Be My Guest

English for the Hotel Industry

Student’s Book

Francis O’Hara

CAMBRIDGE UNIVERSITY PRESS
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A very special 'thank you' to all my students over the years who have been teaching me what to write in Be My Guest.

To Beatriz de Orleans Borbón, for her constant generosity, encouragement and enriching insight on innumerable occasions.

To Will Capel who commissioned the project and whose skilful and patient handling of it has been invaluable.

To Vincent Olive in Monaco for his kindness in supplying very valuable information on hotels around the world.

To the Director, Jean Orselli, the teachers, and all my students at Audra Langues, Nice, France, who gave me the opportunity to develop the material in Be My Guest.

To Alison Silver for her enthusiastic and expert editing of Be My Guest, without whom many of my errors might have gone uncorrected.

To the Directors and staff of the following hotels who have generously allowed me to use authentic material from their publications.

Le Meridien Shelbourne Hotel, Dublin, Ireland
Hotel Royal Savoy, Lausanne, Switzerland
Hotel Como, Melbourne, Australia
Hotel Grande Bretagne, Athens, Greece
Okura Garden Hotel, Shanghai, China
Hotel Plaza, Nice, France
Old Ship Hotel, Brighton, UK
Princess Sofia Intercontinental Hotel, Barcelona, Spain
Keio Plaza Hotel, Tokyo, Japan
Carlton Hotel, New York, USA

Thanks also to Sally Smith for picture research, and Ruth Carim for proof-reading.

Recordings produced by James Richardson at Studio AVP, London.

Design and page make-up by Pentacor Book Design, High Wycombe.

Cover design by Dale Tomlinson.
Welcome to Be My Guest

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

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

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

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

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

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

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

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

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

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

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

Good luck!

[Signature]
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<td>Designing a hotel bathroom; dialogue between porter and guests</td>
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<td>Time; can, have, do, does in questions, affirmatives, negatives</td>
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<td>Checking food orders; apologising and giving reasons; past tense</td>
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<td>Taking, checking and correcting room service orders; explaining availability and non-availability of services</td>
</tr>
<tr>
<td>8 Problems &amp; solutions</td>
<td>36</td>
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<td>Future, I’ll contact / send up, etc.; verbs, turn on/off, open, close, etc.</td>
<td>Dealing with problems and solutions in the hotel; writing instructions</td>
<td>Understanding guests’ problems during their stay and offering solutions</td>
</tr>
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<td>Unit</td>
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<td>Listening and pronunciation</td>
<td>Language focus and practice</td>
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<td>Speaking practice</td>
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<td>---------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
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<td>Welcoming; offering choices of drinks; serving drinks; the bill, payment, tip</td>
<td>Building conversations in the hotel bar</td>
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<td>10 In the restaurant (1)</td>
<td>44</td>
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<td>Answering enquiry letters about rooms and conference facilities</td>
<td>Exchange of information on room rates, and conference facilities; choosing essential items for conferences</td>
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<td>Beginning and ending phone conversations; taking a booking; taking phone messages</td>
<td>Dealing with phone bookings and problems, apologising, and offering alternatives; dealing with phone messages</td>
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<td>Presenting the hotel bill, methods of payment, and explaining specific items; tipping; saying goodbye</td>
</tr>
</tbody>
</table>
1.1 PRESENTATION

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

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

Le Meridien Shelbourne Hotel, Dublin, Ireland

A I’m a commissioneer.
B I’m a receptionist.
C I’m a waitress.
D I’m a sous-chef.
E I’m a kitchen assistant.

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

F I’m a bar person.
G I’m a porter.
H I’m a chambermaid / room attendant.
I I’m a management trainee.
J I’m a waiter.

Is YOUR job here? What do you do? What’s your job?
1.2 LISTENING AND PRONUNCIATION

Now check your answers. Listen to the ten employees in 1.1 saying who they are.
Notice the short sound /ə/ in receptionist.
Notice the word stress, e.g. receptionist, 'waitress.

1.3 LANGUAGE FOCUS AND PRACTICE

Questions and answers
Study the following questions and answers.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What's your name?</td>
<td>I'm Anita. My name's Anita.</td>
</tr>
<tr>
<td>What's your job?</td>
<td>I'm a chambermaid.</td>
</tr>
<tr>
<td>What do you do?</td>
<td>I'm a chambermaid.</td>
</tr>
<tr>
<td>What's his name?</td>
<td>His name's Jimmy.</td>
</tr>
<tr>
<td>What's her name?</td>
<td>Her name's Niamh.</td>
</tr>
<tr>
<td>What's his job?</td>
<td>He's a commissionaire.</td>
</tr>
<tr>
<td>What's her job?</td>
<td>She's a waitress.</td>
</tr>
</tbody>
</table>

Now write the question.
1. Her name's Kelly.
2. She's a waitress.
3. My name's Taki.
4. His name's Shaun.
5. I'm a waiter.
6. He's a commissionaire.

1.4 PERSONAL JOB FILE

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

1.5 SPEAKING PRACTICE In groups

1. Introduce yourself. Learn the name of each person in your group, and how to spell it.
   Study this question.
   Question: Could you spell that, please?
   Answer: Yes, of course, it's S-H-A-U-N.

2. Find out the job of each person in your group. Notice how we use 'yes' and 'no'.
   Question: Are you a waiter?
   Answer: Yes, I am. / No, I'm a porter.

3. Introduce your group to the class.
Part B  Where are you from?

1.6 PRESENTATION

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

Question: Where are you from?
Answer: I'm from Dublin, Ireland.

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

<table>
<thead>
<tr>
<th>Niamh</th>
<th>Shaun</th>
<th>Zita</th>
<th>Akoun</th>
<th>Jimmy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Ireland</td>
<td>Ireland</td>
<td>Ireland</td>
<td>France</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Taki</th>
<th>Teresa</th>
<th>Anita</th>
<th>Yoshida</th>
<th>Kelly</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>England</td>
<td>Japan</td>
<td>Italy</td>
<td>Greece</td>
</tr>
</tbody>
</table>

1.7 LISTENING AND PRONUNCIATION

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

1.8 LANGUAGE FOCUS AND PRACTICE

To be  Complete the table.

<table>
<thead>
<tr>
<th>Affirmative</th>
<th>Negative</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm</td>
<td>I'm not</td>
<td>Am I?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Are you?</td>
</tr>
<tr>
<td>He's / She's / It's</td>
<td></td>
<td>Is he? Is she?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Is it?</td>
</tr>
<tr>
<td>You're</td>
<td>They're not</td>
<td>Are they?</td>
</tr>
</tbody>
</table>

Study these sentences.

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

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

Complete the sentences about yourself.

I'm from ___________  I'm ___________

Complete the gaps.

She's from ___________  She's ___________

He's from ___________  He's ___________

Now ask your partner.
Study this extract from the conversation in 1.7.

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

Put the words in these sentences in the correct order.

1. A I’m Hello Anita I’m Italy from
   B part Hey too me which

   A The Naples south
   B I’m from Oh Rome

2. A she’s Hello is Zita Kelly American this
   B Kelly from Hi what are of part America you

   A west The California

3. A meet Akoun Hello to nice you
   B too You

1.9 PERSONAL JOB FILE
Go to your Job file on page 69. Write down any new words and phrases.
Complete the ‘introductions’ dialogue.

