Check In
ENGLISH IN TOURISM

C St J Yates
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## Introduction for Teachers

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**Key to Exercises (including Tapescripts)**

**Grammar Summary**
INTRODUCTION FOR STUDENTS

Read this before you begin the book!

1 WHAT YOU NEED
Check In gives you the English you need to do your job.
To use Check In you need
- this book
- the cassettes
- a cassette recorder
- a dictionary

2 THE BOOK
In this book there is
- The working material
  This is what you learn from.
- Keys and transcripts
  This is where you look for the right answers to the exercises. The transcripts tell you what is on the cassettes.
- A grammar
  This explains what you are learning.
- Notes for teachers
  Do not use this.

3 HOW TO USE THE BOOK
There are two kinds of exercise. One with the cassettes and one without the cassettes. The exercises with the cassettes are marked:

- Exercises without the cassettes
  a Read the heading.
  b Read the instructions.
  c Look at the exercise.
  d If you understand, do the exercise.
  e If you do not understand, use your dictionary and the grammar. Ask a friend.
  f Look in the Key and check your answers.
  g Go on to the next exercise.

- Exercises with the cassettes
  a Read the heading.
  b Read the instructions.
  c Look at the exercise.
  d If you understand, turn on the cassette and do the exercise.
  e If you do not understand, use a dictionary or ask a friend.
  f If you do not understand the cassette look in the transcripts. Use your dictionary. Start the exercise again.
  g Look in the Key and check your answers.

4 HOW TO WORK
Do not try to do too much at one time. Thirty minutes is a good time to spend each day.
If you do not understand an exercise, ask a friend to help you.
Learn the words you need.
Use what you learn in your work!
Enjoy the book!
1 THE STUDENTS

Check In teaches the basic language required by front office staff within the hotel and catering industry. It is a companion course to May I Help You?, which is for bar and restaurant staff.

The materials are based on the relevant parts of the ICC specifications for the hotel catering industry.

Check In and May I Help You? are designed as self-access materials, as many, if not most, employees within the hotel catering industry are not able to attend regular classes due to the hours they have to work.

2 THE MATERIALS

The materials consist of:
- this book
- two cassettes

Students who may miss some lessons due to their working hours should also have a dictionary.

3 COURSE STRUCTURE

The course consists of ten Units. Each Unit normally consists of between seven and nine pages, divided into three stages.

a Pen-to-paper
This stage introduces new language for the students to absorb and practise.

b Cassette work
This stage involves work with the cassettes and is where the new language is recycled, together with language from previous Units. The exercises consist of 'on-the-job' tasks, such as taking messages, noting bookings and giving information.

c Letters
This stage consists of work on routine letters.

For the benefit of self-access students, full keys to the exercises and tapescripts are provided after the working materials. There is also a simple grammar explaining the point of the various exercises.

4 ASSUMED KNOWLEDGE

The course assumes some previous contact with English, either at school or through the work place. While minimal knowledge is assumed, this is not an absolute beginners’ course.

5 LENGTH OF COURSE

This will depend substantially on the existing level of English of your class when starting the course. Depending on this, the course will provide a minimum of 30 lessons, rising to 60 for weaker classes.

6 USE OF THE MATERIALS

While this book is designed mainly as a self-access course, it can also be used successfully in a teacher-directed class with teachers extending and personalising the course content. With a little imagination, other lively and enjoyable sessions can be developed where students are encouraged to build on their experiences. The following are a few suggestions for achieving this.

Personalise
Students can be encouraged to use knowledge of their own work situation in extensions of the coursebook exercises; for example, in Exercise 1 of Unit 1 students can describe their own jobs and hotels to the class, as well as the procedures used in their work place for booking a room. Students can bring realia, such as registration cards and hotel floor plans from their own work places and use these in group question and answer sessions. Students can recount situations where they have been required to give advice or to deal with complaints.

Where students are not yet working in the industry, teachers could ask students to prepare for individual lessons by collecting relevant information from a nearby hotel.

Increase oral content
Instead of writing responses to exercises in the book, students could answer orally or teachers could devise their own oral exercises, reserving those in the book for consolidation and homework. Oral responses could be made in a full class situation with the teacher playing the guest or, if students are confident, with students working in pairs.

Supplement
The book material can be supplemented with local material such as menus and maps collected by teacher and students. Exercises can also be supplemented by teacher-devised questions and situations similar to those in the book.

Extend
Teachers can develop exercises that challenge the students to go beyond the scope of this book. For example, situations can be extended through role play, initially with the teacher playing guest and the class responding. Later, as they gain confidence, students can work in groups with some acting parts and others observing and commenting. Finally, students can work in pairs or small groups with all students participating actively.

Depending on the ability of the students, situations can be made more difficult than those presented in the book, requiring the students to make more complex replies. They can also be asked to take the activity one step further; for example, in Unit 1 Exercise 9 students could write a reply to the telex and in Unit 2 Exercise 10 they could write a complete reply to a letter that the teacher has created. Students could also be asked to take down messages from the tape without using the prompts in the book.
Practise pronunciation
Teachers can use the exercises in this book to provide formal pronunciation practice and can also use such things as menus and tariff cards for practice of individual words.

Provide pre-listening opportunities
Students can be prepared for the taped listening exercises by introducing them to any vocabulary which teachers have identified as likely to be unknown and by practising any difficult pronunciation. Teachers could also devise their own mini-situations, similar to the taped exercises, for acting out before the taped situation.

UNIT 1

What do they do?
Look at the pictures below. They show people who work in the Holiday Inn Hotel in Manchester, England.

Say what jobs these people do, like this:
1. He’s a chef.
2. She’s
3.
4.
5.
6.
7.
8.

Now say what these people do. Use the table below to help you. The first one is done for you.

| The chef | works all over the hotel, all over the hotel, in the bar, in the bar, in the bedrooms, in the bedrooms, at the front desk, at the front desk, in the lift, in the lift, in the kitchen, in the kitchen, in the restaurant, in the restaurant, He carries the luggage, He carries the luggage, She cleans them, She cleans them, He takes guests to the right floor, He takes guests to the right floor, He cooks the food, He cooks the food, She serves the meals, She serves the meals, She prepares the bills, She prepares the bills, He serves the drinks, He serves the drinks, She welcomes the guests, She welcomes the guests. |
2 The Grand Hotel

Look at these signs in a guide.

- Lift
- Television in the rooms
- Toilets in the rooms
- Telephones in the rooms
- Tennis court
- Garage parking
- Swimming pool
- Conference facilities
- Air conditioning
- Showers in the rooms
- Restaurant with two stars

Now look at this information about the Grand Hotel. Say what facilities the hotel has got. Also say what it hasn’t got, like this:

It’s got television in the rooms.
It hasn’t got a tennis court.

Tel: (0327) 60003, Telex 288441, 200 Rooms.

3 What do you say?

Look at these pictures and read the sentences. Then match the picture with the correct sentence, like this:

1d 2 3
4 5 6

a May (or Can) I give you our brochure, sir?
b May (or Can) I help you, madam?
c May (or Can) I give you your mail, madam?
d May (or Can) I take your coat, madam?
e May (or Can) I carry your luggage, sir?
f May (or Can) I get you a taxi, sir?

4 Tell the guest the way

Look at this map. You work in the hotel. Some guests want you to tell them the way. Tell them where to go, like this:

GUEST: Can you tell me where the bank is, please?

YOU: Certainly, sir. Turn right out of the hotel. At the crossroads, go straight over and the bank is on your left.
Now complete these sentences.

1. GUEST: Can you tell me the way to the cinema, please?
   YOU: Certainly, madam. Turn __________ the hotel. At the __________, __________ right and the __________ is __________ your right.

2. GUEST: Where's the disco? Can you tell me?
   YOU: __________, left. When you reach the junction, __________ the road and the disco is __________ left.

3. GUEST: Can you tell me the way to the theatre?
   YOU: Certainly, sir. Turn left __________ the hotel. At the __________, __________. Go straight on and at the __________, turn right. The theatre is __________ your right.

4. GUEST: Where's the museum, do you know?
   YOU: __________, madam. __________ the crossroads, go __________ on and the museum __________.

5. GUEST: Can you tell me how to find the travel agent?
   YOU: Certainly, madam. Turn right out of the hotel. At __________, __________ and __________.

6. GUEST: How can I find the night club? Can you help me?
   YOU: __________. Go __________ on and when you come to the __________, turn __________. It's __________.

Take the message

Listen to these guests. They are asking you to take a message. Listen to what they say and write down the message.

Holiday Inn

1. Who is the message for? What is the caller's name and when is he arriving?

2. What does the guest want you to do? When will he arrive?

3. What is wrong in the guest's room?

4. Who do you send the guest's room?

5. Where do you tell Mr Milewski to go? What is the guest's room number?

6. When is the guest leaving the hotel? What does he want you to change?

What does the guest want?

Sally works at the reception desk in a hotel. A lot of guests ask her questions. Listen to the question on the cassette. Then read the answers below. Listen to the question again, and put a tick [✓] against the right answer.

1. The guest wants Sally to
   a. tell him the way to the station. [✓]
   b. order a taxi for him. [✗]
   c. tell the taxi to take him to the station. [✗]

2. The guest wants Sally to find out
   a. Mr Smith's telephone number. [✗]
   b. Mr Smith's address. [✗]
   c. what number Mr Smith lives at. [✓]

3. The guest wants
   a. a double room for one night. [✗]
   b. two single rooms for three nights. [✗]
   c. a double room and two single rooms for three nights. [✓]

Conversations

Here are some conversations. Listen to the conversations and follow them in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

RECEPTION: Good evening, madam. Can I help you?
GUEST: My name's Lawrence. I've got a reservation for a single room for three nights.

RECEPTION: One moment, madam. Ah yes, here we are. A single room with shower for three nights.
GUEST: That's right.

RECEPTION: Can you fill in this registration form, please, madam?
GUEST: Yes, right.

RECEPTION: Can you fill in the registration form, please, sir?
GUEST: Yes . . . Oh, dear. It's all in German. Can you translate it for me?
RECEPTION: Certainly, sir. You put your surname here.
A letter

First read this letter. Use your dictionary.

57 High Street,
Culworth,
Daventry, NN11 6PP.

3rd March, 199-

Dear Sir/Madam,

Please reserve one double room for myself and my wife, and two single rooms for my son and daughter, from 5th-10th August, 199-

Please confirm my reservation.

I look forward to hearing from you.

Yours Sincerely,

P.J. Knowles

Now answer the letter.

Holiday Inn

CROWNE PLAZA®

Mr. F. J. Knowles,
57 High Street,
Culworth,
Daventry,
NN11 6PP.

5th March, 199-

Dear Mr. Knowles,

Thank you for your ________ of 3rd March.

I am pleased to ________ your ________ for two

and one ________ from 5th-10th August, 199-

We ________ welcoming you on 5th August.

Yours sincerely

9 A telex

First read this telex. Use your dictionary.

PLEASE RESERVE FIVE SINGLE ROOMS WITH BATH OR SHOWER FOR THE NIGHTS OF 14 THROUGH 18 NOVEMBER IN NAMES OF HUCKER, PHILLIPS, FORD, FOYLE, SIMPSON. THEY WILL ARRIVE ON EVENING OF 14 BY FLIGHT BA 007.

PLEASE CONFIRM ABOVE RESERVATIONS SOONEST AND INFORM AS TO WHAT CREDIT CARDS ARE ACCEPTABLE TO YOU.

REGARDS

WATSON

Now answer these questions. Put a tick ☑ in the right box.

Watson wants you to reserve

a five rooms.

b fourteen rooms.

c eighteen rooms.

d seven rooms.
UNIT 2

1 What do you say?

Look at these pictures and read the sentences. Then match the picture with the correct sentence.

1. Mr Smith
2. dinner start?
3. about this city?
4. Dinner, madam. Would you like to reserve a table?
5. Would you like to leave him a message, sir?
6. Would you like to take this brochure, madam?
7. Would you like to fill in the registration form, sir?

2 Asking questions

Karen works at reception in the Holiday Inn, Frankfurt. She must often ask the guests questions. Complete her sentences below. Use the words in the box below.

- What
- When
- Where
- How
- Who

1. _______ would you like to pay, sir? By credit card?
2. _______ time would you like your morning call, madam?
3. _______ are you leaving the hotel, sir?
4. _______ are you meeting Mr Phillips, sir? In the bar?
5. Do you want the taxi to take you, sir? To the airport?
6. Is your room number, sir?
7. Are you expecting to meet you, sir?
8. Many guests are you expecting, madam?
9. Did you speak to about this, madam?
10. Did you make your reservation, sir? Last week?

Answering questions

Karen must also answer the guests' questions. Use the table below, and answer the guests' questions.

<table>
<thead>
<tr>
<th>It</th>
<th>We</th>
<th>They</th>
<th>leave(s)</th>
<th>close(s)</th>
<th>cost(s)</th>
<th>open(s)</th>
<th>run(s)</th>
<th>don't accept</th>
<th>don't allow</th>
<th>sell(s)</th>
<th>take(s)</th>
<th>don't charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>dogs, I'm afraid.</td>
<td>personal cheques, I'm afraid.</td>
<td>every half hour.</td>
<td>5.30 in the afternoon.</td>
<td>toilet articles in our shop.</td>
<td>at 11.30 in the morning.</td>
<td>from the main entrance.</td>
<td>18 marks.</td>
<td>most credit cards.</td>
<td>for making travel arrangements.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Where does the airport bus go from?
2. What time does the bar open?
3. When does the bank close?
4. Do you accept payment by credit card?
5. Can I bring my dog with me?
6. If I ask you to book me a ticket, how much will you add to my bill?
7. How often do the buses go?
8. Can I buy some razor blades?
9. Can I pay by cheque?
10. How much is breakfast?

4. Answer the guests' questions

Read the guests' questions below. Then answer their questions. Use the words from the list below. Notice that the answers are in the past.

<table>
<thead>
<tr>
<th>close</th>
<th>reserve</th>
<th>take</th>
<th>ask</th>
<th>arrive</th>
<th>wait</th>
<th>order</th>
<th>go</th>
<th>book</th>
</tr>
</thead>
<tbody>
<tr>
<td>want</td>
<td>clean</td>
<td>put</td>
<td>leave</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Is Mr Smith here yet, do you know?
   He arrived ten minutes ago, sir.
2. Is Miss Olsen still here? I know I'm very late.
   She arrived for half an hour, madam, and then
3. Is the restaurant still open by any chance?
   I'm afraid it closed half an hour ago, sir.
4. Is Mr Seiko still waiting for me?
   He arrived at the cafeteria, sir. He's waiting for you there.
5. What about the flowers I phoned about?
   The maid took them to your room, madam.
6. Where's my taxi?
   I took it five minutes ago, madam. It's coming now.
7. I think I forgot my briefcase. Have you got it?
   Ah, yes, sir. I put it here under the counter.
8. Which room are we in?
   We're in a room looking over the lake, sir, as you arrived.
9. Is my room ready yet?
   Yes, sir. The maid made it early this morning.
10. How about my flight tickets?
    We booked you the flight you booked, madam. Here are the tickets.

5. Asking the guest questions

Read what these guests say. Then ask them a question, like this:

1. But I know I reserved a table.
   What time did you reserve it for, madam?
2. But I'm sure I made a reservation.
   When did you book it, sir?
3. I think I may have lost my handbag.
   Where did you lose it, madam?
4. I spoke to someone about this, yesterday.
   Who spoke to you about this, sir?
5 But I've already settled my bill. I see, sir. How ____________ it?

Saying no politely

Sometimes you must say no to a guest politely. Read what these guests say, and then answer, like this:

1 But I wrote to you changing the date. Didn't you get my letter? No, sir/ma'am, I'm sorry. I'm afraid we didn't get it.

2 But I told my secretary to send you a telex. Didn't you receive it?

3 Did you find my wallet last night?

4 I know it was very short notice, but did you manage to book those theatre tickets for me?

5 But didn't you know my wife was coming with me?

The registration card

Karen works in the Holiday Inn, Frankfurt. Listen to her registering a British family. As you listen, fill in the registration card below.

