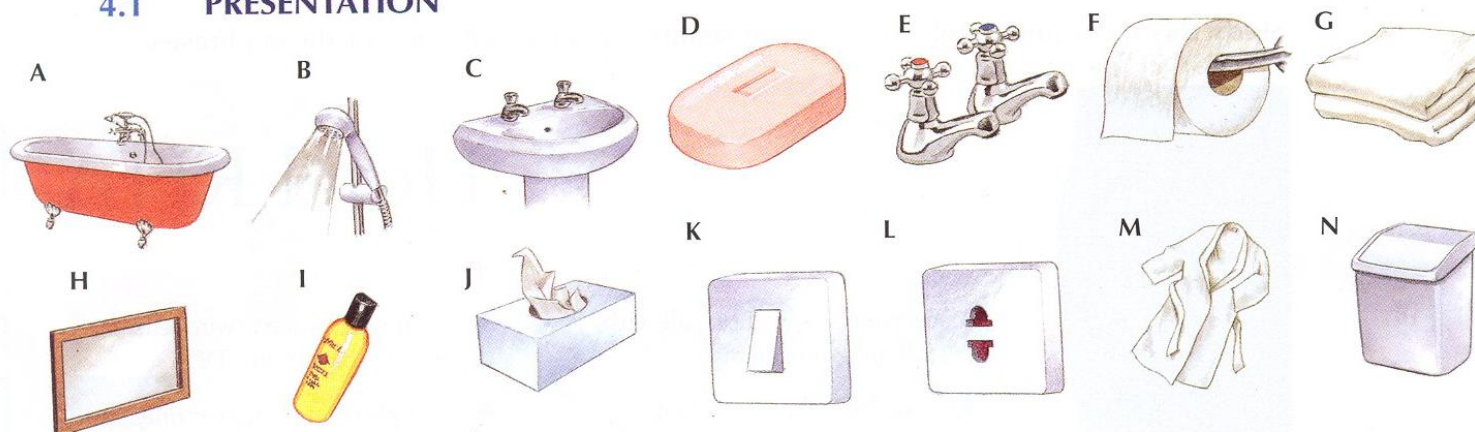


# 4 Bathroom & porter

FOCUS: DESCRIBING A BATHROOM; SHOWING A GUEST TO THE ROOM

## Part A *Can you send up some more towels, please?*

### 4.1 PRESENTATION



1 Look at these objects.

Look at this list of objects and label the pictures.

shampoo bin shower mirror washbasin toilet paper towels bath bathrobe  
tissues light switch soap hot/cold water taps shaver socket

2 Read these sentences. Who would say them? Write R→G or G→R or H→M next to each sentence. The first one has been done for you.

R→G = Receptionist to Guest G→R = Guest to Receptionist H→M = Housekeeper to Maid

- 1 Yes, madam, all the doubles have a bath. **R→G**
- 2 Can you send up some more towels, please?
- 3 Some of the single rooms have a shower only.
- 4 There's a light switch next to the mirror, sir.
- 5 Yes, sir, there's always plenty of hot water.
- 6 Could we have some more shampoo and soap, please?
- 7 Make sure there's always plenty of toilet paper.
- 8 We keep the extra tissues in the cupboard under the washbasin.
- 9 There should be a bathrobe just behind the door, madam.
- 10 Don't forget to empty the bin every time.

### 4.2 LISTENING AND PRONUNCIATION

1 Look at this illustration of a bathroom.





## 2 Complete these sentences using the following words.

mirror tap extra tissues shaver socket bathrobe bin shower soap washbasin towels

- 1 We keep ..... and toilet paper here in the cupboard.
- 2 The ..... is on the wall next to the .....
- 3 The ..... is here under the .....
- 4 There's a hot and cold mixer ..... for the .....
- 5 The ..... is here behind the door and the ..... are on the rack over the bath.
- 6 Always put plenty of ..... and shampoo here, near the taps.



## 3 Listen to a description of the bathroom and check your answers. Now match sentences 1-6 to letters A-F in the illustration.



4

**Being clear and polite** Listen to the sentences and repeat them.

## 4.3 LANGUAGE FOCUS AND PRACTICE

1

**Prepositions**

Look at these prepositions. You heard them in 4.2.

next to near under behind over in on

2

Underline these prepositions in the sentences you completed in 4.2.

3

Look at this illustration. Correct the prepositions in these sentences *only* if they are wrong.

- 1 A small hand towel is on the floor near the washbasin.
- 2 A box of tissues is behind the taps in the washbasin.
- 3 A large cupboard is over the washbasin.
- 4 The bathrobe is next to the bath.
- 5 The bin is behind the door near the bath.
- 6 The light switch is over the wall under the door.



## 4.4 PERSONAL JOB FILE

Go to your **Job file** on page 72. Write down any new words and phrases. Describe a bathroom in the hotel where you work.

4.5 SPEAKING PRACTICE *In groups***Design your own hotel bathroom**

Go to page 86 and look at the plan of a hotel bathroom. Design your ideal hotel bathroom using the words in this lesson. When you have finished, describe it to the class.



## Part B *Can I help you with your luggage, madam?*

### 4.6 PRESENTATION

- 1 What do you think is being said in the picture? Is this like a scene at the hotel where you work? What's the same? What's different?
- 2 The porter is taking the guest's luggage to the room. Put the sentences in the correct order to make a conversation between the porter and the guest. The first and last have been done for you.



PORTER 1 Can I help you with your luggage, madam?

GUEST Thank you, and here's something for you.

GUEST Yes, please, those two red suitcases are mine.

PORTER This way, please, madam, the lift is just over there.

PORTER Shall I take the small green bag too?

GUEST Oh yes, please bring it as well.

PORTER Here you are, madam, room 233.

PORTER 8 Thank you very much, madam. I hope you enjoy your stay.

### 4.7 LISTENING AND PRONUNCIATION



- 1 Listen to the conversation in 4.6 and check your answers.

- 2 Study these five sentences.

1 Can I help you with your luggage, madam?

2 Shall I take the small green bag too?

3 This way, please, the lift is just over there.

4 Here you are, madam, room 233.

5 Thank you very much, madam, I hope you enjoy your stay.

Look at these five pictures and match each one with a sentence.



A



B



C



D



E



3

**Being clear and polite** Listen to these sentences and repeat them.

Can I help you with your luggage, madam?

Shall I take the small green bag too?

This way, please, madam, the lift is just over there.

Here you are, madam, room 233.

Thank you very much, madam, I hope you enjoy your stay.



## 4.8 LANGUAGE FOCUS AND PRACTICE

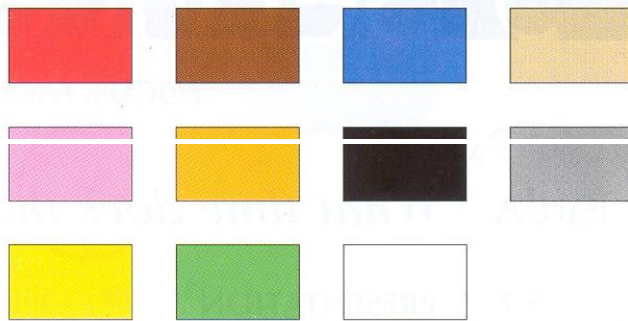
## 1 Adjectives and colours

Do you know these words? Label each colour.

red green yellow brown orange  
black blue white pink grey beige

What is your favourite colour?

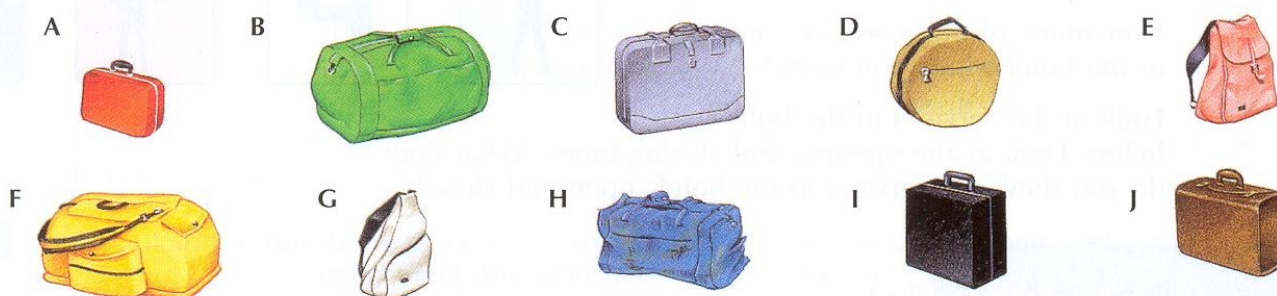
What colour is the room you are in?



## 2 Look at these adjectives:

square big light nylon old round heavy new leather small

## 3 Choose a colour and an adjective to describe each item of luggage, like this: 'a small red case'.



## 4 Polite offers and questions

A polite offer: Shall I take the small green bag too? Shall I + infinitive

A polite question: Would you like a porter? Would you like ...?

Put the words in the right order in these sentences.

1 take Shall case small I the red

.....?

2 I bring all bags these Shall

.....?

3 too you this Would orange like big bag

.....?

4 madam boxes How these about

.....?

5 way madam This please

.....

6 lift is The over just there

.....

7 your 707 madam Here's room

.....

8 I you your enjoy holiday hope

.....

## 4.9 PERSONAL JOB FILE

Go to your **Job file** on page 72. Write down any new words and phrases.  
Complete the three stages of the conversation between the guest and porter.

4.10 SPEAKING PRACTICE *In pairs*

**Student A:** You are the guest. Go to page 98 and study Tapescript 4.7.

**Student B:** You are the porter. Go to page 98 and study Tapescript 4.7.

Practise the conversation between the guest and the porter, first with the tapescript, then without. Change roles.



# 5 Services in the hotel

FOCUS: FACILITIES IN THE HOTEL; OPENING AND CLOSING TIMES

## Part A *What time does the restaurant open, please?*

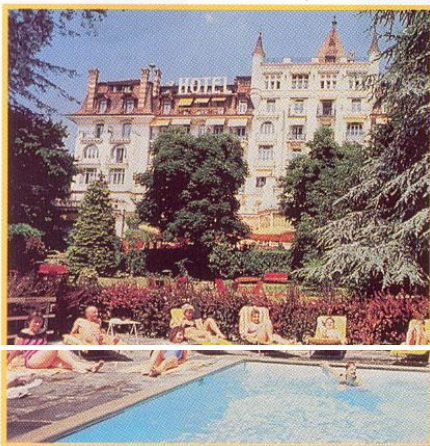
### 5.1 PRESENTATION

Look at these services and label the pictures.

Bar Restaurant Fitness centre  
Car park Reception Swimming pool  
Room service Laundry service

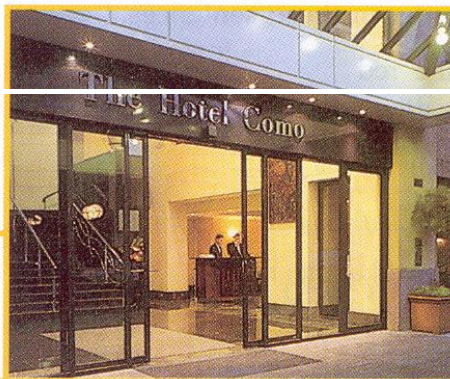
How many of these services are in the hotel where you work?

Look at the services in the hotels below. Look at the opening and closing times. What time do you think the services in the hotels open and close?



Hotel Royal Savoy,  
Lausanne, Switzerland

Service	Opening and closing times
Fitness & sauna	Open in summer
Restaurant	Available until 10.30 pm
Room service	Open every day from 7 am to 10 pm
Swimming pool	Open every evening until 10 pm



Service	Opening and closing times
Bar	By 11 am
Laundry	24 hour valet service
Check-in	Opens at 4 pm
Check-out	Same day
Parking	From 2 pm

Hotel Como,  
Melbourne, Australia



### 5.2 LISTENING AND PRONUNCIATION



Listen to the conversations between the employees and guests at the Hotel Royal Savoy and the Hotel Como, about the services in the two hotels. Match the times and services in 5.1.



**Being clear and polite** Listen to these sentences and repeat them.

It's open every evening from 7 to around 10 o'clock.

The fitness and sauna closes at 10 pm ...

... but it opens up again tomorrow at 7 am.

The pool is only open in summer.

Room service is available until 10.30 pm.



## 5.3 LANGUAGE FOCUS AND PRACTICE

## 1 Time Complete the times.



..... o'clock



one .....



a quarter past .....



..... thirty



..... forty-five



half past .....



ten past .....



..... past .....



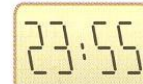
..... twenty



ten .....



a ..... to twelve



..... fifty-five

## 2 Study these structures.

What time does it open?

It opens at 7 am.

It's open 7 days a week.

What time does it close?

It closes at 10 pm.

It's open from Monday to Friday.

When does it open and close?

It's open from 7 am to 10 pm.

It's open in summer/winter.

Is it open every day?

Yes, it is. / No, it isn't, I'm afraid.

## 3 Complete the questions using these words.

available service open does

What is late by Is open

1 What time ..... the fitness centre close?

2 ..... the latest check-out time, please?

3 Is the laundry .....? I need these things ..... tonight.

4 Is room service .....? I know it's a bit .....

5 ..... the car park locked at night?

6 When does the bar .....?

## Complete the answers using these words.

latest 24 hour fitness same-day available service opens closes at

A Yes, sir, room ..... is ..... until 10.30.

B The ..... check-out is at 11 am.

C It ..... at 4 pm.

D Yes, sir, and there's ..... valet parking service.

E The ..... and sauna ..... 10 pm.

F Yes, madam, there is a ..... laundry service.

Now match the questions in 1-6 with an answer in A-F.

## 5.4 PERSONAL JOB FILE

Go to your **Job file** on page 73. Write down any new words and phrases. Correct the mistakes in each question and answer given. Write four questions and answers about opening and closing times of services at the hotel where you work.

## 5.5 SPEAKING PRACTICE In pairs

1 **Student A:** You are the guest. **Student B:** You are the hotel employee. Practise the questions and answers from 5.3 exercise 3, first with your books open, then closed. Change roles.

2 **Student A:** You are the guest. Go to page 87. Study the information in Speaking practice 5.5A. Ask the employee complete questions.

**Student B:** You are the hotel employee. Go to page 93. Study the information in Speaking practice 5.5B. Using this information, give complete answers to the guest's questions.

Change roles.



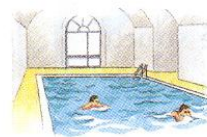
## Part B *We have a fully equipped business centre and a fitness centre.*

### 5.6 PRESENTATION

Look at these services and label the illustrations.

Computer services   Translations   Fitness centre   Sauna  
Secretarial services   Conference rooms   Exercise equipment   Audio-visual equipment   Internet access  
Indoor swimming pool   Tour guides   Beauty salon

Which ones did you see in Part A? Which are business and which are leisure activities? How many of these services are in the hotel where you work?



### 5.7 LISTENING AND PRONUNCIATION



1

Listen to the conversations between the hotel employees and guests about the services at the Hotel Grande Bretagne, Athens and the Okura Garden Hotel, Shanghai. Tick (✓) the services you hear.

In total, only 10 services are mentioned. Which two services are *not* mentioned?

	Grande Bretagne	Okura Garden		Grande Bretagne	Okura Garden
Sauna	_____	_____	Beauty salon	_____	_____
Fitness centre	_____	_____	Audio-visual equipment	_____	_____
Conference rooms	_____	_____	Exercise equipment	_____	_____
Internet access	_____	_____	Tour guide	_____	_____
Computer services	_____	_____	Translations	_____	_____
Secretarial services	_____	_____	Indoor swimming pool	_____	_____



Hotel Grande Bretagne, Athens, Greece



2

**Being clear and polite** Listen to these sentences and repeat them.

We have a fully equipped business centre, with internet access.

We have a full range of secretarial services.

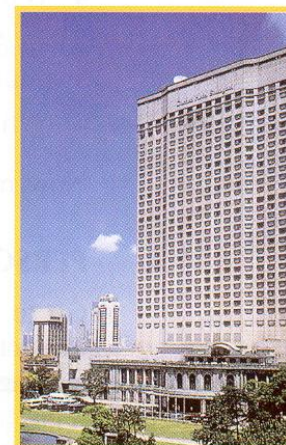
We have full translation services.

Just let us know in advance and we can arrange everything.

There's a fully equipped fitness club with an indoor swimming pool.

You'll find all the exercise equipment you need.

There's a wonderful sauna.



Okura Garden Hotel, Shanghai, China

### 5.8 LANGUAGE FOCUS AND PRACTICE

1

**Can and Have** Study these questions and answers.

Have you got cable TV in the hotel?

Yes, we have. / No, we haven't.

Has the hotel got an indoor pool?

Yes, it has. / No, it hasn't.

Can I/we send e-mails from here?

Yes, you can. / No, you can't.

Can she get a hair appointment at once?

Yes, she can. / No, she can't.



## 2 Complete these sentences using the verbs 'can' or 'have'.

- |   |                                       |            |
|---|---------------------------------------|------------|
| 1 | ..... he got the key?                 | No, .....  |
| 2 | ..... you got a fax machine?          | Yes, ..... |
| 3 | ..... she use the fitness centre now? | Yes, ..... |
| 4 | ..... you do it by tonight?           | No, .....  |

## 3 Complete the following sentences using these words.

we use   you can   can arrange   Have you   got   has   not   have   Can   arrange

- Has the hotel ..... an express laundry service? Yes, madam, it .....
- ..... we use the business centre now? Yes, sir, ..... It's open until 8 pm.
- ..... got everything? Yes, I think I .....
- Can you ..... secretarial services? Yes, we ..... everything.
- Can ..... the sauna now? I'm afraid ..... sir, the sauna is closed.

## 4 A hotel brochure

Read the extract from a hotel brochure. Complete it using these words.

internet   secretarial   translation service   computer   audio-visual   conference  
exercise   sauna   tour guide   beauty   health and fitness   indoor pool

We have a fully equipped business centre, including ..... rooms with all the latest ..... equipment. Our range of hi-tech ..... services includes full ..... access. We can arrange a full ..... service, plus a full ..... in several languages.

Enjoy the wonderful panoramic views over the mountains, as you work out in our ..... club, with all the latest ..... equipment. Visit the ..... salon, go for a ....., or go for a swim in the heated ..... If you would like to go sightseeing we can arrange for a ..... to show you the sights.

## 5.9 PERSONAL JOB FILE

Go to your **Job file** on page 73. Write down any new words and phrases. Write four questions and answers about business and leisure services in the hotel where you work.

5.10 SPEAKING PRACTICE *In pairs*

- Student A:** You are the guest. **Student B:** You are the hotel employee. Together practise the questions and answers you completed in 5.8 exercises 2 and 3, first with the books open, then closed. Change roles.

- In groups** What services do you think are important? You have seen several in this lesson. List the six services which you think are the most important for your ideal hotel. Tell the class and say why you think they are important.



# 6 Location of facilities

FOCUS: GIVING DIRECTIONS TO FACILITIES IN AND NEAR THE HOTEL

## Part A *The travel desk is on the ground floor.*

### 6.1 PRESENTATION

Do you know what these directions mean?  
Work in groups and make a simple drawing of each one.

turn right   turn left   go up   go down  
next to   opposite

### 6.2 LISTENING AND PRONUNCIATION



1

Look at the plan of the hotel. Some guests are asking for directions in the hotel. Listen to the conversations and write down the place each guest is looking for.

Guest 1 .....

Guest 2 .....

Guest 3 .....

Guest 4 .....

Guest 5 .....



2

Listen again and label these three places on the hotel plan.

bar   business centre   swimming pool



3

#### Being clear and polite

Listen to these sentences and repeat them.

The gift shop is in the basement.

When you go out of the lift, turn right.

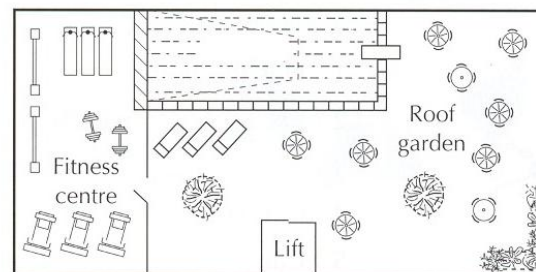
It's in the main lobby, opposite the reception desk.

It's inside the restaurant on the ground floor.

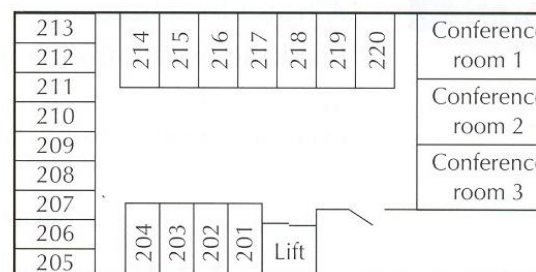
Go down to the ground floor.

As you come out of the lift, it's on your left.

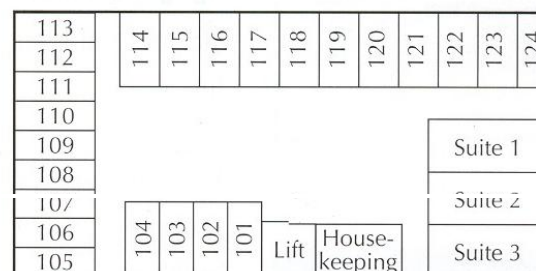
Out of the lift, turn right, and it's next to the conference rooms.



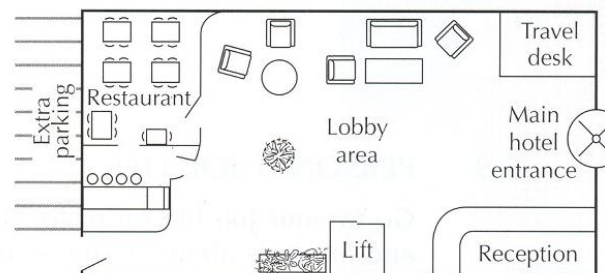
Top floor



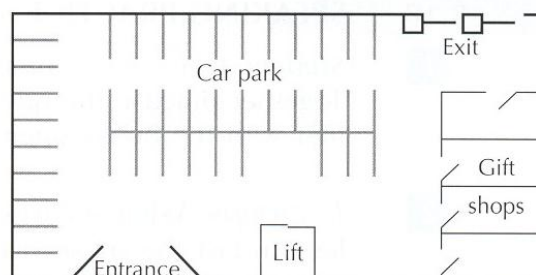
Second floor



First floor



Ground floor



Basement



## 6.3 LANGUAGE FOCUS AND PRACTICE

## 1 Three verbs In 6.2, the guests asked questions like this:

- Be* Excuse me, where is the travel desk, please?  
 Excuse me, the business centre is on the third floor, isn't it?  
*Can* Can you tell me where the gift shop is, please?  
*Look* I'm looking for the bar, please.

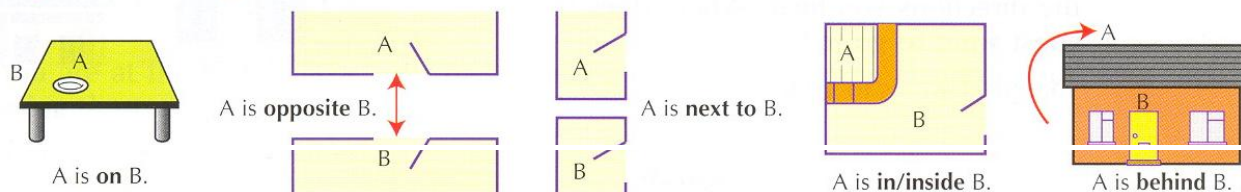
## 2 Verbs of direction The employee gives directions using these verbs:



Look at the plan of the hotel. Complete these sentences.

- To get to the gift shops, go out of the lift and .....
- The restaurant is on the ground floor; ..... the lobby and it's at the end.
- To get to the business centre, ..... to the second floor, and as you ..... the lift it's on your right.
- From your room, go ..... to the restaurant near the lobby, and the bar is inside the restaurant.
- The fitness centre is on the top floor; as you come out of the lift, ..... and you'll see the fitness centre next to the pool.

## 3 Prepositions of place Look at the plan of the hotel. Complete the sentences below.



- The car park is ..... the basement.
- The travel desk is ..... reception, in the lobby.
- All the conference rooms are ..... the second floor.
- The pool is on the top floor, ..... the fitness centre.
- The bar is ..... the restaurant.
- You can also park just ..... the hotel.

## 6.4 PERSONAL JOB FILE

Go to your **Job file** on page 74. Write down any new words and phrases. You are in the reception area of the hotel where you work. Choose four places guests want to go to inside the hotel. Start from reception. Write down these four directions for guests.

## 6.5 SPEAKING PRACTICE In pairs

**Student A:** You are the guest. Go to page 87 and study the plan of the hotel in Speaking practice 6.5A. There are no services marked on it. Ask your partner where the services are and write their position on your plan.

**Student B:** You are the employee. Go to page 93 and study the plan of the hotel in Speaking practice 6.5B. Tell your partner where the services are.

Check your answers. Change roles.



## Part B *It's about a five-minute walk from here.*

### 6.6 PRESENTATION

Look at these names of places and label the illustrations.

