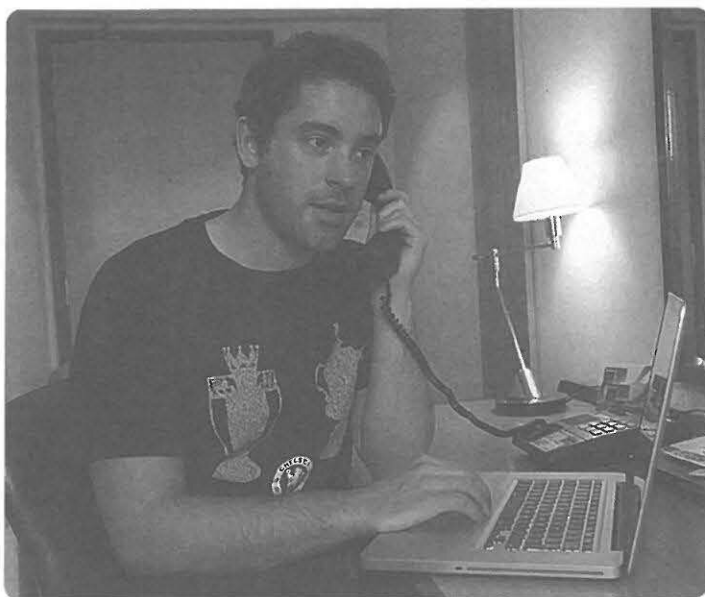


Practical English Hotel problems

calling reception

1 CALLING RECEPTION



a Complete the sentences with a word from the list.

bother have 's put send this

- 1 I have a problem with the wi-fi.
- 2 I'll put you through to IT.
- 3 I'll send somebody up right away.
- 4 I'm sorry to bother you.
- 5 Hello. 's is room 315.
- 6 There is a problem with the shower.

b Complete the conversations with sentences 1–6 from a.

- 1 A Hello, reception.
B Hello. ¹ This is room 315.
A How can I help you?
B ² There isn't any hot water.
A I'm sorry, ma'am. ³ I'll put you through to IT.
B Thank you.

- 2 A Hello, reception.
B Hello, this is room 315 again. ⁴ I want to talk to the manager.
A How can I help you?
B ⁵ I'll see if we have a quieter one.
A I can't get a signal.
A I'm sorry, ma'am. ⁶ I'll send two bottles to your room right now.
B Thanks.

2 I'LL

Match problems 1–4 to offers a–d.

- 1 I have a problem with the wi-fi. c
 - 2 This room is very noisy. a
 - 3 I want to talk to the manager. b
 - 4 There's no water in my mini-bar. d
- a I'll see if we have a quieter one.
b I'll send two bottles to your room right now.
c I'll put you through to IT.
d I'll ask her to call you.

3 SOCIAL ENGLISH

a Circle the correct words.

- 1 What's your room like? Do you have a good view / look?
- 2 It's great to be / be here.
- 3 You can / must be really tired.
- 4 I want / guess you're right.
- 5 It's great to see you, too / two.
- 6 By the way / On the way, Martha wants to see you while you're here.

b Complete the conversation with the missing words.

- 1 A Welcome to New York.
B Thanks. It's great to be here.

- 2 A Do you have a g view?
v view?
B Yes. I can see the Empire State Building from my window.

- 3 A It's time to go. You m must.
b are really tired.
B I g guess you're right.

- 4 A B But t that.
w when, it's great to see you again.
B Yes. It's great to see you, t thank you.

Can you remember...? 1

1 GRAMMAR

Circle the correct form.

- It's great to see you! But what *you are doing* / *are you doing* here in New York?
- Dan really likes that restaurant, but I *think not* / *don't think* the food's very good.
- Excuse me, *can I* / *I can* sit here?
- Don't worry about Anna. *She's always* / *She always is* late.
- My dad's a teacher. What *does* / *do* your parents do?
- Ask Juana to help you. She *works* / *work* in IT, so she's really good with computers.






2 VOCABULARY

Circle the word that is different.

- long curly straight slim
- hair height beard mustache
- stupid lazy unkind generous
- kind behind above between
- boots sneakers jeans sandals
- bracelet earrings tights necklace

3 PRONUNCIATION

Circle the word or letter with a different sound.

 computer	1 sandals jacket cardigan necklace
 bird	2 university work curly beard
 tree	3 A B C D
 zebra	4 meals clothes balls dates
/IZ/	5 likes washes uses watches
 snake	6 concerts hats glasses coats

4 GRAMMAR & VOCABULARY

Read the article. Circle a, b, or c.

THE INVISIBLE MAN

Liu Bolin is an artist from China who is now famous ¹ _____ countries all over the world. He's called the "Invisible Man" because in his pictures it's very hard to see him.

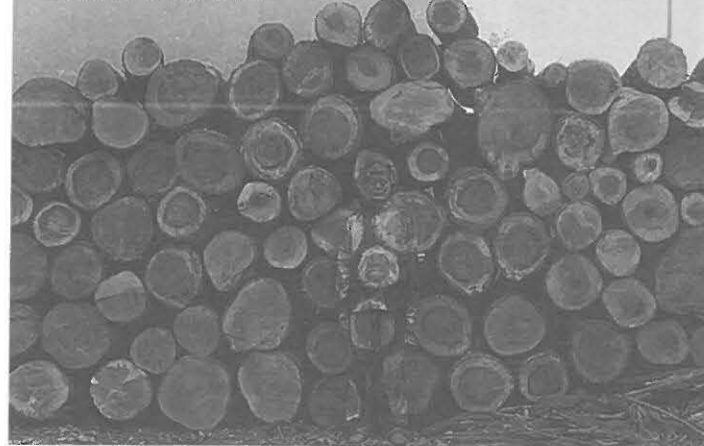
Liu ² _____ in Shandong, China, in 1973. He studied at the Shandong College of Art, and then he went to the Central Academy of Fine Arts in Beijing.

He ³ _____ and works in Beijing, but he ⁴ _____ travels to other countries, and he's shown his work in Asia, Europe, and America.

In this photo, Liu ⁵ _____ in front of some logs. He's in the ⁶ _____ of the photo, and if you look carefully, you can see his ⁷ _____ and jacket.

Liu's photos can take ten hours to prepare. He chooses a place to stand, and then his assistant ⁸ _____ him paint his clothes and his face. When everything is ready, his assistant takes the photo. The results are amazing. Sometimes people who are ⁹ _____ past him on the street don't know that he's there.

Liu's work is popular because it's different and fun, but his work also has a ¹⁰ _____ message: he wants people to think about the world around them.



- | | | |
|-----------------|------------|---------------|
| 1 a under | b in | c on |
| 2 a was born | b was from | c is born |
| 3 a live | b living | c lives |
| 4 a hardly ever | b often | c never |
| 5 a standing | b stands | c is standing |
| 6 a middle | b left | c front |
| 7 a shorts | b pants | c sweater |
| 8 a is helping | b helps | c helping |
| 9 a walking | b walk | c walks |
| 10 a serious | b generous | c funny |