Holiday Inn

1 What is the guest's room number and what is wrong? ________________

2 What is the guest's name? What kind of room does he want and when does he want it? ________________

3 The message is for ___________ in room ___________ from Mr ___________. He ___________ because ___________. He says he is very ___________, and will ___________.

4 Who is the message for? Where should the guest go and when should she arrive?

5 Who should Mr Marchant ring, in what country, and on what number? ________________

6 What does the guest want and what is his room number? How much can you spend? ________________
Conversations

Here are some conversations. Listen to the conversations and follow them in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

RECEPTION: Holiday Inn, can I help you?
GUEST: Good evening. I was wondering if you had a single room free for two nights.
RECEPTION: When did you want to come, sir?
GUEST: Tomorrow, actually.
RECEPTION: I'm very sorry, sir. We're fully booked at the moment. Can I suggest you try our other hotel in Frankfurt?
GUEST: Is it near the city centre?
RECEPTION: It's not far, sir. It's by the conference centre.
GUEST: That sounds OK. Can I have the number?
RECEPTION: Certainly, sir. It's Frankfurt, which is 69, and then 68 02 0.
GUEST: I'll give them a call. Thank you for your help.
RECEPTION: Not at all, sir. Goodbye.

GUEST: Excuse me, I'm supposed to be meeting a Mr Altmann here. Can you point him out to me?
RECEPTION: Certainly, sir. He's the tall, dark man wearing glasses, over there, carrying a briefcase.
GUEST: Er, ah, yes, I see him, thank you.
RECEPTION: No trouble, sir.

GUEST: Can you tell me where I can find Miss Grant, please?
RECEPTION: Miss Grant, madam? Yes, she's the small, blonde lady standing by the boutique.
GUEST: I don't see her.
RECEPTION: Over there, madam. She's wearing a red dress and carrying a mackin- tosh.
GUEST: Ah, yes, I've got her. Thanks.
RECEPTION: Not at all, madam.

GUEST: Morning. What time do you serve lunch?
RECEPTION: From 12 o'clock, madam. From 12 till 2 in both restaurants.
GUEST: There are two restaurants?
RECEPTION: Yes, madam. One here on the ground floor, and the other on the first floor.
GUEST: Ah, right. Thank you. What about room service?
RECEPTION: That's a 24-hour service, madam. Just ring from your room.
GUEST: I may do that. Thank you.
RECEPTION: Thank you, madam.

10 A fax

First read this letter. Use your dictionary.

MAIN-TAUNUS-ZENTRUM

Dear Mrs Laporte,
Thank you for your letter of 10th August.
I regret that we are fully booked for the period 10th–15th August, and are therefore unable to offer you accommodation.
May I suggest you try our other hotel in Frankfurt? The address is Mailander Strasse 1, 6000 Frankfurt/Main 70 Telephone (069) 68 02 0 I am sorry we cannot help you at the moment, but hope you will stay with us the next time you come to Frankfurt.
Yours sincerely,

Now complete the following fax. Use words from the letter above.

SENT BY: XEROX Telecopier 3562; 21/06/91; 10:30; 0044 06196 72996

MAIN-TAUNUS-ZENTRUM

Dear Mr Svensson,

__________ you __________ your letter of 1st May. I __________
our accommodation is fully __________ for the __________ 1st–4th July.
I am afraid we cannot therefore __________ you in this instance.

May I __________ you __________ to __________ a reservation
in our other hotel in Frankfurt? I enclose our hotel directory showing the

__________

We __________ you will stay with us the next time you come to Frankfurt.
UNIT 3

1 Asking questions

Look at these pictures and read the sentences. Then match the pictures with the correct sentence.

REGRET WE ARE UNABLE TO ACCEPT YOUR RESERVATION FOR 15TH MARCH AS WE ARE FULL AT THE MOMENT. I RECOMMEND YOU TRY OUR OTHER HOTEL IN FRANKFURT, TELEX NUMBER 411805.

REGARDS

a Have you lost your mother?
b Have you filled in the registration card, madam?
c Have you arranged to meet him here, sir?
d Have you left your briefcase, sir?
e Have you made a reservation, sir?
f Have you settled the bill, sir?

2 Some more questions

Sometimes you want to ask a guest a question. Write questions using have or has, like this:

Make a reservation?
Have you made a reservation, sir/madam?

1 Your guest arrive?

2 Look in the bar?
3 Order a taxi?
4 Collect all your luggage?
5 See our information booklet?
6 Leave it in your room?

What's the best answer?

Look at what these guests say to you. Then choose the best answer from the table below, like this:

Still no answer from Mr Kuypers?
I've tried his room several times, sir/madam.

<table>
<thead>
<tr>
<th>I've</th>
<th>given</th>
<th>it for 6.30, sir.</th>
</tr>
</thead>
<tbody>
<tr>
<td>told</td>
<td>a room overlooking the lake, madam.</td>
<td></td>
</tr>
<tr>
<td>sent</td>
<td>them up to your room, sir.</td>
<td></td>
</tr>
<tr>
<td>reserved</td>
<td>your flight to AF 345, sir.</td>
<td></td>
</tr>
<tr>
<td>changed</td>
<td>the chef to prepare her meals specially, sir.</td>
<td></td>
</tr>
<tr>
<td>ordered</td>
<td>her your message, madam.</td>
<td></td>
</tr>
</tbody>
</table>

1 Have you contacted Miss Roberts?
2 Has the restaurant opened yet?
3 Have my colleagues got here yet?
4 Did you find my umbrella?
5 Has my husband come yet?
6 Has the fax I'm expecting come yet?

He may have gone to the bar

Melina works in the front office of the Holiday Inn in Athens. Sometimes people ask her questions which she cannot answer. But she tries to be helpful, like this:

Where can I find Mr Georgiou?
go/bar
I don't know, sir/madam. He may/could have gone to the bar.

Now you answer the questions.
1 Do you know where my wife is?
go/restaurant
2 Do you know where Mr Hussein is?
leave/hotel
3 Where's Miss Altobello?
decide/go out
4 I left my mackintosh here. Do you know where it's gone?
my colleague/take/cloakroom
5 Where can I find Mrs Macdonald?
stay/room
6 Why isn't Mr Kamori here?
cancel/reservation

Some short answers

Sometimes you don't need to answer your guest with a full sentence. Use short answers with these guests, like this:

Has my guest arrived?
No, sir/madam, I'm afraid he/she hasn't.
6 Talking to guests

Complete the following sentences. Use these words:

somewhere/something someone/somebody nowhere anything

1. Your handbag, madam? I'm sure ________ will find it soon.
2. I'm afraid we can't do ________ to help, sir.
3. Your wife, sir? I'm afraid ________ has seen her.
4. The flight is full, madam. I'm afraid there's ________ we can do.
5. We'll find him, sir. I'm sure he's ________ in the hotel.
6. I'm sorry, sir. There isn't ________ who wants to share a taxi.
7. I'm sure there's ________ we can arrange, madam.
8. I'm afraid Miss Lockhart is ________ in the hotel, sir.
9. I'm afraid there isn't ________ in the hotel large enough for a banquet, madam.

7 At the cashier's

Christine works as a cashier in the Holiday Inn, Paris. Listen to these guests asking her questions. Then read the answers in your book. Listen to the question again and put a tick [✓] against the right answer.

1. The guest wants to
   a. change dollars into francs. [✓]
   b. change francs into dollars. [✓]
   c. change marks into francs. [✓]
2. The guest wants to
   a. change Japanese yen. [✓]
   b. buy Japanese yen. [✓]
   c. know what the exchange rate is. [✓]
3. The guest's cheque is in
   a. lire. [✓]
   b. dollars. [✓]
   c. pesetas. [✓]
4. The guest wants to pay by
   a. traveller's cheques. [✓]
   b. credit card. [✓]
   c. cash. [✓]
5. The guest is saying his bill is wrong because
   a. he hasn't visited the restaurant. [✓]
   b. he doesn't drink. [✓]
   c. he doesn't smoke. [✓]

8 Take the message

Listen to these guests and write down what they want you to do.

1. The guest's flight has been ________. He wants you to ________ ________ _______. He will arrive ________ ________ ________.
2. Does the guest need: a dinner? [✓] b a waiter? [✓] c the maid? [✓]
3. The guest is Mr ________ in room ________ ________. Mr Ito will ring at ________. The guest wants you to: a tell Mr Ito to ring again at 7. [✓] b tell Mr Ito the guest will ring him at 7. [✓] c tell Mr Ito the guest will ring him tomorrow. [✓]
4. The caller wants to hold a ________. She wants to know about your ________ and ________.

9 Some conversations

Here is a conversation. Listen to the conversation and follow it in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

GUEST: Good morning.
CASHIER: Good morning, sir. Can I help you?
GUEST: I hope so. Can you change these dollars into francs for me?
CASHIER: Certainly, sir.
GUEST: What's your exchange rate?
CASHIER: Today it's five francs eighty to the dollar.
GUEST: OK.
CASHIER: How much do you want to change, sir?
GUEST: A hundred dollars.
CASHIER: Right, sir. That's five hundred and eighty francs.
GUEST: OK.
CASHIER: Thank you, sir.

Now read these sentences. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

How much is the cheque for, madam?
That's right, madam. Here you are, and thank you.
Good afternoon, madam. What can I do for you?
It's ten francs to the pound.
**Talking to guests**

Complete the following sentences. Use these words:

* somewhere/something  someone/somebody  nothing  no one/nobody  nowhere  anywhere  anyone  anything

1. Your handbag, madam? I'm sure ___________ will find it soon.
2. I'm afraid we can't ___________ to help, sir.
3. Your wife, sir? I'm afraid ___________ has seen her.
4. The flight is full, madam. I'm afraid there's ___________ we can do.
5. We'll find him, sir. I'm sure he's ___________ in the hotel.
6. I'm sorry, sir. There isn't ___________ who wants to share a taxi.
7. I'm sure there's ___________, we can arrange, madam.
8. I'm afraid Miss Lockhart is ___________ in the hotel, sir.
9. I'm afraid there isn't ___________ in the hotel large enough for a banquet, madam.

**At the cashier's**

Christine works as a cashier in the Holiday Inn, Paris. Listen to these guests asking her questions. Then read the answers in your book. Listen to the question again and put a tick [✓] against the right answer.

1. The guest wants to
   a. change dollars into francs. [✓]  b. change francs into dollars. [✓]  c. change marks into francs. [✓]
2. The guest wants to
   a. change Japanese yen. [✓]  b. buy Japanese yen. [✓]  c. know what the exchange rate is. [✓]
3. The guest's cheque is in
   a. lire. [✓]  b. dollars. [✓]  c. pesetas. [✓]
4. The guest wants to pay by
   a. traveller's cheques. [✓]  b. credit card. [✓]  c. cash. [✓]
5. The guest is saying his bill is wrong because
   a. he hasn't visited the restaurant. [✓]  b. he doesn't drink. [✓]  c. he doesn't smoke. [✓]

**Take the message**

Listen to these guests and write down what they want you to do.

1. The guest's flight has been ___________. He wants you to ___________. He will arrive ___________.
2. Does the guest need: a dinner? [✓] b. a waiter? [✓] c. the maid? [✓]
3. The guest is Mr ___________ in room ___________. Mr Ito will ring at ___________. The guest wants you to: a. tell Mr Ito to ring again at 7. [✓] b. tell Mr Ito the guest will ring him at 7. [✓] c. tell Mr Ito the guest will ring him tomorrow. [✓]
4. The caller wants to hold a ___________. She wants to know about your ___________ and ___________.

**Some conversations**

Here is a conversation. Listen to the conversation and follow it in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

**GUEST:** Good morning.

**CASHIER:** Good morning, sir. Can I help you?

**GUEST:** I hope so. Can you change these dollars into francs for me?

**CASHIER:** Certainly, sir.

**GUEST:** What's your exchange rate?

**CASHIER:** Today it's five francs eighty to the dollar.

**GUEST:** OK.

**CASHIER:** How much do you want to change, sir?

**GUEST:** A hundred dollars.

**CASHIER:** Right, sir. That's five hundred and eighty francs.

**GUEST:** OK.

**CASHIER:** Thank you, sir.

Now read these sentences. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

How much is the cheque for, madam?

That's right, madam. Here you are, and thank you.

Good afternoon, madam. What can I do for you?

It's ten francs to the pound.
Now look at the next group of sentences. Then listen to the next guest. Again, choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

One moment, sir. Here it is. How would you like to pay?
That'll be fine, sir.
Good morning, sir.
Let me just check. Oh, I am sorry, sir. This receipt has been put in the wrong place. It's for room double three two.
Certainly, sir. What's your room number?
Yes, of course, sir. One moment, please, and I'll change it.

10 A letter

First read this fax. Use your dictionary.

FROM: XEROX Telecopier 7017; 90 08/15 10:50 0223 670768 ALPHA ENG

Alpha Engineering Ltd
PO Box 421, Oxford OX1 3BB, England.
Tel: (0865) 35627. Telex: 267338 ALPHENG

The Marketing Manager,
Holiday Inn Hotel,
10 Place de la Republique,
75541 Paris,
France

Dear Sirs,

We are looking for a suitable hotel for our 199-European sales conference, and would be grateful if you could send us details of your hotel, its conference facilities, and also details of entertainment facilities in Paris.

Yours faithfully,
M. Langan

M. Langan (Miss)

Mrs M. Langan,
Alpha Engineering Ltd.,
PO Box 421,
Oxford OX1 3BB,
England.

Dear Miss Langan,

Thank you very much for your ______ of 16th February.

As you will see from the enclosed brochure, our hotel is a large, one right in the city centre. ______ to and from the airport is easy, as we run our own free bus ______ every half hour.

Our ______ for conferences are, we like to think, ______. We can accommodate ______ of 20 to 100, as we ______ four conference rooms of different ______ in the hotel.

Each room ______ its own shower, television and minibar to make our guests' ______ as ______ as possible.

For groups of more than 50, we are pleased to ______ a special ______. Perhaps you can let me know how many representatives of your company there will be, so that I may send you details of ______.

I enclose details of Paris, which I ______ will be of ______ to you. I look forward to ______ from you again.

Yours sincerely,
Michel Legrand
Marketing Manager
UNIT 4

1 What do you say?

Look at these pictures and read the sentences. Then match the pictures with the correct sentence.

1. ...room's dirty
2. ...taxi?
3. ...table?
4. ...tell Mr. Saba...
5. ...pay please?

1. I'll post it for you, sir.
2. I'll reserve one for you, sir.
3. I'll send the maid, sir.
4. I'll get you the bill, madam.
5. I'll order one immediately, madam.
6. I'll leave him a message, madam.

2 Saying what you will do

Look at what these guests say. Use the table below, and say what you will do to help them.

<table>
<thead>
<tr>
<th>I'll</th>
<th>give</th>
<th>make</th>
<th>take</th>
<th>send</th>
<th>try</th>
<th>put</th>
<th>ring</th>
<th>ask</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>some up immediately, madam.</td>
<td>the travel agent for you, madam.</td>
<td>his room for you, madam.</td>
<td>an appointment with the barber for you, sir.</td>
<td>him to call you when he returns, sir.</td>
<td>it to the cloakroom, sir.</td>
<td>them the message, madam.</td>
<td>you through to the restaurant, sir.</td>
</tr>
</tbody>
</table>

1. Can you put my coat somewhere?

2. There's no soap in my room.

3. Is Mr. Sanchez there?

4. Do you have a table for six for tonight?

5. Please tell my guests I'll wait for them in the bar.

6. Please tell Mr. Yamamoto to telephone me urgently.

7. Can you change these tickets for me?

8. Can I get a haircut in the hotel?

3 Giving advice

Sometimes guests ask for advice. Look at what these guests say. Then give them advice, using the notes and one of the sentences, like this:

1. Is there anything to see in this city?
   Visitable city
   It's worth visiting the old city, sir/madam. It's very lively.
   These are the sentences to use:
   - It's got some beautiful windows.
   - They're very cheap here.
   - They're very competitive.
   - There's an exhibition then.
   - Public transport is not very good in the country.
   - There are some beautiful views.
   - It's very lively.