Post office Photo shop Cash point  
Shopping centre Cinema Bank  
Travel agent Railway station

### 6.7 LISTENING AND PRONUNCIATION



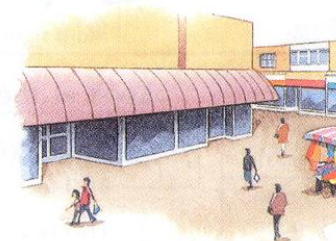
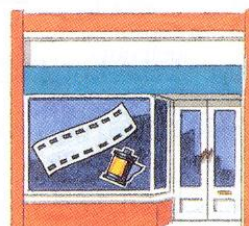
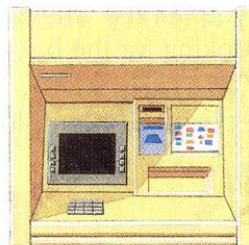
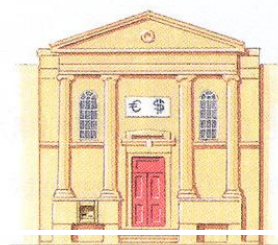
Some guests are asking for directions to places outside the hotel. Listen to the conversations and write down the place each guest is looking for.

Guest 1 .....  
Guest 2 .....  
Guest 3 .....  
Guest 4 .....  
Guest 5 .....

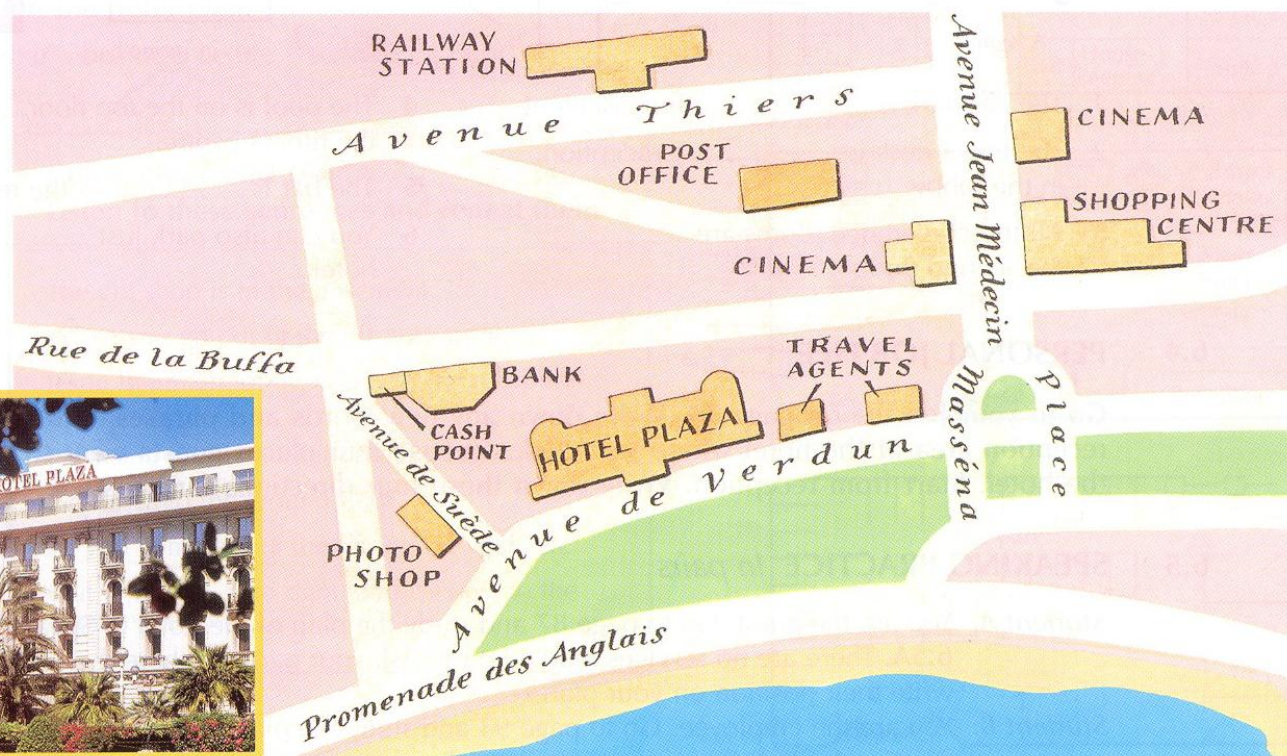


You are at the Hotel Plaza in Nice. Look at the street plan. Listen and follow the directions you hear. Where does the guest want to go to?

The guest wants to go to .....



Hotel Plaza, Nice, France







**Being clear and polite** Listen to these sentences and repeat them.

Certainly, it's not far.

The bank is on the corner, on your right.

Go out of the hotel and turn left.

There's one very near the hotel in Avenue de Suède.

Go along Avenue de Verdun for about 100 metres.

It's about a 10-minute walk from here, sir.

It's just a few minutes walk.

There on the corner, on your right, is the cash point next to the bank.

Go up Avenue de Suède until you get to Rue de la Buffa.

## 6.8 LANGUAGE FOCUS AND PRACTICE

**1** **Directions** Study these directions. You heard them in 6.7 exercise 1.

**GUEST** I'm looking for a photo shop, please.

**EMPLOYEE** There's one very near the hotel in Avenue de Suède. Go out of the hotel, turn right and go along to Avenue de Suède. Turn right into Avenue de Suède, and you'll see the photo shop opposite.

You are at the Hotel Plaza in Nice. Find the travel agents on the map. Complete the directions using these phrases.

turn left go along go out of on your left it's not far

**GUEST** Good morning, can you help me? I'm looking for a travel agent, as I need to change my ticket.

**EMPLOYEE** Certainly, ..... from here. .... the hotel and ..... and Avenue de Verdun for about 100 metres, and there are two travel agents .....

**2** You are at the Hotel Plaza. Find the shopping centre on the map and write out the directions using these phrases.

turn left out of the hotel go along until you get to go up on your right

To get to the shopping centre, go .....

**3** Find an expression that is similar to 'It's not far'. .....

## 6.9 PERSONAL JOB FILE

Go to your **Job file** on page 74. Write down any new words and phrases. You are in the reception area of the hotel where you work. Choose two places outside the hotel that guests ask directions to. Start from reception. Write out these directions for guests.

## 6.10 SPEAKING PRACTICE *In pairs*

**1** **Student A:** You are the guest. Go to page 100 and study Tapescript 6.7 exercise 1. Ask for directions to the five places mentioned: travel agent, bank, photo shop, cinema, cash point.

**Student B:** You are the employee. Go to page 100 and study Tapescript 6.7 exercise 1. Give the directions to your partner.

Change roles.

**2** Take a map of your town. In pairs ask for and give directions to the two places you wrote directions to in your **Job file**. Change roles.



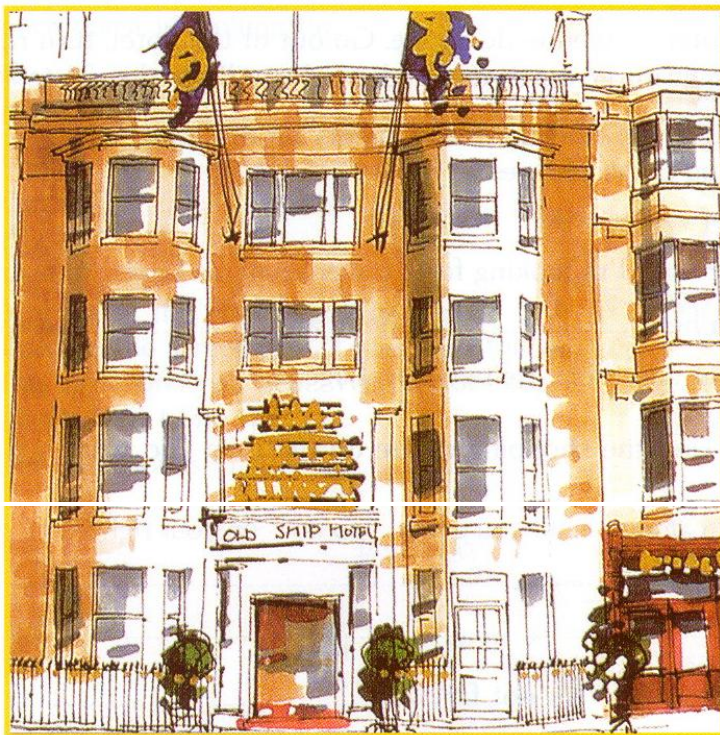
# 7 Room services

FOCUS: UNDERSTANDING AND CHECKING ROOM SERVICE ORDERS;  
EXPLAINING, APOLOGISING

## Part A *Hello, room service, can I help you?*

### 7.1 PRESENTATION

Look at this selection from the room service menu at Redz Bar and Brasserie at the Old Ship Hotel. How many of the dishes do you know? Do you serve any of these in the hotel where you work?



Old Ship Hotel, Brighton, UK

### 7.2 LISTENING AND PRONUNCIATION



1

Two guests are ordering from room service.

Listen and write 1 (Guest 1) or 2 (Guest 2) next to the items each guest orders from the menu.



2

Two guests order from room service. The waiter brings each the wrong order.

Listen to the conversation between the guest and the waiter and write in the correct order.

Guest 1 The waiter brings: smoked salmon, green salad, and ice cream. The guest ordered:

.....

Guest 2 The waiter brings: caesar salad, bruschetta, crème brûlée. The guest ordered:

.....

## • REDZ • BAR BRASSERIE

### STARTERS

- ..... Grilled goat's cheese
- ..... Cajun salmon
- ..... Caesar salad
- ..... Smoked salmon

### MAIN DISHES

- ..... Cod fillet
- ..... Pan-fried sesame salmon
- ..... Penne pasta
- ..... Grilled chicken
- ..... Sirloin steak

### SIDE ORDERS

- ..... Garlic bread with mozzarella
- ..... Bruschetta
- ..... Mixed green salad
- ..... Chicken, bacon and brie baguette

### PUDDINGS

- ..... Raspberry crème brûlée
- ..... Tiramisu
- ..... Apple strudel
- ..... Ice cream
- ..... Cheese board





**Being clear and polite** Listen to these sentences and repeat them.

Hello, room service, can I help you?

And your room number, please?

That's the sesame salmon, isn't it?

Is that just one mixed salad?

So, that's the caesar salad, bruschetta,  
the sesame salmon, and the apple strudel.

That will be ready in about 15 minutes.

Would you like anything else, madam?

### 7.3 LANGUAGE FOCUS AND PRACTICE

**1** **Checking language** In 7.2 you heard room service check the order. Study what they say.

Is that just one mixed salad?

*Question:* Is that ...?

So that's the chicken not the steak ...

*Affirmative:* So that's ...

That's the sesame salmon, isn't it?

*Question tag:* That's ..., isn't it?

Would you like anything else?

*Final check:* Would you like anything else?

**2** A guest orders from room service. Read this conversation and complete the sentences.

ROOM SERVICE Hello, room service, can I help you?

GUEST We'd like a couple of light snacks, please. Is .....?

ROOM SERVICE Yes, everything is on the menu.

GUEST Then a light salad to start with, please.

ROOM SERVICE Is .....?

GUEST No, not the caesar, the mixed green salad, please. And one sesame salmon and the penne pasta ... no dessert.

ROOM SERVICE Would .....?

GUEST No, nothing else, thank you. Oh, wait a moment, some garlic bread as well.

ROOM SERVICE Right, so that's ..... And what .....?

GUEST Room 531.

ROOM SERVICE It will .....

GUEST About 15 minutes, good.

**3** What question does the waiter need to ask to clarify the order?

### 7.4 PERSONAL JOB FILE

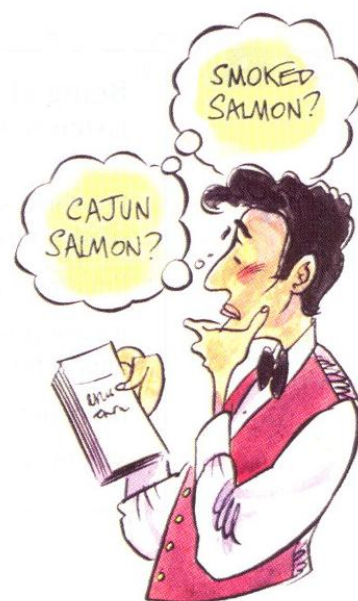
Go to your **Job file** on page 75 and write down any new words and phrases. List some of the most popular room service items in the hotel where you work. Complete the checking questions.

### 7.5 SPEAKING PRACTICE *In pairs*

**Student A:** You are the guest. Go to pages 101–102 and study Tapescript 7.2 exercise 1. Order from room service.

**Student B:** You are the employee. Go to pages 101–102 and study Tapescript 7.2 exercise 1. Take the guest's order.

Change roles.





## Part B *I'm sorry, it's not available at the moment.*

### 7.6 PRESENTATION

Here are some of the services offered by this hotel.

fitness centre laundry service meeting rooms  
taking messages swimming pool

Do you have any of these services in the hotel where you work? When are they available?

What do you say if the service is not available?

I'm sorry, it's closed at the moment.

I'm very sorry, it's not available now, but it opens tomorrow at 8 am.

### 7.7 LISTENING AND PRONUNCIATION

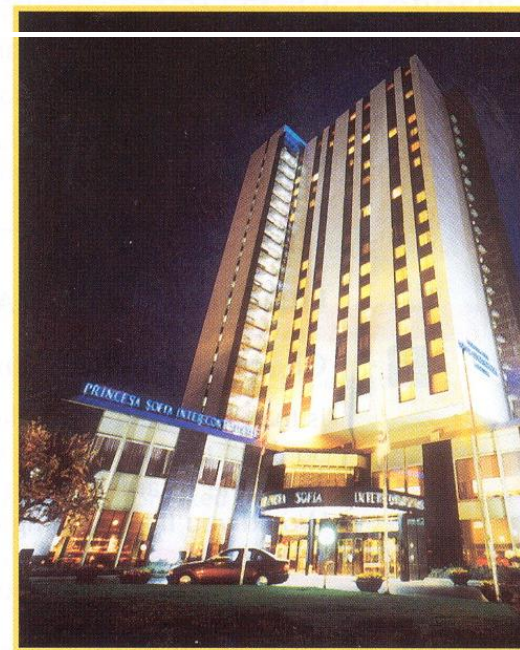


1

You will hear five conversations about hotel services between hotel employees and guests. Listen and complete the table. You have to do three things:

- 1 Match a service (A, B, etc.) to a guest (1, 2, etc.).
- 2 Say if the service is available or not. Write Yes or No.
- 3 Write down the time you hear for each service.

A Fitness centre B Laundry service C Meeting rooms D Taking messages E Swimming pool



Princess Sofia Intercontinental Hotel, Barcelona, S

	Guest 1	Guest 2	Guest 3	Guest 4	Guest 5
Service					
Is available now					No
Time	closed 5 pm				



2

#### Being clear and polite

Listen to these sentences and repeat them.

I'm sorry, sir, but today is Saturday, and the laundry service closed at 5 pm.

I'm afraid it closes at 6 pm.

It's not possible to keep the meeting rooms open after 8 pm.

It doesn't open until 8 am.

Mrs Jones checked out this morning at 8.30.



"Room service, sir. You wanted someone to listen to your speech for the bankers' dinner."



## 7.8 LANGUAGE FOCUS AND PRACTICE

## 1 Apologising and giving reasons

In 7.7 you heard the hotel employees explaining that a service was not available, like this.

*Apologising:* I'm sorry, sir, the laundry service closed at 5 pm.  
I'm afraid she checked out this morning.  
(Note: You can say 'I'm very sorry', but you can't say 'I'm very afraid'.)

*Giving a reason:* The meeting rooms close at 8 pm.  
She checked out an hour ago.

## 2 Here are some reasons or explanations. Put the verbs in brackets in the past tense.

- 1 He ..... at 9 am. (leave)
- 2 She ..... three times yesterday. (call)
- 3 They ..... this morning. (check out)
- 4 The laundry service ..... at 9 pm. (close)
- 5 He ..... here a few moments ago. (is)

## 3 Answer these questions using your own words.

- 1 GUEST : Can we use the Business Centre from 9 am on Saturday?  
EMPLOYEE : (it opens at 10 am on Saturday)  
.....
- 2 GUEST : Is it OK to use the pool on Sunday evening?  
EMPLOYEE : (the pool closes at 6 pm on Sundays)  
.....
- 3 GUEST : The fitness centre seems to be locked at the moment. Why?  
EMPLOYEE : (it is now 6.30 am – it opens at 7 am)  
.....

## 7.9 PERSONAL JOB FILE

Go to your **Job file** on page 75 and write any new words and phrases. Which services are offered in the hotel where you work? What do you say if the service is not available? Correct the sentences. There are two mistakes in each.

7.10 SPEAKING PRACTICE *In pairs*

**Student A:** You are the guest. Go to page 88 and study the information in Speaking practice 7.10A. Ask the hotel employee for the services you want.

**Student B:** You are the employee. Go to page 94 and study the information in Speaking Practice 7.10B about opening and closing times of services. Answer the guest's questions using this information.

Change roles.



# 8 Problems & solutions

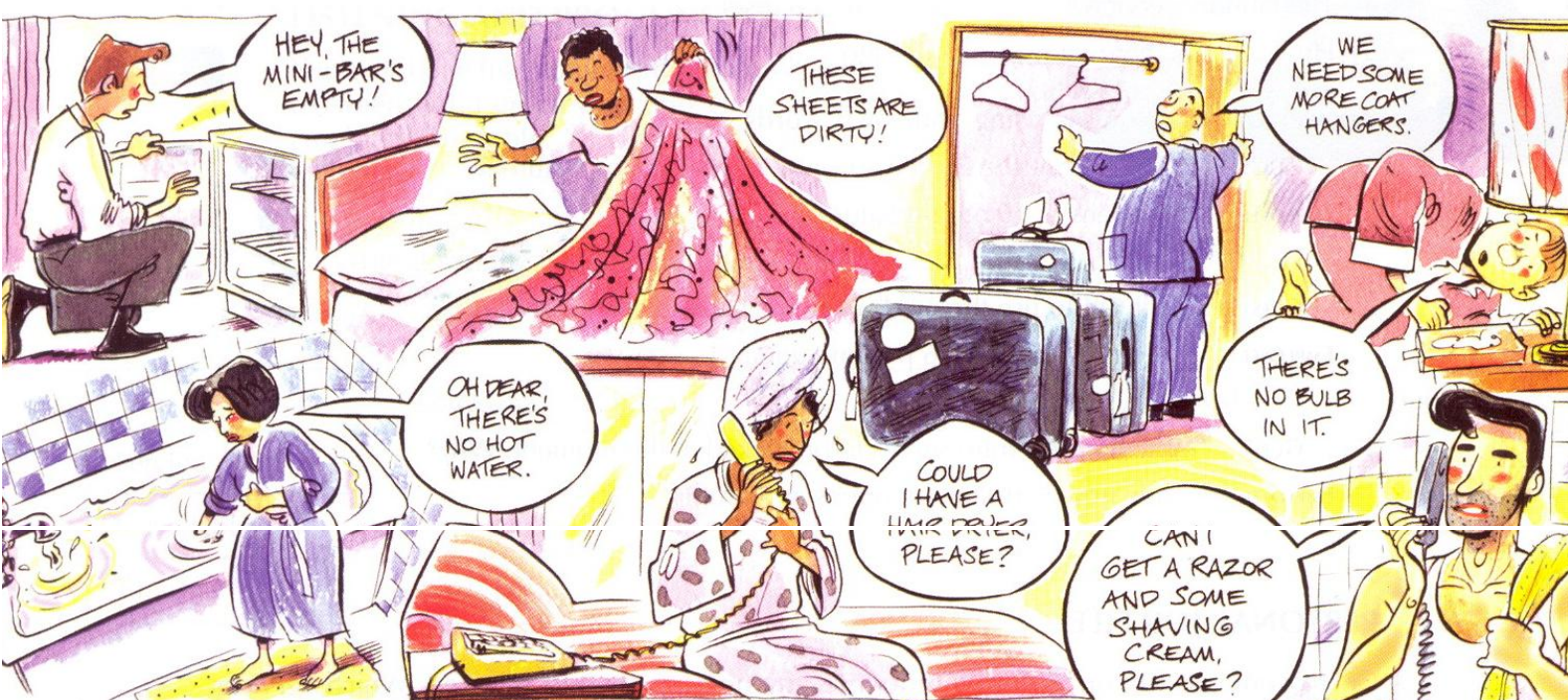
FOCUS: DEALING WITH A RANGE OF GUESTS' PROBLEMS, OFFERING SOLUTIONS, EXPLAINING HOW THINGS WORK

## Part A *I'll see to it immediately.*

### 8.1 PRESENTATION

What problems do guests have in their rooms? Do they have problems with the TV, air-conditioning, heating, noise? What kinds of items do they forget to bring with them? Do they remember to bring shaving materials, nightgowns, hair dryers, etc.?

Look at the illustrations. Are these the kinds of problems guests have?



Can you think of any others?

### 8.2 LISTENING AND PRONUNCIATION



1

Listen to five conversations between guests and hotel employees and match each guest and their problem.

#### Problem

- |         |                                       |
|---------|---------------------------------------|
| Guest 1 | guest forgets razor and shaving cream |
| Guest 2 | sheets are dirty                      |
| Guest 3 | mini-bar is empty                     |
| Guest 4 | guest needs a hair dryer              |
| Guest 5 | not enough hot water                  |
|         | no bulb in bedside lamp               |
|         | more coathangers are needed           |





2

**Being clear and polite** Listen to these sentences and repeat them.

- |  |  |
|--|--|
| Is there anything in particular you need, madam? | I'll contact housekeeping now.             |
| I'll send someone up right away.                 | I'll get someone to bring some up at once. |
| I'll see to it immediately.                      | We can provide all these items.            |
| I'm very sorry, that shouldn't happen.           |  |

### 8.3 LANGUAGE FOCUS AND PRACTICE

1

**Solutions** Notice how the employee offers a solution to the guests' problem. The future with 'will' is used for a decision made at the time of speaking.

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| I'll send someone up right away.   | (to send a person to a room)      |
| I'll see to it immediately         | (to do something, to act )        |
| I'll contact housekeeping now.     | (to call, tell, inform someone)   |
| I'll get someone to bring some up. | (to tell someone to do something) |

2

Complete these sentences using the correct words from the list.

send up right away contact them provide have send one up some more  
I'll get no I'll bring it ask

- |   |  |
|---|--|
| 1 Could I ..... some toothpaste and a toothbrush, please? | 6 I'll ..... maintenance to see to it at once. |
| 2 ..... housekeeping to bring up some more towels .....   | 7 We need ..... coat hangers.                  |
| 3 Can you ..... a hair dryer, please?                     | 8 I'll ..... at once.                          |
| 4 That's no problem, madam, I'll ..... right away.        | 9 Don't worry, sir, ..... to your room myself. |
| 5 There's ..... shampoo or soap in the bathroom.          | 10 We can ..... those things for you, madam.   |

3

Look at these problems. What would you say? Write your answer.

- |   |          |       |   |
|---|----------|-------|---|
| 1 | GUEST    | ..... | We need some more towels in the bathroom. |
|   | EMPLOYEE | ..... |   |
| 2 | GUEST    | ..... | I need to sew some buttons on to a shirt. |
|   | EMPLOYEE | ..... |   |
| 3 | GUEST    | ..... | There's too much noise next door.         |
|   | EMPLOYEE | ..... |   |

### 8.4 PERSONAL JOB FILE

Go to your **Job file** on page 76 and write down any new words and phrases. What problems do guests have in the hotel where you work? Note down a problem and the solution you would suggest.

### 8.5 SPEAKING PRACTICE *In pairs*

**Student A:** You are the guest. Go to page 88 and study the information in Speaking practice 8.5A. Explain each problem to the employee.

**Student B:** You are the employee. Go to page 94 and study the information in Speaking practice 8.5B. Offer solutions to the guest.

Change roles.



## Part B *You can choose your own code number for the safe.*

### 8.6 PRESENTATION

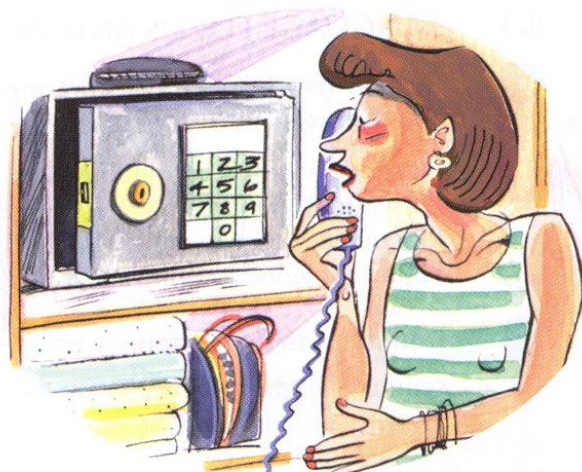
What kinds of problems do guests have with the amenities in the room?  
Do guests have problems operating the TV or using the safe?

Here are two jumbled explanations. What do you think the correct order is?  
There is more than one possibility. You will hear the answers in 8.7.



#### The TV

- ..... Press Play on the remote control
- ..... Choose a film
- ..... Sit back and enjoy the film
- ..... You will see a list of films
- ..... Press OK on the remote control
- ..... First switch on the TV
- ..... Then press Video on the remote control



#### The safe

- ..... Turn the dial quickly and the safe is locked
- ..... Put your valuables in and close the door
- ..... Remember this number; you'll need it to open the door again
- ..... Open the safe door
- ..... Tap A, then tap a six digit number, then tap C
- ..... On the front of the door you will see some letters and numbers

### 8.7 LISTENING AND PRONUNCIATION



1

Listen to a hotel employee explaining how the TV and the safe work.  
Follow the instructions and write in the order you hear the steps explained.