1.10 SPEAKING PRACTICE In groups
1. Go to page 97 and study Tapescript 1.7.
   Practise the conversations first with the tapescript, then without. Change roles.
2. Introduce yourself and then introduce a partner to the group.
   Then introduce yourself and your group to the whole class.
I have a reservation.

2.1 PRESENTATION

1 Is this like the reception area of the hotel you work in? How different is it?

2 Look at these room types. Match each to an abbreviation.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>S2</td>
<td>Single room</td>
</tr>
<tr>
<td>S2D</td>
<td>Double room – one bed</td>
</tr>
<tr>
<td>DA</td>
<td>Twin room</td>
</tr>
<tr>
<td>S</td>
<td>Double room – twin beds</td>
</tr>
<tr>
<td>FD</td>
<td>One-bed suite</td>
</tr>
<tr>
<td>D</td>
<td>De-luxe double</td>
</tr>
</tbody>
</table>

2.2 LISTENING AND PRONUNCIATION

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

   Dear Sir or Madam,

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

   Yours sincerely,

   Jacques Bouvier

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

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

   JANUARY

<table>
<thead>
<tr>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
<th>FRI</th>
<th>SAT</th>
<th>SUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>1</td>
<td>8</td>
<td>15</td>
<td>22</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>T</td>
<td>2</td>
<td>9</td>
<td>16</td>
<td>23</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>W</td>
<td>3</td>
<td>10</td>
<td>17</td>
<td>24</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>T</td>
<td>4</td>
<td>11</td>
<td>18</td>
<td>25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>5</td>
<td>12</td>
<td>19</td>
<td>26</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>6</td>
<td>13</td>
<td>20</td>
<td>27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>7</td>
<td>14</td>
<td>21</td>
<td>28</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   Monday Tuesday Wednesday Thursday Friday Saturday Sunday

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

   first twenty-first thirty-first second twenty-second third twenty-third fourth twenty-fourth
Listen to these questions and answer them. Then ask a partner.
1. What's today's date?
2. What's your day off?
3. When is the next national holiday?
4. When do you go on holiday?
5. When's your birthday?

2.3 LANGUAGE FOCUS AND PRACTICE

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

Another guest, Ms Sung, wants to change her reservation.
Here is part of the e-mail she sent.
What change does she want to make?

Dear Mr Bouvier,
Further to our earlier telephone conversation, we are pleased to confirm your new booking as follows:
Arrival: 19 July  Departure: 22 July
Room type: Double room with bath and balcony
Room rate: $189
Confirmation: JU19 FD1 408
We look forward to welcoming you on 19 July.
Yours sincerely.

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

Check the reservations chart. Is it possible?
Now write the reply. Put these phrases into the correct order to complete the letter of confirmation to Ms Sung.

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

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

2.5 SPEAKING PRACTICE  In pairs
Student A: You are the receptionist. Go to page 97 and study Tapescript 2.2.
Student B: You are the guest. Go to page 97 and study Tapescript 2.2.
Practise the conversation first with the tapescript, then without. Change roles.
Part B  Here’s your key sir, it’s on the fourth floor, room 401.

2.6 PRESENTATION

When guests arrive at reception, what do you say to them?
Study these sentences. Which are polite and which are not polite? Say why.
Write P or NP.

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

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

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

2.7 LISTENING AND PRONUNCIATION

Listen to the conversation above and check your answers.

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

<table>
<thead>
<tr>
<th>Good evening sir, good evening madam.</th>
<th>Could you sign here, please?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could you spell that, please?</td>
<td>Here’s your key.</td>
</tr>
<tr>
<td>That’s a double room with bath and balcony for three nights.</td>
<td>It’s room 401, on the fourth floor.</td>
</tr>
<tr>
<td></td>
<td>I’ll call a porter.</td>
</tr>
</tbody>
</table>
2.8 LANGUAGE FOCUS AND PRACTICE

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

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

RECEPTIONIST: Good evening, madam.
GUEST: Good evening. I have a reservation.
RECEPTIONIST: And for whom, madam?
GUEST: Wollington.
RECEPTIONIST: Could you spell that, please?
GUEST: W-O-L-F-I-N-G-T-O-N.
RECEPTIONIST: Mrs Wollington, yes, a single room and shower for six nights.
GUEST: That's right.
RECEPTIONIST: Could you just have the key?
GUEST: Yes, of course.
RECEPTIONIST: It's room 738 on the seventh floor. A porter?
GUEST: Yes, please.
RECEPTIONIST: I'll just have a porter. Enjoy your stay.
GUEST: Thank you.

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

2.10 SPEAKING PRACTICE In pairs

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

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

2. Students A and B: In the same way, practise the dialogue you completed in 2.8.
   Change roles.
Part A  Can you describe the room, please?

3.1  PRESENTATION
Look at these objects.

A  B  C  D  E  F
bed  telephone  radio  TV  remote control  CD player

G  H  I  J  K  L
sheets  pillow  wardrobe  chair  coat hangers  desk

Look at this list of objects and label the illustrations.
double bed  sheets  chair  radio alarm  CD player  TV
cloth hangers  pillows  telephone  wardrobe  desk  remote control

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

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

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

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

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

There is / There are
Study these structures:

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

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

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

Singular

Affirmative: is TV in room There a the
Example: There is a TV in the room.

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

Question: CD player there room in Is a the ?

Answers: is there Yes / the room Yes there CD player in a is / there isn’t No / CD player No there in room isn’t a the .

Plural

Affirmative: coat hangers of plenty wardrobe There are the in

Negative: in room There aren’t the flowers any

Question: the plants there in Are any room ?

Answers: are Yes there / room some in plants Yes there the are / there No aren’t / any there room plants No aren’t the in .

3.4 PERSONAL JOB FILE

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

3.5 SPEAKING PRACTICE In pairs

Game: Spot the difference

Student A: Go to page 84 and study the drawing in Speaking practice 3.5A.
Student B: Go to page 92 and study the drawing in Speaking practice 3.5B.

Ask questions to discover the differences between the rooms in the drawings.
List the differences. When you have finished, write them down and tell the class.
Part B  There's full air-conditioning, of course.

3.6 PRESENTATION

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

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

Look at this list of words:

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

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

3.7 LISTENING AND PRONUNCIATION

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

<table>
<thead>
<tr>
<th>Being clear and polite</th>
<th>Listen to these sentences and repeat them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>We can give you a very quiet room on the top floor.</td>
<td>I'm afraid there isn't a mini-bar in the room.</td>
</tr>
<tr>
<td>Everything you need is included in the room.</td>
<td>It's a large sunny room with a view of the sea.</td>
</tr>
<tr>
<td>It's small but very quiet.</td>
<td>There's full air-conditioning, of course.</td>
</tr>
</tbody>
</table>
3.8 LANGUAGE FOCUS AND PRACTICE

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

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

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

Hotel RITA

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

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

3.9 PERSONAL JOB FILE

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

3.10 SPEAKING PRACTICE In groups

Design your own hotel room
Go to page 85 where you will see a basic plan of a hotel bedroom. Design your ideal hotel room. When you have finished, describe it to the class.
Part A  Can you send up some more towels, please?

4.1 PRESENTATION

A. bathtub  B. shower  C. washbasin  D. soap  E. hot/cold water taps  F. toilet paper  G. towels
H. mirror  I. shampoo  J. tissue paper  K. light switch  L. socket  M. bathrobe  N. bin

1. Look at these objects.

Look at this list of objects and label the pictures.