2. I'd like to get out of the city for a day. Where do you suggest I go?
   go/mountains

3. How far in advance do I need to reserve a room in October?
   book/as early as possible

4. How can I get into the country for a day?
   hire/car
5 Are there any sights in the city?
visit/cathedral

6 How do I get from the airport to your hotel?
take/taxi

7 Your rates for conferences seem expensive to me.
compare/them

4 Asking what the guest prefers

Sometimes you need to ask guests what they prefer. You can do that like this:
I'd like a single room for the night, please.
Would you prefer a room with a shower or a bath, sir?

Now ask what these guests would prefer. Use the table below.

<table>
<thead>
<tr>
<th>Would you</th>
<th>prefer rather</th>
</tr>
</thead>
<tbody>
<tr>
<td>the morning or the afternoon trip, sir?</td>
<td>in the restaurant or outside, sir?</td>
</tr>
<tr>
<td>one room or separate rooms, sir?</td>
<td>the afternoon or the evening show, madam?</td>
</tr>
<tr>
<td>to pay cash or by credit card, madam?</td>
<td></td>
</tr>
</tbody>
</table>

1 Then we'll need somewhere for the two children.

2 I'd like to settle the bill, please.

3 I'd like to book a table for this evening, please.

4 My wife and I would like to go on this trip to the mountains.

5 We'd like to go to the theatre on Saturday.

5 Offering to help

Look at these pictures and read the sentences. Then match the pictures with the correct sentence.

1. brain timetable?
2. theatre?
3. the restaurant?
4. way to city centre?
5. Mr Jones?
6. he's out.

a. Shall I give him a message?
b. Shall I book your tickets for you?
c. Shall I ring the railway station?
d. Shall I fill in for you?
e. Shall I show you on the map?
f. Shall I show you the way?

6 At reception

Takako works in the Holiday Inn, Tokyo. Listen to these guests asking her questions. Then read the answers in your book. Listen to the question again and put a tick against the right answer.

1. The guest wants Takako to
   a. confirm her flight for tomorrow.
   b. postpone her flight for three days.
   c. get her a seat on flight JL 515.

2. The guest wants to go to Hong Kong
   a. today.
   b. tomorrow.
   c. the day after tomorrow.

3. The guest wants to go to Osaka
   a. this morning.
   b. at 3 o'clock tomorrow afternoon.
   c. tomorrow morning.
4 The guest wants to  
  a. do some sightseeing away from the city. 
  b. visit the countryside. 
  c. go on a trip round the city. 

5 The guest wants Takako to  
  a. cancel his flight. 
  b. get him a seat on flight BA 007. 
  c. confirm his flight.

7 Take the message

Listen to these guests and write down the message.

Holiday Inn

1 The guest wants you to ____________ his seat on flight ____________.
2 The guest wants you to reserve ____________ places on trip ____________.
3 The guest wants a to postpone his flight. b to go to London as quickly as possible. c to confirm his flight.
4 Write down the telex.

NUMBER: __________________ ANSWERBACK: __________________
ATTENTION: Mr __________________

REGARDS

8 Some conversations

Here is a conversation. Listen to the conversation and follow it in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

RECEPTION: Good evening, Holiday Inn.
GUEST: Evening. Do you have two double rooms free for tonight, by any chance?
RECEPTION: One moment, sir. I'll just check for you... Hello, sir?
GUEST: Hello.
RECEPTION: I'm afraid we haven't got two double rooms, sir. We've got one double room and two singles, though.
UNIT 5

1 Where is it located?

Look at this plan of a hotel. Then say where the facilities are located, like this:

Where's the reception desk?
The reception desk is situated/located on the ground floor.

---

Dear Mr Dutton,

_________ to my telex, I _________ sample _________ as requested.

We would _________ any comments you may have on these, and would
be _________ to make any changes you _________ want.

You will _________ that we have _________ a mixture of Japanese and
Western _________, our purpose being to _________ for different

I look forward to hearing from you.

Yours sincerely,

Y. Nishida
Marketing Manager
2 Guests arrive

Look at these pictures and the words below them. Then say what happens when guests arrive.

1 meet/entrance  
2 show/reception  
3 welcome/reception  
4 give/registration card  
5 check in  
6 hand/key  
7 take/lift  
8 show/room

3 Giving advice

Sometimes guests ask for advice. Give these guests advice, like this:

1 Where can I leave my coat?  
   leave/cloakroom  
   I should leave it in the cloakroom, sir/madam.

2 Where can I get some local information?  
   ask/reception

3 I've lost my cheque book.  
   enquire/lost property office

4 What can I get to eat in my room?  
   ring/room service

5 Is there a flight to Athens today?  
   call/airport

6 Where can I find a Mr Li?  
   go/meeting point

7 I want to discuss a wedding reception.  
   see/manager

4 Where was it found?

Sometimes guests lose things. Ask these guests whether you have found belongs to them, like this:

hat; leave/in the restaurant  
Is this your hat, sir/madam? It was left in the restaurant.

1 documents; leave/in the bar

2 suitcase; find/in the foyer

3 keys; hand/in at reception

4 jacket; discover/in the night club

5 coats; put/in the cloakroom
5 More advice

First read the sentences below. Then listen to these guests. Choose the sentence that best answers the guest. Say the sentence onto the cassette. You will then hear the right answer.

I should speak to the manager, madam. Shall I put you through to him?
I should contact the airline, sir. Shall I call them for you?
I should go to the old city, sir. Shall I give you a map?
I should take a taxi, sir. Shall I get one for you?
I should go to the lost property office, madam. Shall I show you the way?

6 Take the message

Listen to these guests and write down the message.

Holiday Inn

1 The guest’s name is ____________. He wants a table for ____________
   not ____________ this evening.
2 The guest’s name is ____________. One of her guests: a is not coming. □ b wants a vegetarian meal. □ c will be late. □
3 The name of the company is ____________. Their conference is from ____________ to ____________. They want
   seventeen ____________ and thirty-two ____________. They want
   meals for ____________.
   How many conference rooms do they want? ____________

7 Some conversations

Here is a conversation. Listen to the conversation and follow it in your book. Then
rewind your cassette. Start the conversation again. This time, speak to the guest at the
same time as the voice on the cassette.

RECEPTION: Good morning, Holiday Inn.
GUEST: I’m trying to contact Mr. Vicini. Is he there?
RECEPTION: I’ll try his room for you, madam. May I tell him who’s calling?
GUEST: Yes, it’s his wife.
RECEPTION: I’ll try his room for you, madam... I’m afraid his line’s engaged. Do you
   want to hold?
GUEST: No, just tell him to ring me as soon as possible, would you?
RECEPTION: Certainly, madam. I’ll give him the message as soon as his line is free.

8 A letter

First read this letter. Use your dictionary.

Smith Plastics Inc.
2432 25th Avenue, Belmont 02178, Massachusetts, U.S.A.

The Marketing Manager,
Holiday Inn,
1-13-7 Hatchobori,
Chuo-ku,
Tokyo 104,
Japan.

Dear Mr. Nashita,

With reference to our Tokyo Sales Conference last week, I regret to have to tell you that many of our
deleagtes did not enjoy the food offered, particularly at the final banquet. We have received a number of
complaints, some of them quite strong.

In the circumstance, I feel obliged to ask for some form of compensation, and look forward to hearing
from you.

Yours sincerely,

A. J. Dutton
Marketing Director
Now write a telex answering the letter. Use these words:

compensation  regret  feel  for  complaints  offered

THANK YOU __________ YOUR LETTER. WE __________
TO HEAR THAT YOU HAVE RECEIVED __________ FROM YOUR
DELEGATES ABOUT THE FOOD __________. AS THE FOOD
WAS AGREED BY YOURSELVES, WE DO NOT __________ OBLIGED
TO OFFER ANY __________. LETTER FOLLOWS.

Now complete this letter. Use these words:

including  delegates  position  received  agreed  choice  obliged
regret  circumstances  compensation  understand

Holiday
Inn

YAESU

Dear Mr Dutton,

It was with __________ that we __________ your letter regarding your sales
conference here.

May I point out that the menus were __________ by yourself, well in advance
of the conference, and that your __________ had a __________ of food at
each of the meals, __________ the final banquet.

In these __________ we do not feel __________ to offer __________, and
feel sure that you will __________ our __________.

Yours sincerely,

Y. Nehida

Y. Nehida,
Marketing Manager

UNIT 6

1 Giving messages

Anita works in the Holiday Inn in Madrid. Sometimes her guests ask her to give
messages to people who come to, or telephone, the hotel. Look at the pictures and
words below. Then give the people the messages, like this:

Mr Barbero?

Caller: I wanted to speak to Mr Barbero.

Anita: He says he's ringing you tomorrow.

Mrs Smith?

Mr Robson?

Mr Kim?

Miss Lopez?

Mr Yamashita?

Y. Yamashita?

Has Mrs Smith arrived yet?

Where can I find Miss Lopez?

Is Mr Yamashita there?

Do you know where Mr Robson is?

Is Mr Kim still with you?
2 More messages

Read the messages below.

From: Mr. Popov
To: Miss Svensson
Message: meat/bar

From: Mr. Short
To: Mr. Larkin
Message: be later/this evening

From: Mr. Hassell
To: Mr. Said
Message: call/tomorrow afternoon

From: Mr. Mohammed
To: Mr. Singh
Message: wait/restaurat

From: Miss Li
To: Mr. Roberts
Message: arrive/tomorrow evening

From: Mr. Roved
To: Miss Porter
Message: see/theatre

Now give the message to the person who asks for it, like this:

1 Hello, Miss Svensson. Mr. Popov says he'll meet you in the bar.

2

3

4

5

6

7

3 Saying you're sorry

Sometimes you have to apologise to people. Apologise to these people, like this:

My name's Jones. I was expecting Mr. Smith to call me today.
I'm terribly sorry, Mr. Jones. Mr. Smith won't be able to call you today.

1 My name's Laporte. I was hoping to meet Miss Garcia here this evening.

2 My name's Schmidt. I was expecting Mr. Kreis to have dinner with me this evening.

3 My name's Pile. I was expecting Miss Ogden to go to the theatre tonight.

4 I was hoping Mrs. Chan could stay an extra day. My name's Henderson.

5 My name's Loewenthal. Can you ask Mr. Isaacs to attend a meeting this afternoon?

4 Who do you send?

Sometimes guests have problems. Look at what these guests say. Then say who you will send to their rooms to help them. Use these words:

water porter manager electrician plumber chambermaid

guest: It's the bed. It hasn't been made.
you: I'm very sorry, madam. I'll send the chambermaid immediately.

1 It's the TV. It won't work.

2 It's the tap. It won't turn on in the bath.

3 I asked for someone to collect my luggage twenty minutes ago.

4 All my jewels have been stolen.

5 I asked for dinner nearly an hour ago. Where is it?
Take the message

Listen to these guests and write down the message.

![Holiday Inn]

1 FROM: Mr Smith  
FOR: Mrs Gabbiadini  
MESSAGE: He won't be able to ____________ this ____________. He's ____________.

2 FROM: Mr Leadbetter  
FOR: Mr Abrahams  
MESSAGE: He's ____________ in the ____________.

3 FROM: Miss O'Malley  
FOR: Mrs Carmichael  
MESSAGE: She's been ____________ at a ____________. She'll be here at ____________.

4 FROM: Mr Rodrigues  
FOR: Mr Kleist  
MESSAGE: He'll be here in ____________.

5 FROM: Miss Sekiguchi  
FOR: Mr Macdonald  
MESSAGE: She's ____________ you in the ____________.

6 FROM: Mr Hindmarsh  
FOR: Mr Meier  
MESSAGE: ____________ to call you this morning. He'll ring ____________.

Give the message

You have just written down some messages in Exercise 5. Now give the right messages to the people who ask for them. Say the message onto the cassette. You will then hear the right answer. Start each message with:

Hello, Mr (or Miss or Mrs) ... (the person's name).
And then:
I have a message for you.
Mr ... (the person's name) says ... (then the message).

Some conversations

Here is a conversation. Listen to the conversation and follow it in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

GUEST: Excuse me, but there's something terribly wrong with my bill, you know, I'm quite certain of it.
CASHIER: I'm extremely sorry to hear that, sir. What seems to be the problem?
GUEST: It's the total for the bar. It seems far too high to me.
CASHIER: I'm fairly sure it's correct, sir. Would you like me to check it for you?
GUEST: I certainly would.
CASHIER: One moment, sir. I'll get the receipts.
GUEST: Fine.

CASHIER: I've checked your bill again, sir. I'm quite sure it's right.
GUEST: Let me see.
CASHIER: Here are the receipts, sir. They're all signed by you, as you can see. Would you like to check them yourself?
GUEST: Yes, I would.

GUEST: I'm so sorry. You're quite right.
CASHIER: It's no trouble, sir. How would you like to pay?
GUEST: By credit card. You take one ... 

Now read these sentences. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

Here are your receipts, madam. This is your signature, isn't it? Room 409.
Well, I'm fairly sure the bill's correct. Would you like to check it?
I'm terribly sorry, madam. Can you see exactly what's wrong?
Would you like me to check the receipts?

Now look at the next group of sentences. Then listen to the next guest. Again, choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

No, sir...
One moment, sir. I'll see if Mr Brady left a message.
May I have your name, sir?
Certainly, sir.
He says his wife has had an accident. At home. He's trying to phone the hospital.
Yes, here we are, sir. I'm afraid Mr Brady won't be able to join you for dinner, sir.
UNIT 7

1 Telling guests what to do

Look at these pictures and read the sentences. Then match the pictures with the correct sentence.

a. Excuse me, sir. You mustn't leave your briefcase there. Someone may steal it.
b. Excuse me, ladies. I must ask you to leave. That's the fire alarm.
c. Excuse me, gentlemen. I must ask you to move. You're blocking the entrance.
d. Excuse me, sir. You mustn't smoke here. It's a no smoking area.
e. Excuse me, madam. You must complete the registration card. It's the law.
f. Excuse me, sir. You must wait a moment. I'm seeing to this lady.

2 When you can't help

Sometimes you can't help a guest yourself. But you can tell them what they must do. Look at what these guests say and tell them what to do.

<table>
<thead>
<tr>
<th>from</th>
<th>sorry</th>
<th>afraid</th>
<th>can't help you</th>
<th>sir</th>
<th>madam</th>
<th>you'll have to</th>
<th>go</th>
<th>wait</th>
<th>speaking</th>
<th>try</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

59 HIGH STREET
BECKFORD
NORTHANTS
NN13 5BN

10th March, 1999

Dear Miss Hedges,

I am looking for a hotel where my husband and I can spend our holidays from 1st-15th August, 1999.
Unfortunately, my husband is disabled and is therefore in a wheelchair. We cannot manage stairs, and need suitable washing facilities.

Are you able to offer us suitable accommodation?

I look forward to hearing from you.

Yours sincerely,

A.J. Hedges (Mrs)

Now complete this letter. Use these words:

lifts, toilet, your, provisional, special, confirm, wheelchair, no, possible, of, cater, entrance, grateful, wide, husband, disabled, which

Dear Mrs Hedges,

Thank you for the letter of 10th March. We can certainly ________ for you and your ________, as we have ________ bedrooms for the ________. These have a ________ door into the bathroom, ________ is equipped with appropriate washing and ________ facilities.

There are ________ steps between the street and the ________ to the hotel, and the ________ are all wide enough to take a ________.

I have made a ________ booking for you and your husband, and would be ________ if you could ________ it as soon as ________.

Yours sincerely,
Helping the guest

Look at the messages these guests ask you to give to other people. Then pass the message, like this:

Look at what these guests say. Then use the sentences below to help the guest, like this:

**Guest:** Where is Mr Dutton, do you know?
**You:** If you like, I'll ring his room for you, madam.

<table>
<thead>
<tr>
<th>If you follow the porter,</th>
<th>They'll be able to help you, sir.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you like,</td>
<td>I'll see that she gets it, sir.</td>
</tr>
<tr>
<td>If you give me a message,</td>
<td>He'll show you the way, sir.</td>
</tr>
<tr>
<td>If you go out of the main entrance,</td>
<td>I'll book you a table, sir.</td>
</tr>
<tr>
<td>If you go to the boutique,</td>
<td>You'll find a taxi rank on your left, sir.</td>
</tr>
</tbody>
</table>

1 Where is room 310?
2 Do you have a table for two free at eight?
3 Miss Li isn't in her room. How can I contact her?
4 Where can I get a taxi?
5 Where can I get a present for my wife?
5 Take the message

Listen to these guests and write down the message.