2

**Being clear and polite** Listen to the sentences from 8.7 exercise 1, and repeat them.

### 8.8 LANGUAGE FOCUS AND PRACTICE

1

#### Explaining how it works

Study these verbs. How many do you know?

turn on turn off turn up turn down  
press tap in key in choose open close put in take out

Give an example of each one like this:

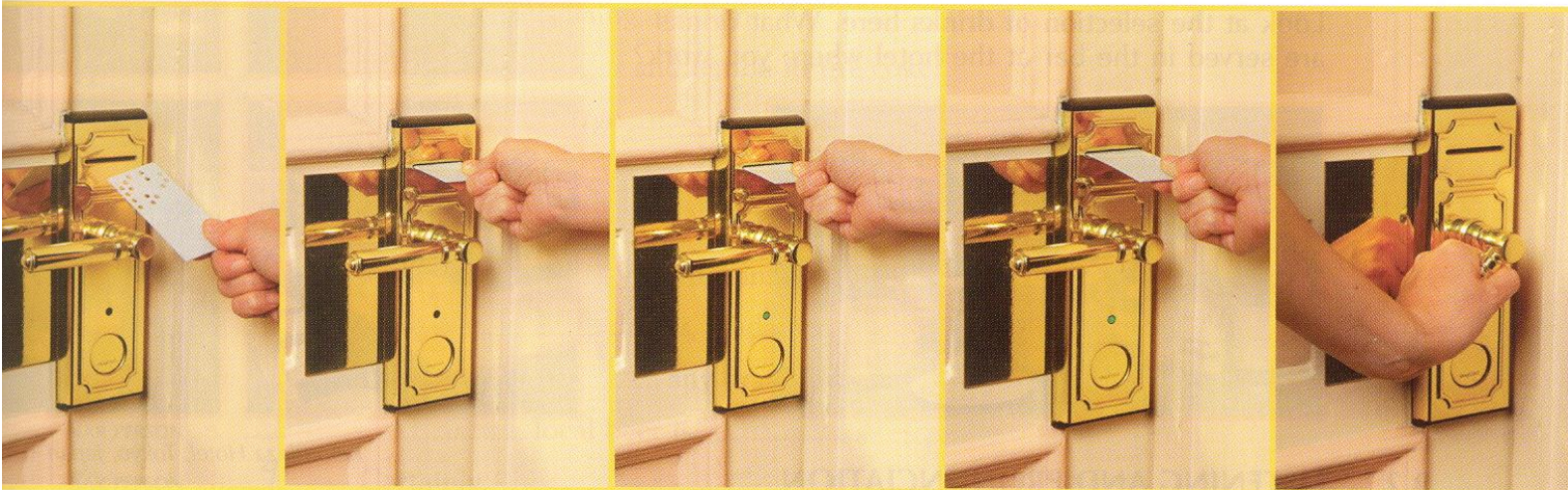
tap in → Tap in the code number.



- 2 What verbs would you use to explain how these things work?  
From the list in 1 choose at least three verbs for each object. The first has been done for you.

Television = turn on, turn off, choose  
 Air conditioning = .....  
 In-room films = .....  
 Mini-bar = .....  
 Bedroom safe = .....

- 3 Look at these photos. They explain how the keycard works. Write out the instructions.



Begin like this:

I'll show you, it works like this.

First .....

Then .....

Is that OK?

## 8.9 PERSONAL JOB FILE

Go to your **Job file** on page 76 and write down any new words and phrases.  
Choose an appliance in the hotel that guests have trouble with. Explain how it works.

## 8.10 SPEAKING PRACTICE *In pairs*

- 1 **Student A:** Explain to your partner how to order a film on the TV. Then explain how the safe works.  
**Student B:** Correct your partner. Insist on complete accuracy.

Change roles.

- 2 **Student A:** You are the guest. Go to page 88 and study the information in Speaking practice **8.10A**. Explain the problems to your partner.  
**Student B:** You are the employee. Go to page 94 and study the information in Speaking practice **8.10B**. Suggest the best solution for each problem.

Change roles.



# 9 Taking bar orders

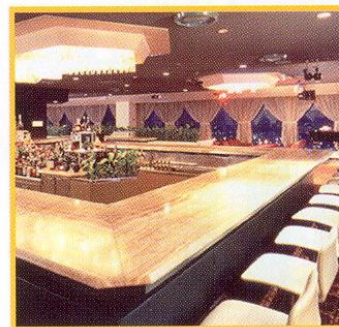
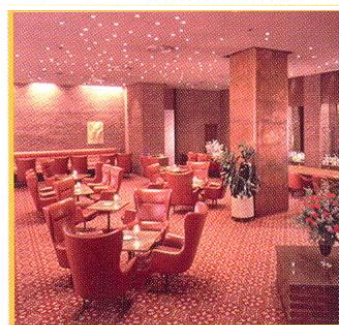
FOCUS: OFFERING; DESCRIBING WHAT IS AVAILABLE; DEALING WITH PAYMENT

## Part A *What would you like to drink?*

### 9.1 PRESENTATION

What is the bar like in the hotel where you work?  
Is it like any of these bars?

Look at the selection of drinks here. What drinks  
are served in the bar at the hotel where you work?



Keio Plaza Hotel, Tokyo, Japan

### 9.2 LISTENING AND PRONUNCIATION



1

Some guests are ordering drinks.

Listen to the conversations between the guests and the bar person, and write down the orders.

Guest 1 ..... Guest 3 ..... Guest 5 .....

Guest 2 ..... Guest 4 ..... Guest 6 .....



2

**Being clear and polite** Listen to these sentences and repeat them.

Good afternoon, madam, what would  
you like?

Good evening, sir, what can I get you?

Would you like ice and lemon in the vodka?

We have a wonderful local beer ...

We don't have that type of mineral water ...

... but we do have this one ...

Here you are, sir.

### 9.3 LANGUAGE FOCUS AND PRACTICE

1

#### Building the conversation

Study these stages of a conversation:

- |                        |   |       |
|------------------------|---|-------|
| 1 Welcome the guest    | Good evening, madam.                    | ..... |
| 2 Enquire              | What would you like?                    | ..... |
| 3 Explain the choice   | We have a wonderful local beer.         | ..... |
| 4 Apologise            | I'm sorry we don't have that whisky ... | ..... |
| 5 Offer an alternative | ... but we do have this one.            | ..... |
| 6 Serve the drinks     | Here you are, sir.                      | ..... |



Study these six sentences. Each one is similar to one of sentences 1-6.  
Write each sentence in the correct place on page 40.

... but we do have this natural water.

The house cocktail is excellent.

Your drinks, sir.

Good afternoon, madam.

What can I get you?

I'm afraid there's no more of that beer ...

- 2** Look at this conversation between a bar person and a guest.  
First complete the sentences using the words in the list.

very popular are your we don't have can I get you like ice  
just some ice draught beer Good I'd like This

- |            |       |   |
|------------|-------|---|
| BAR PERSON | 1     | ..... evening, madam.                   |
| BAR PERSON | ..... | Would ..... and lemon in the coke?      |
| GUEST      | ..... | ..... a large ..... please, and a coke. |
| GUEST      | ..... | OK, that's fine.                        |
| GUEST      | ..... | No lemon, ....., please.                |
| BAR PERSON | ..... | What ..... you to drink?                |
| BAR PERSON | ..... | Here ..... drinks, madam.               |
| BAR PERSON | ..... | I'm sorry, ..... any draught beer.      |
| BAR PERSON | ..... | ..... local beer is .....               |
| BAR PERSON | 9     | Certainly.                              |

- 3** Now number these sentences 1-10 to put the conversation in the correct order.  
Two have been done for you.

#### 9.4 PERSONAL IOB FILE

Go to your **Job file** on page 77 and write down any new words and phrases. What are the most popular drinks served in the hotel where you work? Write complete sentences for each of the six stages of a dialogue between a bar person and guest.

#### 9.5 SPEAKING PRACTICE *In pairs*

- 1** *Student A:* You are the guest.  
Go to page 104 and study Tapescript **9.2**.  
Practise ordering the drinks from **9.2** exercise 1.  
*Student B:* You are the bar person.  
Go to page 104 and study Tapescript **9.2**.  
Practise serving the drinks from **9.2** exercise 1.

Change roles.

- 2** *Student A:* You are the guest.  
Go to page 88 and study the information in Speaking practice **9.5A**.  
*Student B:* You are the bar person.  
Go to page 94 and study the information in Speaking practice **9.5B**.

Role play ordering and taking orders for drinks. Change roles.



## Part B *Shall I charge it to your room?*

### 9.6 PRESENTATION

How much are these drinks in the hotel where you work?

A martini    A large whisky  
A coke    A small glass of beer

How do guests pay for drinks in the hotel bar?

They pay by Visa/credit card.

They pay by cheque.

They pay cash.

They charge it to their room.

	<u>SINGLE</u>	<u>DOUBLE</u>
Brandy .....	€7.50	€14.00
Whisky .....	€6.50	€12.00
Gin ... ..	€6.00	€12.00
Vodka .....	€6.00	€12.00
Rum .....	€6.00	€12.00
Martini .....	€5.50	€10.50
 Draught beer .....	 €3.00	 €5.50
Bottled beer .....	€4.00	
 Fruit juice .....	 €3.00	
Tonic water .....	€2.00	
Coke .....	€2.00	
Mineral water .....	€2.00	

### 9.7 LISTENING AND PRONUNCIATION



1

Four guests are ordering drinks at a hotel bar. Listen to the conversations between the guests and the bar person, and complete the table. Write (Guest) 1, 2, 3 or 4 next to the correct order, method of payment and total.

Order	Payment method	Total
..... 2 large beers, 1 whisky, 1 vodka	..... Visa	..... €13.00
..... gin + tonic, coke, small beer	..... cheque	..... €23.50
..... double brandy, rum + coke, tonic	..... charge to room	..... €11.50
..... rum, dry martini	..... cash	..... €24.00



2

**Being clear and polite** Listen to these sentences and repeat them.

Here you are, sir.

Lemon with the gin, madam?

What can I get you, madam?

That comes to €11.50.

Shall I charge it to your room, madam?

Could you sign here, please?

Are you staying in the hotel?



## 9.8 LANGUAGE FOCUS AND PRACTICE

1

**Payment: Building the conversation**

Notice the different ways of saying things.

*The bill:*

GUEST : Can I have the bill, please?

GUEST : How much is it?

BAR PERSON : That comes to £18.

*Method of payment:*

GUEST : Can I pay by credit card/cheque?

BAR PERSON : Are you staying in the hotel?

BAR PERSON : Shall I charge it to your room?

*The tip:*

GUEST : Please keep the change.

BAR PERSON : Thank you sir/madam.

Study these three tenses.

We use the **present simple** to express general statements of no particular time: → How much is it?We use the **present continuous** to talk about things happening now or around now: → Are you staying at the hotel?

We use 'Shall I' for polite offers: → Shall I charge it to your room?

2

Make complete sentences.

- 1 GUEST : Could / bill / please? .....
- 2 GUEST : How / it / come to? .....
- 3 GUEST : Can / pay / credit card? .....
- 4 BAR PERSON : €11.90 .....
- 5 GUEST : I / cash .....
- 6 BAR PERSON : guest / hotel? .....
- 7 BAR PERSON : charge / your room? .....
- 8 BAR PERSON : room / number? .....
- 9 GUEST : keep / change .....
- 10 BAR PERSON : Thank / much .....

## 9.9 PERSONAL JOB FILE

Go to your **Job file** on page 77 and write down any new words and phrases.

What currencies and methods of payment are used in the hotel where you work?

Write complete sentences for the three stages of a dialogue between the bar person and the guest: the bill, method of payment, and the tip.

9.10 SPEAKING PRACTICE *In pairs***Student A:** You are the guest. Go to page 88 and study the information in Speaking practice 9.10A. There are six suggestions for drinks. Order these drinks.**Student B:** You are the bar person. Take the six orders, ask about methods of payment, add up the total and present the bill.

Change roles.



# 10 In the restaurant (1)

FOCUS: WELCOMING GUESTS; TAKING ORDERS  
FOR THE STARTER, MAIN COURSE, AND DRINKS

## Part A *Do you have a reservation?*

### 10.1 PRESENTATION

What do you say to guests when they arrive at the hotel restaurant? Now look at these situations. What would you say in each situation?

Read these dialogues. Match each one to an illustration.

- 1    WAITRESS : Here is the menu. Would you like an aperitif?  
      GUEST : Yes, please.
- 2       GUEST : Could I have another martini, please?  
      WAITRESS : Certainly. I'll bring it at once.
- 3    WAITRESS : Good evening. Do you have a reservation?  
      GUEST : Yes, a table for two ...  
      WAITRESS : And your name, please?
- 4       GUEST : No, we don't have a reservation.  
      WAITRESS : I'm sorry, we're fully booked tonight.
- 5    WAITRESS : Shall I take your coat?  
      GUEST : Yes, thank you.



### 10.2 LISTENING AND PRONUNCIATION



Listen to five conversations between a waitress and guests and check your answers to 10.1.



**Being clear and polite** Listen to these sentences and repeat them.

Do you have a reservation?  
And your name, please?  
Shall I take your coat, madam?  
Here is the menu.  
Would you like an aperitif?  
Certainly, I'll bring it at once.  
I'm sorry, we're fully booked tonight.



## 10.3 LANGUAGE FOCUS AND PRACTICE

## 1 Greeting the guest

What do you say when you greet a guest at the hotel restaurant?

Correct these sentences. There is *one* mistake in each.

- |                             |   |
|-----------------------------|---|
| 1 Do you have reservation?  | 4 There is the menu and wine list.          |
| 2 How is your name, please? | 5 Do you like an aperitif?                  |
| 3 Shall I have your coats?  | 6 I'm sorry, we're all booked this evening. |

## 2 Building the conversation

Study these sentences.

O'Connor, yes, Mr O'Connor. The name's O'Connor. This way, please.

A non-smoking, by the window. Here's your table by the window. Yes, we have, a table for four.

Build a conversation using these sentences. Begin like this:

WAITER : Do you have a reservation?

GUEST :

WAITER :

Study these sentences.

So that's a fruit cocktail and a dry martini. Yes, a dry martini ... Thank you. Not for the moment. ... and a fruit cocktail, please. Would you like anything else?

Build a conversation using these sentences. Begin like this:

WAITRESS : Can I get you an aperitif?

GUEST :

WAITRESS :

GUEST :

WAITRESS :

## 3 Find sentences that mean the same as:

Have you got a reservation? .....

Follow me, please. ....

## 10.4 PERSONAL JOB FILE

Go to your **Job file** on page 78 and write down any new words and phrases.

Which aperitifs are the most popular in the restaurant where you work?

Complete the conversation. The waiter is welcoming guests and taking orders for aperitifs.

10.5 SPEAKING PRACTICE *In pairs*

1 *Student A:* Go to page 105 and study Tapescript 10.2.

*Student B:* Go to page 105 and study Tapescript 10.2.

Practise the conversations with and without the tapescript. Change roles.

2 In the same way, practise the conversations you completed in 10.3 exercise 2.

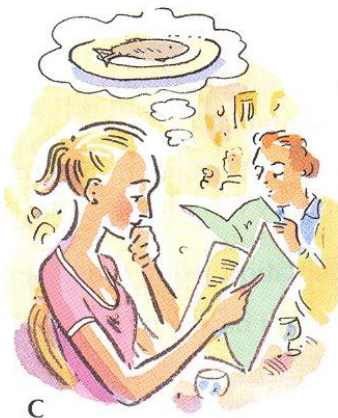


## Part B Are you ready to order?

### 10.6 PRESENTATION

Read these dialogues.  
Match each one to an illustration.

- 1 WAITRESS ... and to follow, madam?  
GUEST I'd like some fish to follow.  
What can you recommend?  
WAITRESS The sole meunière is very good, madam, and very popular.
- 2 WAITRESS How would you like the steak – rare, medium or well done?  
GUEST Well done, please.
- 3 WAITRESS So that's the waldorf salad and the sole meunière for madam, the medium steak for you, sir, a bottle of rosé and a bottle of sparkling mineral water. Thank you.
- 4 WAITRESS Are you ready to order?  
GUEST Yes, I am.
- 5 GUEST What is the waldorf salad?  
WAITRESS It's a crispy salad with cheese and croutons.  
GUEST OK, I'll have that.
- 6 WAITRESS And what would you like to drink?  
GUEST How about a bottle of rosé? And a bottle of sparkling mineral water.



### 10.7 LISTENING AND PRONUNCIATION



Listen to the conversation between the waitress and guests and check your answers in 10.6.



#### Being clear and polite

Listen to these sentences and repeat them.

Are you ready to order?  
... and to follow, madam?  
The sole meunière is very good and very popular.  
How would you like the steak – rare, medium or well done?  
Would you like something to drink?  
So that's the waldorf salad and the sole meunière, medium steak, a bottle of rosé and a bottle of sparkling mineral water.

### 10.8 LANGUAGE FOCUS AND PRACTICE



#### Starters and the main course

Look at this menu for starters and the main course.

## Menu

### STARTERS

Smoked Salmon ... .. £8.50

Oysters ... .. £10.00

Waldorf Salad ... .. £8.50



### MAIN COURSES

Rump or Fillet Steak ... .. £14.50

Roast Pork in a Cream Sauce ... .. £14.50

Whole Baked Trout ... .. £12.00

Sole Meunière ... .. £13.00

Steamed Turbot ... .. £12.00

Fried Prawns with Mixed Salad ... .. £11.00

Grilled Chicken with Sautéed Onions ... £12.50



Check the meaning of these words.

smoked baked grilled fried sautéed roasted steamed

2

Study the way we build the conversation after greeting the guest and taking the order for the aperitif. Complete the conversation using the words in each list.

**Starter** smoked me ready salad

WAITRESS : Are you ..... to order?

GUEST 1 : Yes, the ..... salmon for me.

GUEST 2 : And the waldorf ..... for ....., please.

**Main dish (1) Asking and recommending** light follow turbot some how about recommend

WAITRESS : ... and to ....., madam?

GUEST 1 : I'd like ..... fish but something ..... . What can you .....?

WAITRESS : The steamed turbot is very light, or ..... the prawns and a salad?

GUEST 1 : The ....., please.

**Main dish (2) Explaining a dish** try that baked fine sole

GUEST 2 : What is the ..... meunière?

WAITRESS : It's sole lightly ..... in oil.

GUEST 2 : OK, that's ....., I'll .....

**Choosing drinks** recommend then like goes

WAITRESS : What would you ..... to drink?

GUEST 1 : Can you ..... a good wine, white preferably?

WAITRESS : Well, the Soave Classico Superiore ..... very well with fish.

GUEST 1 : Good, a bottle of Soave ....., and a small bottle of mineral water.

**Checking** bottle steamed that's mineral

WAITRESS : So ..... the sole meunière, the ..... turbot, a bottle of Soave Classico Superiore, and a small ..... of ..... water. Thank you.

## 10.9 PERSONAL JOB FILE

Go to your **Job file** on page 78 and write down any new words and phrases. Complete the conversation between the waitress and the guests.

## 10.10 SPEAKING PRACTICE *In pairs*

1

**Student A:** You are the waiter or waitress. Go to page 105 and study Tapescript 10.7.

**Student B:** You are the guest. Go to page 105 and study Tapescript 10.7.

Practise the conversation. Change roles.

2

### Choose the best wine

Work in groups of two or three: one waiter or waitress and two guests.

**Student A:** You are the waiter or waitress. Go to page 89 and study the information in Speaking practice 10.10A. Select a wine to go with the guests' dishes, like this: 'The Côtes du Rhône goes very well with steak.'

**Students B and C:** You are the guests. Choose several dishes from the menu in 10.8, and ask the waiter or waitress which wine they recommend with each dish.

Change roles.



# 11 In the restaurant (2)

FOCUS: DEALING WITH ORDERS FOR DESSERTS AND COFFEE; PAYMENT

## Part A *Would you like to see the dessert menu?*

### 11.1 PRESENTATION

What are the most popular desserts and cheeses in the hotel restaurant where you work?

Look at the lists below. Match each dessert and each cheese with the country it comes from.

#### Desserts

Apple strudel      England  
Trifle              Austria  
Chocolate soufflé      Italy  
Tiramisu              France

#### Cheeses

Brie              Holland  
Gouda              England  
Cheddar          Switzerland  
Gruyère          France

### 11.2 LISTENING AND PRONUNCIATION

1

Study these two conversations between the waitress and guests. Put the sentences in the correct order to make the conversations.

- GUEST 1 ..... I'm afraid I'm full.  
WAITRESS ..... Would you like to see the dessert menu?  
WAITRESS ..... How was the fish, sir?  
WAITRESS ..... Can I get you a coffee or a liqueur?  
GUEST 1 ..... Very good.  
GUEST 1 ..... Just an espresso, please. Oh, and the bill.
- WAITRESS ..... It's a light cake with chocolate, biscuit, cream and marsala.  
GUEST 2 ..... Oh, just something light, what can you recommend?  
WAITRESS ..... Would you like a dessert, madam?  
WAITRESS ..... And for you, sir?  
GUEST 2 ..... The fruit salad sounds fine.  
GUEST 3 ..... What's tiramisu?  
WAITRESS ..... How about the fresh fruit salad or some ice cream?  
GUEST 3 ..... OK, I'll try that.



Now listen and check your answers.



2

Two guests are ordering desserts, cheese and coffee. Listen and complete the order.

	Dessert	Cheese	Coffee
Man			
Woman		—	

#### DESSERTS

Fresh Fruit Salad ... .. £5.50

Apple Strudel ... .. £6.50

Trifle ... .. £7.00

Tiramisu ... .. £5.50

Chocolate soufflé ... .. £7.50

Selection of ice cream ... .. £6.00



#### SELECTION OF CHEESES

Brie, Gouda, Cheddar, Gruyère ... ..



#### COFFEE & TEA

Cappuccino, Espresso ... .. £2.00

Irish Coffee ... .. £4.00

Chinese Lotus Tea, Herbal Teas ... ..





**Being clear and polite** Listen to these sentences and repeat them.

Would you like to see the cheese tray?

The strudel is served hot with ice cream.

Can I take your order for dessert?

So that's an espresso and a cappuccino.

The trifle is made with sherry.

### 11.3 LANGUAGE FOCUS AND PRACTICE

#### Recommending items on the menu

In 11.2 the waitress recommended a dessert, like this:

**WAITRESS** If you like chocolate, I can recommend the chocolate soufflé.

Here are some more possibilities:

**WAITRESS** If you like very strong coffee, try the espresso.

If you prefer exotic tea, I suggest the Chinese lotus tea.

Now match A and B.

A

- 1 If you prefer a milky coffee,
- 2 If you'd like something very English,
- 3 For a hard cheese,
- 4 If you prefer something light,
- 5 The Irish coffee is just right
- 6 For a typically Viennese dessert,

B

- try the Irish or English cheddar.
- the fruit salad is very popular.
- try the cappuccino.
- I can recommend the sherry trifle.
- I suggest the apple strudel.
- if you like whiskey in your coffee.

### 11.4 PERSONAL JOB FILE

Go to your **Job file** on page 79. Write down any new words and phrases. Describe two of the most popular dessert dishes in the restaurant where you work. Say what they are and where they come from. Complete the suggestions using different expressions.

### 11.5 SPEAKING PRACTICE

1

#### Explaining the desserts *In pairs*

Look at these desserts and their ingredients.

In pairs ask and answer questions about the desserts, like this:

**GUEST**

What's the apple strudel?

**WAITER/WAITRESS**

It's pastry filled with apple and spices, baked, and served hot with ice cream.

#### Dish

Chocolate soufflé

Fresh fruit salad

Trifle

Tiramisu

Apple strudel

#### Ingredients

eggs, cream, chocolate

different fruits in season

fruit, sponge cake, sherry, custard, cream

eggs, biscuits, chocolate, marsala

apple, spices, pastry

#### Cooking method

baked, served cold

mixed, served cold

mixed, served cold

set in layers, served cold

baked, served hot

2

**In groups** One of you is the waiter/waitress, the others are guests. Go to page 105 and study Tapescript 11.2. Practise the conversation: ordering desserts, dealing with the order, explaining. Change roles.



## Part B *Was everything all right, sir?*

### 11.6 PRESENTATION

1

Look at this bill.

- Is it like a bill in the hotel restaurant where you work?
- On the bills you prepare is there a service charge?
- Is service included in the bill?
- Is tax included in the total?

2

What problems could there be with the bill?

- The total is wrong.
- An item was charged on the bill but not ordered by the guest.
- An extra service charge was added.

What is wrong with this bill? Correct the mistake.

3

Study these sentences. Decide who is speaking, one of the guests or the waitress. Write G(uest) or W(aitress) next to each sentence.

- |  |  |
|--|--|
| W Was everything all right, sir? <u>1</u>    | ..... We accept all types of credit cards. ....              |
| ..... Excuse me. Is this item correct? ..... | ..... The chocolate soufflé was delicious ... ..             |
| ..... Oh, and can I pay by Visa? .....       | ..... I thought we had only one bottle of wine. ....         |
| ..... We hope to see you again. ....         | ..... Can I have the bill, please? .....                     |
| ..... Is service included? .....             | ..... Here you are, we've corrected the mistake. ....        |
| ..... Yes, sir, it's included. ....          | ..... Oh, I'm very sorry, sir, I'll check that for you. .... |

## IL CAMPO RISTORANTE

Hotel Fratelli, 00126 Roma

PAGINA	NUMERO TAVOLO	TIPO DOCUMENTO	DATA DOCUMENTO
1	23	ric. fis.	23/07/2002
QUANTITÀ	DESCRIZIONE		
1	Tonno e carciofini		
1	Capricciosa		
2	Acqua - 1 litro		
2	Cappuccino		
TOTALE (IVA COMPRESA)			

### 11.7 LISTENING AND PRONUNCIATION



1

Look at the sentences above again. Listen to the conversation between the waitress and the guests. They are talking about the meal and the bill, and then they say goodbye. Write in the order you hear the sentences above. The first has been done for you.