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

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

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

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

4.2 LISTENING AND PRONUNCIATION

1. Look at this illustration of a bathroom.
Complete these sentences using the following words.
mirror  tap  extra tissues  shaver  socket  bathrobe  bin  shower  soap  washbasin  towels

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

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

4.3 LANGUAGE FOCUS AND PRACTICE

1. Prepositions
   Look at these prepositions. You heard them in 4.2.
   next to  near  under  behind  over  in  on

2. Underline these prepositions in the sentences you completed in 4.2.

3. Look at this illustration.
   Correct the prepositions in these sentences only if they are wrong.
   1. A small hand towel is on the floor near the washbasin.
   2. A box of tissues is behind the taps in the washbasin.
   3. A large cupboard is over the washbasin.
   4. The bathrobe is next to the bath.
   5. The bin is behind the door near the bath.
   6. The light switch is over the wall under the door.

4.4 PERSONAL JOB FILE

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

4.5 SPEAKING PRACTICE  In groups

Design your own hotel bathroom
Go to page 86 and look at the plan of a hotel bathroom. Design your ideal hotel bathroom using the words in this lesson. When you have finished, describe it to the class.
Part B  Can I help you with your luggage, madam?

4.6 PRESENTATION

1 What do you think is being said in the picture? Is this like a scene at the hotel where you work? What's the same? What's different?

2 The porter is taking the guest's luggage to the room. Put the sentences in the correct order to make a conversation between the porter and the guest. The first and last have been done for you.

   PORTER   1. Can I help you with your luggage, madam?
   GUEST     Thank you, and here's something for you.
   GUEST     Yes, please, those two red suitcases are mine.
   PORTER   This way, please, madam, the lift is just over there.

   PORTER   Shall I take the small green bag too?
   GUEST     Oh yes, please bring it as well.
   PORTER   Here you are, madam, room 233.
   PORTER   Thank you very much, madam, I hope you enjoy your stay.

4.7 LISTENING AND PRONUNCIATION

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

2 Study these five sentences.

    1 Can I help you with your luggage, madam?
    2 Shall I take the small green bag too?
    3 This way, please, the lift is just over there.
    4 Here you are, madam, room 233.
    5 Thank you very much, madam, I hope you enjoy your stay.

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

A  B  C  D  E

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

   Can I help you with your luggage, madam?
   Shall I take the small green bag too?
   This way, please, madam, the lift is just over there.

   Here you are, madam, room 233.
   Thank you very much, madam, I hope you enjoy your stay.
4.8 LANGUAGE FOCUS AND PRACTICE

1 Adjectives and colours
Do you know these words? Label each colour.

red green yellow brown orange
black blue white pink grey beige

What is your favourite colour?
What colour is the room you are in?

2 Look at these adjectives:
square big light nylon old round heavy new leather small

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

A  B  C  D  E  F  G  H  I  J

4 Polite offers and questions
A polite offer: Shall I take the small green bag too? Shall I + infinitive
A polite question: Would you like a porter? Would you like ...?

Put the words in the right order in these sentences.

1 take Shall case small I the red

2 I bring all bags these Shall

3 too you this Would orange like big bag

4 madam boxes How these about

5 way madam This please

6 lift is The over just there

7 your 707 madam Here’s room

8 I you your enjoy holiday hope

4.9 PERSONAL JOB FILE

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

4.10 SPEAKING PRACTICE In pairs

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

Practise the conversation between the guest and the porter, first with the tapescript, then without. Change roles.
Part A  What time does the restaurant open, please?

5.1 PRESENTATION

Look at these services and label the pictures.

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

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

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Opening and closing times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitness &amp; sauna</td>
<td>Open in summer</td>
</tr>
<tr>
<td>Restaurant</td>
<td>Available until 10.30 pm</td>
</tr>
<tr>
<td>Room service</td>
<td>Open every day from 7 am to 10 pm</td>
</tr>
<tr>
<td>Swimming pool</td>
<td>Open every evening until 10 pm</td>
</tr>
</tbody>
</table>

5.2 LISTENING AND PRONUNCIATION

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Opening and closing times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bar</td>
<td>By 11 am</td>
</tr>
<tr>
<td>Laundry</td>
<td>24 hour valet service</td>
</tr>
<tr>
<td>Check-in</td>
<td>Opens at 4 pm</td>
</tr>
<tr>
<td>Check-out</td>
<td>Same day</td>
</tr>
<tr>
<td>Parking</td>
<td>From 2 pm</td>
</tr>
</tbody>
</table>

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

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

The fitness and sauna closes at 10 pm ...

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

The pool is only open in summer.

Room service is available until 10.30 pm.
5.3 LANGUAGE FOCUS AND PRACTICE

1 Time  Complete the times.

\[\begin{array}{ccccccc}
\text{........... o’clock} & \text{one} & \text{a quarter past} & \text{thirty} & \text{forty-five} & \text{half past} \\
\end{array}\]

ten past & past & twenty & ten & a to twelve & fifty-five

2 Study these structures.

<table>
<thead>
<tr>
<th>What time does it open?</th>
<th>It opens at 7 am.</th>
<th>It’s open 7 days a week.</th>
</tr>
</thead>
<tbody>
<tr>
<td>What time does it close?</td>
<td>It closes at 10 pm.</td>
<td>It’s open from Monday to Friday.</td>
</tr>
<tr>
<td>When does it open and close?</td>
<td>It’s open from 7 am to 10 pm.</td>
<td>It’s open in summer/winter.</td>
</tr>
<tr>
<td>Is it open every day?</td>
<td>Yes, it is. / No, it isn’t, I’m afraid.</td>
<td></td>
</tr>
</tbody>
</table>

3 Complete the questions using these words.

available service open does
What is late by Is open
1 What time the fitness centre close?
2 ............... the latest check-out time, please?
3 Is the laundry?
   I need these things tonight
4 Is room service? I know it’s a bit ............... 
5 ............... the car park locked at night?
6 When does the bar ............... ?

Complete the answers using these words.

latest 24 hour fitness same-day available service opens closes at
A Yes, sir, room is until 10.30.
B The check-out is at 11 am.
C It at 4 pm.
D Yes, sir, and there’s valet parking service.
E The and sauna 10 pm.
F Yes, madam, there is a laundry service.

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

5.4 PERSONAL JOB FILE

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

5.5 SPEAKING PRACTICE In pairs

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

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

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

Change roles.
Part B  We have a fully equipped business centre and a fitness centre.

5.6 PRESENTATION

Look at these services and label the illustrations.

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

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

5.7 LISTENING AND PRONUNCIATION

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

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

<table>
<thead>
<tr>
<th>Grande Bretagne</th>
<th>Okura Garden</th>
<th>Grande Bretagne</th>
<th>Okura Garden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sauna</td>
<td></td>
<td>Beauty salon</td>
<td></td>
</tr>
<tr>
<td>Fitness centre</td>
<td></td>
<td>Audio-visual equipment</td>
<td></td>
</tr>
<tr>
<td>Conference rooms</td>
<td></td>
<td>Exercise equipment</td>
<td></td>
</tr>
<tr>
<td>Internet access</td>
<td></td>
<td>Tour guide</td>
<td></td>
</tr>
<tr>
<td>Computer services</td>
<td></td>
<td>Translations</td>
<td></td>
</tr>
<tr>
<td>Secretarial services</td>
<td></td>
<td>Indoor swimming pool</td>
<td></td>
</tr>
</tbody>
</table>

5.8 LANGUAGE FOCUS AND PRACTICE

Can and Have  Study these questions and answers.