1 Write down the telex
   NUMBER: ____________ ANSWERBACK: ____________
   ATTENTION: ____________
   MESSAGE: ____________

2 The guest's name is ____________.
   He wants to stay from ____________ to ____________ of ____________.

3 The guests' name is ____________.
   They want to stay from ____________ to ____________.
   They will arrive at about ____________ and ____________ food.

6 A conversation

Here is a conversation. Listen to the conversation and follow it in your book. Then rewind your cassette. Start the conversation again. This time, speak to the guest at the same time as the voice on the cassette.

RECEPTION: Good evening, madam, can I help you?
GUEST: I'm looking for a Mr Krishan. Do you know where I can find him?
RECEPTION: May I ask your name, madam?
GUEST: Cascarino.
RECEPTION: Ah yes, Miss Cascarino. Mr Krishan left a message for you. He said he would be about half an hour late.
GUEST: Oh dear. That's very inconvenient.
RECEPTION: If you like, I'll try his room for you.
GUEST: Yes, could you do that.
RECEPTION: If you could wait a moment, madam.
RECEPTION: No, I'm sorry, Miss Cascarino. I'm afraid there's no answer. I'm afraid you'll have to wait.
GUEST: Very well. Tell him I'll wait in the lounge for him.
RECEPTION: I'll do that.

7 Giving information

Look at the list of Holiday Inn hotels in your book. Sometimes guests want to transfer from one hotel to another, or want information about another hotel. Listen to these guests. Use the information in your book, and answer their questions. First, listen to this example and follow it in your book.

GUEST: Can you tell me, is there a hotel in Krakow?
RECEPTION: Yes, sir, there is.
GUEST: Can you give me the address?
RECEPTION: It's at seven Koniewa Street, three, zero, one, five, zero, Krakow.
GUEST: Can you spell that, please? The street name.
GUEST: And the telephone number?
RECEPTION: Zero, one, two. Then three, seven, five, zero, double four.
GUEST: Thank you very much.

Now here's the first guest. Use the information in your book, and the conversation to help you. Say your answers onto the cassette. You will then hear the right answer. Are you ready? Here's the first guest.

KRAKOW
7 Koniewa Street, 30150 Krakow
(012) 37 50 44 22 25 356

BIRMINGHAM
Central Square, Birmingham B1 1HH
(021) 631 2100 337272

ATHENS
50 Michalacopoulou Street, 11528 Athens
(01) 724 83 22 218870

MALTA
Tigne Street, St. Julian's
(03) 34 11 73 1446

JEDDAH
Corniche Road, P.O. Box 10024, Jeddah 21443
(02) 56 11 11 80755

8 A letter

First read this letter. Use your dictionary.

Dear Sir/Madam,
My family and I would like to have our annual summer holiday in Madrid this year, and we are looking for a suitable hotel.

Could you please send us details of your hotel, including distance from the airport, and your facilities.

I look forward to hearing from you.

Yours sincerely,
G. Alberto
G. Alberto (Mrs)
Now look at the information about the Holiday Inn, Madrid. Use this information to complete the letter below.

UNIT 8

1 Making requests

Look at these pictures and read the sentences. Then match the pictures with the sentences.

1 2 3

I can't pay.

4 5 6

- Would you mind checking your bill, madam? It seems rather high.
- Would you mind waiting a moment, sir? I'm seeing to this lady.
- Would you mind filling in this card, sir? Then I'll give you your key.
- Would you mind moving, gentlemen? You're blocking the entrance.
- Would you mind following me, madam? I'll show you to your room.
- Would you mind coming with me, sir? I'll take you to the manager.

2 When do you start?

Look at the notice below. It tells you when your restaurant, cafeteria and bar open and close.

<table>
<thead>
<tr>
<th>RESTAURANT</th>
<th>CAFETERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>09:00 - 18:00</td>
</tr>
<tr>
<td>Lunch</td>
<td>Open</td>
</tr>
<tr>
<td>Dinner</td>
<td>10:00 - 15:00</td>
</tr>
<tr>
<td></td>
<td>Open</td>
</tr>
<tr>
<td>19:00 - 22:00</td>
<td>17:00 - 02:00</td>
</tr>
</tbody>
</table>
Now answer the guests' questions. Use the words start and stop, like this:

1 When does lunch begin?
   We start serving at 12:00. sirimadam.

2 When does the bar close? At night?

3 How early can I get breakfast?

4 When does the restaurant shut? For dinner?

5 How long does the cafeteria stay open?

6 When does the bar open in the mornings?

7 How soon can we get dinner?

8 When does breakfast finish?

What do you say?

Something is wrong with the guest's room. Say what you will have/get done about it, like this:

My bath is filthy, you know.

1 The towels in my room are dirty.
   change

2 There are dirty ashtrays in my room. It's horrible.
   remove

3 The porter's left one of my suitcases downstairs.
   bring

4 Nobody has done anything about my bed.
   make

5 We're still waiting for our dinner. We asked room service for it half an hour ago.
   send

What's wrong?

Look at these pictures and the words below them. Then say what needs doing, like this:

1 mirror/clean

2 flowers/arrange

3 towels/wash

4 ashtray/empty

5 floor/sweep

6 curtain/replace

1

2

3

4

5

6
5 Take the message

Listen to these guests and write down the message.

Holiday Inn

1. The guest wants to hold a dinner for __________ people in a _________.
   She wants a: □ a standard menu. □ b the chef's special menu. □ c their
   own menu. □ The name is _________ and her phone number is _______

2. The guest's wife is _______. He wants a reservation from ________,
   to _______. His name is ___________________.

3. The guest is enquiring about a ________ service. She wants a ________
   and another ________ with ________ beds. She wants to stay from ________
   to ________ of ________ and her name is ________.

6 A conversation

Here is a conversation. Listen to the conversation and follow it in your book. Then
rewind your cassette. Start the conversation again. This time, speak to the guest at
the same time as the voice on the cassette.

GUEST: Good evening. I hope you can help us. We had a reservation at the
Grand, but when we went there just now, they said they had no record
of the reservation.

RECEPTION: How many rooms do you want, madam?

GUEST: Two. A double room for me and my husband, and two single rooms for
my son and daughter. And we also need a cot in our room for the baby.

Can you manage that?

RECEPTION: Let me just check, madam. Would you mind waiting a moment?

GUEST: That's all right.

RECEPTION: Yes, we have two rooms, but they're on different floors. Does that
matter?

GUEST: No, that'll be all right. And the cot?

RECEPTION: I'll see if we've got one spare. One moment, please ... Yes, we have. I'll
get it sent to your room straightaway.

GUEST: Oh, thank you so much. That is a relief.
Dear Sir/Madam,

My family and I would like to have our annual Holiday in London this year, and are looking for a suitable hotel near the city centre. We are also anxious that there should be some facilities for our children.

Could you please send me some details of your hotel, including distance from Heathrow airport and how to get to your hotel from there.

Please also let me know the details of the cost of double and single rooms.

Yours sincerely

M. Cascarino

Now look at the information about the Holiday Inn at Marble Arch, London. Use the information to complete the fax on the next page. Also use these words:

- equipped
- from
- such
- also
- rate card
- attractions
- courtesy
- local
to
- enjoy
details
- cost

---

**LONDON-MARBLE ARCH**

134 George Street, London W1H 6DN.

| Location: | In city centre, Junction of Edgware Road/George Street; 5 min. from Marble Arch/Edgware Road Underground Stns. Paddington 5 min. 2 km. Heathrow 19 km. |
| Features: | 241 rms, 8 suites, 12 floors, Mgr. rms. to 120, In-room movies, Satellite TV Gift shop, 2 Rest. 1 Bar, Indoor pool, Sauna, Solarium, Whirlpool Massage, Fitness eq., Car rental, Free parking |

**Local:**

- Close to Marble Arch, Oxford Street, Hyde Park and other local attractions, e.g., Buckingham Palace, museums, Madame Tussaud's.

**Rates:**

- Pounds Sterling 1 per in Std. 114-126.50
- XP 15 Tax incl. Teens free.

---

**Holiday Inn**

MARBLE ARCH

**Dear Mrs. Cascarino,**

Thank you for your letter of...

Our hotel is _______ km from Heathrow airport. Although it does not say in the enclosed _______, we run a _______ bus from the airport _______ the hotel.

The hotel has an _______ pool, and _______ a whirlpool, which I am sure your children would _______. There are many _______ suitable for children, _______ as Buckingham Palace and Madame Tussaud's.

There are also _______ movies and we are _______ with satellite TV.

I enclose our _______ showing details of the _______ of rooms.

I look forward to hearing from you.

Yours sincerely

R J Buckminster

Reservations manager
UNIT 9

1 Giving advice

Look at these pictures and read the sentences. Then match the pictures with the sentences.

1 I still can't get through.
2 ...best way to the airport?
3 ...dinner this evening?
4 ...hairdresser?
5 ...local trips?
6 ...tennis?

a If I were you, I'd see our travel agent. They have all the details.
b If I were you, I'd make an appointment. Then you needn't wait.
c If I were you, I'd wait until morning. It's still very early in the States.
d If I were you, I'd book a court. It's a popular game with our guests.
e If I were you, I'd take a taxi. It's the quickest way.
f If I were you, I'd reserve a table. The restaurant can get very full.

2 Polite requests

Look at what these guests say. Then choose the best answer from the table below.

If you'd like to

tell me your room number,
give it to me,
speak to the manager,
hold on,
turn right by the lifts,
follow the porter,
give them to me,
go out of the main entrance.

I'll deposit them in our safe.
I'll try and connect you.
you'll see the taxi rank on your right.
I'll see if there are any.
I'll get it faxed through for you.
he'll show you to your room.
you'll find the bar down the corridor.
I'll see if he's available.

1 When does the post go? ten minutes
2 When does the next bus leave? quarter of an hour
3 When does the manager arrive? 9 o'clock
4 When does the swimming pool close? twenty minutes

3 Answering questions

Look at these guests' questions. Then answer their questions, like this:

When does the swimming pool close?
five minutes
It will be closing in five minutes, madam.

1 When does the post go?
five minutes

2 Where can I get a taxi?

3 Where's the bar?

4 Is there somewhere safe you can keep my valuables?

5 I have a very serious complaint to make.

6 Where is my room? Number 310?

7 Where can I fax this information?

8 Are there any messages for me?
5 When does the restaurant open?
   half an hour
5 When does the cashier come?
   8 o'clock

4 Asking questions

Look at what these guests say. Then ask them a question, like this:

Can I make a reservation?
   When/arrive?
   Certainly, sir. When will you be arriving?

1 I'll have some extra guests for dinner. How many/bring?

2 Tell Mr. Carr I'll see him at eight. Where/wait?

3 I'd like to settle my bill, please. How/pay?

4 I've got to change my departure date. When/leave?

5 I'm going on a weekend trip. Can you phone through any messages? Where/stay?

6 What do you say?

Look at the sentences below. Then turn on your cassette. Listen to what these guests say and choose the sentence that best answers the guest. Say the sentence onto the cassette. You will then hear the right answer.

- If I were you, madam, I'd deposit them in our safe.
- If I were you, sir, I'd book tickets in advance.
- If I were you, madam, I'd see the travel agent.
- If I were you, madam, I'd make an appointment.
- If I were you, madam, I'd take our courtesy bus.
- If I were you, sir, I'd go to the tourist information office.

7 Giving information

First look at this information about the Holiday Inn in Ljubljana, Yugoslavia.

---

**YUGOSLAVIA**

**LJUBLJANA**

Miklošičeva 3, 61000 Ljubljana.

Location: Central, Rail Sqn. 700 m. Ljubljana Brnik Airport 25 km (free trans.)


Local: Medieval Castle 1.5 km. Škofja Loka - 1000-year-old city 25 km. Postojna Caves 50 km.

Skiing centres 50-100 km. Lipica with stud farm and riding school 90 km.

Rates: Single/Double U.S. $50-165

XP 50 Siv. & P/tax incl. SE.

---

Now answer these guests' questions about the hotel. Say your answers onto the cassette. You will then hear the right answer. Use: Yes, sir/madam, we do. or No, sir/madam, I'm afraid we don't.

Now look at the information about the Holiday Inn in Casablanca, Morocco. Again answer the guests' questions. Say your answers onto the cassette. This time, use: Yes, sir/madam, there is/are. or No, sir/madam, I'm afraid there isn't/aren't.
A letter

First read this letter. Use your dictionary.

Dear Sir/Madam,

We are considering holding our annual conference in Munich this year, and therefore would like details of your facilities.

Specifically, we need to know whether you can cater for 100 delegates, whether you have any sporting facilities and whether you have more than one restaurant and bar.

Please also send details of your rates.

Yours truly,
R. Dupont

Now look at these details of the Holiday Inn in Munich, Germany.

MUNICH LEOPOLDSTRASSE
Leopoldstrasse 194, 8000 Munich 46,
Tel. Munich (089) 98 17 99 Fax (089) 697 930
Location: Motorway Frankfurt/Nurnberg/Salzburg, exit Schwabing. Rail Str. 5 km. Munich Reim Arpt. 14 km.
Features: 364 rooms, 7 suites, 7 floors, Mgr. 100,000,000, 2 Rest, 2 Bars. Indoor pool, Solarium, Massage, Fitness equip. Disco Car rental. Parking, Beer garden, Terrace.
Rates: German Marks 1 per in Std. 215-260
XP-25 Tar. & Suc. incl. Teens free, 5E.

Now use this table to answer the letter. Remember to answer Mr. Dupont's questions according to the information given above. There is only one right answer.

Write your letter on a piece of paper.

<table>
<thead>
<tr>
<th>Thank you for your letter</th>
<th>postcard</th>
<th>fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>We can certainly cater for 100 delegates as we have only have our rates. places of local interest.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>We regret we cannot cater for</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As regards sporting facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>We only have an indoor pool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>We have everything you want</td>
<td></td>
<td></td>
</tr>
<tr>
<td>We have an indoor pool and fitness equipment, but unfortunately no tennis courts.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

364 bedrooms. Our meeting rooms cannot hold more than 600. | 150 beds.
UNIT 10

In this last Unit, practise what you have learnt!

1 Some conversations

Look at the sentences below. Then turn on your cassette. Listen to what these guests say and choose the sentence that best answers the guest. Say the sentence onto the cassette. You will then hear the right answer.

Would you like to fill in the registration card, please?
One moment, madam. I'll check.
Good evening, madam. May I help you?
There's one on the desk there, madam.
Yes, that's right. A single room with shower for three nights.

It's 472 3981.
If I were you, sir, I'd try the Europa. Would you like their telephone number?
Not at all, sir. I'm sorry we can't help you.
I'm very sorry, sir. I'm afraid we're full tonight.
Holiday Inn, can I help you?

Yes, sir, we do. We've got a swimming pool and a playground. We also have a games room.
I'll reserve those rooms for you, sir. Can you tell me your name?
Certainly, sir. What would you like to know?
Thank you very much, sir. Goodbye.
Holiday Inn, good evening.
There's TV in every room, sir. We've got satellite TV as well.
Mr Smith. Would you mind confirming this, sir?
We run a courtesy bus every half hour, sir.
Certainly, sir. How many rooms would you like? And when will you be arriving?
Yes, sir, you can.

2 What do you say?

Look at these pictures and read the sentences. Then match the pictures with the sentences.

a Would you mind filling in this card, madam?
b Certainly, madam. How will you be paying?
c It's situated on the first floor, madam.
d If I were you, I'd take a taxi. It's the easiest way.
e I'll have them taken away immediately, sir.
f If you'd like to hold on, I'll see if he's in his room.