2

**Being clear and polite** Listen to these sentences and repeat them.

- |                                    |                                 |
|------------------------------------|---------------------------------|
| Was everything all right, sir?     | We've corrected the mistake.    |
| How was your meal?                 | Here's the correct bill, madam. |
| I'll check that for you.           | Do come back again.             |
| Excuse me, sir, I'll go and check. | We hope to see you again.       |

### 11.8 LANGUAGE FOCUS AND PRACTICE

1

**Asking, and correcting a mistake**

In 11.7 you heard the waitress do these three things:

A: Ask about the meal    B: Correct a mistake on the bill    C: Say goodbye



Study the sentences at each stage, A, B, and C.

A *Asking about the meal:*

WAITRESS : Was everything all right, sir?

How was your meal?

WOMAN : The chocolate soufflé was delicious.

B *The bill:*

MAN : Is this item correct?

WAITRESS : I'll check that for you.

I'm very sorry.

We've corrected the mistake.

C *Saying goodbye:*

WAITRESS : We hope to see you again.

Study the sentences below. They are also about the meal, the bill and saying goodbye, but they are from a slightly different conversation.

Write each sentence by a sentence above to create a new conversation about the meal, the bill and saying goodbye. The first has been done for you.

Excuse me, sir, I'll go and check.

How was your meal?

Here's the correct bill, sir.

I don't think this is right.

Oh, I'm terribly sorry.

The soup was a little cold.

Do come back again.

**2** You are the waiter/waitress. Reply to the guest.

1 GUEST : You've charged us for the cheese, but we didn't have any after all.

WAITER/WAITRESS

2 GUEST : We only had one coffee, not two.

WAITER/WAITRESS

3 GUEST : Is service included in the bill?

WAITER/WAITRESS

4 GUEST : Is VAT included in the total?

WAITER/WAITRESS

(decide yourself)

(decide yourself)

## 11.9 PERSONAL JOB FILE

Go to your **Job file** page 79. Write down any new words and phrases. Complete the sentences about the tip. Complete the conversation: ask about the meal, correct the bill, say goodbye.

## 11.10 SPEAKING PRACTICE *In groups*

**1** One of you is the waiter/waitress, the others are guests. Go to page 106 and study Tapescript 11.7. Practise the conversation first with books open, then with books closed. Change roles.

**2** Go to page 89 and study the complete menu. One of you is the waiter/waitress, the others are guests. Role play the situation using the menu.

**Guests:** Order a full meal, ask for suggestions.

**Waiter/waitress:** Take the orders, make suggestions, explain items on the menu, deal with payment, say goodbye.

Change roles.



# 12 Places to visit

FOCUS: SUGGESTING AND DESCRIBING PLACES TO VISIT

## Part A *Have you visited the Empire State Building?*

### 12.1 PRESENTATION

Which of these attractions do you have in your city or town?

museum theatre concert hall famous monument  
national park art gallery place of worship  
famous building city tour special local attractions  
(e.g. swimming with dolphins, firework displays)

Where do guests at your hotel want to visit?

What places do you recommend to guests?

Do you know how many of these famous sites are in New York?

Statue of Liberty Golden Gate Bridge  
Rockefeller Center Grand Central Station  
The United Nations Paul Getty Museum

### LISTENING AND PRONUNCIATION

#### 12.2



1

Listen to some guests asking about places to visit in New York. Tick (✓) the places the hotel employee suggests to them.



Empire State Building, New York

	Guest 1	Guest 2	Guest 3
Art museum			
Theatre district			
Music concert			
Central Park			
Shopping in 5th Avenue			
Statue of Liberty			
City tour			
Empire State Building			



2

**Being clear and polite** Listen to these sentences and repeat them.

New York is full of great places to visit.

You must see it while you're here.

You shouldn't miss the Empire State Building.

You could go down to the theatre district on Broadway.

I'll show you on this brochure ...

Why not go to the concert in Central Park?



## 12.3 LANGUAGE FOCUS AND PRACTICE

## 1 Suggesting places to visit

The guest asks about places to visit in New York.

Study the way the hotel employee makes suggestions like this.

**GUEST** What do you suggest we visit?

**EMPLOYEE** New York is full of great places to visit.

You must see it while you're here.

You shouldn't miss the Empire State Building.

You could go down to the theatre district on Broadway.

I'll show you on this brochure ...

Why not go to the concert in Central Park?

## 2 Now complete the sentences below with the words in the list.

must go   could   is full of   shouldn't miss   why not   I'll show you   special   things

1 ..... visit the United Nations while you are here?

2 You ..... spend the afternoon in the Museum of Modern Art.

3 You ..... to the free concert in Central Park.

4 The downtown district ..... places to eat.

5 It's very near the hotel, here ..... on the brochure.

6 You ..... the view from the top.

7 Do you have any ..... interests?

8 What kind of ..... do you like?

## 12.4 PERSONAL JOB FILE

Go to your **job file** on page 80. Write down any new words and phrases. Write down the interesting places to visit in your region. Write six recommendations you make to guests.

12.5 SPEAKING PRACTICE *In pairs*

**1** *Student A:* You are the guest. Go to page 106 and study Tapescript 12.2. Ask about places to visit.

*Student B:* You are the hotel employee. Go to page 106 and study Tapescript 12.2. Tell the guest about interesting places to visit.

Practise the conversation first with the tapescript and then without. Change roles.

**2** *Student A:* You are a guest at the Carlton Hotel on Madison Avenue in New York. Go to page 90 and study the list of interesting places to visit in New York. Ask the hotel employee for recommendations and directions.

*Student B:* You are the hotel employee at the Carlton Hotel on Madison Avenue in New York. Go to page 95 and study the street plan of New York showing some interesting places to visit. Answer the guest's questions. Make recommendations and give directions.

Change roles.



THE CARLTON



## Part B *Rome is one of the most popular tourist spots in the world.*

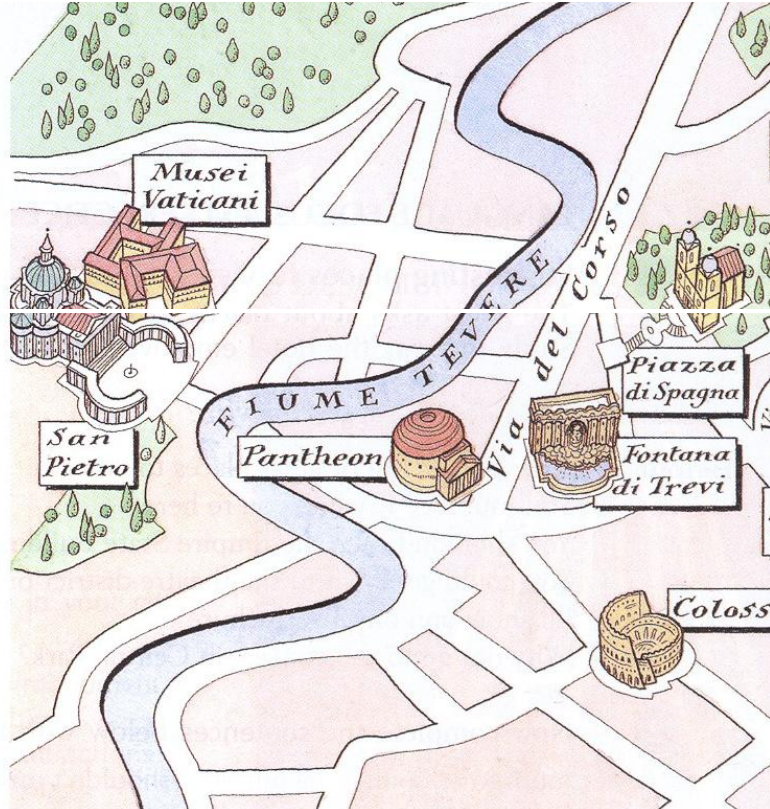
### 12.6 PRESENTATION

In Part A, in your **Job file 12.4**, you wrote down the interesting places to visit in your region. You also wrote six recommendations of places to visit.

How do you compare these places? Do you say which is cheaper, busier, more expensive, more interesting?

### 12.7 READING AND COMPREHENSION

Read this article from a brochure about Rome.



## A short break in Rome

Rome, called the Eternal City, founded over 2,700 years ago, is today one of the most popular tourist spots in the world, and for many people one of the most interesting. From a population of 200,000 a century ago, Rome now has over three million inhabitants.

For the visitor there is something to see and do for all tastes and all budgets. Rome is full of museums containing priceless works of art, beautiful monuments, piazzas, churches, and great places to eat.

There are of course many reasonably priced shops and restaurants but if you want a taste of the

more expensive high fashion items, stroll up to the Via Veneto or along the Corso.

Right in the centre of Rome is the smallest state in Europe, the Vatican, but it contains the biggest church in the world, St Peter's. Here too you will find one of the largest museums in Rome and one of the most crowded, the Vatican Museum. Give yourself a day to get round it if you can.

A very popular tourist spot is the Spanish Steps (Piazza di Spagna), popular with tourists and locals alike. Another sight worth visiting is the historic Pantheon – older even than

the Coliseum (Colosseo). And there is a beach, though it's about half an hour by car from the centre of the city.

Getting around even in summer, the busiest season, is not generally a problem, as long as you don't take the car. There are plenty of buses and taxis, and a metro too.

To see Rome in relative comfort, why not take a city bus tour around the most famous monuments? Tour buses leave Piazza dei Cinquecento, just in front of the railway station (Stazione Termini), every day between 10.30 and 18.00. The tour takes 2½ hours.

Buon viaggio.

Look at these questions and comparisons. Decide whether the comparatives are true or false, and if they are false correct them.

- |                            |  |
|----------------------------|--|
| 1 Is it busy?              | Rome is busier during the winter than the summer.                              |
| 2 Are the shops expensive? | Shops in Via Veneto and the Corso are generally more expensive than elsewhere. |
| 3 Is the beach far?        | The beach is about half an hour by car from the city.                          |
| 4 Is it crowded?           | The Vatican Museum is not very crowded.  |
| 5 Is it popular?           | The Spanish Steps is more popular with locals than with tourists.              |
| 6 Is it old?               | The Coliseum is older than the Pantheon.                                       |



## 12.8 LANGUAGE FOCUS AND PRACTICE

1 **Comparatives** Study these examples of comparatives.

- |  |  |
|--|--|
| 1 Is it <i>old</i> ? The Pantheon is <i>older</i> than the Coliseum. | 3 Is it <i>crowded</i> ? The Vatican Museum is <i>more crowded</i> than other museums.   |
| 2 Is it <i>busy</i> ? It's <i>busier</i> in summer than in winter.   | 4 Is it <i>expensive</i> ? Shops in Via Veneto are <i>more expensive</i> than elsewhere. |

There are three types of comparatives.

A: Short word = old – older    B: Short word ending in 'y' = busy – busier

C: Longer words = crowded – more crowded    interesting – more interesting

## 2 Study these adjectives. Which of the above groups do they fit in? Write A, B or C.

..... popular    ..... interesting    ..... sandy    ..... crowded    ..... exciting  
 ..... modern    ..... safe    ..... relaxing    ..... big    ..... small    ..... far    ..... near

## 3 Answer these questions using a comparative adjective, like this.

Is it expensive? Yes, it's more expensive than the others.

- |                   |  |
|-------------------|--|
| 1 Is it busy?     | ..... in summer than in winter.                  |
| 2 Is it popular?  | ..... with young people than with older people.  |
| 3 Is it far?      | ..... than you think.                            |
| 4 Is it exciting? | ..... to see it live than to see it on TV.       |
| 5 Is it relaxing? | ..... to travel by coach than to drive.          |
| 6 Is it safe?     | ..... to travel in a group than to travel alone. |

4 **Superlatives** Study these examples of superlatives.

A: old – older – the OLDEST    B: busy – busier – the BUSIEST

C: crowded – more crowded – the MOST CROWDED

Answer these questions using a superlative adjective, like this.

Is it old? Yes, it's one of the oldest. / No, it's one of the newest.

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| 1 Is Rome a popular tourist spot? | Yes, it's one of ..... in the world. |
| 2 Is it busy in the summer?       | Yes, summer is its ..... season.     |
| 3 Is the Vatican State large?     | No, it's one of ..... in Europe.     |
| 4 Is St Peter's church small?     | No, it's the ..... in the world.     |
| 5 Is the Vatican Museum crowded?  | Yes, it's one of the ..... in Rome.  |

## 12.9 PERSONAL JOB FILE

Go to your **Job file** on page 80. Describe three places to visit in your region. Choose from the adjectives given and remember the forms.

12.10 SPEAKING PRACTICE *In pairs*

**Student A:** You are the guest. Ask your partner for information about interesting places to visit locally. Use these adjectives: interesting, sandy, modern, pretty, popular, busy, crowded, big, small, exciting, relaxing, safe, cheap, expensive.

**Student B:** You are the hotel employee. Suggest the guest visits three places you wrote about in your Job file in 12.9. Answer the guest's questions about these places. Use the comparatives or superlatives of these adjectives as appropriate: interesting, sandy, modern, pretty, popular, busy, crowded, big, small, exciting, relaxing, safe, cheap, expensive.

Change roles.



# 13 Enquiries

**FOCUS:** UNDERSTANDING AND REPLYING TO WRITTEN REQUESTS ABOUT ROOM PRICES AND CONFERENCE FACILITIES

## Part A *The double rooms are from \$240 to \$280 a night.*

### 13.1 PRESENTATION

**1** Match these currencies to countries in the world.

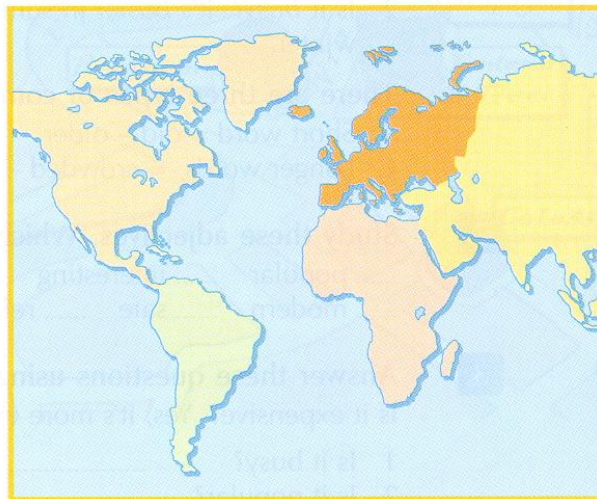
dollar yen pound euro franc yuan  
rouble peso dinar rupee

In the hotel where you work what currencies do guests usually pay in?

**2** Match the questions 1-4 with the appropriate answers A-D.

- 1 How much do the different rooms cost at the hotel where you work?
- 2 Why do prices vary?
- 3 What is included in the price?
- 4 What is not included in the price?

- A mini-bar, airport shuttle
- B room, taxes
- C because some rooms have baths, some showers, some a sea view or a balcony
- D between €120 and 170



### 13.2 LISTENING AND PRONUNCIATION



**1** Three guests telephone three different hotels to enquire about room rates. Listen to the three conversations and complete the gaps.

#### The Stars Hotel

Room	Rate
Single	US\$ 220 – 250
Double / Twin	US\$ ..... – .....
Suite	US\$ 550 – .....
A ..... service charge applies to the above rates.	

#### The Devonshire Arms

Room	Rate
Single	£ .....
Twin single occupancy (superior)	£95
Suite	£ .....
Rates are per room, per night and include full ..... and .....	

#### Il Capello

Room	Rate
Single	€180 – .....
Double / Twin	..... – €330
Breakfast	.....
Extra bed	.....
Tax and service charge included.	



**2** Listen and circle the numbers you hear.

1 4 14 19 29 33 48 50 66 76 80 90 100 240 330 450 600 740 820 901 1,000



**3**

**Being clear and polite** Listen to these sentences and repeat them.

The double rooms are from \$240 to \$280 a night.

The service charge is 15 per cent.

The price includes a full English breakfast.

VAT is included in the price.

The rates have changed slightly since last year.

The tax and the service charge are included.

... but the price doesn't include breakfast, which is €18.



## 13.3 LANGUAGE FOCUS AND PRACTICE

1

## Writing an answer

The guest enquires about room rates. There are four parts in the answer.

A: Thanking the guest B: Saying what is enclosed C: Giving instructions D: Offering further help

Study the language we use in each part.

A *Thanking the guest*

Thank you for .....

B *Saying what is enclosed*

Please find enclosed/attached a list of .....

C *Giving instructions*

Please notice the .....

If you wish to book by .....

Please include your .....

D *Offering further help*

If you need any more .....

Please don't hesitate .....

Study these words and phrases and use them to complete the sentences above.

credit card number and expiry date information high and low season rates  
our room rates to contact us e-mail (or fax or letter) your enquiry

2

Study this extract from an e-mail enquiring about room rates.

Using the words and phrases in exercise 1 write an answer to this enquiry. Include the dates of the high and low season. Say if breakfast is included in the price. Decide these yourself.

Would you please send me a full list of the room rates, including the dates of the high and low season rates?

Is breakfast included in the room price?  
Thank you.

Yours sincerely,

Mary Hoffman

## 13.4 PERSONAL JOB FILE

Go to your **Job file** on page 81. Write down any new words and phrases. Write a brief letter to a guest answering his/her enquiry about room rates and offer to help with any further information.

13.5 SPEAKING PRACTICE *In pairs*

1

**Student A:** Go to page 90. Study the information in Speaking **13.5A** – the room rates of the Atlantic Hotel. Some of the information is missing.

**Student B:** Go to page 94. Study the information in Speaking practice **13.5B** – the room rates of the Atlantic Hotel. Some of the information is missing.

Ask and answer questions in order to complete the gaps in the information.

2

**Student A:** You are the hotel employee. Take a copy of the room rates of the hotel you work in.

**Student B:** You are the guest. Phone the hotel for information on room rates. Write down the information the hotel employee gives you.

Check your answers. Change roles.



## Part B *We can supply all the latest audio-visual equipment.*

### 13.6 PRESENTATION



Look at this list of objects and label the illustrations.

loudspeakers    secretarial services    floral decoration    large screen    overhead projector  
slides    simultaneous translators    flip chart    sound equipment    VCR equipment

### 13.7 LISTENING AND PRONUNCIATION



You will hear two guests enquiring about conference facilities. Mark (Guest) 1 or (Guest) 2 next to the facilities each guest asks for. Which two items below are *not* mentioned?

- |                                 |                                |                         |
|---------------------------------|--------------------------------|-------------------------|
| <u>1</u> .. overhead projectors | ..... sound equipment          | ..... loudspeakers      |
| ..... secretarial services      | ..... large screens            | ..... slides            |
| ..... flip charts               | ..... simultaneous translators | ..... floral decoration |
| ..... VCR equipment             |                                |                         |



**Being clear and polite** Listen to these sentences and repeat them.

Certainly, sir, we can do that for you.

Our meeting rooms have a very relaxed atmosphere.

We can seat up to 80 people.

We have all the latest audio-visual equipment.

We have a full team of translators.

If it's not in the hotel we can certainly arrange to get it.

We have several different arrangements we can offer.



## 13.8 LANGUAGE FOCUS AND PRACTICE

## 1 Answering an enquiry

Study this letter. Could the hotel where you work satisfy this request?

## 2 Identify the main points to answer by completing the information below.

Room: for up to 150 people

Dates: .....

Equipment: .....

Translations: .....

Other: .....

## 3 Answer the letter using the correct words from the list.

up to 150   contact me   busy weekend   look forward   your enquiry   book early  
simultaneous translation   conference pack   special rates   conference rooms

Dear Sir/Madam,

Would you please send me details concerning your conference and meeting facilities?

We need a very versatile room for up to 150 people for the weekend of November 3–5. Would you let me know if you could provide the following facilities:

- overhead film projectors, flip charts, sound equipment, large screens
- simultaneous translations in English, French and Italian

Would you also please send me a full price list?

I look forward to hearing from you.

Yours sincerely,

Keiko Wan

Dear Keiko Wan,

Thank you very much for ..... concerning our facilities. We would be very happy to accommodate you in one of our many ....., arranged to suit your needs. The rooms are very versatile and can easily accommodate ..... people.

The weekend of 3–5 November will be a very ..... due to the November Festival, so I would advise you to .....

We provide a full range of audio-visual facilities and a full ..... service. Please find enclosed our ....., giving full details of all the conference services, including prices, plus details of our .....

If you require any further assistance, please ..... directly and I will deal with your enquiry immediately.

I ..... to hearing from you.

Yours sincerely,

## 13.9 PERSONAL JOB FILE

Go to your **Job file** on page 81. Write down any new words and phrases. Write a brief letter to a guest answering his/her enquiry about conference facilities in the hotel where you work.

13.10 SPEAKING PRACTICE *In pairs*

**1** *Student A:* You are the guest. You want to enquire about conference facilities. Go to page 90 and study the information in Speaking practice **13.10A**. Ask the hotel employee for what you need.

*Student B:* You are the hotel employee. Could the hotel where you work satisfy the guest's requirements? Use the conference pack from the hotel where you work to answer the guest's enquiries.

Change roles.

**2** *In groups* There are 10 main items in the Presentation in **13.6**. Choose the six essential items a good conference centre should have. Explain your choice to the class.



# 14 Using the phone

FOCUS: DEALING WITH ROOM BOOKINGS AND MESSAGES BY PHONE

## Part A *Good morning, Plaza Hotel, can I help you?*

### 14.1 PRESENTATION

1

What does an employee say when answering a phone call from outside?

Good morning / good evening, Plaza Hotel, can I help you?

Hello, Plaza Hotel, can I help you?

Hi, Plaza Hotel.

2

What does an employee say when finishing a phone call?

Goodbye.

Have a good day.

Thank you for calling.



### 14.2 LISTENING AND PRONUNCIATION



1

A guest phones the Plaza Hotel to book a room. The hotel can't satisfy the request. The employee offers an alternative.

Listen to the conversation between the employee and the guest and circle the correct answer.

The guest wants to book:

single room	double room	suite
with bath	with shower	
for 2 nights	3 nights	4 nights
from 9	19	29 March
to 13	22	31 March

The guest accepts:

single room	double room	suite
-------------	-------------	-------

The room will be held until:

5 pm	6 pm	7 pm
------	------	------



2

**Being clear and polite** Listen to these sentences and repeat them.

What kind of room would you like?

Yes, madam, for how many nights?

We have no more singles for that weekend.

There are some doubles left.

Could you please confirm that by fax or e-mail?

We'll need a credit card number and expiry date, please.

We'll hold the room until 6 pm.

We look forward to seeing you on the 19th.



## 14.3 LANGUAGE FOCUS AND PRACTICE

## 1 Building the conversation

A guest phones to book a room. The employee apologises as the hotel can't satisfy the request, and then offers an alternative. Study the three stages, A, B, C.

A *Request*: A guest phones the hotel to book a room.

B *Apology*: The hotel can't satisfy the request.

C *Alternative*: The employee offers an alternative.

Study the language at each stage, A, B, C.

A *Request*: Hello, I'd like a single room from the 19th to the 22nd March.

B *Apology*: I'm sorry we have no more singles for that weekend.

C *Alternative*: There's just one double left.

## 2 This is part of the tapescript you heard in 14.2. Complete the sentences by writing the correct word in the spaces. Choose these words yourself.

- EMPLOYEE I'm very ....., madam, but we ..... no ..... singles for that weekend.
- GUEST Oh, that's a pity. .... you have any doubles .....?
- EMPLOYEE Let me see, yes, madam, ..... just one double left.
- GUEST And how much .....?
- EMPLOYEE ..... \$130 per night, not ..... breakfast.
- GUEST I see, and the single is \$95. OK, ..... better ..... the double then.
- EMPLOYEE Right, madam, and your ....., please?
- GUEST It's Mrs Delaporte, that's D-E-L-A-P-O-R-T-E.
- EMPLOYEE Could you please ..... that by fax or e mail, Mrs Delaporte, and we'll need a ..... card number and ..... date, please.
- GUEST Of course.

## 14.4 PERSONAL JOB FILE

Go to your **Job file** on page 82. Write down any new words and phrases. Write down how you begin, and end a telephone conversation in the hotel where you work. Write a brief conversation between a hotel employee and guest where the hotel can't offer the guest what they want, but have an alternative.

14.5 SPEAKING PRACTICE *In pairs*

- 1 *Student A*: You are the guest. Go to page 108 and study Tapescript 14.2.  
*Student B*: You are the employee. Go to page 108 and study Tapescript 14.2.

Practise the conversation, first with books open, then books closed. Change roles.

- 2 *Student A*: You are the guest. Go to page 90 and study the information in Speaking practice 14.5A.  
*Student B*: You are the employee. Go to page 95 and study the information in Speaking practice 14.5B.

Role play the conversation about booking a room by phone. Change roles.



## Part B *I'm afraid the line is busy, would you like to hold?*

### 14.6 PRESENTATION

Here are four situations an employee deals with on the phone.

- 1 A caller asks to speak to a guest in room 23.
- 2 The employee calls the room but the line is busy.
- 3 The employee offers to take a message.
- 4 The guest asks to leave a message.

What would an employee say in each case?

- A I'm sorry there's no answer. Can I take a message?
- B Room 23, I'll put you through.
- C Certainly, I'll make sure they get the message.
- D I'm afraid the line is busy.

Match the situations with the sentences.

### 14.7 LISTENING AND PRONUNCIATION



Four different callers are phoning the Plaza Hotel. Listen to the four conversations and complete the message notes.

#### TELEPHONE MESSAGE

For .....

Room number .....

From .....

Message .....