Have you got cable TV in the hotel? Yes, we have. / No, we haven’t.
Has the hotel got an indoor pool? Yes, it has. / No, it hasn’t.
Can I/we send e-mails from here? Yes, you can. / No, you can’t.
Can she get a hair appointment at once? Yes, she can. / No, she can’t.
Complete these sentences using the verbs ‘can’ or ‘have’.
1. ................. he got the key? No, .................
2. ................. you got a fax machine? Yes, .................
3. ................. she use the fitness centre now? Yes, .................
4. ................. you do it by tonight? No, .................

Complete the following sentences using these words.
we use you can can arrange Have you got has not have Can arrange
1. Has the hotel ................. an express laundry service? Yes, madam, it .................
2. ................. we use the business centre now? Yes, sir, ................. It’s open until 8 pm.
3. ................. got everything? Yes, I think I .................
4. Can you ................. secretarial services? Yes, we ................. everything.
5. Can ................. the sauna now? I’m afraid ................. sir, the sauna is closed.

A hotel brochure
Read the extract from a hotel brochure. Complete it using these words.
internet secretarial translation service computer audio-visual conference exercise sauna tour guide beauty health and fitness indoor pool

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

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

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

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

2. In groups What services do you think are important? You have seen several in this lesson. List the six services which you think are the most important for your ideal hotel. Tell the class and say why you think they are important.
The travel desk is on the ground floor.

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

| turn right | turn left | go up | go down | next to | opposite |

6.2 LISTENING AND PRONUNCIATION

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

Guest 1
Guest 2
Guest 3
Guest 4
Guest 5

Listen again and label these three places on the hotel plan:
bar  business centre  swimming pool

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

The gift shop is in the basement.
When you go out of the lift, turn right.
It’s in the main lobby, opposite the reception desk.
It’s inside the restaurant on the ground floor.
Go down to the ground floor.
As you come out of the lift, it’s on your left.
Out of the lift, turn right, and it’s next to the conference rooms.
6.3 LANGUAGE FOCUS AND PRACTICE

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

Be
Excuse me, where is the travel desk, please?
Excuse me, the business centre is on the third floor, isn’t it?

Can
Can you tell me where the gift shop is, please?

Look
I’m looking for the bar, please.

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

- turn left
- turn right
- go down
- go up
- go through
- go out of

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

1 To get to the gift shops, go out of the lift and ............... .

2 The restaurant is on the ground floor; ............... the lobby and it’s at the end.

3 To get to the business centre, ............... to the second floor, and as you ............... the lift it’s on your right.

4 From your room, go ............... to the restaurant near the lobby, and the bar is inside the restaurant.

5 The fitness centre is on the top floor; as you come out of the lift, ............... and you’ll see the fitness centre next to the pool.

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

A is opposite B.  A is next to B.  A is in/inside B.  A is behind B.

1 The car park is ............... the basement.

2 The travel desk is ............... reception, in the lobby.

3 All the conference rooms are ............... the second floor.

4 The pool is on the top floor, ............... the fitness centre.

5 The bar is ............... the restaurant.

6 You can also park just ............... the hotel.

6.4 PERSONAL JOB FILE

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

6.5 SPEAKING PRACTICE In pairs

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

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

Check your answers. Change roles.
Part B  **It's about a five-minute walk from here.**

### 6.6 PRESENTATION

Look at these names of places and label the illustrations.

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

### 6.7 LISTENING AND PRONUNCIATION

1. Some guests are asking for directions to places outside the hotel. Listen to the conversations and write down the place each guest is looking for.
   - Guest 1 ..............................................
   - Guest 2 ..............................................
   - Guest 3 ..............................................
   - Guest 4 ..............................................
   - Guest 5 ..............................................

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

---

Hotel Plaza, Nice, France
6.8 LANGUAGE FOCUS AND PRACTICE

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

**Guest:** I'm looking for a photo shop, please.
**Employee:** There's one very near the hotel in Avenue de Suède. Go out of the hotel, turn right and go along to Avenue de Suède. Turn right into Avenue de Suède, and you'll see the photo shop opposite.

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

**Guest:** Good morning, can you help me? I'm looking for a travel agent, as I need to change my ticket.
**Employee:** Certainly, from here, the hotel and Avenue de Verdun for about 100 metres, and there are two travel agents.

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

**Guest:** To get to the shopping centre, go...

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

6.9 PERSONAL JOB FILE

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

6.10 SPEAKING PRACTICE In pairs

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

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

Change roles.

**Student A:** Take a map of your town. In pairs ask for and give directions to the two places you wrote directions to in your Job file. Change roles.
7 Room services

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

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

7.1 PRESENTATION

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

Old Ship Hotel, Brighton, UK

REDZ
BAR BRASSERIE

STARTERS

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

MAIN DISHES

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

SIDE ORDERS

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

PUDDINGS

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

7.2 LISTENING AND PRONUNCIATION

Two guests are ordering from room service. Listen and write 1 (Guest 1) or 2 (Guest 2) next to the items each guest orders from the menu.

Two guests order from room service. The waiter brings each the wrong order. Listen to the conversation between the guest and the waiter and write in the correct order.

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

Guest 2 The waiter brings: caesar salad, bruschetta, crème brûlée. The guest ordered:
Being clear and polite  Listen to these sentences and repeat them.

<table>
<thead>
<tr>
<th>Room Service</th>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello, room service, can I help you?</td>
<td>And your room number, please?</td>
</tr>
<tr>
<td>That's the sesame salmon, isn't it?</td>
<td>Is that just one mixed salad?</td>
</tr>
<tr>
<td>So, that's the caesar salad, bruschetta, the sesame salmon, and the apple strudel.</td>
<td>That will be ready in about 15 minutes.</td>
</tr>
<tr>
<td>Would you like anything else?</td>
<td>Would you like anything else, madam?</td>
</tr>
</tbody>
</table>

7.3 LANGUAGE FOCUS AND PRACTICE

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

Is that just one mixed salad?  
So that's the chicken not the steak ... 
That's the sesame salmon, isn't it? 
Would you like anything else?

| Question: | Is that ...? |
| Affirmative: | So that's ... |
| Question tag: | That's ..., isn't it? |
| Final check: | Would you like anything else? |

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

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

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

**ROOM SERVICE**
Yes, everything is on the menu.

**GUEST**
Then a light salad to start with, please.

**ROOM SERVICE**
Is .........................................................?

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

**ROOM SERVICE**
Would .........................................................?

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

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

**GUEST**
Room 531.

**ROOM SERVICE**
It will .........................................................

**GUEST**
About 15 minutes, good.

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

7.4 PERSONAL JOB FILE

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

7.5 SPEAKING PRACTICE  In pairs

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

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

Change roles.
Part B  I’m sorry, it’s not available at the moment.

7.6 PRESENTATION
Here are some of the services offered by this hotel.
fitness centre  laundry service  meeting rooms  taking messages  swimming pool

Do you have any of these services in the hotel where you work? When are they available?
What do you say if the service is not available?
I’m sorry, it’s closed at the moment.
I’m very sorry, it’s not available now, but it opens tomorrow at 8 am.