3 A telex

Complete this telex. Use these words:

<table>
<thead>
<tr>
<th>thanks</th>
<th>reservation</th>
<th>enquiry</th>
<th>follows</th>
<th>for</th>
<th>regards</th>
<th>confirm</th>
<th>to</th>
</tr>
</thead>
</table>

MANY __________ FOR YOUR __________ ABOUT TWO
DOUBLE ROOMS __________ THE NIGHTS OF 20TH
30TH AUGUST. WE __________
YOUR __________ LET __________.

T. SEKIGUCHI
A letter

Now complete this letter. Use these words.

playground look forward for also holidays run see journey about suggest facilities brochure early enclose full sincerely courtesy

Holiday Inn

LEOPOLDSTRASSE

Dear Mr Robinson,

Thank you ___________ your enquiry ___________ the
__________ our hotel can offer for family ____________.

I ___________ our ___________ from which you will
__________ that we have a games room, a children's ____________
and ___________ a swimming-pool.

We ___________ a ___________ bus to and from the airport. The
__________ takes about 20 minutes.

I ___________ you make an ___________ reservation, as we are
__________ very ___________ during the months of July and August.

I ___________ ___________ to hearing from you.

Yours ___________

H. J. Kleist (Mrs)
A fax

Now complete this fax. Use these words:

be able to   bedrooms   cater will be hearing in your
sent  regret  conference

SENT BY: XEROX Teletype 7017: 17/02/90 9:01  0044 089 38 1790

Holiday Inn
LEOPOLDSTRASSE

Dear Miss Dupont,

Thank you for ______________ letter of 15th April.

I __________ we cannot ____________ for your annual sales
___________ as we do not have the two hundred ____________ you
require.

However, the Holiday Inn hotel ___________ Frankfurt would
____________ meet your ____________ , and I have _______________
your letter on to the Manager.

I am sure you _________________ from him soon.

Yours truly,
M. Schneider

M. Schneider

A letter

Now complete this letter. Use these words:

cater sample particularly in satisfactory requested
details sporting facilities relaxing delegates changed

Holiday Inn
VELIZY

Dear Mr Renard,

To confirm our telex of 15th June, we can certainly ____________
for your conference ____________ January next year. I enclose full
____________ of our ____________ , which I hope you will find
____________ .

I ______________ draw your attention to our ______________
facilities, which I am sure many of your ______________ will find useful
and ______________ .

As ______________ , I enclose ______________ menus for your
consideration. These can, of course, be ______________ should you wish.

Yours sincerely,
N. Flamand.
8 Giving information

Look at the information about these three Holiday Inn hotels. Then turn on your cassette. Some guests are asking questions about these hotels. Use the information and answer their questions. Use these phrases:

- Yes, there is./No, I'm afraid there isn't.
- Yes, there are./No, I'm afraid there aren't.
- Yes, we do./No, I'm afraid we don't.
- Yes, you can./No, I'm afraid you can't.
- Yes, we have./No, I'm afraid we haven't.

KUALA LUMPUR - THE PARK
P.O. Box 10983, Jalan Pinang,
50712 Kuala Lumpur, West Malaysia.
Tel: (03) 248 10 66
Telex: 30239
Fax: (03) 243 59 30
RKM
Location: In city centre. Subway Int'l Atrium. 25 km.
Features: 200 rms. 16 & Suites. 12 floors. Mgr. rm. to
150. Minibars. In-room movies. Gift shop. Hairdresser. 4
Local: Hardwood Centre 1.5 km. Shopping 2 km.
Chinatown 4 km. Central Market 4 km.
Rates: (Malaysian Ringgit) 1 per in Std. 130-150
All day. Same fees.

SINGAPORE - ROYAL
25 Scotts Road, Singapore 0222.
Tel: 737 79 65
Telex: 21816
RKM
Location: In heart of the city's most exciting
entertainment & shopping district. Changi Int'l Atrium.
25 km.
Features: 600 rms. 16 & Suites. 15 floors. Mgr. rm. to
Hairdresser. 3 Rest. 2 Bars. Outdoor pool. Sauna.
Rates: (Singapore $) 1 per in Std. 130-145 Tennis fee.

ISLAMABAD
Aga Khan Road,
Shallmier S, P.O. Box 1251, Islamabad.
Tel: (051) 82 56 40
Telex: 70042
Location: Near embassies. Government secretaries int'l
Atrium. 23 km (free trans. on adv. request)
Features: 300 rms. 16 & Suites. 5 floors. Mgr. rm. to
Hairdresser. 3 Rest. Indoor pool. Fitness equs. avails.
Tennis. Squash. Table tennis. Golf horse-riding.
Location: Faisal Mosque 3 km. Jasmine Gardens 8 km.
Rates: (Pakistan Rupee) 1 per in Std. 1,300
1.5% Tax. All day. Tennis fee.

KEY TO EXERCISES

Unit 1

1. WHAT DO THEY DO?
   2. She's a waitress.
   3. She's a receptionist.
   4. He's a porter.
   5. She's a cashier.
   6. He's a barman.
   7. She's a maid.
   8. He's a lift attendant.
   9. The waitress works in the restaurant. She serves the meals.
   10. The receptionist works at the front desk. She welcomes the guests.
   11. The porter works all over the hotel. He carries the luggage.
   12. The cashier works at the front desk. She prepares the bills.
   13. The barman works in the bar. He serves the drinks.
   14. The maid works in the bedroom. She cleans them.
   15. The lift attendant works in the lift. He takes guests to the right floor.

2. THE GRAND HOTEL
   1. It has (or it's) got a lift.
   2. It has (or it's) got television in the rooms.
   3. It has (or it's) got showers in the rooms.
   4. It has (or it's) got toilets in the rooms.
   5. It has (or it's) got air conditioning.
   6. It has (or it's) got telephones in the rooms.
   7. It has (or it's) got a restaurant with three stars.
   8. It hasn't got a tennis court.
   9. It hasn't got a swimming pool.
   10. It hasn't got a garage parking.
   11. It hasn't got a conference facilities.

3. WHAT DO YOU SAY?
   2 b 3 c 4 a 5 f 6 e

4. TELL THE GUEST THE WAY
   1. Certainly, madam. Turn right out of the hotel. At the crossroads, turn right and the
      cinema is on your right.
   2. Certainly, sir. Turn left out of the hotel. At the crossroads, turn left. When you
      reach the junction, cross the road and the disco is on your left.
   3. Certainly, sir. Turn left out of the hotel. At the crossroads, turn right. Go straight on and
      at the junction, turn right. The theatre is on your right.
   4. Certainly, madam. Turn left out of the hotel. At the crossroads, go straight on and
      the museum is on your left.
   5. Certainly, madam. Turn right out of the hotel. At the crossroads, turn right and the
      travel agent is on your left.
   6. Certainly, sir. Turn left out of the hotel. At the crossroads, turn right. Go straight on and
      when you come to the junction, turn left. It's on your left.

5. WHAT DOES THE GUEST WANT?

Tapescript:
Sally works at the reception desk in a hotel. A lot of guests ask her questions. Listen to the
question. Then read the answers in your book. Listen to the question again, and put a tick

68
against the right answer. Here's number 1.

I want to go to the station. Can you get me a taxi immediately, please?

Number 2
I'm trying to contact a friend of mine, a Mr. G. Smith. His address is Station Road, but I don't know the number. Can you find out his telephone number, please?

Number 3
SALLY: Royal Hotel, good afternoon.
GUEST: Good afternoon. Have you got a double room and two single rooms free for tonight? For three nights, actually.
SALLY: One moment, sir. I'll check.

Number 4
SALLY: Royal Hotel, good evening.
GUEST: I want to book a table for two in your restaurant for tomorrow night, please.
SALLY: One moment, sir, I'll put you through.

Number 5
GUEST: Excuse me, can I borrow a pen so I can fill in this registration form?
SALLY: Certainly, madam.

Key
1 b 2 a 3 c 4 b 5 c

TAPESCRIPT
Listen to these guests. They are asking you to take a message. Listen to what they say and write down the message.

Number 1
RECEPTION: Royal Hotel, good evening.
CALLER: Good evening. Can you give a message to Mr. Sato in room four thirty-three, please.
RECEPTION: Certainly, sir.
CALLER: My name's Smith. That's S-M-I-T-H. Tell Mr. Sato I'm arriving at seven thirty, not seven o'clock.
RECEPTION: Right, sir.

Number 2
RECEPTION: Royal Hotel, good afternoon.
CALLER: My name's Al Said Al Saba'a. My flight is late, but please keep my room for me. I'm arriving at about ten o'clock tonight.
RECEPTION: Certainly, sir.

Number 3
RECEPTION: Reception.
GUEST: Hello. This is room 42. There's something wrong with the television in my room. It doesn't work. Can someone come and fix it, please?
RECEPTION: Of course, sir.

Number 4
GUEST: Is that reception?
RECEPTION: Yes, madam.
GUEST: I'm in room three oh one. The room's dirty, the bed hasn't been made and the ashtrays are full. It's disgraceful.
RECEPTION: I'll send someone at once, madam.

Number 5
RECEPTION: May I help you, sir?
GUEST: Yes, my name's Leclerc. I'm in room 77. I'm expecting a Mr. Milewski. When he arrives, can you tell him I'm in the West Bar?
RECEPTION: Yes, sir.

Number 6
RECEPTION: Reception.
GUEST: I've got to leave tomorrow morning, rather than in the afternoon. Can you change my flight booking, or do I need to go to a travel agent?

Key
1 Mr. Sato, Mr. Smith, arriving at 7.30.
2 Keep his room, 10 p.m. (22.00).
3 The television doesn't work.
4 The maid.
5 The West Bar, Room 77.
6 Tomorrow morning. His flight booking.

8 A FAX
Thank you for your letter of 3rd March.
I am pleased to confirm your reservation for two single rooms and one double room from 5th-10th August, 199-
We look forward to welcoming you on 5th August.

9 A TELEX
1 a 2 b 3 c 4 d 5 e

Unit 2
1 WHAT DO YOU SAY?
1 d 2 f 3 b 4 c 5 a 6 e

2 ASKING QUESTIONS
1 How 2 What 3 When 4 Where 5 Where 6 What 7 Who 8 How
9 Who 10 When

3 ANSWERING QUESTIONS
1 It leaves from the main entrance.
2 It opens at 11.30 in the morning.
3 It closes at 5.30 in the afternoon.
4 We take most credit cards.
5 We don't allow dogs. I'm afraid.
6 We don't charge for making travel arrangements.
7 They run every half hour.
8 We sell toilet articles in our shop.
9 We don't accept personal cheques. I'm afraid.
10 It costs eighteen marks.

4 ANSWER THE GUESTS' QUESTIONS
2 waited, left, 3 closed, 4 went, 5 took, 6 ordered, 7 put, 8 reserved, asked
9 cleaned, 10 booked, asked

5 ASKING THE GUEST QUESTIONS
2 did you make, 3 did you lose, 4 did you speak, 5 did you settle
**7 THE REGISTRATION CARD**

**Holiday Inn**

**REGISTRATION CARD**

<table>
<thead>
<tr>
<th>ROOM NUMBER</th>
<th>ARR DATE</th>
<th>DEP DATE</th>
<th>ADULT</th>
<th>CHILD</th>
<th>RATE</th>
<th>CODE N°</th>
</tr>
</thead>
<tbody>
<tr>
<td>322, 323</td>
<td>18-7</td>
<td>25-7</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PRINT BLOCK LETTERS ONLY PLEASE.

**SURNAME** PHILLIPS

**FORENAME** ANTHONY

**PRIVATE ADDRESS** 17 ACACIA ROAD, DAVENREY,

**ENGLAND**

**COMPANY NAME & ADDRESS**

**OCCUPATION** TEACHER

**NATIONALITY** BRITISH

**PASSPORT NO** 605791 T

**CAR REG. NO** E 674, WWL

**NEXT DESTINATION** HOME

MY ACCOUNT WILL BE SETTLED BY

☐ CASH ☐ CHECK ☐ COMPANY ACCOUNT ☑

☐ AMERICAN EXPRESS ☐ CREDIT CARDS ☐ VISA ☑ ACCESS

☐ OTHER CC

**SPECIMEN SIGNATURE**

A.F.Phillips

**CLERK’S INITIALS**

---

**8 TAKE THE MESSAGE**

**Tapescript**

Karen works in the Holiday Inn, Frankfurt. Listen to her registering a British family. As you listen, fill in the registration card in your book.

**KAREN**: Good evening, sir, may I help you?

**GUEST**: Hello. My name's Phillips. I reserved two rooms for my wife and family.

**KAREN**: Ah, yes, Mr Phillips. Here we are. Shall I complete the registration card for you?

**GUEST**: Thank you. The name's Phillips. P-H-I-double L-I-P-S.

**KAREN**: And what is your name, sir? Your first name?

**GUEST**: Anthony. A-N-T-H-O-N-Y.

---

**KAREN**: And your private address, sir?

**GUEST**: 17 Acacia Road, Daventry, England.

**KAREN**: I'm sorry, sir. How do you spell that?


**KAREN**: And what is the name of your company, sir?

**GUEST**: I haven't got one. We're here on holiday. I'm a teacher.

**KAREN**: Right, sir. Teacher. And you're British. I take it, sir?

**GUEST**: Yes, that's right.

**KAREN**: What is your passport number, sir?

**GUEST**: One moment. Ah, it's 6-0-h-5-7-9-1-T.

**KAREN**: Do you have a car here, sir?

**GUEST**: Yes. It's number E-6-7-4-W-W-L.

**KAREN**: And where will you be going next, sir?

**GUEST**: After this? Home.

**KAREN**: And finally, sir, how do you intend to pay?

**GUEST**: By credit card. Access.

**KAREN**: That's fine, sir. Now, we've put you in rooms 322 and 323. You've arrived today, the 18th July. How long are you staying with us?

**GUEST**: A week. We're going on the 25th.

**KAREN**: Fine, sir. And it's two adults and two children?

**GUEST**: That's right.

**KAREN**: Thank you very much, sir. I'll get the porter to show you to your rooms now. I hope you enjoy your stay with us.

---

**GUEST**: Is that reception?

**RECEPTION**: Yes, madam, can I help you?

**GUEST**: This is room 456. It's the tap in the bathroom. It's dripping. Can someone come and fix it?

**RECEPTION**: Certainly, madam. I'll send someone at once.

**GUEST**: Is that the Holiday Inn?

**RECEPTION**: Yes, sir. How can I help you?

**GUEST**: I'd like to book a single room, please. With shower. From the 14th of March to the 18th. Have you got a room free then?

**RECEPTION**: Yes, we have, sir. Can you give me your name?

**GUEST**: Larissa. L-A-double R-O-S-A.

**RECEPTION**: And your address ...

---

**GUEST**: Look, could you give a message to Mr. Al Ruwah? That's A-L and then R-U-W-A-H-I. Tell him I can't come this evening. My wife's very ill. Tell him I'm very sorry, and I'll phone him tomorrow. Oh, he's in room five double.

**RECEPTION**: I'll give him the message, sir.

**GUEST**: Thank you. My name's Kreis, K-R-E-I-S.

---

**GUEST**: Can you tell Miss Temple in room 352, that she should take a taxi this evening? I can't come and collect her, as I said. Tell her to take a taxi to the Tang, T-A-N-G. Chinese restaurant in the city centre. To arrive at eight this evening.

**RECEPTION**: Certainly, sir. Thank you.
Number 5
RECEPTION: Holiday Inn, good afternoon.
GUEST: I'm calling from the States. Can you get me Mr Marchant?
RECEPTION: I'm afraid Mr Marchant is out, sir. Can I give him a message?
GUEST: Sure. Tell him to ring Jones: J-O-N-E-S, immediately he gets in, on 617 4563890. It's urgent.
RECEPTION: I'll see he gets the message, sir.

Number 6
GUEST: I'd like you to send some flowers to my room, please. Before seven o'clock this evening. I don't mind what they are, but say about 50 marks worth. Room 103.
RECEPTION: I'll order them straightaway, sir.

Key
1. 456. The tap is dripping.
2. Larosa. Single room with shower. 14th–18th March.
3. Mr Al Ruwhai, 522; Kreis; can't come this evening; his wife is very ill; sorry; phone tomorrow.
5. Jones, USA (States), 617 4563890.