#### TELEPHONE MESSAGE

For .....

Room number .....

From .....

Message .....

#### TELEPHONE MESSAGE

For .....

Room number .....

From .....

Message .....

#### TELEPHONE MESSAGE

For .....

Room number .....

From .....

Message .....



**Being clear and polite** Listen to these sentences and repeat them.

I'm afraid the line is busy, would you like to hold?

I'll put you through.

There's no answer, can I take a message?

Just connecting you ...

Would you like to leave a message?

Could you spell that, please?

I'll make sure he gets the message.

I'll give her the message as soon as she returns.



## 14.8 LANGUAGE FOCUS AND PRACTICE

## 1 Taking messages Study these verbs.

*One-word verbs:* to leave (a message) to take (a message) to give (a message)

*Two-word verbs:* to put someone through to call back to hold on

## 2 Complete the dialogues below by writing the correct words in the gaps. Choose these words yourself.

1

- EMPLOYEE : Hello, Plaza Hotel, ..... I help you?
- CALLER : Yes, can you ..... me ..... to Rosemary James, it's room 213.
- EMPLOYEE : I'm afraid the ..... is busy, would you like to .....?
- CALLER : OK, I'll .....
- EMPLOYEE : The line's still ....., I'm afraid.
- CALLER : In that case I'll ..... a message.

2

- CALLER : Good morning, can I ..... room 87, please?
- EMPLOYEE : I'm afraid there's no ....., can I ..... a message?

3

- CALLER : Can I ..... to Pierre Chatry in suite 2, please?
- EMPLOYEE : Right, madam, I'll ..... you .....  
There's ..... answer, would you like to ..... a message?

4

- EMPLOYEE : Hello, Plaza Hotel, can I help you?
- CALLER : Yes, can you ..... me ..... to Jane Campbell in room 101?
- EMPLOYEE : Just ..... you. ... I'm sorry, madam, but there's ..... reply from her room.
- CALLER : Can I ..... a message?
- EMPLOYEE : Yes, of course.
- CALLER : Tell her to ..... the office as soon as possible.
- EMPLOYEE : Certainly, I'll ..... her the message as soon as she returns.
- CALLER : Thank you.

## 14.9 PERSONAL JOB FILE

Go to your **Job file** on page 82. Write down any new words and phrases.  
Write down what an employee, answering the phone, would say in each of the situations.

14.10 SPEAKING PRACTICE *In pairs*

1

*Student A:* You are the caller. Go to pages 108–9 and study Tapescript 14.7.

*Student B:* You are the employee. Go to pages 108–9 and study Tapescript 14.7.

Practise the conversation. Change roles.

2

*Student A:* You are the caller. Go to page 90 and study the information in Speaking practice 14.10A.

*Student B:* You are the employee. Go to page 95 and study the information in Speaking practice 14.10B.

Role play the situation. Change roles.



# 15 The check-out

## FOCUS: DEALING WITH PAYMENT, QUERIES ON THE BILL, AND SAYING GOODBYE

### Part A *How would you like to pay?*

## 15.1 PRESENTATION

What would you say to a guest who is checking out and paying the bill?

Match A and B to make complete sentences.

A  
How would  
Have you used  
Everything is  
How will you  
The service

B  
the mini-bar today?  
you like to pay?  
charge is 10%.  
included.  
be paying?



How do guests usually pay at the hotel where you work?

by cheque    by credit card    by account    in cash

## 15.2 LISTENING AND PRONUNCIATION



Four guests are checking out of the Ocean Hotel. They are paying their bills. Listen to the conversations between the guests and the hotel employee. Circle the correct answers.

## Guest 1

He pays by:      cheque    account    credit card  
                             traveller's cheque

His bill comes to:      €417    €463    €470    €473

Service included:      yes      no

### Guest 3

He pays by:      credit card   cheque   cash  
                         account

His bill comes to:      €893    €918    €983    €988

Also on the bill:      meeting rooms    breakfasts

## Guest 2

She pays by:            credit card    cheque    account    cash

Her bill comes to: €319 €359 €390 €399

ID is a: ☐ bank guarantee card ☐ passport  
☐ nothing

## Guest 4

She pays by: credit card cash cheque  
traveller's cheque

Her bill comes to:    €223    €230    €232    €320

She leaves a tip:      yes    no



**Being clear and polite** Listen to these sentences and repeat them.

Your bill is ready, sir.

How would you like to settle your account?

It comes to €390, madam.

We'll need some identification.

Would you just sign here, please?

And here is your receipt.



## 15.3 LANGUAGE FOCUS AND PRACTICE

## 1 Present perfect

Study the three parts of the verb 'use': use – used – used. Notice the past participle 'used'. This is how we form the present perfect: Have you used ...?

Study what the hotel employee says, and the answer:

Question: Have you used the mini-bar today? Answer: Yes, I have. / No, I haven't.

One function of the present perfect is to express a past event that has an important consequence *now* or *around now*, for example:

Mr Jones has just left the hotel. = So I can't contact him now.

Have you got everything? = You mustn't forget anything. You need to have everything with you now.

## 2 Study the verb list on page III. Write the past participles of these verbs.

leave .....	finish .....	do .....	pay .....
make .....	get .....	expire .....	put .....

Put the past participle of the verb into the correct place in each sentence.

- |                                   |        |                                 |        |
|-----------------------------------|--------|---------------------------------|--------|
| 1 Have you it yet?                | do     | 5 I think you have a mistake.   | make   |
| 2 Has Mrs Wilson the hotel yet?   | leave  | 6 Have you your tickets?        | get    |
| 3 Have you my luggage on the bus? | put    | 7 Has he the bill?              | pay    |
| 4 She hasn't packing yet.         | finish | 8 I think this credit card has. | expire |

## 3 Put the words in these questions in the correct order.

- |                                       |                            |
|---------------------------------------|----------------------------|
| 1 done Have everything you            | 3 checked Has out she yet  |
| .....?                                | .....?                     |
| 2 you identification any Have got any | 4 yet he bill paid Has the |
| .....?                                | .....?                     |

Put the words in these answers in the correct order.

- |                              |                           |
|------------------------------|---------------------------|
| A out Yes checked just she's | C are have Yes you I here |
| .....                        | .....                     |
| B hasn't No he               | D haven't No yet I        |
| .....                        | .....                     |

Now match the questions and answers.

## 15.4 PERSONAL JOB FILE

Go to your **Job file** on page 83. Write down any new words and phrases. Write the questions in exercise 1 and write the answers in exercise 2.

15.5 SPEAKING PRACTICE *In pairs*

- 1 *Student A:* You are the guest. Go to page 109 and study Tapescript 15.2.  
*Student B:* You are the hotel employee. Go to page 109 and study Tapescript 15.2.

Practise the dialogues first with books open, then books closed. Change roles.

- 2 *Student A:* You are the guest. Go to page 91 and study the information in Speaking practice 15.5A.  
*Student B:* You are the hotel employee. Go to page 96 and study the information in Speaking practice 15.5B.

Role play the conversation between the hotel employee and guest. Change roles.



## Part B *That's the 10% service charge in lieu of gratuities.*

### 15.6 PRESENTATION

Look at this hotel bill. Is it like a bill in the hotel where you work? What's the same? What's different?

The guest who wants to ask about items on the bill may say:

Can you explain this item, please?  
What's this charge for?

The hotel employee may say:

This is the separate dry cleaning charge.  
Here are the details of the calls you made.  
I'm sorry, this is our mistake.

What questions do guests ask about the bill? What do you reply?

DATE	TIME	DESCRIPTION	AMOUNT	BALANCE
05/09		LOBBY LOUNGE	\$37.50	\$37.50
		ROOM CHARGE	\$230.00	\$267.50
	17.31	PRESSING	\$14.00	\$281.50
	17.31	DRY CLEANING	\$14.00	\$295.50
	17.32	LAUNDRY	\$19.00	\$314.50
06/09	17.33	SERVICE CHARGE	\$23.00	\$337.50
		ROOM CHARGE	\$230.00	\$567.50
	12.16	MINI-BAR	\$39.00	\$606.50
	06.41	OVERSEAS CALL	\$12.00	\$618.50
	18.54	TRANSPORTATION	\$25.00	\$643.50

### 15.7 LISTENING AND PRONUNCIATION



Listen and circle the numbers you hear.

2 12 23 29 37 41 54 66 78 99 120 230 370 456 590 682 736 928 4,000 7,500 14,470



A guest is asking the hotel employee questions about the bill. Listen to the conversation and number these sentences in the order you hear them. The first and last have been done.

- GUEST 1 Could you explain these items on my bill, please?
- EMPLOYEE ..... That's the usual practice, the laundry is charged separately.
- EMPLOYEE ..... Is everything OK now, madam?
- GUEST ..... Why are there two charges for dry cleaning and laundry?
- EMPLOYEE ..... I'll check again.
- EMPLOYEE ..... That's the 10% service charge in lieu of gratuities.
- EMPLOYEE ..... Yes, our records show you made three calls overseas.
- GUEST ..... Oh, I see. And did I really make three phone calls overseas?
- GUEST ..... Oh, did I really?
- EMPLOYEE ..... Certainly, madam, what would you like to know?
- GUEST ..... But what's this 10% charge?
- GUEST 12 Yes, I think so.



**Being clear and polite** Listen to these sentences and repeat them.

What would you like to know?

That's the usual practice.

That's the 10% service charge in lieu of gratuities.

That's for the car you ordered last week.

Is everything OK now, sir?

I hope you enjoyed your stay.

Have a good day, madam, and we hope to see you again.



## 15.8 LANGUAGE FOCUS AND PRACTICE

## 1 Queries on the bill; the past tense

Study the language when the guest queries items on the bill and when the hotel employee explains these items. Look at the way the past tense is used in these sentences.

GUEST : Could you explain these items on my bill, please?  
 EMPLOYEE : That's for the car you ordered last week.

GUEST : I thought I only made two calls.  
 EMPLOYEE : Our records show you made three calls.

## 2 Study the verb list on page III. Write the past tense of these verbs.

think ..... phone ..... pay ..... make ..... have .....  
 go ..... expire ..... order ..... leave ..... is .....

Put the verb(s) given into the correct place in each sentence, using the past tense.

- |   |          |   |               |
|---|----------|---|---------------|
| 1 | GUEST    | What's this transportation charge for, please?      |               |
|   | EMPLOYEE | That, madam, is for the car you last week.          | order         |
| 2 | GUEST    | I we only two drinks from the mini-bar.             | think / have  |
|   | EMPLOYEE | I'll just check that.                               |               |
| 3 | GUEST    | I that we London only once.                         | think / phone |
|   | EMPLOYEE | Here are the details of the two calls you.          | make          |
| 4 | GUEST    | I'm sure I for the drinks in the lounge.            | pay           |
|   | EMPLOYEE | I'm sorry, madam, you're right, that's our mistake. |               |
| 5 | EMPLOYEE | I think your credit card last month.                | expire        |
|   | GUEST    | Oh, I'm sorry, in that case I'll pay by cheque.     |               |
| 6 | EMPLOYEE | Our records show you breakfast from room service.   | order         |
|   | GUEST    | Oh, I?  | do            |
| 7 | EMPLOYEE | I hope you your stay.                               | enjoy         |
|   | GUEST    | Yes, thank you.                                     |               |

## 15.9 PERSONAL JOB FILE

Go to your **Job file** on page 83. Write down any new words and phrases. Answer the questions from the guest. Decide yourself on the appropriate answers. Write down how you say goodbye to guests leaving the hotel.

15.10 SPEAKING PRACTICE *In pairs*

- 1 **Student A:** You are the guest. Go to page 110 and study Tapescript 15.7.  
**Student B:** You are the hotel employee. Go to page 110 and study Tapescript 15.7.

Practise the dialogues first with books open, then books closed. Change roles.

- 2 **Student A:** You are the guest. Go to page 91 and study the information in Speaking practice 15.10A.  
**Student B:** You are the employee. Go to page 96 and study the information in Speaking practice 15.10B.

Role play the conversation between the employee and the guest, who is asking questions about the bill. Change roles.

- 3 **Saying goodbye** Look at the last sentence you wrote in 15.8: 'I hope you enjoyed your stay.' In pairs, employee and guest, say goodbye to each other. Which of these expressions would you also use when saying goodbye to a guest?

Thank you for choosing our hotel. Have a good trip. Bon voyage. See you next year.



# Personal job file

## HOW TO USE THE JOB FILE

The **Job file** is for you. Each student's **Job file** will be different, and will be a personal record of the language that is most useful in your work.

- Study the tips below.
- Write down all the new words and phrases from the lesson that are most useful to you.
- Write as many personal examples as you can in the **Job file** exercises.
- Revise your work regularly.
- Keep the **Job file** as a personal record of the language you need for your work.

## STUDY TIPS

- 1 Look up English words in a good bilingual dictionary, e.g.

*waiter – garçon de café, serveur*  
*waitress – serveuse*

Then write the English word and the translation in your **Job file**.

- 2 Learn the pronunciation and the stress, e.g. *re'ceptionist*.
- 3 Use a personal example of a word, e.g.

*I'm a receptionist at the Plaza Hotel.*

- 4 Group relevant words together, e.g.

*bed sheet pillow pillowcase duvet blanket*

- 5 Draw a picture to help you remember a word, e.g.

*bed* 

- 6 Learn adjectives and nouns together, e.g.

*a private beach*

- 7 Make questions from statements, e.g.

*I work at the Ritz.*

*Question: Where do you work?*

- 8 Learn opposites, e.g.

*BIG – small    ↑ go up – go down ↓*



# Personal job file

## 1 Introductions

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**1.4** Here are two answers. Write the two questions.

Q: ..... A: My name's Pablo.

Q: ..... A: I'm a waiter.

Here are two questions. Write the two answers:

Q: What's your name? A: .....

Q: What do you do? A: .....

**1.9** Complete this dialogue.

A Hello, my name's ..... I'm ..... I'm a ..... I work in the  
..... Hotel. And you, .....?

B Hi ....., my ..... Maria.

A Hi ..... Nice to meet you, Maria. Where ..... from?

B Spain.

A Oh, what part?

B Madrid.

A And what ..... you do?



# Personal job file

## 2 The check-in

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

### 2.4 1 Write these dates.

Today's date ..... Your birthday .....

What other dates are important to you? .....

### 2 Confirmation letter Fill in the gaps using your own words.

Dear .....,  
We are ..... to confirm your .....  
Arrival ..... Departure .....  
Room ..... Rate .....  
Confirmation .....  
We look forward to ..... on .....  
Kind regards,

### 2.9 A guest is checking in. Complete the dialogue using your own words.

RECEPTIONIST	Good evening, sir, can I ..... you?
GUEST	Good evening. I'm afraid I don't have a .....
	Do you ..... a double ..... for tonight?
RECEPTIONIST	I'll just ..... Yes, we have a ..... room with twin beds and bath.
GUEST	And how much is it?
RECEPTIONIST	It's 190 euros per ..... for the room, not including breakfast.
GUEST	That's ....., I'll take it.



# Personal job file

## 3 The hotel bedroom

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**3.4** Describe a standard bedroom in the hotel where you work using some of these words:

TV double bed sheets CD player coat hangers wardrobe  
desk chairs radio alarm remote control pillows telephone

.....

.....

.....

.....

.....

.....

.....

**3.9** Describe a luxury bedroom in the hotel where you work using some of these words:

mini-bar blanket duvet bedside lamp suitcase stand dressing table  
central light switch trouser press laundry bag air-conditioning  
writing paper flowers plants personal safe

.....

.....

.....

.....

.....

.....

.....



# Personal job file

## 4 Bathroom & porter

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**4.4** Describe a bathroom in the hotel where you work using some of these words:

bath shower washbasin soap hot cold water toilet paper towels  
mirror shampoo tissues light switch shaver socket bathrobe bin  
next to under in on over behind

.....

.....

.....

.....

**4.9** Complete the three stages of this conversation:

1 *In the lobby*

PORTER : Can I .....

GUEST : Yes, please .....

2 *Leaving the lobby*

PORTER : This way .....

GUEST : .....

3 *At the guest's room*

PORTER : .....

GUEST : .....

PORTER : .....



# Personal job file

## 5 Services in the hotel

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

### 5.4 1 Correct the mistakes in each question and answer.

Q: What time the restaurant is open, please?

A: It open at 7 pm.

Q: Laundry service still is available?

A: I'm sorry, it is close at 10 pm.

### 2 Write four questions and answers about opening and closing times of services at the hotel where you work.

Question

Answer

1 .....	.....
2 .....	.....
3 .....	.....
4 .....	.....

### 5.9 Write four questions and answers about business and leisure services at the hotel where you work.

Question

Answer

1 .....	.....
2 .....	.....
3 .....	.....
4 .....	.....



# Personal job file

## 6 Location of facilities

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

- 6.4** You are in the reception area of the hotel where you work. Choose four places guests want to go to inside the hotel. Start from reception. Write down these four directions for guests.

1	.....
	.....
2	.....
	.....
3	.....
	.....
4	.....
	.....

- 6.9** You are in the reception area of the hotel where you work. Choose two places outside the hotel that guests ask directions to. Start from reception. Write down these directions for guests.

1	.....
	.....
	.....
2	.....
	.....
	.....



# Personal job file

## 7 Room services

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**7.4** **1** List some of the most popular room service items in the hotel where you work.

1 .....	3 .....
2 .....	4 .....

**2** Complete these checking questions. There is one guest. The full order is:  
1 salad, 1 vanilla ice cream, 1 black coffee.

Question: Is that .....? (*check caesar or mixed green*)

Affirmative: So that's .....  
..... (*repeat order*)

Question tag: That's ....., isn't it? (*confirm it's an espresso*)

Final check: Would you like .....?

**7.9** **1** Which services are offered at the hotel where you work? What do you say if the service is not available?

.....

.....

.....

.....

.....

**2** Correct these sentences. There are *two* mistakes in each.

- 1 It's doesn't open 8 am.
- 2 I'm very sorry, sir, but swimming pool closes 10 pm.
- 3 Is not possible use the fitness centre after 8 pm.
- 4 I'm very afraid it's no open now.
- 5 Mrs Jones checks out yesterday 8.30.



# Personal job file

## 8 Problems & solutions

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**8.4** What problems do guests have in the hotel where you work? Note down one problem and the solution you would suggest.

GUEST	.....
EMPLOYEE	.....
	.....
	.....
	.....
	.....

**8.9** Choose an appliance in the hotel that guests have trouble with. Explain how it works. It works like this

.....
.....
.....
.....
.....
.....



# Personal job file

## 9 Taking bar orders

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**9.4** **1** What are the most popular drinks served in the hotel where you work?

.....

**2** Write complete sentences for each of these six stages of a dialogue between a bar person and guest.

- 1 Welcome the guest .....
- 2 Enquire about drinks .....
- 3 Explain choice .....
- 4 Apologise that the drink is not available .....
- 5 Offer an alternative .....
- 6 Serve the drinks .....

**9.9** **1** What currencies and methods of payment are used in the hotel where you work?

.....

**2** Write complete sentences for these three stages of a dialogue between a bar person and guest: the bill, method of payment, and the tip.

1 Guest asks for the bill. You present it.

GUEST .....  
.....

BAR PERSON .....  
.....

2 Guest asks about payment. You explain.

GUEST .....  
.....

BAR PERSON .....  
.....

3 The tip

GUEST .....  
.....

BAR PERSON .....  
.....



# Personal job file

## 10 In the restaurant (1)

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**10.4** **1** Which aperitifs are the most popular in the restaurant where you work?

.....

**2** Complete this conversation. The waiter is welcoming guests and taking orders for aperitifs.

WAITER : Good ..... reservation?

GUEST : Yes, ..... The name's .....

WAITER : Yes, ..... Follow ..... Here .....

an aperitif?

GUEST : Yes, a ..... and a .....

WAITER : So, that's .....

**10.9** Complete the conversation between the waitress and the guests.  
Remember the stages: asking and recommending, explaining, choosing, checking.

WAITRESS : What ..... follow, sir?

GUEST 1 : Some fish, please, ..... recommend?

WAITRESS : The .....

GUEST 1 : OK, I'll have that, please.

WAITRESS : And you, madam?

GUEST 2 : Could you tell me what this meat dish is, please?

WAITRESS : Yes, the ..... It's .....

GUEST 2 : I'll try it, and ..... red wine.

WAITRESS : May I recommend the .....

GUEST 1 : Sounds good.

GUEST 2 : And a ..... of sparkling ....., please.

WAITRESS : So, that's ..... Thank you.



# Personal job file

## 11 In the restaurant (2)

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**11.4** **1** Describe two of the most popular dishes in the restaurant where you work. Say what they are and where they come from.

1 .....

2 .....

**2** Complete the suggestions using these expressions:

Try the ... I can recommend the ... I suggest ...

1 If you prefer herbal tea, .....

2 If you like cooked desserts, .....

3 For a soft cheese, .....

4 If you prefer something cold, .....

5 For something very traditional .....

6 If you prefer coffee with whiskey, .....

**11.9** **1** Complete the sentences.

The usual tip is ..... (10% 15% 20%)

Tips are ..... (included / not included in the bill)

**2** Complete the conversation: ask about the meal, correct the bill, say goodbye.

WAITER : How ..... the meal?

GUEST : ..... May I have the ....., please?

WAITER : Here you .....

GUEST : Is service .....? Oh, ..... this item correct?

WAITER : I'll just ..... it again. I'm sorry, sir, it's our .....,  
I'll ..... that.

GUEST : Here you ..... Is a credit card OK?

WAITER : Yes, that's fine. Thank you. Goodbye. We hope ..... you again.



# Personal job file

## 12 Places to visit

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**12.4** **1** What are the interesting places to visit in your region?

.....

.....

.....

**2** Write six recommendations you make to guests. Use these expressions:

You must visit/see /go to ... .. is full of ... You shouldn't miss the ...

You could go (to) ... Why not go (to) ... I'll show you on the brochure ...

1 .....

2 .....

3 .....

4 .....

5 .....

6 .....

**12.9** Describe three places to visit in your region. Choose from these adjectives:

interesting sandy modern popular busy crowded big  
small exciting relaxing safe cheap expensive near far

Remember the forms:

old – older – the oldest

busy – busier – the busiest

interesting – more interesting – the most interesting

1 .....

2 .....

3 .....



# Personal job file

## 13 Enquiries

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**13.4** Write a brief letter to a guest answering his/her enquiry about room rates and offer to help with any further information.

Dear ...

.....

.....

.....

.....

.....

.....

.....

**13.9** Write a brief letter to a guest answering his/her enquiry about conference facilities in the hotel where you work.

Dear ...

.....

.....

.....

.....

.....

.....

.....



# Personal job file

## 14 Using the phone

New words and phrases:

.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....
.....	Translation .....

**14.4** **1** How do you begin and end a telephone conversation in the hotel where you work?

Begin .....

End .....

**2** A guest wants a single room with bath and balcony for three nights. Explain that you have a single room with bath, but not balcony. The guest accepts. Write a brief conversation between the hotel employee and the guest.

GUEST	I'd like a single room with bath and balcony for three nights.
EMPLOYEE	.....
GUEST	.....
EMPLOYEE	.....
	.....

**14.9** Write down what an employee, answering the phone, would say in each of the following situations.

1 The caller wants to speak to a guest. The guest is not in his/her room.

.....

2 The caller wants to speak to a guest whose line is busy.

.....

3 The employee asks if she/he can take a message.

.....

4 The employee asks if the caller wants to leave a message.

.....



# Personal job file

## 15 The check-out

New words and phrases:

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

..... Translation .....

**15.4** **1** Here are four answers. Write appropriate questions.

Q: ..... A: Yes, he left an hour ago.

Q: ..... A: Yes, we've got everything.

Q: ..... A: Yes, you're right, we have made a mistake.

Q: ..... A: Yes, we've put everything on the coach.

**2** Here are four questions. Write appropriate answers.

Q: How would you like to pay? A: .....

Q: Have you checked everything? A: .....

Q: Can I pay by cheque? A: .....

Q: Is everything ready? A: .....

**15.9** **1** Answer these questions from the guest. Decide on the appropriate answers.

Q: Did I really make all those calls?  
A: .....

Q: What is this 15% charge here?  
A: .....

Q: I think you've made a mistake here, haven't you?  
A: .....

Q: Are you sure about this mini-bar amount?  
A: .....

**2** Write down what you say to guests leaving the hotel.

.....

.....