7.7 LISTENING AND PRONUNCIATION

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

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

<table>
<thead>
<tr>
<th>A Fitness centre</th>
<th>B Laundry service</th>
<th>C Meeting rooms</th>
<th>D Taking messages</th>
<th>E Swimming pool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Guest 1</td>
<td>Guest 2</td>
<td>Guest 3</td>
<td>Guest 4</td>
</tr>
<tr>
<td>Available now</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>closed 5 pm</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

“I’m sorry, sir, but today is Saturday, and the laundry service closed at 5 pm.
I’m afraid it closes at 6 pm.
It’s not possible to keep the meeting rooms open after 8 pm.
It doesn’t open until 8 am.
Mrs Jones checked out this morning at 8.30.”
7.8 LANGUAGE FOCUS AND PRACTICE

1 Apologising and giving reasons

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

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

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

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

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

3 Answer these questions using your own words.

1 GUEST Can we use the Business Centre from 9 am on Saturday?
EMPLOYEE (it opens at 10 am on Saturday)

2 GUEST Is it OK to use the pool on Sunday evening?
EMPLOYEE (the pool closes at 6 pm on Sundays)

3 GUEST The fitness centre seems to be locked at the moment. Why?
EMPLOYEE (it is now 6.30 am – it opens at 7 am)

7.9 PERSONAL JOB FILE

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

7.10 SPEAKING PRACTICE In pairs

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

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

Change roles.
Part A  
*I’ll see to it immediately.*

8.1  PRESENTATION

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

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

Can you think of any others?

8.2  LISTENING AND PRONUNCIATION

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

<table>
<thead>
<tr>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest 1</td>
</tr>
<tr>
<td>guest forgets razor and shaving cream</td>
</tr>
<tr>
<td>Guest 2</td>
</tr>
<tr>
<td>sheets are dirty</td>
</tr>
<tr>
<td>Guest 3</td>
</tr>
<tr>
<td>mini-bar is empty</td>
</tr>
<tr>
<td>Guest 4</td>
</tr>
<tr>
<td>guest needs a hair dryer</td>
</tr>
<tr>
<td>Guest 5</td>
</tr>
<tr>
<td>not enough hot water</td>
</tr>
<tr>
<td>Guest 6</td>
</tr>
<tr>
<td>no bulb in bedside lamp</td>
</tr>
<tr>
<td>Guest 7</td>
</tr>
<tr>
<td>more coathangers are needed</td>
</tr>
</tbody>
</table>
8.3 LANGUAGE FOCUS AND PRACTICE

1 Solutions Notice how the employee offers a solution to the guests’ problem.
The future with ‘will’ is used for a decision made at the time of speaking.
I’ll send someone up right away. (to send a person to a room)
I’ll see to it immediately. (to do something, to act)
I’ll contact housekeeping now. (to call, tell, inform someone)
I’ll get someone to bring some up. (to tell someone to do something)

2 Complete these sentences using the correct words from the list.

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

1 Could I ....................... some toothpaste and a toothbrush, please?
2 ....................... housekeeping to bring up some more towels .................
3 Can you ....................... a hair dryer, please?
4 That’s no problem, madam, I’ll ....................... right away.
5 There’s ....................... shampoo or soap in the bathroom.

6 I’ll ....................... maintenance to see to it at once.
7 We need ....................... coat hangers.
8 I’ll ....................... at once.
9 Don’t worry, sir, ....................... to your room myself.
10 We can ....................... those things for you, madam.

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

1 GUEST We need some more towels in the bathroom.
EMPLOYEE ..............................................................

2 GUEST I need to sew some buttons on to a shirt.
EMPLOYEE ..............................................................

3 GUEST There’s too much noise next door.
EMPLOYEE ..............................................................

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

8.5 SPEAKING PRACTICE In pairs

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

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

Change roles.
You can choose your own code number for the safe.

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

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

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

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

8.7 LISTENING AND PRONUNCIATION

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

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

8.8 LANGUAGE FOCUS AND PRACTICE

Explaining how it works
Study these verbs. How many do you know?

<table>
<thead>
<tr>
<th>verb</th>
<th>verb</th>
<th>verb</th>
<th>verb</th>
</tr>
</thead>
<tbody>
<tr>
<td>turn on</td>
<td>turn off</td>
<td>turn up</td>
<td>turn down</td>
</tr>
<tr>
<td>press</td>
<td>tap in</td>
<td>key in</td>
<td>choose</td>
</tr>
<tr>
<td>open</td>
<td>close</td>
<td>put in</td>
<td>take out</td>
</tr>
</tbody>
</table>

Give an example of each one like this:

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

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

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

Begin like this:
I'll show you, it works like this.
First 
Then 

Is that OK?

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

8.10 SPEAKING PRACTICE In pairs
Student A: Explain to your partner how to order a film on the TV. Then explain how the safe works.
Student B: Correct your partner. Insist on complete accuracy.
Change roles.

Student A: You are the guest. Go to page 88 and study the information in Speaking practice 8.10A. Explain the problems to your partner.
Student B: You are the employee. Go to page 94 and study the information in Speaking practice 8.10B. Suggest the best solution for each problem.
Change roles.
Part A  What would you like to drink?

9.1 PRESENTATION
What is the bar like in the hotel where you work? Is it like any of these bars?
Look at the selection of drinks here. What drinks are served in the bar at the hotel where you work?

9.2 LISTENING AND PRONUNCIATION
Some guests are ordering drinks. Listen to the conversations between the guests and the bar person, and write down the orders.

Guest 1 ............................................. Guest 3 .............................................
Guest 2 ............................................. Guest 4 .............................................
Guest 5 ............................................. Guest 6 .............................................

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

Good afternoon, madam, what would you like?  We have a wonderful local beer ...
Good evening, sir, what can I get you?  We don't have that type of mineral water ...
Would you like ice and lemon in the vodka?  ... but we do have this one ...
Here you are, sir.

9.3 LANGUAGE FOCUS AND PRACTICE

1 Building the conversation
Study these stages of a conversation:

1 Welcome the guest  Good evening, madam.
2 Enquire  What would you like?
3 Explain the choice  We have a wonderful local beer.
4 Apologise  I'm sorry we don't have that whisky ...
5 Offer an alternative  ... but we do have this one.
6 Serve the drinks  Here you are, sir.
Study these six sentences. Each one is similar to one of sentences 1–6. Write each sentence in the correct place on page 40.

... but we do have this natural water. The house cocktail is excellent.
Your drinks, sir. Good afternoon, madam.
What can I get you? I’m afraid there’s no more of that beer ...

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

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

BAR PERSON 1. _______________ evening, madam.
BAR PERSON 2. Would _______________ and lemon in the coke?
GUEST 3. _______________ a large _______________ please, and a coke.
GUEST 4. OK, that’s fine.
GUEST 5. No lemon, _______________ , please.
BAR PERSON 6. What _______________ you to drink?
BAR PERSON 7. Here _______________ drinks, madam.
BAR PERSON 8. I’m sorry, _______________ any draught beer.
BAR PERSON 9. _______________ local beer is _______________.
BAR PERSON 10. Certainly.

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

9.4 PERSONAL JOB FILE

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

9.5 SPEAKING PRACTICE In pairs

Student A: You are the guest.
Go to page 104 and study Tapescript 9.2.
Practise ordering the drinks from 9.2 exercise 1.

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

Change roles.

Student A: You are the guest.
Go to page 88 and study the information in Speaking practice 9.5A.

Student B: You are the bar person.
Go to page 94 and study the information in Speaking practice 9.5B.

Role play ordering and taking orders for drinks. Change roles.
Part B  Shall I charge it to your room?