10 A FAX
Thank you for your letter of 1st May.

I regret our accommodation is fully booked for the period 1st–4th July. I am afraid we cannot therefore help you in this instance. May I suggest you try to get a reservation in our other hotel in Frankfurt? I enclose our hotel directory showing the address.

We hope you will stay with us the next time you come to Frankfurt.

Yours sincerely,

II A TELEX
REGRET WE ARE UNABLE TO ACCEPT YOUR RESERVATION FOR 15TH MARCH AS WE ARE FULLY BOOKED. I SUGGEST YOU TRY OUR OTHER HOTEL IN FRANKFURT. TELEX NUMBER 411805.
REGARDS

Unit 3

1 ASKING QUESTIONS
1 a 2 b 3 f 4 a 5 e 6 c

2 SOME MORE QUESTIONS
1. Has your guest arrived, sir/madam?
2. Have you looked in the bar, sir/madam?
3. Have you ordered a taxi, sir/madam?
4. Have you collected all your luggage, sir/madam?
5. Have you seen our information booklet, sir/madam?
6. Have you left it in your room, sir/madam?

3 WHAT'S THE BEST ANSWER?
1. I've told the chef to prepare her meals specially, sir.
2. I've reserved a room overlooking the lake, madam.
3. I've given her your message, madam.

4 Some short answers
1. No, sir/madam. I'm afraid I haven't.
2. No, sir/madam. I'm afraid he hasn't.
3. No, sir/madam. I'm afraid it hasn't.
4. No, sir/madam, I'm afraid I haven't.
5. No, sir/madam, I'm afraid he hasn't.
6. No, sir/madam, I'm afraid it hasn't.

5 He may have gone to the bar
1. I don't know, sir. She may could have gone to the restaurant.
2. I don't know, sir/madam. He may could have left the hotel.
3. I don't know, sir/madam. She may could have decided to go out.
4. I don't know, sir/madam. My colleague may could have taken it to the cloakroom.
5. I don't know, sir/madam. She may could have stayed in her room.
6. I don't know, sir/madam. He may could have cancelled his reservation.

6 TALKING TO GUESTS
1. someone/somebody 2. anything 3. no one/nobody 4. nothing 5. somewhere 6. anyone 7. something 8. nowhere 9. anywhere

7 AT THE CASHIER'S
Taped script
Christine works as a cashier in the Holiday Inn, Paris. Listen to these guests asking her questions. Then read the answers in your book. Listen to the question again and put a tick against the right answer.

Number 1
Excuse me, can I change some American dollars into francs? I don't want to change the German marks, I'll need them.

Number 2
What's your exchange rate for the Japanese yen?

Number 3
Can I cash this traveller's cheque with you? I'd like half in lire, half in pesetas, if that's all right, but the cheque's in dollars.

Number 4
Can I pay my bill by credit card? I haven't got enough cash, and I don't want to use my traveller's cheques.

Number 5
I'm sorry, there seems to be something wrong with my bill. There's an item here, cigarettes from the bar, but I'm a non-smoker. The restaurant bill's OK, but could you check that one item?

Key
1 a 2 c 3 b 4 b 5 c
8 TAKE THE MESSAGE

Tapescript
Listen to these guests and write down what they want you to do. Here's the first guest.

Tapescript
Read the sentences in your book. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

Number 2
I'm afraid I've just upset the dinner trolley in my room. Could someone come and clear up the mess? I really am very sorry about this.

Number 3
This is room two-oh-one, Mitsu. M-I-T-S-U-I speaking. I'm expecting a call from Japan, from Mr Ito. When he calls at around five o'clock, will you tell him I've gone out? I'll call him at around seven. Today, that is, not tomorrow.

Number 4
We're looking for somewhere to hold a sales conference next October. Can you send me details of your facilities and your prices?

Key
1 cancelled; keep his room; tomorrow evening.
2 c
3 Mitsu; 301; b
4 sales conference; facilities; prices

10 A LETTER

Dear Miss Langan,

Thank you very much for your enquiry of 16th February.

As you will see from the enclosed brochure, our hotel is a large, modern one right in the city centre. Transport to and from the airport is easy, as we run our own free bus service every hour.

Our facilities for conferences are, we like to think, excellent. We can accommodate groups of 20 to 100, as we have got four conference rooms of different sizes in the hotel.

Each room has got its own shower, television and mini-bar to make our guests' stay as comfortable as possible.

For groups of more than 50, we are pleased to quote a special rate. Perhaps you can let me know how many representatives of your company there will be, so that I may send you details of costs.

I enclose details of Paris, which I hope will be of interest to you.

I look forward to hearing from you again.

Unit 4

1 WHAT DO YOU SAY?
1 c 2 e 3 b 4 f 5 a 6 d

2 SAYING WHAT YOU WILL DO
1 I'll take it to the cloakroom, sir.
2 I'll send some up immediately, madam.
3 I'll try his room for you, madam.
4 I'll put you through to the restaurant, sir.
5 I'll give them the message, madam.
6 I'll ask him to call you when he returns, sir.
7 I'll ring the travel agent for you, madam.
8 I'll make an appointment with the barber for you, sir.

3 GIVING ADVICE
1 It's worth going to the mountains, sir/madam. There are some beautiful views.
2 It's worth booking as early as possible, sir/madam. There's an exhibition then.
3 It's worth hiring a car, sir/madam. Public transport is not very good in the country.
4 It's worth visiting the cathedral, sir/madam. It's got some beautiful windows.
5 It's worth taking a taxi, sir/madam. They're very cheap here.
6 It's worth comparing them, sir/madam. They're very competitive.

4 ASKING WHAT THE GUEST PREFERS
1 Would you prefer another room or separate rooms, sir?
2 Would you prefer to pay cash or by credit card, madam?
3 Would you prefer another in the restaurant or outside, sir?
4 Would you prefer another in the afternoon or the evening show, madam?
5 OFFERING TO HELP
1 c 2 b 3 f 4 e 5 a 6 d

6 AT RECEPTION

Tapescript:
Takako works in the Holiday Inn. Tokyo. Listen to these two guests asking her questions. Then read the answers in your book. Listen to the question again and put a tick against the right answer. Here's the first guest.

GUEST: I'm booked on flight JL 511 to Heathrow tomorrow, but I need another three days here in Tokyo. Can you see if I can postpone my flight for three days?

TAKAKO: Certainly, madam. I'll see what I can do.

Number 2

GUEST: I've got an open ticket to Hong Kong. I'd like to fly there the day after tomorrow. Can you see if I can get a seat, preferably on a morning flight?

TAKAKO: I'll do my best, madam.

Number 3

GUEST: I've got to go to Osaka tomorrow. I'd like to arrive around three o'clock, so if you could get me a train ticket, first class, for sometime in the morning, that'd be fine.

TAKAKO: I'll make the booking immediately, sir.

Number 4

GUEST: I'd like to get out of the city over the weekend, and was thinking of going on some sort of trip.

TAKAKO: Did you have anything particular in mind, madam?

GUEST: Not really. A trip that includes something worth visiting. An old temple, a castle, something like that.

TAKAKO: I'll give you details of the trips we have, madam, and then you can choose the one you prefer.

Number 5

GUEST: I'm booked on Flight BA 007 in two days' time. Could you just ring British Airways and confirm it for me?

TAKAKO: Of course, sir.

Key
1 b 2 c 3 c 4 a 5 c

7 TAKE THE MESSAGE

Tapescript:
Listen to these guests and write down the message.

Number 1

TAKAKO: Reception. Can I help you?

GUEST: Could you please ring Japan Airlines and confirm my seat on flight JL 511 tomorrow morning?

TAKAKO: Certainly, sir.

Number 2

TAKAKO: Reception. May I help you?

GUEST: Yes, I've had a look at that brochure about weekend trips you gave me earlier, and I'd like you to book two places for the weekend trip to Osaka. It's trip E6.

TAKAKO: I'll do that immediately, madam.

Number 3

TAKAKO: Reception, good morning.

GUEST: Look, I've just had a telex saying my wife has had an accident. So, can you please get me on the first flight back to London? I don't mind what class or airline, just the first available flight.

TAKAKO: I'm sorry, sir. I'll get on to it straightaway.

Number 4

TAKAKO: Reception, good evening.

GUEST: Could you send a telex for me, please?

TAKAKO: Certainly, madam. Would you like to dictate it?


Key
1 confirm, JL 511. 2 3: E6. 3 b 4 number, 35678 answerback FFG ATTENTION Mr. Roberts Flight postponed. Arriving Monday at 5:35 p.m. Regards, Park.

8 SOME CONVERSATIONS

Now read the sentences in your book. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

Here's the guest. Are you ready?

GUEST: Good afternoon.

YOU: Good afternoon, madam. How can I help you?

GUEST: My husband and I had wanted to go on some sort of an excursion over the weekend. Can you suggest something?

YOU: Certainly, madam. Would you prefer a weekend excursion, or a one day trip?

GUEST: Oh, just the one day, I think.

YOU: We've got a lot of one day excursions. I'll give you the brochure, and then you can choose the one you prefer.

GUEST: Thank you. Can you make the booking for us?

YOU: Of course, madam. Let me what you'd like, and I'll make the booking.

GUEST: Fine.

Now look at the next group of sentences. Then listen to the next guest. Again, choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

GUEST: Can you get me a flight to Kuala Lumpur in the next couple of days, do you think?

YOU: I can certainly try, sir. Would you prefer economy, business or first class?

GUEST: Business class, please. Do you know when the flights are?

YOU: There's a morning and an evening flight, sir. Which would you prefer?

GUEST: I'd rather the morning flight.

YOU: The morning flight. I'll ring the airline, sir, and see what I can do.

GUEST: Thank you very much. I'll be in my room, number 412.

YOU: I'll ring you as soon as I know anything, sir.

GUEST: Thank you.
9 A LETTER
MANY THANKS FOR YOUR LETTER OF 20TH FEBRUARY. WE ARE VERY PLEASED THAT YOU HAVE ACCEPTED OUR OFFER. SAMPLE MENUS WILL BE SENT TO YOU IN THE NEXT FEW DAYS.

REGARDS

Dear Mr Dutton,
Further to my telex, I enclose sample menus as requested.
We would welcome any comments you may have on these, and would be pleased to make any changes you may want.
You will see that we have included a mixture of Japanese and Western food, our purpose being to cater for different tastes.
I look forward to hearing from you.

Yours sincerely,

Unit 5

1 WHERE IS IT LOCATED?
1 The kitchen is situated/located in the basement.
2 The restaurant is situated/located on the mezzanine.
3 The manager's office is situated/located on the ground floor.
4 The bedrooms are situated/located on the first floor.
5 The night club is situated/located in the basement.
6 The cafeteria is situated/located on the mezzanine.
7 The cloakroom is situated/located on the ground floor.

2 GUESTS ARRIVE
2 They're/They are shown to reception.
3 They're/They are welcomed at reception.
4 They're/They are given a registration card.
5 They're/They are checked in.
6 They're/They are handed a key.
7 They're/They are taken to the lift.
8 They're/They are shown to their room.

3 GIVING ADVICE
2 I should ask at reception, sir/madam.
3 I should enquire at the lost property office, sir/madam.
4 I should ring room service, sir/madam.
5 I should call the airport, sir/madam.
6 I should go to the meeting point, sir/madam.
7 I should see the manager, sir/madam.

4 WHERE WAS IT FOUND?
1 Are these your documents, sir/madam? They were left in the bar.
2 Is this your suitcase, sir/madam? It was found in the lobby.
3 Are these your keys, sir/madam? They were handed in at reception.
4 Is this your jacket, sir/madam? It was discovered in the cloakroom.
5 Are these your coats, sir/madam? They were put in the cloakroom.

5 MORE ADVICE
First read the sentences in your book. Then listen to these guests. Choose the sentence that best answers the guest. Say the sentence onto the cassette. You will then hear the right answer. Are you ready? Here's the first guest.

GUEST: What's the quickest way to the airport? I'm in a hurry.
YOU: I should take a taxi, sir. Shall I get one for you?

Number 2
GUEST: I've lost my purse.
YOU: I should go to the lost property office, madam. Shall I show you the way?

Number 3
GUEST: Can you help me? I need to postpone my flight by two days.
YOU: I should contact the airline, sir. Shall I call them for you?

Number 4
GUEST: I want to discuss the possibility of having a conference here.
YOU: I should speak to the manager, madam. Shall I put you through to him?

Number 5
GUEST: Where can I find some night life around here?
YOU: I should go to the old city, sir. Shall I give you a map?

6 TAKE THE MESSAGE
Tapescript
Listen to these guests and write down the message.

Number 1
RECEPTION: Holiday Inn, can I help you?
GUEST: Yes, my name's Vicini. That's V-I-C-I-N-I. I booked a table in your restaurant for ten this evening, but two of my guests can't come. Could you change the number to eight, please?
RECEPTION: Certainly, sir. I'll tell the restaurant.

Number 2
RECEPTION: Holiday Inn, good afternoon.
GUEST: I've got a reservation for six in your restaurant, and I've ordered the meal. I've just found out that one of my guests is a vegetarian. Can you arrange for him to have a vegetarian meal?
RECEPTION: I'm sure we can, madam. I'll speak to the chef about it. Could you tell me your name?
GUEST: Oh, of course, it's Lopez. L-O-P-E-Z.

Number 3
RECEPTION: Good morning, Holiday Inn.
GUEST: This is Computer International. I wanted to confirm the arrangements for our conference next month. From the third to the fifth of April, we shall need seventeen double rooms, and thirty-two single ones. So we shall be sixty-six for each meal. And we will want one large and two small conference rooms. Is that all right?
RECEPTION: That'll be fine, sir. I'll tell the manager and if there are any problems, he'll come back to you.
GUEST: Thank you.

Key
1 Vicini; eight; ten
2 Lopez; b
3 Computer International; third; fifth; April; double rooms; single rooms; sixty-six; three
7 SOME CONVERSATIONS

Now read the sentences in your book. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

GUEST: Can I speak to Mr Hussein, please?
RECEPTION: I'll put you through to his room, sir.

GUEST: I'm afraid there's no answer, sir. Shall I page him for you?
RECEPTION: No, don't worry. Tell him I'll call him at ten tomorrow morning. My name's Sadi.
GUEST: At ten tomorrow morning, sir. I'll give him the message.
RECEPTION: Thank you. Goodnight.
GUEST: Goodnight, sir.

Now look at the next group of sentences. Then listen to the next guest. Again, choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answers. Read the sentences now.

GUEST: Can you get me Mr Brown, please? Room 23.
RECEPTION: Certainly, madam. May I tell him who's calling?
GUEST: Miss Roberts.
RECEPTION: One moment, please. I'm putting you through now.
BROWN: Brown.
RECEPTION: There's a Miss Roberts on the line, Mr Brown. Do you wish to take the call?
BROWN: Yes, I suppose so. Put her through.
RECEPTION: You're through now, Miss Roberts.
GUEST: Thank you. Hello, Mr Brown. I...

8 A LETTER

THANK YOU FOR YOUR LETTER. WE REGRET TO HEAR THAT YOU HAVE RECEIVED COMPLAINTS FROM YOUR DELEGATES ABOUT THE FOOD OFFERED. AS THE FOOD WAS AGREED BY YOURSELVES, WE DO NOT FEEL OBLIGED TO OFFER ANY COMPENSATION. LETTER FOLLOWS.

REGARDS

Dear Mr Dutton,

It was with regret that we received your letter regarding your sales conference here. May I point out that the menus were agreed by yourself, well in advance of the conference, and that your delegates had a choice of food at each of the meals, including the final banquet.

In these circumstances we do not feel obliged to offer compensation, and feel sure that you will understand our position.

Yours sincerely,

Unit 6

1 GIVING MESSAGES

1 She says she's arriving at 7.30.
2 She says she's expecting you in the lounge.
3 He says he's coming down to the foyer.
4 He says he's waiting in the bar.
5 He says he's leaving tomorrow.
6 She says she's sending you a fax.