# Speaking practice

## 3.5A SPEAKING PRACTICE

Student A

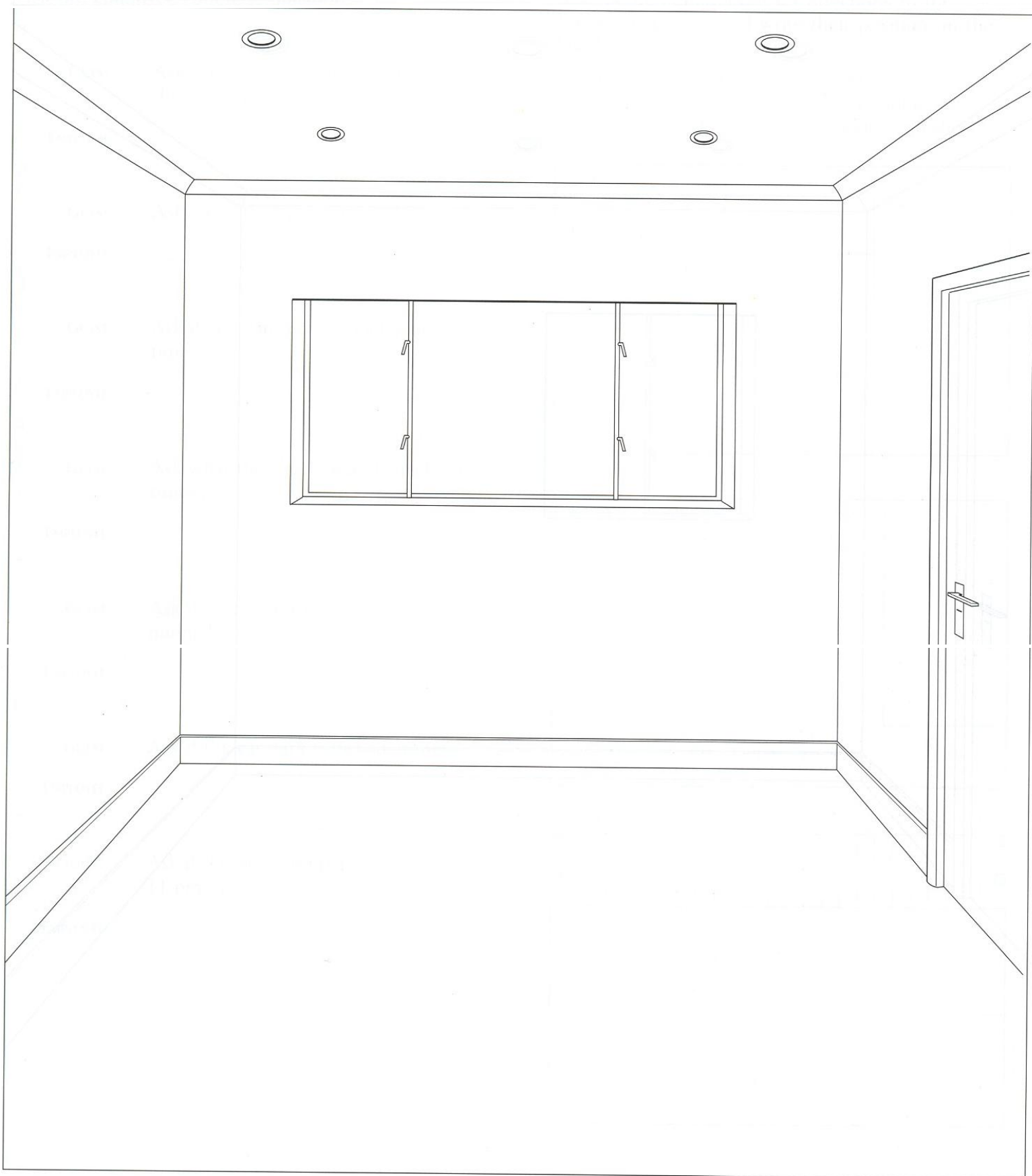
Ask your partner questions in order to find all the differences between your drawings of the same hotel room.





### 3.10 SPEAKING PRACTICE

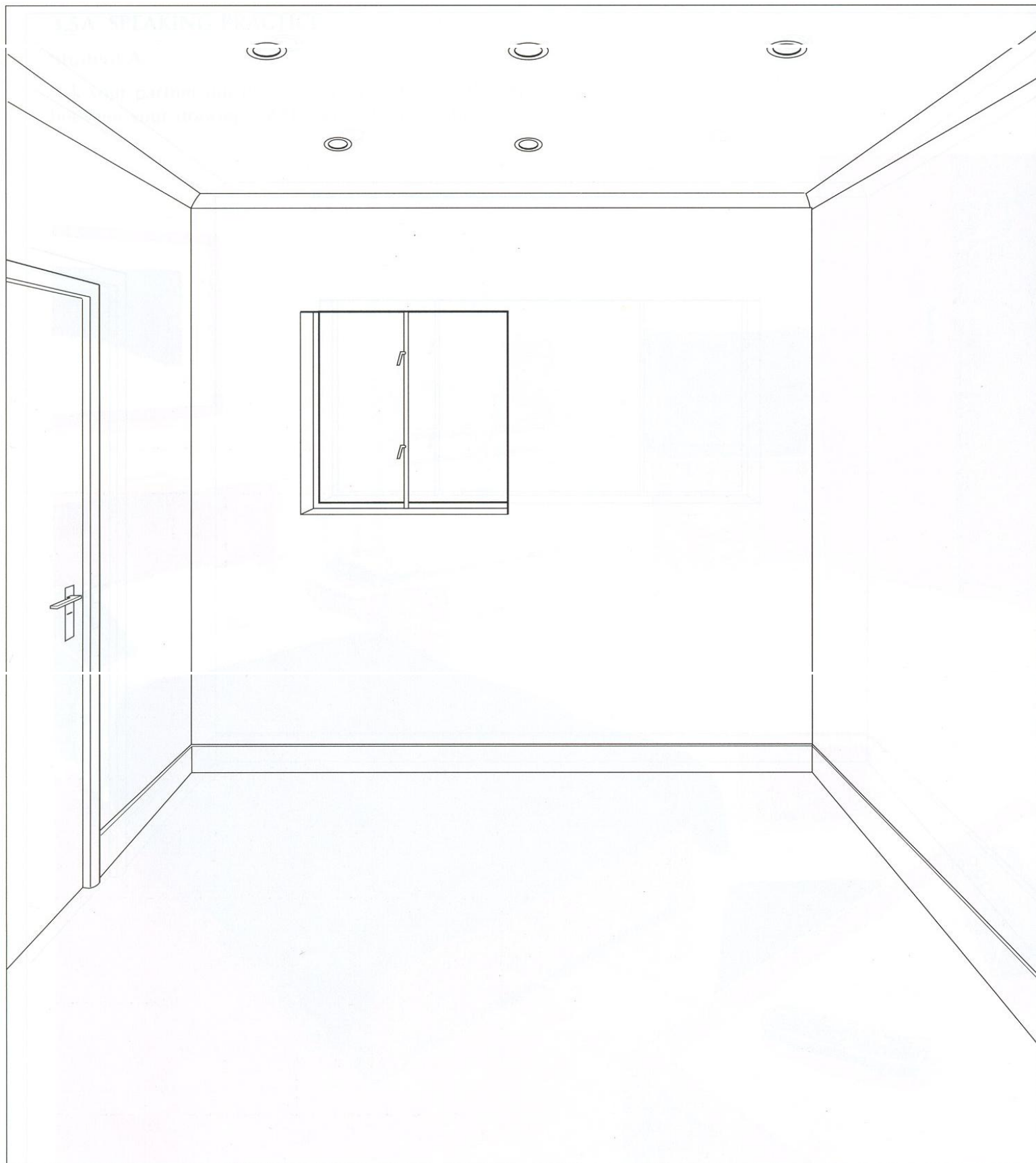
Design your ideal hotel bedroom.





## 4.5 SPEAKING PRACTICE

Design your ideal hotel bathroom.





## 5.5A SPEAKING PRACTICE

Student A *Guest*

Ask the employee complete questions.

1

**GUEST** Ask if the fitness centre is open in the evening.

**EMPLOYEE** .....

2

**GUEST** Ask when the bar opens.

**EMPLOYEE** .....

3

**GUEST** Ask if you can use the pool at any time.

**EMPLOYEE** .....

4

**GUEST** Ask what the check-in and check-out times are.

**EMPLOYEE** .....

5

**GUEST** Ask if room service is open now, at midnight.

**EMPLOYEE** .....

6

**GUEST** Ask if the car park is locked at night.

**EMPLOYEE** .....

7

**Guest** Ask if the sauna is open now, at 11 pm.

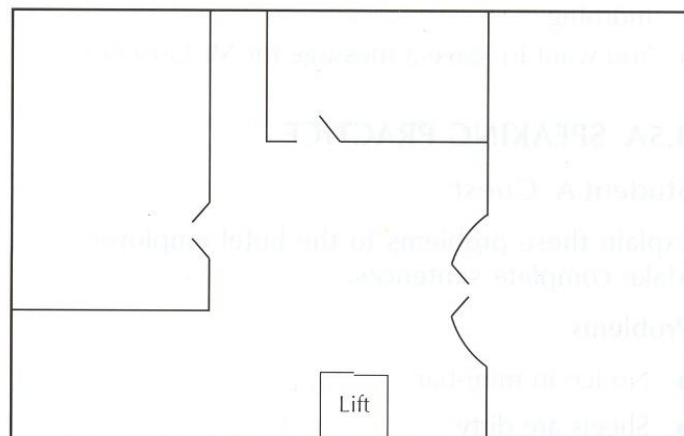
**EMPLOYEE** .....

## 6.5A SPEAKING PRACTICE

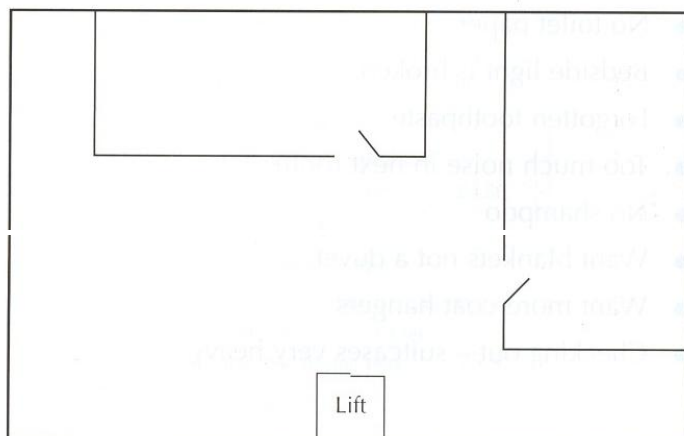
Student A *Guest*

Ask the hotel employee for directions to the following services and write their position on the hotel plan.

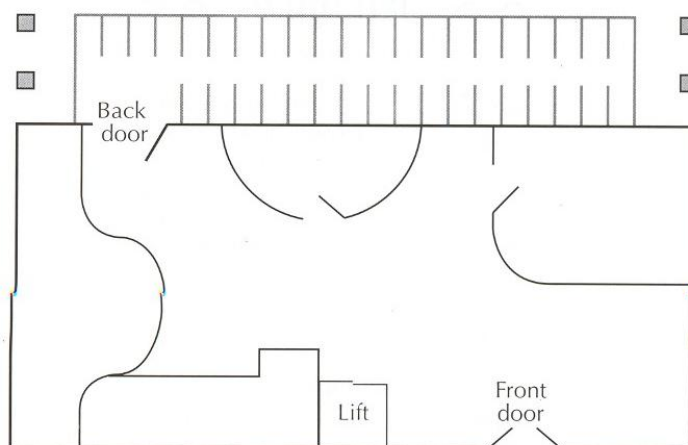
business centre gym + fitness centre  
swimming pool car park bar restaurant  
reception travel desk beauty salon gift shop



Top floor



First floor



Ground floor



## 7.10A SPEAKING PRACTICE

Student A *Guest*

Ask for these five services at these times

- 1 It is Sunday and you want the laundry service.
- 2 You want to use a meeting room at 7 pm on Friday.
- 3 You want a swim on Sunday afternoon.
- 4 You want to use the business centre on Saturday morning.
- 5 You want to leave a message for Mr Griscom.

## 8.5A SPEAKING PRACTICE

Student A *Guest*

Explain these problems to the hotel employee.  
Make complete sentences.

Problems

- No ice in mini-bar
- Sheets are dirty
- No writing paper
- No toilet paper
- Bedside light is broken
- Forgotten toothpaste
- Too much noise in next room
- No shampoo
- Want blankets not a duvet
- Want more coat hangers
- Checking out – suitcases very heavy

## 8.10A SPEAKING PRACTICE

Student A *Guest*

Explain the problems to the hotel employee.  
Make complete sentences.

Problems

- Can't find the TV channels
- Can't turn down the air-conditioning
- Can't work the electric curtains
- Can't order a film on the TV
- Can't use the bedroom safe
- Can't turn on the heating

## 9.5A SPEAKING PRACTICE

Student A *Guest*

Ask the bar person for suggestions and order these drinks.

- You want something very fresh, cool and non-alcoholic
- You want two drinks: brandy and sherry
- You like whisky: ask for suggestions
- Ask about the house cocktails
- You like beer: ask about draught or bottled
- You want an alcoholic drink with tonic

## 9.10A SPEAKING PRACTICE

Student A *Guest*

Order these drinks from the bar person.

- You'd like a double whisky and an orange juice
- You'd like a martini and a small rum
- You'd like two large draught beers
- You'd like a small brandy, a large gin and tonic, and a coke
- You'd like an orange juice, a small bottled beer, and a small whisky
- You'd like a small whisky and coke, and a small gin and tonic



## 10.10A SPEAKING PRACTICE

Student A Waiter/Waitress

# Wine list

## WINES

### Red

Côtes du Rhône 1999 ... £19.00

Tuscany: Chianti Classico

Riserva 1999 ... £21.00

### Rosé

Bordeaux Château

Thieuley 2000 ... £23.00

### White

Soave Classico Superiore 1999 ... £19.50

California: Concannon ... £21.50

## CHAMPAGNE

Krug Grande Cuvée ... £39.00

Roederer Brut Premier ... £27.00

Mineral Water: sparkling, still ... £3.00

## French wine

Red *Côtes du Rhône: goes with steak, seasoned meat, and pasta dishes*

Rosé *Château Thieuley: goes with light meat, and fish dishes*

## Italian wine

Red *Chianti Classico Riserva: goes with pasta, risotto, and roast meat dishes*

White *Soave Classico Superiore: goes with sea food, and light cold meat dishes*

## Californian wine

White *Concannon: goes with spicy oriental dishes, pasta, fish, light meat, and vegetarian dishes*

## 11.10 SPEAKING PRACTICE

# Menu

## STARTERS

Smoked Salmon ... £8.50

Oysters ... £10.00

Waldorf Salad ... £8.50

## MAIN COURSES

Rump or Fillet Steak ... £14.50

Roast Pork in a Cream Sauce ... £14.50

Whole Baked Trout ... £12.00

Sole Meunière ... £13.00

Steamed Turbot ... £12.00

Fried Prawns with Mixed Salad ... £11.00

Grilled Chicken with Sautéed Onions ... £12.50

## DESSERTS

Fresh Fruit Salad ... £5.50

Apple Strudel ... £6.50

Trifle ... £7.00

Tiramisu ... £5.50

Chocolate soufflé ... £7.50

Selection of ice cream ... £6.00

## SELECTION OF CHEESES

Brie, Gouda, Cheddar, Gruyère ... £4.50

## COFFEE & TEA

Cappuccino, Espresso ... £2.00

Irish Coffee ... £4.00

Chinese Lotus Tea, Herbal Teas ... £2.00

# Wine list

## WINES

### Red

Côtes du Rhône 1999 ... £19.00

Tuscany: Chianti Classico

Riserva 1999 ... £21.00

### Rosé

Bordeaux Château

Thieuley 2000 ... £23.00

### White

Soave Classico Superiore 1999 ... £19.50

California: Concannon ... £21.50

## CHAMPAGNE

Krug Grande Cuvée ... £39.00

Roederer Brut Premier ... £27.00

Mineral Water: sparkling, still ... £3.00



## 12.5A SPEAKING PRACTICE

Student A *Guest*

You are a guest at the Carlton Hotel in New York. Study the list of interesting places to visit in New York. Ask the hotel employee for recommendations and directions.



## 13.5A SPEAKING PRACTICE

Student A

Ask your partner questions in order to complete the gaps in the information about the Atlantic Hotel.

Atlantic Hotel

Room	Rate
Single	US\$ .....
Double	US\$ 220
Triple rooms	US\$ .....
.....	US\$ 380
Extra bed	US\$ 70

Open buffet breakfast and tax .....

Prices are subject to change without prior notice.

## 13.10A SPEAKING PRACTICE

Student A *Guest*

You want to enquire whether the hotel can provide these facilities for different conferences.

- 1 A small friendly room – to seat up to 15 people – OHPs – slides – flip charts – loudspeakers
- 2 A fairly large room – to seat 120 people – a full simultaneous translation service – sound equipment – VCR equipment – large screens – floral decorations
- 3 A large range of sound and audio-visual equipment – slides – overhead projectors – a full range of secretarial services

## 14.5A SPEAKING PRACTICE

Student A *Guest*

Phone and book a room at the Plaza Hotel.

- 1 Say hello and ask to book a room.
- 2 Give details of the room you'd like.
- 3 Say how many nights you'd like the room for.
- 4 Ask what is available.
- 5 Ask the price of a double room.
- 6 Accept the double room and say why you must book a room quickly.
- 7 Offer to confirm by e-mail.
- 8 Offer to send credit card details.
- 9 Agree with the confirmation details.
- 10 Say goodbye.

## 14.10A SPEAKING PRACTICE

Student A *Caller*

- 1 A Ask to speak to Jack Overton in room 782.  
B Leave this message: pick up your tickets at the airport this afternoon.
- 2 A Ask to speak to Holly Delroy in suite 1.  
B Leave this message: the meeting is in your suite tonight at 7.
- 3 A Ask to speak to Gunter Becker in room 23.  
B Leave this message: call Peter in Rome this evening, urgent.
- 4 A Ask to speak to Maria Marconi in room 389.  
B Leave this message: dinner booked at the Meranda restaurant at 9 pm.



## 15.5A SPEAKING PRACTICE

Student A *Guest*

You are checking out. Decide what you will say to the hotel employee.

- GUEST .....  
 EMPLOYEE Yes, Mr/Mrs Jackson, that's room 234, isn't it?  
 GUEST .....  
 EMPLOYEE Here is your bill.  
 GUEST .....  
 EMPLOYEE Yes, everything is included. How would you like to pay?  
 GUEST .....  
 EMPLOYEE Yes, that's fine. Excuse me, sir/madam, I think this card has expired.

- GUEST .....  
 EMPLOYEE Thank you, sir/madam, could you just sign here, please?  
 GUEST .....  
 EMPLOYEE Thank you, Mr/Mrs Jackson, and here is your receipt.  
 GUEST .....  
 EMPLOYEE I hope you enjoyed your stay with us.

## 15.10A SPEAKING PRACTICE

Student A *Guest*

Discuss this bill with the hotel employee. Ask questions concerning the items marked a-f. The notes below will help you.

- a) Ask if the amount spent in the lobby lounge is correct.  
 b) One item was not cleaned, ask for details of prices.  
 c) Ask for an explanation of the service charge.  
 d) Ask for details of the \$39 mini-bar charge.  
 e) Ask for details, you can't remember the call.  
 f) Ask for details of the transportation.

	DATE	TIME	DESCRIPTION	AMOUNT	BALANCE
a)	05/09		LOBBY LOUNGE	\$37.50	\$37.50
			ROOM CHARGE	\$230.00	\$267.50
		17.31	PRESSING	\$14.00	\$281.50
		17.31	DRY CLEANING	\$14.00	\$295.50
b)		17.32	LAUNDRY	\$19.00	\$314.50
c)		17.33	SERVICE CHARGE	\$23.00	\$337.50
	06/09		ROOM CHARGE	\$230.00	\$567.50
d)		12.16	MINI-BAR	\$39.00	\$606.50
e)		06.41	OVERSEAS CALL	\$12.00	\$618.50
f)		18.54	TRANSPORTATION	\$25.00	\$643.50



## 3.5B SPEAKING PRACTICE

Student B *Guest*

Ask your partner questions in order to find all the differences between your drawings of the same hotel room.





## 5.5B SPEAKING PRACTICE

### Student B Employee

Using this information, give complete answers to the guest's questions.

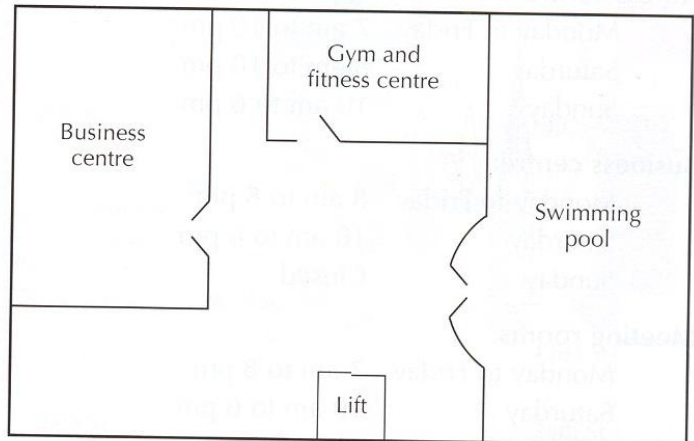
- 1  
GUEST .....  
EMPLOYEE yes – until 10.30
- 2  
GUEST .....  
EMPLOYEE opens at 4 pm
- 3  
GUEST .....  
EMPLOYEE pool open every day till 10 pm
- 4  
GUEST .....  
EMPLOYEE check-in from 2 pm; check-out by 11 am
- 5  
GUEST .....  
EMPLOYEE sorry – closes at 10.30 pm
- 6  
GUEST .....  
EMPLOYEE 24-hour valet service
- 7  
GUEST .....  
EMPLOYEE sauna closes at 10 pm, opens up tomorrow at 7 am

## 6.5B SPEAKING PRACTICE

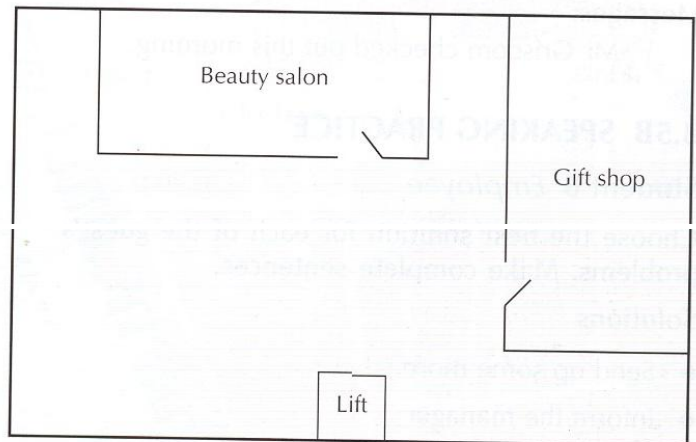
### Student B Employee

The guest has a plan of the hotel but the services are not marked on it. Answer the guest's questions about the location of these services in the hotel.

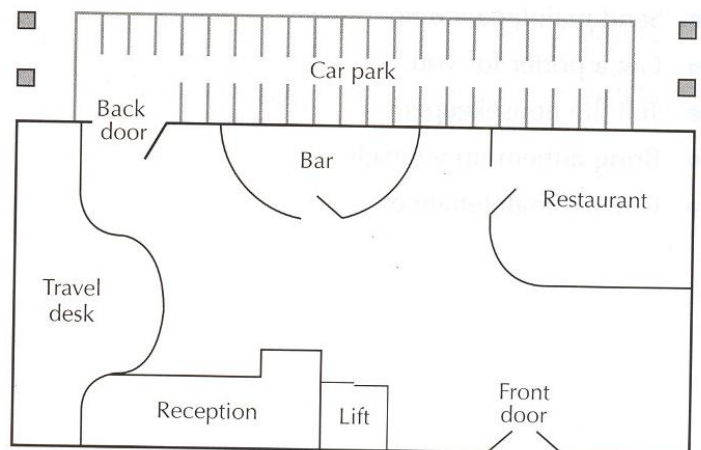
business centre gym + fitness centre  
swimming pool car park bar restaurant  
reception travel desk beauty salon gift shop



Top floor



First floor



Ground floor



## 7.10B SPEAKING PRACTICE

**Student B Employee**

Answer the guest's questions using this information.

**Laundry service:**

Monday to Friday	8 am to 9 pm
Saturday	9 am to 5 pm
Sunday	Closed

**Fitness centre & Swimming pool:**

Monday to Friday	7 am to 10 pm
Saturday	8 am to 10 pm
Sunday	10 am to 6 pm

**Business centre:**

Monday to Friday	8 am to 8 pm
Saturday	10 am to 6 pm
Sunday	Closed

**Meeting rooms:**

Monday to Friday	7 am to 8 pm
Saturday	10 am to 6 pm
Sunday	Closed

**Messages:**

Mr Griscom checked out this morning.

## 8.5B SPEAKING PRACTICE

**Student B Employee**

Choose the best solution for each of the guest's problems. Make complete sentences.

**Solutions**

- Send up some more
- Inform the manager
- Contact room service
- Send maintenance up
- Get a porter for you
- Tell the housekeeper
- Bring it/them up yourself
- Contact maintenance

## 8.10B SPEAKING PRACTICE

**Student B Employee**

Decide what is the best solution for each of the guest's problems. Make complete sentences. Here are some words to help you:

turn on turn off turn up turn down  
press (the button) tap in / key in (the code number)  
choose open close put in take out

I'll show you, it works like this:

First ...

Then ...

Then ... etc.

Is that OK?

## 9.5B SPEAKING PRACTICE

**Student B Bar person**

Give suggestions to the guest about different drinks, and serve the drinks.

- Suggest different fresh and cool drinks
- Ask about measures, large or small; ask about sweet or dry sherry
- Suggest different types of whisky
- Describe the house cocktails
- Suggest different kinds of beer
- Ask about ice and lemon with an alcoholic drink and tonic

## 13.5B SPEAKING PRACTICE

**Student B**

Ask your partner questions in order to complete the gaps in the information about the Atlantic Hotel.

**Atlantic Hotel**

Room	Rate
.....	US\$ 140
.....	US\$ 220
Triple rooms	US\$ 300
Suites	US\$ 380
Extra bed	US\$ .....

Open buffet breakfast and tax included.

Prices are subject to ..... without prior notice.



## 12.5B SPEAKING PRACTICE

### Student B Employee

You are an employee at the Carlton Hotel in New York. Here is part of a street plan of New York, and a list of interesting places to visit. Answer the guest's questions. Make recommendations and give directions.

## 14.5B SPEAKING PRACTICE

### Student B Employee

Answer the phone and take a booking for a room.