9.6 PRESENTATION

How much are these drinks in the hotel where you work?
A martini  A large whisky
A coke  A small glass of beer

How do guests pay for drinks in the hotel bar?
They pay by Visa/credit card.
They pay by cheque.
They pay cash.
They charge it to their room.

<table>
<thead>
<tr>
<th>Drinks</th>
<th>Single</th>
<th>Double</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brandy</td>
<td>€7.50</td>
<td>€14.00</td>
</tr>
<tr>
<td>Whisky</td>
<td>€6.50</td>
<td>€12.00</td>
</tr>
<tr>
<td>Gin</td>
<td>€6.00</td>
<td>€12.00</td>
</tr>
<tr>
<td>Vodka</td>
<td>€6.00</td>
<td>€12.00</td>
</tr>
<tr>
<td>Rum</td>
<td>€6.00</td>
<td>€12.00</td>
</tr>
<tr>
<td>Martini</td>
<td>€5.50</td>
<td>€10.50</td>
</tr>
<tr>
<td>Draught beer</td>
<td>€3.00</td>
<td>€5.50</td>
</tr>
<tr>
<td>Bottled beer</td>
<td>€4.00</td>
<td></td>
</tr>
<tr>
<td>Fruit juice</td>
<td>€3.00</td>
<td></td>
</tr>
<tr>
<td>Tonic water</td>
<td>€2.00</td>
<td></td>
</tr>
<tr>
<td>Coke</td>
<td>€2.00</td>
<td></td>
</tr>
<tr>
<td>Mineral water</td>
<td>€2.00</td>
<td></td>
</tr>
</tbody>
</table>

9.7 LISTENING AND PRONUNCIATION

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

<table>
<thead>
<tr>
<th>Order</th>
<th>Payment method</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>..... 2 large beers, 1 whisky, 1 vodka</td>
<td>..... Visa</td>
<td>..... €13.00</td>
</tr>
<tr>
<td>..... gin + tonic, coke, small beer</td>
<td>..... cheque</td>
<td>..... €23.50</td>
</tr>
<tr>
<td>..... double brandy, rum + coke, tonic</td>
<td>..... charge to room</td>
<td>..... €11.50</td>
</tr>
<tr>
<td>..... rum, dry martini</td>
<td>..... cash</td>
<td>..... €24.00</td>
</tr>
</tbody>
</table>

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

Here you are, sir.
What can I get you, madam?
Shall I charge it to your room, madam?
Are you staying in the hotel?

Lemon with the gin, madam?
That comes to €11.50.
Could you sign here, please?
9.8 LANGUAGE FOCUS AND PRACTICE

1 Payment: Building the conversation
Notice the different ways of saying things.

The bill:
- **Guest**: Can I have the bill, please?
- **Guest**: How much is it?
- **Bar person**: That comes to £18.

Method of payment:
- **Guest**: Can I pay by credit card/cheque?
- **Bar person**: Are you staying in the hotel?
- **Bar person**: Shall I charge it to your room?

The tip:
- **Guest**: Please keep the change.
- **Bar person**: Thank you sir/madam.

Study these three tenses.
We use the present simple to express general statements of no particular time: ➔ How much is it?
We use the present continuous to talk about things happening now or around now: ➔ Are you staying at the hotel?
We use ‘Shall I’ for polite offers: ➔ Shall I charge it to your room?

2 Make complete sentences.

1. **Guest**: Could / bill / please?
2. **Guest**: How / it / come to?
3. **Guest**: Can / pay / credit card?
4. **Bar person**: £11.90
5. **Guest**: I / cash
6. **Bar person**: guest / hotel?
7. **Bar person**: charge / your room?
8. **Bar person**: room / number?
9. **Guest**: keep / change
10. **Bar person**: Thank / much

9.9 PERSONAL JOB FILE

Go to your Job file on page 77 and write down any new words and phrases.
What currencies and methods of payment are used in the hotel where you work?
Write complete sentences for the three stages of a dialogue between the bar person and the guest: the bill, method of payment, and the tip.

9.10 SPEAKING PRACTICE  In pairs

**Student A**: You are the guest. Go to page 88 and study the information in Speaking practice 9.10A. There are six suggestions for drinks. Order these drinks.

**Student B**: You are the bar person. Take the six orders, ask about methods of payment, add up the total and present the bill.

Change roles.
10.1 PRESENTATION

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

Read these dialogues. Match each one to an illustration.

1. WAITRESS: Here is the menu. Would you like an aperitif? Yes, please.
   GUEST: 

2. GUEST: Could I have another martini, please?
   WAITRESS: Certainly. I'll bring it at once.

3. WAITRESS: Good evening. Do you have a reservation?
   GUEST: Yes, a table for two...
   WAITRESS: And your name, please?

4. GUEST: No, we don't have a reservation.
   WAITRESS: I'm sorry, we're fully booked tonight.

5. WAITRESS: Shall I take your coat?
   GUEST: Yes, thank you.

10.2 LISTENING AND PRONUNCIATION

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

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

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

1 Greeting the guest
What do you say when you greet a guest at the hotel restaurant?
Correct these sentences. There is one mistake in each.
1 Do you have reservation?
2 How is your name, please?
3 Shall I have your coats?
4 There is the menu and wine list.
5 Do you like an aperitif?
6 I'm sorry, we're all booked this evening.

2 Building the conversation
Study these sentences.
O'Connor, yes, Mr O'Connor. The name's O'Connor. This way, please.
A non-smoking, by the window. Here's your table by the window. Yes, we have, a table for four.

Build a conversation using these sentences. Begin like this:

WAITER: Do you have a reservation?
GUEST: ________________________________

WAITER: ________________________________

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

Build a conversation using these sentences. Begin like this:

WAITRESS: Can I get you an aperitif?
GUEST: ________________________________

WAITRESS: ________________________________
GUEST: ________________________________

WAITRESS: ________________________________

3 Find sentences that mean the same as:
Have you got a reservation? ________________________________
Follow me, please. ________________________________

10.4 PERSONAL JOB FILE
Go to your job file on page 78 and write down any new words and phrases.
Which aperitifs are the most popular in the restaurant where you work?
Complete the conversation. The waiter is welcoming guests and taking orders for aperitifs.

10.5 SPEAKING PRACTICE In pairs
1 Student A: Go to page 105 and study Tapescript 10.2.
Student B: Go to page 105 and study Tapescript 10.2.

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

2 In the same way, practise the conversations you completed in 10.3 exercise 2.
Part B  Are you ready to order?

10.6  PRESENTATION
Read these dialogues.
Match each one to an illustration.

1  WAITRESS  ... and to follow, madam?
   GUEST  I'd like some fish to follow. What can you recommend?
   WAITRESS  The sole meunière is very good, madam, and very popular.

2  WAITRESS  How would you like the steak – rare, medium or well done?
   GUEST  Well done, please.

3  WAITRESS  So that's the waldorf salad and the sole meunière for madam, the medium steak for you, sir, a bottle of rosé and a bottle of sparkling mineral water. Thank you.

4  WAITRESS  Are you ready to order?
   GUEST  Yes, I am.

5  GUEST  What is the waldorf salad?
   WAITRESS  It's a crispy salad with cheese and croutons.
   GUEST  OK, I'll have that.

6  WAITRESS  And what would you like to drink?
   GUEST  How about a bottle of rosé? And a bottle of sparkling mineral water.