2 MORE MESSAGES

1 Hello, Mr Larkins. Mrs Short says she'll be late this evening.
2 Hello, Mr Said. Mr Hussein says he'll call tomorrow afternoon.
3 Hello, Mr van der Hauwe. Miss Andrews says she'll expect you tomorrow morning at 10.
4 Hello, Mr Singh. Mr Mohammed says he'll wait for you in the restaurant.
5 Hello, Mr Roberts. Miss Li says she'll arrive tomorrow evening.
6 Hello, Miss Porter. Mr Renard says he'll see you at the theatre.

3 SAYING YOU'RE SORRY

1 I'm terribly sorry, Mr Laporte. Miss Garcia won't be able to meet you here this evening.
2 I'm terribly sorry, Mr Schmidt. Mr Kress won't be able to have dinner with you this evening.
3 I'm terribly sorry, Mr Pile. Miss Ogden won't be able to go to the theatre this evening.
4 I'm terribly sorry, Mr Henderson. Mrs Chan won't be able to stay an extra day.
5 I'm terribly sorry, Mr Loewenthal. Mr Isaacs won't be able to attend a meeting this afternoon.

4 WHO DO YOU SEND?

1 I'm very sorry, madam. I'll send the electrician immediately.
2 I'm very sorry, madam. I'll send the plumber immediately.
3 I'm very sorry, madam. I'll send the porter immediately.
4 I'm very sorry, madam. I'll send the manager immediately.
5 I'm very sorry, madam. I'll send the waiter immediately.

5 TAKE THE MESSAGE

Tapescript

Listen to these guests and write down the message.

Number 1

GUEST: Good evening. This is Mr Smith in room thirty-one. Please tell Mrs Gabbadiani when she comes that I won't be able to have dinner this evening. I'm ill.
RECEPTION: Certainly, sir. I'll give her the message.

Number 2

GUEST: Hello. This is Mr Leadbetter. When Mr Abrahams comes, tell him I'm waiting in the bar, would you?
RECEPTION: Of course, sir.

Number 3

GUEST: This is Miss O'Malley. Can you tell Mrs Carmichael I've been delayed at a meeting. I'll be there at around eight.
RECEPTION: I'll see Mrs Carmichael gets the message, Miss O'Malley.

Number 4

GUEST: My name's Rodrigues, room forty-seven. Please tell Mr Kleist I'll be there in half an hour.
RECEPTION: Certainly, Mr Rodrigues.

Number 5

GUEST: This is Miss Sekiguchi. Please tell Mr Macdonald I'm expecting him in the restaurant.
RECEPTION: I'll do that, Miss Sekiguchi.

Number 6

GUEST: My name's Hindmarsh. When a Mr Meier rings, can you tell him I won't be able to call him this morning. I'll ring late this afternoon.
Key
1 have dinner; evening; ill.
2 waiting; bar.
3 delayed; meeting; around eight.
4 half an hour.
5 expecting; restaurant.
6 He won’t be able to leave this afternoon.

GIVE THE MESSAGE
You have just written down some messages. Now give the right messages to the people who ask for them. Say the message onto the cassette. You will then hear the right answer.

Start each message with Hello, Mr or Mrs, then the person’s name, and then I have a message for you. Mr, then the name, says, then the message. Are you ready? Here’s the first person.

CALLER: My name’s Macdonald. I’m supposed to meet a Miss Sekiguchi here.
YOU: Hello, Mr Macdonald. I have a message for you. Miss Sekiguchi says she’s expecting you in the restaurant.

Here’s the next caller.

CALLER: It’s Mrs Gabbadini. Do you know where Mr Smith is?
YOU: Hello, Mrs Gabbadini. I have a message for you. Mr Smith says he won’t be able to have dinner this evening. He’s ill.

Here’s the next caller.

CALLER: My name’s Abrahams. Where can I find Mr Leadbetter?
YOU: Hello, Mr Abrahams. I have a message for you. Mr Leadbetter says he’s waiting in the bar.

Here’s the next caller.

CALLER: My name’s Meier. I was expecting a phone call from one of your guests, Mr Hindmarsh. Do you know what’s happened?
YOU: Hello, Mr Meier. I have a message for you. Mr Hindmarsh says he won’t be able to call you this morning. He’ll ring later this afternoon.

Here’s the next caller.

CALLER: My name’s Mrs Carmichael. Do you know what’s happened to Miss O’Malley?
YOU: Hello, Mrs Carmichael. I have a message for you. Miss O’Malley says she’s been delayed at a meeting. She’ll be here at around eight.

And here’s the last caller.

CALLER: I was expecting to meet one of your guests here, Mr Rodrigues. My name’s Kleist, by the way.
YOU: Hello, Mr Kleist. I have a message for you. Mr Rodrigues says he’ll be here in half an hour.

SOME CONVERSATIONS
Now read the sentences in your book. Then listen to this guest. Choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

GUEST: I’m quite sure there’s something wrong with my bill, you know. It seems very high to me.
YOU: I’m terribly sorry, madam. Can you see exactly what’s wrong?
GUEST: No. Not immediately. It just seems a lot.
YOU: Would you like me to check the receipts?
GUEST: Yes, please.

GUEST: Here are your receipts, madam. This is your signature, isn’t it? Room 409.
YOU: That’s right.
GUEST: Well, I’m fairly sure the bill’s correct. Would you like to check it?
GUEST: Yes, OK. Now, let me see...

Now look at the next group of sentences. Then listen to the next guest. Again, choose the sentence that best answers what the guest says. Say that sentence onto the cassette. You will then hear the right answer. Read the sentences now.

GUEST: I’m expecting to meet one of your guests here this evening, Mr Brady.
YOU: May I have your name, sir?
GUEST: Yes, it’s Oller.
YOU: One moment, sir. I’ll see if Mr Brady left a message.
GUEST: Thank you.
YOU: Yes, here we are, sir. I’m afraid Mr Brady won’t be able to join you for dinner, sir.
GUEST: Oh, why not?
YOU: He says his wife has had an accident. At home. He’s trying to phone the hospital.
GUEST: Oh, dear. Well, there’s nothing to be done about that, is there?
YOU: No, sir.
GUEST: Well, please tell him I’m extremely sorry. And give him my best wishes.
YOU: Certainly, sir.

8 A LETTER
Dear Mrs Hedges,

Thank you for your letter of 10th March. We can certainly cater for you and your husband as we have special bedrooms for the disabled. These have a wide door into the bathroom, which is equipped with appropriate washing and toilet facilities. There are no steps between the street and the entrance to the hotel, and the lifts are all wide enough to take a wheelchair.

I have made a provisional booking for you and your husband, and would be grateful if you could confirm it as soon as possible.

Yours sincerely,

Unit 7

1 TELLING GUESTS WHAT TO DO
1 d 2 f 3 b 4 a 5 c 6 e

2 WHEN YOU CAN’T HELP
1 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to speak to the travel agent.
2 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to try another hotel.
3 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to wait until the next one comes.
4 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to speak to the manager.
5 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to go to the post office.
6 I’m sorry/afraid I can’t help you, sir/madam. You’ll have to ring him at his office.

3 HELPING THE GUEST
1 If you follow the porter, he’ll show you the way, sir.
2 If you like, I’ll book you a table, sir.
3 If you give me a message, I’ll see that she gets it, sir.
4 If you go out of the main entrance, you’ll find a taxi rank on your left, sir.
5 If you go to the boutique, they’ll be able to help you, sir.
4 PASSING MESSAGES
1 She said she would be in the bar, madam.
2 He said he would meet you at 8, madam.
3 He said he would wait in the foyer, sir.
4 She said she would arrive at 7.30, sir.
5 She said she would be in the lounge, sir.
6 He said he would come down immediately, madam.

5 TAKE THE MESSAGE
Tapescript
Listen to these guests and write down the message.

RECEPTION: Reception, can I help you?
GUEST: Yes, I'd like you to send a telex for me, please.

RECEPTION: Certainly, madam.
GUEST: It's to three, five, zero, four, two, eight. The answerback is k, l, m, and then d for Germany.

RECEPTION: Right.
GUEST: It's for the attention of Mr L. Davies, that's D-J-A-V-I-E-S. And the message reads: Mr Chan, that's C-H-A-N, is not available until next week, stop. Do you want me to stay an extra eight days, question mark. Please telex your answer by return.

RECEPTION: Is that it, madam?
GUEST: That's all, yes, thank you.

RECEPTION: Holiday Inn, can I help you?
GUEST: Yes, my name's Smith. I booked a single room for the 14th to the 18th of this month.

RECEPTION: Yes, sir, a confirmed reservation.
GUEST: Well for business reasons I need to change that to the 15th to the 19th, is that all right?

RECEPTION: I'm sure that'll be fine, sir.
GUEST: Holiday Inn, can I help you?
GUEST: Yes, I wonder, can you manage vegetarian meals?
GUEST: Yes, madam, we have a special vegetarian menu at every meal.
GUEST: Then can you reserve a double room from the 20th to the 27th. The name's Mandelbaum, that's M-A-N-D-E-L-B-A-U-M.

RECEPTION: Certainly, madam. What time will you be arriving?
GUEST: Around 5 o'clock in the afternoon.
RECEPTION: We look forward to seeing you then, madam. And thank you.

Key
1 NUMBER: 350428 Answerback: KLM D
ATTENTION: Mr L. Davies
MESSAGE: Mr Chan is not available until next week. Do you want me to stay an extra eight days? Please telex your answer by return.

2 Smith; 15th; 19th; this month.
3 Mandelbaum; 20th; 27th; 5 o'clock; double room; vegetarian.

8 A LETTER
Dear Mrs Albertini,
Thank you for your letter.
I enclose details of our hotel in Madrid. As you can see, our hotel is 13 kilometres from Barajas airport and there is free transport from the airport to the hotel.
We have 313 rooms, each of which is equipped with a minibar. We also have satellite television.
The hotel has gift shops, a hairdresser, two restaurants and two bars. We also have a rooftop swimming pool.
The hotel is three kilometres from the Museum of Modern Art and 3.5 kilometres from the Prado Museum.
If you have any further questions, please let me know.
Yours sincerely,
Unit 8

1 MAKING REQUESTS
   1e 2b 3f 4c 5a 6d

2 WHEN DO YOU START?
   2 We stop serving at 2 o'clock, sir/madam.
   3 We start serving at 7 o'clock, sir/madam.
   4 We stop serving at 10 o'clock, sir/madam.
   5 We stop serving at 6 o'clock, sir/madam.
   6 We start serving at 10 o'clock, sir/madam.
   7 We start serving at 7 o'clock, sir/madam.
   8 We stop serving at 10 o'clock, sir/madam.

3 WHAT DO YOU SAY?
   1 I'll have/get them changed immediately, sir/madam.
   2 I'll have/get them removed immediately, sir/madam.
   3 I'll have/get it brought immediately, sir/madam.
   4 I'll have/get it made immediately, sir/madam.
   5 I'll have/get it sent immediately, sir/madam.

4 WHAT'S WRONG?
   1 The mirror needs cleaning.
   2 The flowers need arranging.
   3 The towels need washing.
   4 The ashtray needs emptying.
   5 The floor needs sweeping.
   6 The curtain needs replacing.

5 TAKE THE MESSAGE

Tapescript
Listen to these guests and write down the message.

RECEPTION: Good morning, Holiday Inn.
GUEST: Good morning, I wanted to ask about having a company dinner at your hotel. Do you cater for company dinners?
RECEPTION: Yes, madam, we do. How many people will there be at the dinner?
GUEST: Not very many. Twenty-five. But we want a private room. Can you manage that?
RECEPTION: Yes, we can, madam.
GUEST: We also want our own menu. Do you allow that? I mean, if we send you what we want, will you price it?
RECEPTION: I must ask the manager about that, madam. Can you give me your name and phone number, and I'll get him to call you?
GUEST: Yes, OK. The name's Prescott, P-R-E-S-C-O-T, and the number's 456 90167.
RECEPTION: I'll give him the message, madam, and ask him to call you as soon as he's out of his meeting.
GUEST: Thank you.

Key
   1 2f: private room: c; Prescott: 456 90167.
   2 disabled: 11th; 18th: Johansson.
   3 childdomin: double room: next to it; two: cot: 21st: 30th: August: Franklin.

GIVING INFORMATION

Now here's the first guest. Use the information in your book and the conversation to help you. Say your answers onto the cassette. You will then hear the right answer. Are you ready? Here's the first guest.

GUEST: Can you tell me something about your hotel in Slough, please?
YOU: Certainly, madam. What would you like to know?
GUEST: How far is it from Heathrow Airport?
YOU: It's six and a half kilometres, madam.
GUEST: OK. Does it have an indoor swimming pool?
YOU: Yes, madam, it does.
GUEST: And can I get my hair done in the hotel?
YOU: Yes, madam, you can.
GUEST: And last question. Is there a childdomin service?
YOU: No, madam. I'm afraid there isn't.

Now here's the next guest.

GUEST: I'd like some information about your hotel in Portsmouth, please.
YOU: Certainly, sir. What would you like to know?
GUEST: How far is it from Heathrow?
YOU: It's a hundred and twelve kilometres, sir.
GUEST: And do you run a bus from Heathrow to the hotel?
YOU: No, sir, we don't.
GUEST: That's a pity. Now, sporting facilities. Does it have a tennis court?
YOU: No, sir, it hasn't.
4 ASKING QUESTIONS
1 Certainly, sir. How many will you be bringing?
2 Certainly, sir. Where will you be waiting?
3 Certainly, sir. How will you be paying?
4 Certainly, sir. When will you be leaving?
5 Certainly, sir. Where will you be staying?

6 WHAT DO YOU SAY?
Listen to what the guests say and choose the sentence that best answers the guest. Say the sentence onto the cassette. You will then hear the right answer. Are you ready? Here's the first guest.

What's the best way to get to you from the airport? If I were you, madam, I'd take our courtesy bus.

Number 2
We'd like to find out about local places of interest. If I were you, sir, I'd go to the tourist information office.

Number 3
I need to change my flight tickets. If I were you, madam, I'd see the travel agent.

Number 4
Is there likely to be any difficulty getting into the theatre? If I were you, sir, I'd book tickets in advance.

Number 5
Will my valuables be safe in my room? If I were you, madam, I'd deposit them in our safe.

Number 6
Is your hairdresser busy as a rule? If I were you, madam, I'd make an appointment.

7 GIVING INFORMATION
Now answer these guests' questions about the hotel. Say your answers onto the cassette. You will then hear the right answer. Here's number 1.

Do you have a swimming pool? Yes, sir, we do.

Number 2
Do you have a tennis court? No, madam, I'm afraid we don't.

Number 3
Do you run a courtesy bus from the airport? Yes, madam, we do.

Number 4
Do you have facilities to keep fit? Yes, sir, we do.

Number 5
Do you have a playground for children? No, sir, I'm afraid we don't.
Here’s the second conversation.

**YOU:** Holiday Inn, can I help you?
**GUEST:** Yes, have you got a double room free for tonight?
**YOU:** I’m very sorry, sir, I'm afraid we’re full tonight.
**GUEST:** Oh dear. Can you suggest somewhere else?
**YOU:** If I were you, sir, I'd try the Europa. Would you like their telephone number?
**GUEST:** Yes, please.
**YOU:** It's 472-3981.
**GUEST:** Thank you very much.
**YOU:** Not at all, sir. I'm sorry we can't help you.

Here’s the next conversation.

**YOU:** Holiday Inn, good evening.
**GUEST:** Yes, I’m thinking of bringing my family to your hotel for our summer holiday. But first, can you tell me about your facilities?
**YOU:** Certainly, sir. What would you like to know?
**GUEST:** Well, we have two children. Do you have any facilities for them?
**YOU:** Yes, sir, we do. We've got a swimming pool and a playground. We also have a games room.
**GUEST:** And what about TV?
**YOU:** There's TV in every room, sir. We've got satellite TV as well.
**GUEST:** Fine. Now, can I hire a car when we get there?
**YOU:** Yes, sir, you can.
**GUEST:** OK. Now, we'll be coming by air. How do we get from the airport to the hotel?
**YOU:** We run a courtesy bus every half hour, sir.
**GUEST:** Right. Can I make a booking by telephone?
**YOU:** Certainly, sir. How many rooms would you like? And when will you be arriving?
**GUEST:** One double room and two single rooms. From the first of August for two weeks.
**YOU:** I'll reserve those rooms for you, sir. Can you tell me your name?
**GUEST:** It's Smith.
**YOU:** Mr Smith. Would you mind confirming this, sir?
**GUEST:** I'd do that.
**YOU:** Thank you very much, sir. Goodbye.
**GUEST:** Goodbye.