- 1 Answer the phone (say 'Hello, Plaza Hotel, can I help you?').
- 2 Ask the caller what kind of room he/she would like.
- 3 Ask how many nights.
- 4 Check and say there are no single rooms available on these dates.
- 5 Say that some doubles are available.
- 6 Give the price of a double room.
- 7 Ask for confirmation by fax or e-mail.
- 8 Explain that you will need credit card details.
- 9 Confirm everything.
- 10 Say goodbye and that you look forward to greeting the guest when he/she arrives.

## 14.10B SPEAKING PRACTICE

### Student B Employee

- 1 A Say that Jack Overton is not in his room. Offer to take a message.  
B Write down the message.
- 2 A Say that there is no reply. Offer to take a message.  
B Write down the message.
- 3 A Say that the line is busy. Wait, say the line is still busy, then offer to take a message.  
B Write down the message.
- 4 A Say that Maria Marconi is out. Offer to take a message.  
B Write down the message.



- |                          |                          |
|--------------------------|--------------------------|
| 1 Central Park           | 7 Chrysler Building      |
| 2 Museum of Modern Art   | 8 United Nations         |
| 3 St Patrick's Cathedral | 9 Empire State Building  |
| 4 Rockefeller Center     | 10 Madison Square Garden |
| 5 Theater District       | 11 Main Post Office      |
| 6 Times Square           | 12 Carlton Hotel         |



## 15.5B SPEAKING PRACTICE

### Student B Employee

Decide what you will say to the guest, who is checking out.

GUEST : Good morning, is my bill ready, please?  
 EMPLOYEE : .....  
 GUEST : Yes, that's right.  
 EMPLOYEE : .....  
 GUEST : Is everything here, including the service charge?  
 EMPLOYEE : .....  
 GUEST : By credit card, is Visa OK?

EMPLOYEE : .....  
 GUEST : Oh, yes, in that case I'll pay by American Express.  
 EMPLOYEE : .....  
 GUEST : Certainly, and here is my keycard.  
 EMPLOYEE : .....  
 GUEST : Thank you.  
 EMPLOYEE : .....

## 15.10B SPEAKING PRACTICE

### Student B Employee

Discuss this bill with the guest. Answer the guest's questions concerning the items marked a-f. The notes below will help you.

- a) Check, say yes, give details of the drinks in the lobby lounge.
- b) Check, agree it is too much, reduce the bill by \$7.
- c) Explain that the service charge is 10%.
- d) Check, apologise, say the mini-bar charge should be \$29 – reduce the bill.
- e) Explain the time, destination of the call, and the charge.
- f) Explain that the car hire to and from the conference centre is not free. The shuttle bus is free but not private car hire arranged by the hotel.

	DATE	TIME	DESCRIPTION	AMOUNT	BALANCE
a)	05/09		LOBBY LOUNGE	\$37.50	\$37.50
			ROOM CHARGE	\$230.00	\$267.50
		17.31	PRESSING	\$14.00	\$281.50
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	06/09		ROOM CHARGE	\$230.00	\$567.50
d)		12.16	MINI-BAR	\$39.00	\$606.50
e)		06.41	OVERSEAS CALL	\$12.00	\$618.50
f)		18.54	TRANSPORTATION	\$25.00	\$643.50



# Tapescripts

## 1.2

- 1 Hello, I'm Zita, I'm a receptionist.
- 2 Hi, I'm Akoun, I'm a kitchen assistant.
- 3 My name's Jimmy, I'm a commissionaire.
- 4 Hello, I'm Shaun, I'm a sous-chef.
- 5 My name's Niamh, I'm a waitress.
- 6 Hello, my name's Taki, I'm a porter.
- 7 I'm Teresa, I'm a bar person.
- 8 Hello, my name's Anita, I'm a chambermaid.
- 9 I'm Yoshida, I'm a waiter.
- 10 Hi, my name's Kelly, I'm a management trainee.

## 1.2

Zita, that's Z-I-T-A.  
Akoun, that's A-K-O-U-N.  
Jimmy that's J-I-M-M-Y.  
Shaun, that's S-H-A-U-N.  
Niamh, that's N-I-A-M-H.  
Taki, that's T-A-K-I.  
Teresa, that's T-E-R-E-S-A.  
Anita, that's A-N-I-T-A.  
Yoshida, that's Y-O-S-H-I-D-A.  
Kelly, that's K-E-L-L-Y.

## 1.7

**NIAMH** Hello, my name's Niamh, I'm from Ireland.  
**AKOUN** Nice to meet you, Niamh. I'm Akoun.  
**NIAMH** Where are you from, Akoun?  
**AKOUN** I'm from France.  
**NIAMH** Oh really, which part?  
**AKOUN** The south, near Nice.  
  
**JIMMY** Hi, my name's Jimmy, I'm from Ireland, and you?  
**TAKI** Oh, hi Jimmy, my name's Taki.  
**JIMMY** And where are you from Taki? Greece?  
**TAKI** Yes, that's right.  
**ANITA** Good morning everyone, my name's Anita, I'm from Italy.  
**TERESA** Hello Anita, I'm Teresa, I'm from England and this is Yoshida, he's from Japan.  
**YOSHIDA** Hello, pleased to meet you.

**TERESA** And this is Kelly, she's from America.

**KELLY** Hi everyone.

**ZITA** Hi, I'm Zita.

**SHAUN** Nice to meet you, I'm Shaun. Where are you from, Zita?

**ZITA** I'm Irish, and you?

**SHAUN** I'm from Australia.

## 2.2

**RECEPTIONIST** Hello, Globe Hotel, can I help you?  
**MR BOUVIER** Yes, I have a reservation from the 18th to the 21st July for a double room with bath and balcony.  
**RECEPTIONIST** And your name please, sir?  
**MR BOUVIER** Bouvier.  
**RECEPTIONIST** Could you spell that for me, please?  
**MR BOUVIER** Yes, that's B-O-U-V-I-E-R. I would like to change the dates, if possible, from the 19th to the 22nd July.  
**RECEPTIONIST** Hold the line a moment and I'll just check Mr Bouvier, but I think that's possible ... from the 19th to the 22nd did you say?  
**MR BOUVIER** Yes, that's right.  
**RECEPTIONIST** I'm just checking ... the 19th to the 22nd ... Yes, that's fine Mr Bouvier, a double with bath and balcony for three nights, from the 19th to the 22nd.  
**MR BOUVIER** Thank you, so that's fixed up then?  
**RECEPTIONIST** Yes, it's done, Mr Bouvier. We look forward to welcoming you on the 19th. Goodbye.  
**MR BOUVIER** Thank you. Goodbye.  
**RECEPTIONIST** Goodbye.

## 2.7

**RECEPTIONIST** Good evening sir, good evening madam.  
**MR BOUVIER** Good evening, we have a reservation, the name's Bouvier.  
**RECEPTIONIST** Could you spell that, please?  
**MR BOUVIER** B-O-U-V-I-E-R.  
**RECEPTIONIST** Thank you. Bouvier, yes, ... so that's a double room with bath and balcony for three nights.



**MR BOUVIER** That's right.  
**RECEPTIONIST** Could you just sign here, please?  
**MR BOUVIER** Yes, of course.  
**RECEPTIONIST** Thank you sir, here's your key. It's on the fourth floor, room 401. I'll call a porter.  
**MR BOUVIER** Thank you.  
**RECEPTIONIST** Enjoy your stay.

## 3.2

**GUEST** Can you describe the room to me, please?  
**EMPLOYEE** Certainly madam, let's see, first there's a big double bed, and of course there's a telephone by the bed, and you have the radio alarm next to that. Then there's a TV of course, with remote control ...  
**GUEST** Is there a CD player in the room?  
**EMPLOYEE** I'm afraid there isn't a CD player in the room, madam.  
**GUEST** Oh well, perhaps it's not very important. But the bed sheets, are they changed every day?  
**EMPLOYEE** Yes, they're changed every day. And in fact the pillows are filled with a special non-allergic material. And let's see, what else? There's a large wardrobe, and there are plenty of coat hangers. Then there's a desk by the window, with two very comfortable chairs.  
**GUEST** Well, that seems to be just fine. OK, I'll take it.

## 3.7

1

**GUEST** The room must be quiet.  
**EMPLOYEE** Of course, sir, we can give you a very quiet room on the top floor, fully equipped to the highest standards. Everything you need is included in the room. All of the rooms have full cable TV service. For your security there's a personal safe in your room and let's see ... there's a trouser press next to the suitcase stand and, as a personal touch, we like to welcome our guests with a vase of flowers in the room on arrival.  
**GUEST** Oh, lovely.

2

**EMPLOYEE** ... and by each bed there's a bedside lamp and there's a central light switch as well.  
**GUEST** Just one thing about the bed ... can I have blankets on it?

**EMPLOYEE** Certainly, madam. Normally we have duvets on the bed but in some of the rooms we have ordinary blankets for guests who prefer them. So that's no problem at all.

**GUEST** And will you make sure there's plenty of writing paper?

**EMPLOYEE** Of course, madam.

3

**EMPLOYEE** It's small but very quiet, and it does have the things you need – two big single beds and full air-conditioning.

**GUEST** Is there a mini-bar in the room?

**EMPLOYEE** I'm afraid there isn't a mini-bar in the room. None of the rooms have a mini-bar, but we do have a bar on the ground floor.

4

**GUEST** Can you describe the room, please?

**EMPLOYEE** Certainly, sir. It's a large sunny room with a view of the sea. In fact most of the rooms in the hotel do have a view of the sea. And ... there's full air-conditioning of course, a mini-bar, a large desk, and there are also some nice plants in the room.

## 4.2

We keep extra tissues and toilet paper here in the cupboard. The shaver socket is on the wall next to the mirror. The bin is here under the washbasin. There's a hot and cold mixer tap for the shower. The bathrobe is here behind the door and the towels are on the rack over the bath. Always put plenty of soap and shampoo here, near the taps.

## 4.7

**PORTER** Can I help you with your luggage, madam?

**GUEST** Yes, please, those two red suitcases are mine.

**PORTER** Shall I take the small green bag too?

**GUEST** Oh yes, please bring it as well.

**PORTER** This way, please, madam, the lift is just over there. [...] Here you are, madam, room 233.

**GUEST** Thank you, and here's something for you.

**PORTER** Thank you very much, madam, I hope you enjoy your stay.



## 5.2

## Hotel Royal Savoy, Lausanne

1

**GUEST** Hello, can you tell me if the restaurant is open on Sundays, please?

**EMPLOYEE** Yes, sir, it's open every evening from 7 to around 10 o'clock.

2

**GUEST** Good evening, I was wondering, can I get a sauna now, I know it's a bit late?

**EMPLOYEE** I'm sorry madam, the fitness and sauna closes at 10, but it opens up again tomorrow at 7 am.

3

**GUEST** Can you tell me if the pool is open now?

**EMPLOYEE** I'm sorry sir, the pool is only open in summer.

4

**GUEST** *(on the phone from her room)* Hello, am I too late for room service?

**EMPLOYEE** No, madam, room service is available until 10.30 pm.

## Hotel Como, Melbourne

5

**GUEST** Hello, I may be arriving a little early, what is the earliest check-in time, please?

**EMPLOYEE** Normally, sir, the earliest check-in is from 2 pm and the latest check out is at 11 am.

6

**GUEST** Is the car park locked at night?

**EMPLOYEE** Well, madam, it is locked, but there's 24 hour valet parking.

7

**GUEST** Excuse me, what time does the bar open, please?

**EMPLOYEE** At 4 pm every day, sir.

8

**GUEST** I need some laundry done. Can I get these things cleaned by tonight?

**EMPLOYEE** Yes, madam, there is a same-day laundry service if we have them by 11.

## 5.7

## Hotel Grande Bretagne, Athens

**EMPLOYEE** Hotel Grande Bretagne, can I help you?

**GUEST** Yes, I phoned you earlier about the business facilities in your hotel, and you gave me some information. Can we just run through it again?

**EMPLOYEE** Certainly, sir.

**GUEST** Right, concerning secretarial services, sending faxes and so on, can you just tell me again what the hotel offers?

**EMPLOYEE** Yes, indeed, well, we have a fully equipped business centre with everything you need including a full range of secretarial services, and of course up-to-date computer services with internet access, e-mail and so on. You can also send and receive faxes at any time, and we have full translation services. And if you wish we can even get you a bilingual tour guide for a trip around the city.

**GUEST** Well, I'm not sure we'll get too much time for the city tour, but it sounds like a great idea. OK, let's see, that's secretarial, and we might need translations in several languages.

**EMPLOYEE** That's no problem, sir. Just let us know in advance which languages you need and we can arrange everything.

**GUEST** Good, well, I think that's all. I have the price list here so I'll get back to you in a day or two when I've been through it all again.

**EMPLOYEE** Thank you very much, sir, we look forward to hearing from you.

## Okura Garden Hotel, Shanghai

**EMPLOYEE** Hello, Okura Garden Hotel, can I help you?

**GUEST** Good morning, we're thinking of bringing a group for a few days to Shanghai. I'd like to know something about the amenities in your hotel, for example, can you tell me about the health and fitness centre, please?

**EMPLOYEE** Of course, madam. There's a fully equipped fitness club here with an indoor swimming pool and state-of-the-art gym. You'll find all the exercise equipment you need, and there's a wonderful sauna.

**GUEST** Is there a beauty salon?

**EMPLOYEE** Yes, there is, madam, with our fully trained staff, of course.

**GUEST** Good, so you have a full fitness centre, indoor pool, gym and a beauty salon, well, that should satisfy everybody. Now another question ...



## 6.2

1

**GUEST** Can you tell me where the gift shop is, please?

**EMPLOYEE** Certainly, sir, the gift shop is in the basement, in fact there are several gift shops. Take the lift to the basement, and when you go out of the lift turn right, and you'll see them on your right.

**GUEST** Thanks.

2

**GUEST** Excuse me, where's the travel desk, please?

**EMPLOYEE** The travel desk, madam is in the main lobby, on the ground floor, right opposite the reception desk.

**GUEST** Sorry, I didn't catch that.

**EMPLOYEE** Go down to the main lobby and just opposite the reception desk you'll see the travel desk.

**GUEST** Oh, I see, thank you very much.

3

**GUEST** Excuse me, I'm looking for the bar, please.

**EMPLOYEE** Yes, sir, it's inside the restaurant on the ground floor. Go down to the ground floor, turn left out of the lift, and the bar is just there, on your left, inside the main restaurant.

**GUEST** Oh, it's inside the restaurant ... I see, thanks very much.

**EMPLOYEE** It's a pleasure, sir.

4

**GUEST** Could you tell me where the fitness centre is, please?

**EMPLOYEE** Of course, madam, on the top floor. As you come out of the lift, it's on your left, near the swimming pool.

**GUEST** So that's the top floor, out of the lift, and turn left.

**EMPLOYEE** Yes, that's right, just next to the swimming pool.

**GUEST** Thank you.

**EMPLOYEE** You're welcome, madam.

5

**GUEST** Excuse me ... the business centre is on the third floor, isn't it?

**EMPLOYEE** No, sir, it's on the second floor. Take the lift, and as you come out of the lift it's on your right, just next to the main conference rooms.

**GUEST** Oh, I see, on the second floor.

**EMPLOYEE** Yes, out of the lift, turn right, and it's next to the conference rooms.

**GUEST** Thank you very much.

**EMPLOYEE** You're welcome.

## 6.7

1

**GUEST** Good morning, can you help me? I'm looking for a travel agent, as I need to change my ticket.

**EMPLOYEE** Certainly, it's not far. Go out of the hotel and turn left. Go along Avenue de Verdun for about 100 metres and there are two travel agents on your left.

**GUEST** So I go out of the hotel, turn left and along Avenue de Verdun for 100 metres.

**EMPLOYEE** That's right.

**GUEST** Thank you very much.

**EMPLOYEE** You're welcome.

2

**GUEST** Can you tell me where the nearest bank is, please?

**EMPLOYEE** Yes, sir, it's just a few minutes walk. Go out of the hotel, turn right, go along Avenue de Verdun to Avenue de Suède, then turn right and go up Avenue de Suède until you get to Rue de la Buffa. The bank is on the corner, on your right.

**GUEST** So that's out of the hotel, right, right again up to Rue de la Buffa.

**EMPLOYEE** Yes, and the bank's on the corner.

**GUEST** Thanks very much.

**EMPLOYEE** It's a pleasure.

3

**GUEST** I'm looking for a photo shop, please.

**EMPLOYEE** There's one very near the hotel in Avenue de Suède. Go out of the hotel, turn right and go along to Avenue de Suède. Turn right into Avenue de Suède, and you'll see the photo shop opposite.

**GUEST** Avenue de Suède, OK, thank you.

**EMPLOYEE** You're welcome.

4

**GUEST** Is the cinema far from here, please?

**EMPLOYEE** It's about a 10-minute walk from here, sir. Turn left out of the hotel, and go along Avenue de Verdun until you get to Avenue Jean Médecin. Turn left, go up Avenue Jean Médecin, and there are two cinemas, one on your left and one on your right.



**GUEST** Let me see, that's left along Avenue de Verdun until I get to Avenue Jean Médecin.

**EMPLOYEE** That's right. Here, I can show you on the map.

**GUEST** Thank you.

**EMPLOYEE** You're welcome.

5

**GUEST** Is there a cash point near here, please?

**EMPLOYEE** Yes, it's not far. Go out of the hotel, turn right, then right again into Avenue de Suède. Go up the street to the corner, and there on the corner, on your right, is the cash point next to the bank.

**GUEST** So that's out of the hotel, turn right, and right again into Avenue de Suède, and then up that street to the corner.

**EMPLOYEE** That's it, madam, the cash point is on the corner, on your right next to the bank.

**GUEST** Next to the bank, yes, of course. Thank you.

**EMPLOYEE** You're welcome.

6.7

2

**EMPLOYEE** It's not very far, about 15 minutes on foot, five minutes by car. Go out of the hotel into Avenue de Verdun. Turn left and go along Avenue de Verdun until you get to Place Masséna. Turn left at Place Masséna into Avenue Jean Médecin. Go along Avenue Jean Médecin until you get to Avenue Thiers – it's about 500 metres. Turn left and it's just there on your right.

## 7.2

1

### Guest 1

**ROOM SERVICE** Hello, room service, can I help you?

**GUEST** Yes, I want to order a meal ... let's see, the caesar salad to start with, with bruschetta and then some fish. I see there's cod and salmon ...

**ROOM SERVICE** Yes, both are very good, fresh today, of course.

**GUEST** OK, well, I think I'll go for the salmon.

**ROOM SERVICE** That's the sesame salmon, isn't it? There's also the smoked salmon.

**GUEST** Yes, yes, not the smoked salmon, and I'd like some ice cream. Oh, no, wait a moment, how about the apple strudel, that comes with ice cream, doesn't it?

**ROOM SERVICE** Yes, madam, vanilla ice cream.

**GUEST** Good, I'll have that then.

**ROOM SERVICE** So, that's the caesar salad, bruschetta, the sesame salmon, and the apple strudel. Would you like anything else, madam?

**GUEST** That's it, thank you.

**ROOM SERVICE** And your room number, please.

**GUEST** Oh, 391.

### Guest 2

**ROOM SERVICE** Hello, room service, can I help you?

**GUEST** Can you bring up a couple of meals as soon as possible, please? Is everything on the menu available?

**ROOM SERVICE** Yes, sir.

**GUEST** OK, then the grilled goat's cheese to start with. And put the baguette with that. That's with brie, isn't it?

**ROOM SERVICE** Yes, sir, chicken, bacon and brie baguette.

**GUEST** Good, and a mixed salad.

**ROOM SERVICE** Is that just one mixed salad?

**GUEST** Yes, just one, then the steak, well done please, the penne pasta, and the crème brûlée. No, wait, make that the chicken instead of the steak.

**ROOM SERVICE** Right, sir, so that's the goat's cheese, mixed salad, and the chicken, not the steak, isn't it?

**GUEST** Yes, the chicken.



**ROOM SERVICE** ... then the penne pasta and the crème brûlée.

**GUEST** That's it, and don't forget the baguette.

**ROOM SERVICE** ... plus the baguette. That will be ready in about 15 minutes.

**GUEST** And it's for two people, in suite 21.

**ROOM SERVICE** Right, sir, for two people ... suite 21. Thank you.

## 7.2

2

### Guest 1

**GUEST** Look, this isn't right. I ordered the cajun salmon, not the smoked salmon, and I definitely asked for a caesar salad, not this green salad. Oh dear, and you've brought the ice cream when I'm sure I said the cheese board.

**WAITER** I'm very sorry, madam, there's been a mistake, I'll change this immediately.

### Guest 2

**GUEST** I'm afraid there's been a mistake. Are you sure you didn't mix me up with somebody else? I ordered the mixed green salad, not the caesar salad, the garlic bread, not the bruschetta, and tiramisu and you've brought the crème brûlée.

**WAITER** Oh, I'm extremely sorry, sir, I'll correct this at once.

## 7.7

1

**HOUSEKEEPER** Housekeeping department, can I help you?

**GUEST** Yes, I need my suit pressed, but I'm in a hurry. I know it's late but can you get it done this evening?

**HOUSEKEEPER** I'm sorry, sir, but today is Saturday, and the laundry service closed at 5 pm.

**GUEST** Oh, how annoying.

2

**RECEPTION** Good afternoon, madam, can I help you?

**GUEST** Yes, I'd like some information about the pool. Is it open on Sundays?

**RECEPTION** Yes, it's open now but I'm afraid it closes at 6 pm.

**GUEST** I see, thank you.

3

**GUEST** Hello, is that reception?

**EMPLOYEE** Yes, can I help you?

**GUEST** Yes, we're in a meeting now which will go on till 9 o'clock or even later. Is that OK for the room?

**EMPLOYEE** Well, normally the meeting rooms close at 8 pm Monday to Friday.

**GUEST** Ah! So we can't go on after 8 o'clock, is that right?

**EMPLOYEE** That's right, sir, I'm afraid it's not possible to keep the rooms open after 8 pm; you see all the staff go off duty.

**GUEST** Of course, yes.

4

**GUEST** Can I get into the fitness centre now? I know it's a bit early.

**EMPLOYEE** Well, it's not open just yet, madam; it doesn't open until 8 am.

**GUEST** OK, I'll wait until 8. Thank you.

**EMPLOYEE** You're welcome.

5

**GUEST** Hello, I'd like to leave a message for Mrs Jones in room 620, please.

**RECEPTION** Mrs Jones ... I'll just have a look ... I'm afraid Mrs Jones checked out this morning at 8.30.

**GUEST** Oh, she's checked out already. I see, well I'll contact her office then, thank you.

**RECEPTION** You're welcome.

## 8.2

1

**GUEST** Hello, reception, this is room 329. We've managed to empty the mini-bar. Could you get someone to restock it, please?

**RECEPTION** Certainly, madam. Is there anything in particular you need?

**GUEST** Yes, well, a bit of everything really, especially plenty of whisky and coke.

**RECEPTION** I'll send someone up right away.

**GUEST** Thank you.



2

**GUEST** Hello, reception, I'm afraid I've forgotten my hair dryer. I wonder if you could send one up to my room?

**RECEPTION** Well, madam, there should be one in your room. Have you had a look in the bathroom, by the basin?

**GUEST** Yes, and I can't see one.

**RECEPTION** I'm sorry about that. I'll see to it immediately. And your room number, please?

**GUEST** Room 309.

3

**GUEST** Look I've just arrived in the room, and I don't know what's happened, but the sheets are dirty. Can you change them, please?

**RECEPTION** Oh, I'm very sorry, that shouldn't happen. What room are you in?

**GUEST** 709.

**RECEPTION** I'll contact housekeeping now.

4

**GUEST** Hello, is that reception?

**RECEPTION** Speaking.

**GUEST** My wife and I have rather a lot of clothes and we need some more coat hangers. We're in room 438.

**RECEPTION** I'll get someone to bring some up at once.

5

**GUEST** Oh, hello, is that reception? Look, I've forgotten all my shaving stuff. Can I get a razor and some shaving cream, please?

**RECEPTION** Yes, we can provide all these items. If you would like to contact housekeeping they will be able to help you. Just dial 121.

**GUEST** Oh, 121, I see ... thank you.

## 8.7

### The TV

**RECEPTION** Hello, can I help you?

**GUEST** Yes, I'm having a bit of trouble with the TV.

**RECEPTION** Oh, is it not working?

**GUEST** No, no, it seems to be working all right, but I want to get a film, and it just keeps going fuzzy.

**RECEPTION** OK, have you got the remote control?

**GUEST** Yes.

**RECEPTION** Right ... you want to order a film?

**GUEST** Yes, that's right.

**RECEPTION** OK, perhaps it's best if you switch off everything first – that's the green button on the left of the screen.

**GUEST** OK, everything's off.

**RECEPTION** Now switch on the TV – that's the same green button.

**GUEST** OK.

**RECEPTION** Then press Video on the remote control.

**GUEST** Video, OK, done.

**RECEPTION** You will see a list of films.

**GUEST** Ah, yes, on the top here ...

**RECEPTION** Select a film, use the arrows on the remote control to go up or down, then press OK.

**GUEST** Oh, I see, you have to press OK.

**RECEPTION** That's right, then when you press Play the film begins ...

**GUEST** I see, it's simple really, but I'm not very good with these machines.

**RECEPTION** Don't worry, it's the same for many people. Is that OK now?

**GUEST** Yes, thank you very much.

**RECEPTION** You're welcome, enjoy the film.

### The safe

**GUEST** Is that reception?

**RECEPTION** Yes, reception, can I help you?

**GUEST** Yes, please. It's the safe in the room.

**RECEPTION** Is there something wrong?

**GUEST** Well, it's just that I want to put some jewellery in it, but I'm not sure how it works. There's no key ...

**RECEPTION** No, madam, it works on a code system. You can choose your own code number for the safe. But there should be a little card explaining how it works by the safe.