10.7  LISTENING AND PRONUNCIATION
Listen to the conversation between the waitress and guests and check your answers in 10.6.

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

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

10.8  LANGUAGE FOCUS AND PRACTICE

1  Starters and the main course
Look at this menu for starters and the main course.

Menu

STARTERS
Smoked Salmon .... £8.50
Oysters .... £10.00
Waldorf Salad .... £8.50

MAIN COURSES
Rump or Fillet Steak .... £14.50
Roast Pork in a Cream Sauce .... £14.50
Whole Baked Trout .... £12.00
Sole Meunière .... £13.00
Steamed Turbot .... £12.00
Fried Prawns with Mixed Salad .... £11.00
Grilled Chicken with Sautéed Onions .... £12.50
Check the meaning of these words.
smoked baked grilled fried sautéed roasted steamed

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

**Starter** smoked me ready salad

**Waitress** Are you to order?
**Guest 1** Yes, the salmon for me.
**Guest 2** And the waldorf for, please.

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

**Waitress** ... and to , madam?
**Guest 1** I'd like fish but something . What can you ?
**Waitress** The steamed turbot is very light, or the prawns and a salad?
**Guest 1** The , please.

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

**Waitress** What is the meunière?
**Guest 2** It's sole lightly in oil.
**Guest 2** OK, that's , I'll .

**Choosing drinks** recommend then like goes

**Waitress** What would you to drink?
**Guest 1** Can you a good wine, white preferably?
**Waitress** Well, the Soave Classico Superiore very well with fish.
**Guest 1** Good, a bottle of Soave , and a small bottle of mineral water.

**Checking** bottle steamed that's mineral

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

10.9 **PERSONAL JOB FILE**

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

10.10 **SPEAKING PRACTICE In pairs**

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

Practise the conversation. Change roles.

1. **Choose the best wine**

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

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

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

Change roles.
In the restaurant (2)

FOCUS: DEALING WITH ORDERS FOR DESSERTS AND COFFEE; PAYMENT

Part A  Would you like to see the dessert menu?

11.1 PRESENTATION

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

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

Desserts | Cheeses
---|---
Apple strudel | England
Trifle | Austria
Chocolate soufflé | Italy
Tiramisu | France
Brie | Holland
Gouda | Holland
Cheddar | Switzerland
Gruyère | France

11.2 LISTENING AND PRONUNCIATION

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

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

Now listen and check your answers.

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

<table>
<thead>
<tr>
<th>Dessert</th>
<th>Cheese</th>
<th>Coffee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Woman</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3 Being clear and polite  Listen to these sentences and repeat them.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you like to see the cheese tray?</td>
<td>The strudel is served hot with ice cream.</td>
</tr>
<tr>
<td>Can I take your order for dessert?</td>
<td>So that's an espresso and a cappuccino.</td>
</tr>
<tr>
<td>The trifle is made with sherry.</td>
<td></td>
</tr>
</tbody>
</table>

11.3 LANGUAGE FOCUS AND PRACTICE

Recommend items on the menu

In 11.2 the waitress recommended a dessert, like this:

Waitress: If you like chocolate, I can recommend the chocolate soufflé.

Here are some more possibilities:

Waitress: If you like very strong coffee, try the espresso.
If you prefer exotic tea, I suggest the Chinese lotus tea.

Now match A and B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 If you prefer a milky coffee,</td>
<td>try the Irish or English cheddar.</td>
</tr>
<tr>
<td>2 If you'd like something very English,</td>
<td>the fruit salad is very popular.</td>
</tr>
<tr>
<td>3 For a hard cheese,</td>
<td>try the cappuccino.</td>
</tr>
<tr>
<td>4 If you prefer something light,</td>
<td>I can recommend the sherry trifle.</td>
</tr>
<tr>
<td>5 The Irish coffee is just right,</td>
<td>I suggest the apple strudel.</td>
</tr>
<tr>
<td>6 For a typically Viennese dessert,</td>
<td>if you like whiskey in your coffee.</td>
</tr>
</tbody>
</table>

11.4 PERSONAL JOB FILE

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

11.5 SPEAKING PRACTICE

1 Explaining the desserts  In pairs

Look at these desserts and their ingredients.

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

Guest: What's the apple strudel?
Waiter/Waitress: It's pastry filled with apple and spices, baked, and served hot with ice cream.

<table>
<thead>
<tr>
<th>Dish</th>
<th>Ingredients</th>
<th>Cooking method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chocolate soufflé</td>
<td>eggs, cream, chocolate</td>
<td>baked, served cold</td>
</tr>
<tr>
<td>Fresh fruit salad</td>
<td>different fruits in season</td>
<td>mixed, served cold</td>
</tr>
<tr>
<td>Trifle</td>
<td>fruit, sponge cake, sherry, custard, cream</td>
<td>mixed, served cold</td>
</tr>
<tr>
<td>Tiramisu</td>
<td>eggs, biscuits, chocolate, marsala</td>
<td>set in layers, served cold</td>
</tr>
<tr>
<td>Apple strudel</td>
<td>apple, spices, pastry</td>
<td>baked, served hot</td>
</tr>
</tbody>
</table>

2 In groups One of you is the waiter/waitress, the others are guests. Go to page 105 and study Tapescript 11.2. Practise the conversation: ordering desserts, dealing with the order, explaining. Change roles.
Part B  Was everything all right, sir?

11.6 PRESENTATION

Look at this bill.

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

What problems could there be with the bill?

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

What is wrong with this bill? Correct the mistake.

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

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

11.7 LISTENING AND PRONUNCIATION

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

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

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

11.8 LANGUAGE FOCUS AND PRACTICE

1   Asking, and correcting a mistake

In 11.7 you heard the waitress do these three things:

A: Ask about the meal  B: Correct a mistake on the bill  C: Say goodbye
Study the sentences at each stage, A, B, and C.

A  Asking about the meal:
   Woman  Was everything all right, sir?
   Waitress  The chocolate soufflé was delicious.

B  The bill:
   Man  Is this item correct?
   Waitress  I’ll check that for you.
             I’m very sorry.
             We’ve corrected the mistake.

C  Saying goodbye:
   Waitress  We hope to see you again.

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

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

Excuse me, sir, I’ll go and check.  How was your meal?  Here’s the correct bill, sir.
I don’t think this is right.  Oh, I’m terribly sorry.
Do come back again.

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

1  Waiter/Waitress  You’ve charged us for the cheese, but we didn’t have any after all.

2  Guest  We only had one coffee, not two.

3  Waiter/Waitress  Is service included in the bill?
      (decide yourself)

4  Guest  Is VAT included in the total?
      (decide yourself)

PERSONAL JOB FILE

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

SPEAKING PRACTICE  In groups

1  One of you is the waiter/waitress, the others are guests. Go to page 106 and study Tapescript II.7. Practise the conversation first with books open, then with books closed. Change roles.

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

Guests:  Order a full meal, ask for suggestions.
Waiter/waitress:  Take the orders, make suggestions, explain items on the menu, deal with payment, say goodbye.

Change roles.
### Part A  Have you visited the Empire State Building?