---

### 2 WHAT DO YOU SAY?

1 d 2 f 3 a 4 e 5 c 6 b

### 3 A TELEX

MANY THANKS FOR YOUR ENQUIRY ABOUT TWO DOUBLE ROOMS FOR THE NIGHTS OF 20TH TO 30TH AUGUST. WE CONFIRM YOUR RESERVATION. LETTER FOLLOWS.

REGARDS
T. SEKIGUCHI

### 4 A LETTER

Dear Mr Robinson,

Thank you for your enquiry about the facilities our hotel can offer for family holidays.

I enclose our brochure, from which you will see that we have a games room, a children’s playground and also a swimming pool.

We run a courtesy bus to and from the airport. The journey takes about 20 minutes.

I suggest you make an early reservation, as we are often very full during the months of July and August.
I look forward to hearing from you.
Yours sincerely,
H. J. Kleist (Mrs)

5 TAKE THE MESSAGE

Tapescript

Listen to these guests and write down the message. Here’s the first guest.

GUEST: Good evening, my name’s Larsson, L-A-R-S-S-O-N.
RECEPTION: Yes, madam, how can I help you?
GUEST: I’ve been delayed, so won’t arrive on the 12th of January. I’ll be arriving on the 13th, and would like to stay until the 18th, not the 17th. Will that be all right?
RECEPTION: Certainly, madam.

Here’s the next guest.

GUEST: Good morning. It’s room four double five. I’m expecting a Mr Hussein for lunch. Can you tell him I’ll wait for him in the restaurant. He should arrive at about 12.30.
RECEPTION: Could you spell the gentleman’s name, please?
GUEST: H-U-double S-E-I-N.
RECEPTION: Thank you, sir. I’ll give him the message.

Here’s the next guest.

GUEST: Please tell Mrs Lomax, L-O-M-A-X, room two hundred that I’ve been delayed in a meeting. I’ll be about 45 minutes late. My name’s Smith.
RECEPTION: Certainly, sir. I’ll give her the message.

Here’s the next guest.

GUEST: My husband’s disabled. So can you make sure we get a room on the ground floor, please?
RECEPTION: Certainly, madam.

Here’s the next guest.

GUEST: Good evening. I am thinking of holding a company dinner at your hotel. On the 10th of December. Can you please let me have two or three suggested menus?
RECEPTION: Certainly, sir. How many guests will there be?
GUEST: Fifty. And we’d want a private bar as well. Can that be arranged?
RECEPTION: I’m sure it can, sir. Can you give me . . .

Here’s the next guest.

RECEPTION: Certainly, sir. I’ll tell the restaurant.
GUEST: I’d like a table on the terrace, please, outside.
RECEPTION: I’ll see if that can be arranged, sir.

Here’s the next guest.

GUEST: Good morning. I’d like to make a reservation, please.
RECEPTION: Certainly, madam.
GUEST: The name’s Andreotti, A-N-D-R-E-O-double T-I. A double room for myself and my husband, and two single rooms for the children. We’ll be

Here’s the next guest.

GUEST: And I’ll need a cot in our room for the baby.
RECEPTION: I’ll arrange that for you, madam.
GUEST: Thank you.

Here’s the next guest.

GUEST: Could you send this telex, please?
RECEPTION: Certainly, madam. Would you like to dictate it?
GUEST: It’s to 56386 in Germany. The answerback is LG. Attention Mr Holz, H-O-L-Z.
RECEPTION: Right.

RECEPTION: I’ll send it immediately, madam.

Key
1 Larsson; 13th; 18th.
2 455; Mr Hussein; restaurant; 12.30.
3 Smith; Lomax; 45; meeting.
4 ground floor; disabled.
5 dinner; 10th December; 50; menus; private bar.
6 Yamamoto; 6; 8; on the terrace/outside.
7 Andreotti; double; single rooms; cot; double room; 10th; 12th.
8 56386; Germany; LG; Mr Holz; Flight cancelled. Cannot arrive tomorrow. Will arrive on 17th by flight BA 243 at 14.30. Will come straight to your office. Apologies. Regards. Jones.

6 A FAX

Dear Miss Dupont,
Thank you for your letter of 15th April.
I regret we cannot cater for your annual sales conference, as we do not have the two hundred bedrooms you require.
However, the Holiday Inn hotel in Frankfurt would be able to meet your requirements, and I have sent your letter on to the Manager.
I am sure you will be hearing from him soon.
Yours truly,
M. Schneider

7 A LETTER

Dear Mr Renard,
To confirm our telex of 15th June, we can certainly cater for your conference in January next year. I enclose full details of our facilities, which I hope you will find satisfactory.
I particularly draw your attention to our sporting facilities, which I am sure many of your delegates will find useful and relaxing.
As requested, I enclose sample menus for your consideration. These can, of course, be changed should you wish.
Yours sincerely,
N. Flamand
GIVING INFORMATION

Some guests are asking questions about these hotels. Use the information and answer their questions. The first guest is asking about the hotel in Kuala Lumpur.

GUEST: Can you tell me, your hotel in Kuala Lumpur. Is there a swimming pool?
YOU: Yes, there is.
GUEST: And can I rent a car from the hotel?
YOU: No, I'm afraid you can't.
GUEST: And are there any sporting facilities?
YOU: Yes, there are.
GUEST: And are there any business facilities?
YOU: Yes, there are.

Now look at the information about the Singapore-Royal. Answer this guest's questions.

GUEST: Have you got a tennis court?
YOU: No, I'm afraid we haven't.
GUEST: Are there any business facilities?
YOU: No, I'm afraid there aren't.
GUEST: Can I rent a car when I get there?
YOU: Yes, you can.
GUEST: What about fitness equipment. Have you got that?
YOU: Yes, we have.

Now look at the information about the hotel in Pakistan. Answer this guest's questions.

GUEST: Tell me, is there a bar?
YOU: No, I'm afraid there isn't.
GUEST: Are there minibars in the rooms?
YOU: Yes, there are.
GUEST: Do you cater for conferences?
YOU: Yes, we do.
GUEST: Do you have an outdoor pool?
YOU: No, I'm afraid we don't.

GRAMMAR SUMMARY

Use this Grammar Summary to help you understand the exercises.

Unit 1

1 WHAT DO THEY DO?
The verb to be.
I am or I'm; you are or you're; he/she/it is or he's, she's, it's; we are or we're; they are or they're.

The Present Simple
I work; you work; he/she/it works; we work; they work.
Remember to add -s or -es after he, she or it.
Use the Present Simple to talk about habits, for example:
I work in a hotel.
My friend goes to work by bus.
To ask a question, use Do (with I, you, we, they) or Does (with he, she, it), like this:
Do you speak English?
Does she work in the restaurant?
To make the negative, use do not/don't (with I, you, we, they) or does not/doesn't (with he, she, it), like this:
I do not/don't work in the bar.
She does not/doesn't speak English.

2 THE GRAND HOTEL
The verb have got.
I have got / I've got; you have got / you've got; he, she, it has got / he's, she's, it's got; we have got / we've got; they have got / they've got.

3 WHAT DO YOU SAY?
You use may or can to ask the guest's permission for you to do something, like this:
Can (or May) I help you, sir?

4 TELL THE GUEST THE WAY
Use a verb by itself when you are telling a guest what to do, like this:
Turn right, madam.
Ask at the front office, sir.

Unit 2

1 WHAT DO YOU SAY?
Use Would you like to...? when you want to invite the guest to do something, like this:
Would you like to sit down, madam?
Would you like to have a drink, sir?

2 ASKING QUESTIONS
These words help you ask questions when...
3 ANSWERING QUESTIONS
Look at Unit 1, Exercise 1: The Present Simple.

4 ANSWER THE GUESTS’ QUESTIONS
The Past Simple
Use the Past Simple when you are talking about events that happened in the past.
To make the Past Simple, you usually add -ed or -ed to the verb, like this:
I worked (Present Simple) — I worked (Past Simple).
Some verbs do not do this. They change, for example:
I go (Present Simple) — I went (Past Simple).
To ask a question about the past, use Did, like this:
Did you work last night?
You do not use the past form of the verb.
Did you go to the cinema yesterday? (not Did you went . . .)
To make the negative, use did not or didn’t, like this:
I did not/didn’t work yesterday.
Again, do not use the past form of the verb.

6 SAYING NO POLITELY
Look at Exercise 4 above.

Unit 3

1 ASKING QUESTIONS
The Present Perfect
Use the Present Perfect when you are talking about events in the past which have a strong connection with the present.
I have lost my pen. (so now I can’t write)
You also use the Present Perfect for events that started in the past but which are still continuing, like this:
I have worked in this hotel for five months. (and I am still working here)
To make the Present Perfect, use have or has and the participle. Most verbs have the same participle as their Past Simple, -ed or -ed, for example,

<table>
<thead>
<tr>
<th>Present Simple</th>
<th>Past Simple</th>
<th>Participle</th>
<th>Present Perfect</th>
</tr>
</thead>
<tbody>
<tr>
<td>I work</td>
<td>I worked</td>
<td>worked</td>
<td>I have worked</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>He has worked</td>
</tr>
</tbody>
</table>

Some verbs change, like this:

<table>
<thead>
<tr>
<th>Present Simple</th>
<th>Past Simple</th>
<th>Participle</th>
<th>Present Perfect</th>
</tr>
</thead>
<tbody>
<tr>
<td>I go</td>
<td>I went</td>
<td>gone</td>
<td>I have gone</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>He has gone</td>
</tr>
</tbody>
</table>

To ask a question, change the order of I have. The waiter has, like this:
I have worked . . .?
Have I worked . . .?
The waiter has worked . . .?
Has the waiter worked . . .?

2 SOME MORE QUESTIONS
Look at Exercise 1 above.

3 WHAT’S THE BEST ANSWER?
Look at Exercise 1 above.

4 SOME SHORT ANSWERS
We usually answer questions using a short form. There are two ways to answer a question.
In a full sentence, like this:
Have you seen my briefcase?
Yes, I have seen your briefcase.
No, I haven’t seen your briefcase.
But we usually use a short answer, like this:
Have you seen my briefcase?
Yes, I have.
No, I haven’t.
You usually repeat the verb the guest uses in his question, like this:
Can I see the manager?
Yes, you can.

5 HE MAY HAVE GONE TO THE BAR
You use may and could to talk about events that are possible, like this:
He may be in the bar. (It’s possible he is in the bar, but I don’t know.)
She could be in her room. (It’s possible she is in her room, but I don’t know.)
When you talk about a possible event in the past, you use may/could, then have, then the participle (worked, gone and so on), like this:
He may have left the hotel. (It’s possible that he has left the hotel.)

6 TALKING TO GUESTS
You usually use words like this starting with any- and no-in negative sentences and in questions. You usually use words starting with some-in affirmative (yes) sentences.

Unit 4

1 WHAT DO YOU SAY?
You use will or’ll when you are promising to do something for a guest, like this:
I’ll (or I will) get the manager, madam.

2 SAYING WHAT YOU WILL DO
Look at Exercise 1 above.

3 GIVING ADVICE
You can use worth when you are giving a guest advice about what to do or see. Notice that after the word worth you must add -ing to the verb, like this:
It’s worth visiting the old town.

4 ASKING WHAT THE GUEST PREFERS
You can use prefer or rather when you are giving the guest a choice.

5 OFFERING TO HELP
Unit 5

1 WHERE IS IT LOCATED?
The Present Simple Passive
You usually use the passive when what is done is more important than who does it, for example:
The room is booked.
Here what has happened to the place is more important than who did it.
You make the Present Simple Passive by using I am, you are, he/she/it is, we are, they are
and then the participle, like this:
It is situated in the foyer.
The beds are made.

2 GUESTS ARRIVE
See Exercise 1 above.

3 GIVING ADVICE
You can also use should when you are giving a guest advice, like this:
I should take a taxi, madam.

4 WHERE WAS IT FOUND?
The Past Simple Passive
You make the Past Simple Passive by using was/were and the participle, like this:
The bill was paid by credit card.
They were found in the dining room.

Unit 6

1 GIVING MESSAGES
When you give a message, you are often reporting what someone else has said. You can do this by using he/she says ...

2 MORE MESSAGES
See Exercise 1 above.

3 SAYING YOU'RE SORRY
You use will/won't be able to as the future of can.
You can swim now. The pool is open.
You won't be able to swim tomorrow. The pool will be closed.

4 WHO DO YOU SEND?
See Unit 4, Exercise 1.

Unit 7

1 TELLING GUESTS WHAT TO DO
You use must or must not/mustn't when you are giving a guest an order, like this:
You must leave at once, sir.

2 WHEN YOU CAN'T HELP

3 HELPING THE GUEST
We call this Conditional 1. You can use Conditional 1 when you are offering to help a guest.
Notice that a Conditional 1 sentence has two parts. One starts with the word if.
You usually use the Present Simple in the if-part of the sentence, and will/ll in the other
part, like this:
If you like, I will/ll get the manager.

4 PASSING MESSAGES
This is another way of reporting (Unit 6, Exercise 1).
Notice that when you use he/she says (in the Present Simple) you do not change the tense of the verb, like this:
GUEST: Tell Mr Smith I am (Present Simple) in the bar.
When you give the message, you say:
YOU: Mr Smith says he is (Present Simple) in the bar.
When you use he/she said (Past Simple) you must change the tense. There are rules for this:
will becomes would, like this:
GUEST: Tell Mr Smith I'll telephone him.
When you give the message you say:
YOU: Mr Smith said he would telephone you.

Unit 8

1 MAKING REQUESTS
You can use Would you mind...? as a polite way of asking a guest to do something. Notice that after Would you mind...? you must add -ing to the verb, like this:
Would you mind waiting a moment, madam?

2 WHEN DO YOU START?
After most English verbs you use to, for example:
I want to book a table, please.
After some English verbs you can use either to or you can add -ing to the verb, for example:
We start to serve dinner at 8 o'clock.
We start serving dinner at 8 o'clock.
After some verbs you must add -ing, for example,
I enjoyed staying at your hotel.
Verbs which must have -ing are:

- finish, prevent, risk, admit, delay, postpone, enjoy, forgive, pardon, excuse, suggest, keep (= continue), stop (= cease), understand, miss, involve, save.

There are others, but you will probably not need them.

3 WHAT DO YOU SAY?
You can say you will have as long as and then the participle, when necessary to help.
4 WHAT'S WRONG?
Need's one of the verbs you can follow with to or you can add -ing. In Exercise 4 in Unit 8 add -ing.

Unit 9

1 GIVING ADVICE
You can also use If I were you when you give a guest advice. Notice that in the second part of the sentence you use would'd not will as in Conditional 1, like this:
If I were you, I would't take a taxi, madam.

2 POLITE REQUESTS
This is a way to ask your guests questions politely. You use If you'd like to... Notice that in the second part of your request you use will, like this:
If you'd like to tell me your name, I'll check your reservation.

3 ANSWERING QUESTIONS
This is the Future Continuous.
You use the Future Continuous for events that are about to happen in the near future, like this:
It'll be closing in five minutes, madam.
You make the Future Continuous with will, then be and then the verb with -ing.

4 ASKING QUESTIONS
You can also use the Future Continuous for future events that are planned, like this:
When will you be arriving, sir?
I'll be arriving at 8 o'clock.

Unit 10
There is no new grammar in Unit 10.
**ENGLISH IN TOURISM**

*English in Tourism* is a course in two books written for trainee and working hotel and reception staff who wish to improve their command of English when dealing with the variety of tourists who use English as a means of communication.

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**ISBN 0-13-280397-6**