**Vocabulary: in a hotel**

Listen and read. Match the pictures to the correct hotel words.

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**Interactive Video: you hear / you say**

Watch the video of Jenny checking in. Try to remember what she says. You can read the video script to help you. Then record Jenny's part of the conversation.

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| **Receptionist:** Good evening, madam.  **Jenny:** Hello. I have a reservation. My name’s Jennifer Zielinski.  **Receptionist:** Can you spell that, please?  **Jenny:** Z-I-E-L-I-N-S-K-I.  **Receptionist:** For five nights?  **Jenny:** Yes, that’s right.  **Receptionist:** Can I have your passport, please?  **Jenny:** Just a second… Here you are.  **Receptionist:** Thank you. Can you sign here, please? Thank you. Here’s your key. It’s room 306, on the third floor. The lift is over there.  **Jenny:** The lift? Oh, the elevator.  **Receptionist:** Yes. Enjoy your stay, Ms. Zielinski.  **Jenny:** Thank you. |  |

**Interactive Video: social English phrases**

Watch the Social English phrases. Then record yourself saying them.

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| **Jenny:** I’m here on business.  **Jenny:** I’m from New York. What about you?  **Waitress:** No problem.  **Rob:** This is Rob. Rob Walker.  **Jenny:** That’s perfect.  **Jenny:** It’s time for bed. |  |