**GUEST** Oh, I can't see one.

**RECEPTION** Well, I'm sorry about that. I'll send one up, but do you want to lock some valuables away now?

**GUEST** Yes, please.

**RECEPTION** So, OK, open the safe door, put your valuables in and close the door. On the front of the door you will see some letters and numbers.

**GUEST** Letters and numbers? Oh, yes, I see.

**RECEPTION** Now tap A, then tap a six digit number, then tap C. Remember this number, you'll need it to open the door again.

**GUEST** What's that again?



**RECEPTION** Tap A, then tap a six digit number, then tap C and remember this number, because you'll need it to open the door again.

**GUEST** So I tap A, then six numbers, then C – so I choose any six numbers?

**RECEPTION** That's right, and when you've done that, turn the dial quickly and the safe is locked.

**GUEST** So, that's A then six numbers, then C, then turn the dial quickly.

**RECEPTION** That's right madam. So, to open the door again, tap A then your code number, turn the dial and the door will open.

**GUEST** Tap A, the code, turn the dial ... OK, I see, but supposing I can't open it again?

**RECEPTION** Don't worry, if you really get stuck I'll send someone up to help you.

**GUEST** Oh, thank you, well, I'll have a go then.

**RECEPTION** You're welcome.

## 9.2

**1**  
**BAR PERSON** Good afternoon, madam, what can I get you?

**GUEST** Just a dry martini, please.

**BAR PERSON** Right, madam. A dry martini.

**2**  
**BAR PERSON** Good evening, madam, what would you like to drink?

**GUEST** Two glasses of white wine, please, and a small orange juice.

**BAR PERSON** Certainly, madam.

**3**  
**BAR PERSON** Good evening, sir, what can I get you?

**GUEST** Let's see, a small beer, a small vodka and orange, and a coke, please.

**BAR PERSON** Small beer, vodka and orange, and a coke. Would you like ice and lemon in the vodka?

**GUEST** Just some ice, please.

**4**  
**BAR PERSON** We have a wonderful local beer ...

**GUEST** Is it draught or bottled?

**BAR PERSON** Both, sir, we have large and small bottles, and we have it on draught too.

**GUEST** OK, I'll try that, but not draught; a large bottled beer then, and a small glass of rum.

**5**  
**BAR PERSON** I'm sorry, madam, we don't have that type of mineral water, but we do have this one; it's very good.

**GUEST** That's fine then, half a bottle, please.

**BAR PERSON** Here you are, madam.

**6**  
**BAR PERSON** This house cocktail is excellent, sir.

**GUEST** OK, then make that two, and a large gin and tonic.

**BAR PERSON** Here you are, sir.

## 9.7

**1**  
**BAR PERSON** Here you are, madam, a small rum and a dry martini. Shall I charge it to your room?

**GUEST** No, I'll pay cash. How much is that?

**BAR PERSON** That comes to €11.50.

**GUEST** Thanks, here, keep the change.

**BAR PERSON** Thank you, madam.

**2**  
**BAR PERSON** Here you are, sir, two large draught beers, a whisky, and a vodka. And are you staying in the hotel?

**GUEST** No, I'm not. How much does that come to?

**BAR PERSON** That's €23.50, sir.

**GUEST** I'll pay by visa, here you are.

**BAR PERSON** Thank you, sir.

**3**  
**BAR PERSON** What can I get you, madam?

**GUEST** I'd like a gin and tonic, and a coke with plenty of ice.

**BAR PERSON** Lemon with the gin, madam?

**GUEST** Yes, please and, oh, wait a moment ... and a small draught beer, please.

**BAR PERSON** Right, a gin and tonic, a coke and a small draught beer ... Here you are. Shall I charge it to your room?

**GUEST** Yes, please.

**BAR PERSON** That's €13, madam. Could you sign here, please?

**4**  
**BAR PERSON** Here you are, sir, a double brandy, a rum and coke, and a tonic water. That comes to €24.

**GUEST** Look, I'll pay by cheque ... here you are.

**BAR PERSON** Thank you, sir.



## 10.2

- 1  
**WAITRESS** Here is the menu.  
**GUESTS** Thank you.  
**WAITRESS** Can I get you something to drink? Would you like an aperitif?  
**MALE GUEST** How about you?  
**FEMALE GUEST** Yes, please ... now let's see ...

- 2  
**MALE GUEST** Could I have another martini, please?  
**WAITRESS** Certainly, I'll bring it at once.

- 3  
**WAITRESS** Good evening, sir, good evening, madam.  
**GUESTS** Good evening.  
**WAITRESS** Do you have a reservation?  
**MALE GUEST** Yes, a table for two ...  
**WAITRESS** And your name, please?  
**MALE GUEST** The name's Griscom.

- 4  
**WAITRESS** Good evening, madam. Have you got a reservation?  
**FEMALE GUEST** No, we don't have a reservation I'm afraid.  
**WAITRESS** In that case, I'm sorry, we're fully booked tonight.

- 5  
**WAITRESS** Shall I take your coat, madam?  
**FEMALE GUEST** Yes, thank you.

## 10.7

- WAITRESS** Are you ready to order, madam?  
**FEMALE GUEST** Yes, I think so. Just a question, what is the waldorf salad?  
**WAITRESS** It's a crispy salad with cheese and croutons.  
**MALE GUEST** It's not a mixed salad?  
**WAITRESS** No, it's fresh lettuce with dressing and the cheese and croutons mixed in.  
**FEMALE GUEST** OK, I'll have that.  
**WAITRESS** ... and something to follow?  
**FEMALE GUEST** I'd like some fish, please. Can you recommend something?  
**WAITRESS** The sole meunière is very good, madam, and very popular.  
**FEMALE GUEST** Is it fresh today?  
**WAITRESS** Absolutely.

- FEMALE GUEST** Fine, I'll have that then.  
**WAITRESS** Thank you, and you, sir?  
**MALE GUEST** Just a steak for me, please, no starter  
**WAITRESS** How would you like it – rare, medium or well done?  
**MALE GUEST** Well done, please.  
**WAITRESS** And what would you like to drink?  
**MALE GUEST** How about a bottle of rosé?  
**FEMALE GUEST** And a bottle of sparkling mineral water, please.  
**WAITRESS** So that's the waldorf salad and the sole meunière, steak, well done, a bottle of rosé and a bottle of sparkling mineral water. Thank you.

## 11.2

- WAITRESS** Would you like to see the cheese tray?  
**MAN** Yes, why not?  
**WOMAN** Nothing for me, thanks.  
**MAN** Let's see, I'd like a little brie and some cheddar, please.  
**WAITRESS** Certainly, sir, and can I take your order for dessert?  
**WOMAN** I fancy some chocolate. I think I saw something on the menu ...  
**WAITRESS** Yes, indeed, madam, if you like chocolate, I can recommend the chocolate soufflé.  
**WOMAN** Sounds perfect. I'll go for it.  
**MAN** The trifle sounds pretty good, and the apple strudel too.  
**WAITRESS** Yes, they're both very good – the trifle is made with sherry, and the apple strudel is very traditional of course, served hot with ice cream.  
**MAN** That's for me then. I'll have the apple strudel.  
**WAITRESS** So that's the chocolate soufflé and the strudel. And some coffee or tea?  
**WOMAN** A cappuccino for me, please.  
**MAN** An espresso, please.  
**WAITRESS** Thank you, so that's an espresso and a cappuccino. Thank you.



## 11.7

- WAITRESS** Was everything all right, sir?
- MAN** Yes, thank you, just fine.
- WOMAN** The chocolate soufflé was delicious ...
- WAITRESS** Thank you, madam. Is there anything else I can get you?
- MAN** No, I don't think so ...
- WOMAN** Not for me ...
- MAN** Can I have the bill, please? Oh, and can I pay by Visa?
- WAITRESS** That's no problem, sir, we accept all types of credit cards. [...] Here you are, sir.
- MAN** Thank you. Excuse me, but is this item correct?
- WAITRESS** Which one, sir?
- MAN** Here, I thought we had only one bottle of wine and a mineral water.
- WAITRESS** Oh, I'm very sorry, sir, I'll check that for you. [...] Here you are, we've corrected the mistake.
- MAN** OK, is service included?
- WAITRESS** Yes, sir, it's included.
- MAN** Here's my credit card.
- WAITRESS** Thank you. [...] Goodnight and thank you.
- MAN AND WOMAN** Goodnight.
- WAITRESS** We hope to see you again.

## 12.2

### Guest 1

- GUEST** Hello, can you help me? We've a few hours free this afternoon, and we'd like to see some of the sights. What do you suggest we visit?
- EMPLOYEE** Well, sir, New York is full of great places to visit – museums, art galleries, concerts, famous buildings ... do you have any particular interest?
- GUEST** Well, yes, art. We'd like to visit some of the famous art galleries. And we'd like to do some shopping.
- EMPLOYEE** You've come to the right place, sir. The Museum of Modern Art is only a few minutes from here. You must see it while you're here. And the shopping district of 5th Avenue is very close too. Here, I'll show you on the map.
- GUEST** Thank you.
- EMPLOYEE** You're welcome.

## Guest 2

- GUEST** My husband and I would like to visit the city. Can you recommend some places to go?
- EMPLOYEE** Certainly, madam, New York is full of very interesting places to go to. I'll show you a few here on the brochure. Here's the Statue of Liberty – you'd like the trip there. And you shouldn't miss the Empire State Building – the view from the top is one of the best in New York. Or here, look, you could go down to the theatre district on Broadway – there are some great shows there at the moment. Or of course you could go shopping on 5th Avenue ... here you can see it on the map.
- GUEST** Is the Empire State Building open every day?
- EMPLOYEE** Oh, yes, every day from 9.30 am to midnight. And it's not very far from here.
- GUEST** Sounds great, thanks.
- EMPLOYEE** You're welcome.

## Guest 3

- GUEST** Could you tell me where I'll find a really good tour of the city?
- EMPLOYEE** Yes, madam, there are a few here to choose from. Look, I'll show you the brochure ...
- GUEST** And what about music? I like all kinds of music.
- EMPLOYEE** You're in luck. There's a free concert today in Central Park. Why not go to it? I'll just get you the information ... here's a brochure for you, and here's a list of all the other concerts in the city at the moment.
- GUEST** Thank you very much.
- EMPLOYEE** You're welcome.

## 13.2

### Guest 1

- GUEST** Hello, is that the Stars Hotel?
- EMPLOYEE** Yes, madam, can I help you?
- GUEST** I'm enquiring about the room rates at your hotel. Could you tell me, please, how much a double room is?
- EMPLOYEE** Yes, of course. Well, double rooms or twin rooms are from \$240 to 280 a night.
- GUEST** And you have a number of executive suites too?
- EMPLOYEE** Yes, we do. The suites range from \$550 to 1,000 per night.
- GUEST** Is there a service charge included in the price?



EMPLOYEE No, madam, the service charge is 15%.

GUEST I see, OK, so that's doubles \$280 ...

EMPLOYEE \$280 is the top price. The doubles are from \$240 to 280 a night.

GUEST Yes, thanks, and the suites \$550 to 1,000.

EMPLOYEE That's right, and the service charge is 15%.

GUEST I think I have all that. Thank you very much.

EMPLOYEE You're welcome.

### Guest 2

GUEST Hello, is that the Devonshire Arms?

EMPLOYEE Yes, good evening, can I help you, madam?

GUEST I'm telephoning to get some information on room rates. What's the price of a single room, please?

EMPLOYEE The basic single rooms are £75. But we do have a superior twin single room for £95.

GUEST I see, and the suites, how much are they, please?

EMPLOYEE The suites are £200 per night.

GUEST And does this include breakfast?

EMPLOYEE Yes, madam, the price includes a full English breakfast and of course the price also includes VAT.

GUEST I see, so I'll just check that, singles £75 and £95 with a full English breakfast.

EMPLOYEE That's right.

GUEST And what did you say about VAT?

EMPLOYEE VAT is included in the price.

GUEST Yes, of course. I see, thank you very much. I think I've got that – singles at 75 and 95 and suites at 200, with breakfast and VAT included.

EMPLOYEE That's right, madam.

GUEST Thank you very much.

EMPLOYEE It's a pleasure.

### Guest 3

GUEST Hello, is that the Il Capello Hotel?

EMPLOYEE Speaking, how can I help you?

GUEST I'm just checking the room rates. I have a price list from last year but I expect the prices have changed. How much are the single rooms this year, please?

EMPLOYEE Well, sir, the rates have changed slightly since last year. The singles are now from €180 to €240.

GUEST And the doubles?

EMPLOYEE The twin or double rooms are now €270 to €330.

GUEST That includes tax and service charge I imagine?

EMPLOYEE Yes, the tax and the service charge are included, but the price doesn't include breakfast, which is €18.

GUEST Thank you very much. I think I've got that ... that's singles now at 180 to 240, doubles to 270.

EMPLOYEE No, the price of doubles is from €270 to €330.

GUEST Oh, I see, that's doubles from 270 to 330 and breakfast is €18. Oh, and can I get an extra bed if we need one?

EMPLOYEE Yes, of course, an extra bed is €45.

GUEST €45. OK, that's fine. Thank you very much.

EMPLOYEE You're welcome.

## 13.7

### Guest 1

GUEST Hello, can you help me? I'm enquiring about the conference facilities at your hotel. I believe you have a range of services. I'm particularly looking for a small friendly room, say, to seat up to 50 or 60 people, to hold a series of meetings.

EMPLOYEE Certainly, madam, we can do that for you. Our meeting rooms have a very relaxed atmosphere and we can seat up to 80 people.

GUEST Can I perhaps just run through the things we need?

EMPLOYEE Sure, go ahead.

GUEST OK, we're going to need all the usual audio-visual equipment, particularly overhead projectors, slides, flip charts. And we're also looking for VCR equipment.

EMPLOYEE All that's no problem, madam, we have all the latest audio-visual equipment, including of course VCRs.

GUEST Good. Another thing – can you provide simultaneous translation?

EMPLOYEE Yes, madam, we have a full team of translators that we employ. If you would like to specify which languages, we would be happy to accommodate.

GUEST Sure, I can do that. So that's room, equipment, translators all seem to be OK.



**EMPLOYEE** Do you have our conference pack which gives full details of all the conference facilities?

**GUEST** No, in fact.

**EMPLOYEE** We'll send you one, if you let me have an address.

**GUEST** Sure and then I'll get back to you with all these details. My address is ...

## Guest 2

**GUEST** Good morning. My name's Mr Thompson, I phoned you a few days ago for information about your conference facilities, and you kindly sent me your conference pack.

**EMPLOYEE** Yes, hello, Mr Thompson.

**GUEST** Can I just clarify a few points?

**EMPLOYEE** Certainly, sir.

**GUEST** I believe you have a large range of audio-visual equipment.

**EMPLOYEE** Yes, indeed, we can supply all the latest audio-visual equipment.

**GUEST** Actually, we will need some large screens for computer projection, and of course loudspeakers.

**EMPLOYEE** Yes, sir, again that's no problem. If it's not actually in the hotel we can certainly arrange to get it.

**GUEST** Good – something else. Can you do a nice floral decoration, nothing too elaborate, just something simple to add a bit of colour?

**EMPLOYEE** Yes, if you'd like to specify what you'd like, we have several different arrangements we can offer.

**GUEST** Well, look, perhaps the best thing is that I e-mail all this to you and we can take it from there.

**EMPLOYEE** Do you have our e-mail address?

**GUEST** Yes, I do, thank you.

**EMPLOYEE** Good, we look forward to hearing from you.

## 14.2

**EMPLOYEE** Good morning, Plaza Hotel, can I help you?

**GUEST** Yes, I phoned last week about a room but I didn't book anything. Can I make a reservation now?

**EMPLOYEE** Certainly, madam, what kind of room would you like?

**GUEST** Well, do you still have a single room with bath from the 19th March?

**EMPLOYEE** For how many nights, madam?

**GUEST** Three nights, from the 19th to the 22nd March.

**EMPLOYEE** I'll just check, but I think all the singles have gone for that weekend. ... I'm very sorry, madam, but we have no more singles for that weekend.

**GUEST** Oh dear, that's a pity. I should have booked last week. Do you have any doubles left?

**EMPLOYEE** Let me see, yes, madam, there's just one double left.

**GUEST** And how much is it?

**EMPLOYEE** It's \$130 per night, not including breakfast.

**GUEST** I see, and the single is \$95.

**EMPLOYEE** That's right.

**GUEST** Are you sure that's all that's left for that weekend?

**EMPLOYEE** I'm afraid so, there's quite a demand, especially for singles, with the conference here that weekend.

**GUEST** Yes, of course. I'm going to that conference too. OK, I'd better take the double then.

**EMPLOYEE** Right, madam, and your name, please?

**GUEST** It's Mrs Delaporte, that's D-E-L-A-P-O-R-T-E.

**EMPLOYEE** Could you please confirm that by fax or e-mail, Mrs Delaporte, and we'll need a credit card number and expiry date, please.

**GUEST** Of course.

**EMPLOYEE** So that's a double room with bath from the 19th to the 22nd March. We'll hold the room until 6 pm. We look forward to seeing you on the 19th.

**GUEST** Thank you, goodbye.

## 14.7

1

**EMPLOYEE** Hello, Plaza Hotel, can I help you?

**CALLER** Yes, can you put me through to Mr Jackson, it's room 132.

**EMPLOYEE** ... I'm afraid the line is busy, would you like to hold?

**CALLER** OK, I'll hold.

**EMPLOYEE** ... The line's still busy, I'm afraid.

**CALLER** I'll leave a message: will you tell Mr Jackson to call Peter at home?

**EMPLOYEE** Certainly, sir.



2

EMPLOYEE Hello, Plaza Hotel, can I help you?

CALLER Yes, good morning, room number 529, please, Angela Morris should be there.

EMPLOYEE I'll put you through. ... I'm afraid there's no answer, can I take a message?

CALLER Yes, it's Mr Mori – that's M-O-R-I. I'll call again later.

3

EMPLOYEE Good morning, Plaza Hotel, can I help you?

CALLER Yes, good morning, can I speak to Bill Preston in suite 2?

EMPLOYEE Right, madam, just connecting you. ... I'm afraid there's no answer, would you like to leave a message?

CALLER Oh dear, yes, tell him I'll meet him in the hotel bar at 7 pm.

EMPLOYEE And your name, please?

CALLER It's Paola Neri.

EMPLOYEE Could you spell that, please?

CALLER Yes, it's P-A-O-L-A N-E-R-I.

EMPLOYEE Thank you, I'll make sure he gets the message.

CALLER Thank you.

4

EMPLOYEE The Plaza Hotel, can I help you?

CALLER Yes, I'd like to speak to Jacqueline Dupont, in room number 398, please.

EMPLOYEE I think I saw her leave, I'll just check. ... I'm sorry, madam, but there's no reply from her room.

CALLER Can I leave a message?

EMPLOYEE Yes, of course.

CALLER Tell her to call the office as soon as possible, would you?

EMPLOYEE Certainly, I'll make sure she gets the message.

CALLER Thank you.

## 15.2

1

EMPLOYEE Good morning, sir.

GUEST Good morning, I'd like to check out, please, it's Mr Lopez, 239. Is my bill ready?

EMPLOYEE Yes, Mr Lopez, here you are.

GUEST Let's see, €473. Is service included?

EMPLOYEE Yes, sir, it is.

GUEST OK, that looks fine. Can I pay by credit card?

EMPLOYEE Yes, of course, sir.

GUEST Is MasterCard OK?

EMPLOYEE Of course, sir.

2

EMPLOYEE Can I help you, madam?

GUEST Yes, I'd like to settle my bill now, room 359 ... the name's Kim Sung. I don't have my credit cards, I'll pay cash.

EMPLOYEE Here it is, madam. It comes to €390.

GUEST Ah, I don't think I have that much. I'd better pay by cheque.

EMPLOYEE We'll need some identification.

GUEST Oh, yes, is my passport all right?

EMPLOYEE That's fine.

GUEST Here you are.

EMPLOYEE Thank you. Would you just sign here, please?

3

EMPLOYEE Here's a copy of your bill, sir, and we've charged it to your company as you requested.

GUEST Thank you. How much does it come to?

EMPLOYEE Here you are, it's €983.

GUEST Is everything included, the dinners, the meeting rooms we used and so on?

EMPLOYEE Everything's here, sir.

GUEST Good. Do I just sign here?

EMPLOYEE Yes, please, on the bottom of the form, here.

GUEST OK.

EMPLOYEE And here is your receipt.

4

GUEST Is my bill ready, please?

EMPLOYEE Yes, madam, here it is. How would you like to settle your account?

GUEST I'll pay cash. Let's see – how much is it?

EMPLOYEE This is the total, madam, €223.

GUEST And can I leave a tip for the staff?

EMPLOYEE That's very kind of you.

GUEST Here you are, one hundred, two hundred and fifty ... that covers the bill, and something for the staff.

EMPLOYEE Thank you very much. Here's your receipt.

GUEST Thank you.



## 15.7

- EMPLOYEE** Good morning, madam, can I help you?
- GUEST** Yes, could you explain these items on my bill, please?
- EMPLOYEE** Certainly, madam, what would you like to know?
- GUEST** Well, why are there two charges for dry cleaning and laundry?
- EMPLOYEE** Yes, that's the usual practice, the laundry is charged separately.
- GUEST** Oh, I see. And did I really make three phone calls overseas? I thought it was only two.
- EMPLOYEE** I'll check again ... yes, our records show you made three calls overseas ... here are the times and dates ...
- GUEST** Oh, did I really? I'd forgotten. And this is the room charge of course. But what's this 10% charge here, please?
- EMPLOYEE** That's the 10% service charge in lieu of gratuities.
- GUEST** Ah I see ... and I can't quite make out this part ...
- EMPLOYEE** Oh sorry, it seems to be badly printed out ... these two items are the mini-bar we restocked, and car you ordered last week.
- GUEST** The mini-bar OK, but the car?
- EMPLOYEE** Yes, that's for the car you ordered last week to go to the conference centre. The shuttle bus is free but not transportation by car.
- GUEST** Oh, I didn't realise that, cars and shuttle buses were advertised.
- EMPLOYEE** Yes, but a private car was extra.
- GUEST** Well, yes, I guess so.
- EMPLOYEE** Is everything OK now, madam?
- GUEST** Yes, I think so.
- EMPLOYEE** And here's your receipt. I hope you enjoyed your stay with us.
- GUEST** Yes, thank you.
- EMPLOYEE** Have a good day, madam, and we hope to see you again.



# Verb list

Write the translation of each verb.

Translation	Infinitive	Past simple	Past participle
.....	ask	asked	asked
.....	be	was	been
.....	book	booked	booked
.....	call	called	called
.....	charge	charged	charged
.....	check	checked	checked
.....	choose	chose	chosen
.....	close	closed	closed
.....	come	came	come
.....	confirm	confirmed	confirmed
.....	connect	connected	connected
.....	contact	contacted	contacted
.....	correct	corrected	corrected
.....	deal	dealt	dealt
.....	do	did	done
.....	enjoy	enjoyed	enjoyed
.....	expire	expired	expired
.....	find	found	found
.....	finish	finished	finished
.....	follow	followed	followed
.....	get	got	got
.....	give	gave	given
.....	go	went	gone
.....	have	had	had
.....	hesitate	hesitated	hesitated
.....	hold	held	held
.....	hope	hoped	hoped
.....	include	included	included
.....	leave	left	left
.....	like	liked	liked
.....	look	looked	looked



# Verb list

20, 1

Translation	Infinitive	Past simple	Past participle
.....	make	made	made
.....	meet	met	met
.....	miss	missed	missed
.....	need	needed	needed
.....	notice	noticed	noticed
.....	open	opened	opened
.....	order	ordered	ordered
.....	pay	paid	paid
.....	phone	phoned	phoned
.....	prefer	preferred	preferred
.....	press	pressed	pressed
.....	put	put	put
.....	recommend	recommended	recommended
.....	reserve	reserved	reserved
.....	say	said	said
.....	seat	seated	seated
.....	see	saw	seen
.....	send	sent	sent
.....	settle	settled	settled
.....	show	showed	showed
.....	sign	signed	signed
.....	sit	sat	sat
.....	stay	stayed	stayed
.....	suggest	suggested	suggested
.....	take	took	took
.....	tell	told	told
.....	thank	thanked	thanked
.....	think	thought	thought
.....	try	tried	tried
.....	turn	turned	turned
.....	visit	visited	visited
.....	welcome	welcomed	welcomed



# Be My Guest

## Student's Book

*Be My Guest* is for hotel employees at the elementary and lower-intermediate levels who need English for their work. The course focuses on everyday communicative situations so that hotel employees can understand and respond to the needs and requests of hotel guests during their stay. The course is also suitable for pre-service students.

*Be My Guest* meets the needs of the following personnel: receptionist, porter, bar person, chambermaid/room attendant, housekeeper, concierge/commissionaire, management trainee, waiter/waitress.

The 15 units deal with different work situations, including reception, restaurant and bar work, answering the phone, giving directions, dealing with guests' problems, writing short e-mails and letters, suggesting places to visit, and explaining how things work. The focus throughout is on the language which hotel workers need to understand and use in their work.

Each unit is divided into two easy-to-use double page lessons. Students systematically practise speaking, listening, reading and writing, with regular consolidation of the new language in the lesson.

*Be My Guest* consists of:

Student's Book  
Teacher's Book  
Audio CD Set / Cassette

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