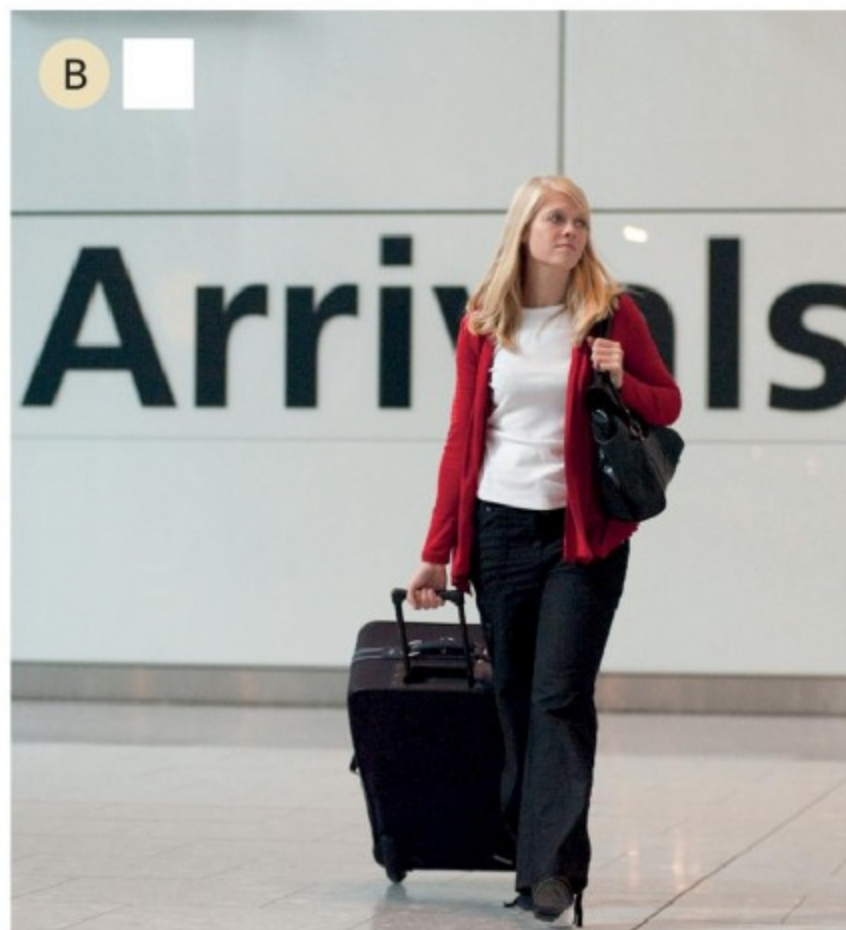


Practical English Hotel problems

calling reception



1 INTRODUCTION

- a **1.30** Watch or listen to Jenny. Number the pictures 1–6 in the order she mentions them.
- b Watch or listen again and answer the questions.
- 1 What does Jenny do?
 - 2 Where did she go a few months ago?
 - 3 Who's Rob Walker?
 - 4 What did they do together?
 - 5 What does she think of Rob?
 - 6 What's Rob's one negative quality?
 - 7 How long is Rob going to be in New York?

2 CALLING RECEPTION



- a **1.31** Cover the conversation on p.13 and watch or listen. Who does Rob call? Why?

b Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Hello, reception.	Hello. This is room 613.
How can I ¹ _____ you?	There's a problem with the air-conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll ² _____ somebody up to look at it right now.	Thank you.
Good ³ _____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the wi-fi. I can't get a signal.
I'm sorry, sir. I'll ⁴ _____ you through to IT.	Thanks.

c **1.32** Watch or listen and repeat the **You say** phrases. Copy the rhythm.

A There's a problem with the air-conditioning.
B I'll send somebody to look at it.

I'll = I will. We use I'll + verb to offer to do something.

d Practice the conversation with a partner.

- e In pairs, role-play the conversation.
- A** (book open) You are the receptionist.
B (book closed) You are a guest. You have two problems with your room (think about what they are).
A Offer to do something about **B**'s problems. You begin with *Hello, reception*.
- f Change roles.

3 **JENNY AND ROB MEET AGAIN**



- a **1.33** That evening Jenny goes to the hotel to meet Rob and they go out to a café. Watch or listen and mark the sentences **T** (true) or **F** (false).
- 1 Rob says he doesn't like the hotel.
 - 2 Jenny is going to show him around the city tomorrow.
 - 3 Barbara is Jenny's boss.
 - 4 Rob is hungry.
 - 5 It's four in the morning for Rob.
 - 6 They're going to meet at eleven.
 - 7 Jenny thinks that Rob is going to get lost.

b Watch or listen again. Say why the **F** sentences are false.

c Look at the **Social English** phrases. Can you remember any of the missing words?

Social English

1 **Rob** It's _____ to be here.
2 **Jenny** Do you have a _____ view?
3 **Jenny** You _____ be really tired.
4 **Rob** I guess you're _____.
5 **Rob** By the _____...
6 **Jenny** It's great to see you, _____.

d **1.34** Watch or listen and complete the phrases. How do you say them in your language? Then watch or listen and repeat the phrases.

e Complete conversations A–E with **Social English** phrases 1–6. Practice with a partner.

A	You had a very long flight.	No, I'm fine.
B	What's your room like?	Yes, I can see the mountains.
C	It's so good to see you again.	
D	We need to get up early tomorrow.	Yes,
E	That was a great meal.	Yes, delicious. what time's the meeting tomorrow?

CAN YOU...?

- tell somebody about a problem (e.g., in a hotel)
- offer to do something
- greet a friend who you haven't seen for a long time