**12.1 PRESENTATION**

Which of these attractions do you have in your city or town?
- museum
- theatre
- concert hall
- famous monument
- national park
- art gallery
- place of worship
- famous building
- city tour
- special local attractions (e.g. swimming with dolphins, firework displays)

Where do guests at your hotel want to visit?
What places do you recommend to guests?
Do you know how many of these famous sites are in New York?
- Statue of Liberty
- Golden Gate Bridge
- Rockefeller Center
- Grand Central Station
- The United Nations
- Paul Getty Museum

**LISTENING AND PRONUNCIATION**

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

<table>
<thead>
<tr>
<th>Art museum</th>
<th>Guest 1</th>
<th>Guest 2</th>
<th>Guest 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theatre district</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music concert</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Park</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopping in 5th Avenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statue of Liberty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City tour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empire State Building</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Being clear and polite**

Listen to these sentences and repeat them.

- New York is full of great places to visit.
- You must see it while you're here.
- You shouldn't miss the Empire State Building.
- You could go down to the theatre district on Broadway.
- I'll show you on this brochure ...
- Why not go to the concert in Central Park?
12.3 LANGUAGE FOCUS AND PRACTICE

1 Suggesting places to visit
The guest asks about places to visit in New York. Study the way the hotel employee makes suggestions like this.

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

**Employee**
New York is full of great places to visit.
You must see it while you're here.
You shouldn't miss the Empire State Building.
You could go down to the theatre district on Broadway.
I'll show you on this brochure ... Why not go to the concert in Central Park?

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

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

1. ____________ visit the United Nations while you are here?
2. You ____________ spend the afternoon in the Museum of Modern Art.
3. You ____________ to the free concert in Central Park.
4. The downtown district ____________ places to eat.
5. It's very near the hotel, here ____________ on the brochure.
6. You ____________ the view from the top.
7. Do you have any ____________ interests?
8. What kind of ____________ do you like?

12.4 PERSONAL JOB FILE

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

12.5 SPEAKING PRACTICE In pairs

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

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

2 **Student A**: You are a guest at the Carlton Hotel on Madison Avenue in New York. Go to page 90 and study the list of interesting places to visit in New York. Ask the hotel employee for recommendations and directions.
**Student B**: You are the hotel employee at the Carlton Hotel on Madison Avenue in New York. Go to page 95 and study the street plan of New York showing some interesting places to visit. Answer the guest's questions. Make recommendations and give directions.

Change roles.

THE CARLTON
Places to visit 12

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

12.6 PRESENTATION

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

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

12.7 READING AND COMPREHENSION

Read this article from a brochure about Rome.

A short break in Rome

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

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

There are of course many reasonably priced shops and restaurants but if you want a taste of the more expensive high fashion items, stroll up to the Via Veneto or along the Corso.

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

A very popular tourist spot is the Spanish Steps (Piazza di Spagna), popular with tourists and locals alike. Another sight worth visiting is the historic Pantheon — older even than the Colosseum (Colosseo). And there is a beach, though it's about half an hour by car from the centre of the city.

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

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

Buon viaggio.

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

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

1 Comparatives Study these examples of comparatives.

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

There are three types of comparatives.
A: Short word = old – older  B: Short word ending in ‘y’ = busy – busier
C: Longer words = crowded – more crowded interesting – more interesting

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

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

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

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

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

4 Superlatives Study these examples of superlatives.

A: old – older – the OLDEST  B: busy – busier – the BUSIEST
C: crowded – more crowded – the MOST CROWDED

Answer these questions using a superlative adjective, like this.

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

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

12.9 PERSONAL JOB FILE

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

12.10 SPEAKING PRACTICE In pairs

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

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

Change roles.
Part A

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

13.1 PRESENTATION

1 Match these currencies to countries in the world.
dollar yen pound euro franc yuan
rouble peso dinar rupee
In the hotel where you work what currencies do guests usually pay in?

2 Match the questions 1-4 with the appropriate answers A-D.
1 How much do the different rooms cost at the hotel where you work?
2 Why do prices vary?
3 What is included in the price?
4 What is not included in the price?

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

13.2 LISTENING AND PRONUNCIATION

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

The Stars Hotel
Room | Rate
--- | ---
Single | US$ 220 - 250
Double / Twin | US$ ........ - ............
Suite | US$ 550 - .........
A ................. service charge applies to the above rates.

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

Il Capello
Room | Rate
--- | ---
Single | €180 - ..........
Double / Twin | ........ - €330
Breakfast | ........
Extra bed | ........
Tax and service charge included.

2 Listen and circle the numbers you hear.
1 4 14 19 29 33 48 50 66 76 80 90 100 240 330 450 600 740 820 901 1,000

3 Being clear and polite Listen to these sentences and repeat them.
The double rooms are from $240 to $280 a night.
The service charge is 15 per cent.
The price includes a full English breakfast.
VAT is included in the price.
The rates have changed slightly since last year.
The tax and the service charge are included.
... but the price doesn’t include breakfast, which is €18.
13.3 LANGUAGE FOCUS AND PRACTICE

Writing an answer
The guest enquires about room rates. There are four parts in the answer.
A: Thanking the guest  B: Saying what is enclosed  C: Giving instructions  D: Offering further help

Study the language we use in each part.
A  Thanking the guest
   Thank you for .........................................................

B  Saying what is enclosed
   Please find enclosed/attached a list of ........................................

C  Giving instructions
   Please notice the ...........................................................
   If you wish to book by ....................................................
   Please include your ........................................................

D  Offering further help
   If you need any more ....................................................
   Please don’t hesitate ......................................................

Study these words and phrases and use them to complete the sentences above.
credit card number and expiry date  information  high and low season rates
our room rates  to contact us  e-mail (or fax or letter)  your enquiry

2 Study this extract from an e-mail enquiring about room rates.
Using the words and phrases in exercise 1 write an answer to this enquiry. Include the dates of the high and low season.
Say if breakfast is included in the price. Decide these yourself.

Would you please send me a full list of the room rates, including the dates of the high and low season rates?
Is breakfast included in the room price?
Thank you.
Yours sincerely,
Mary Hoffman

13.4 PERSONAL JOB FILE

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

13.5 SPEAKING PRACTICE In pairs

1 Student A: Go to page 90. Study the information in Speaking 13.5A – the room rates of the Atlantic Hotel. Some of the information is missing.
Student B: Go to page 94. Study the information in Speaking practice 13.5B – the room rates of the Atlantic Hotel. Some of the information is missing.

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

2 Student A: You are the hotel employee. Take a copy of the room rates of the hotel you work in.
Student B: You are the guest. Phone the hotel for information on room rates. Write down the information the hotel employee gives you.

Check your answers. Change roles.
Part B  We can supply all the latest audio-visual equipment.

13.6 PRESENTATION

A  B  C  D  E

F  G  H  I  J

Look at this list of objects and label the illustrations.

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

13.7 LISTENING AND PRONUNCIATION

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

1. overhead projectors  
   sound equipment  
   loudspeakers

2. secretarial services  
   large screens  
   slides

3. flip charts  
   simultaneous translators  
   floral decoration

4. VCR equipment

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

Certainly, sir, we can do that for you.  
We have a full team of translators.

Our meeting rooms have a very relaxed atmosphere.  
If it's not in the hotel we can certainly arrange to get it.

We can seat up to 80 people.  
We have several different arrangements we can offer.

We have all the latest audio-visual equipment.
13.8 LANGUAGE FOCUS AND PRACTICE

1 Answering an enquiry
Study this letter. Could the hotel where you work satisfy this request?

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

Room: for up to 150 people

Dates: .................................................................

Equipment: ..........................................................

Translations: .........................................................

Other: ..................................................................

3 Answer the letter using the correct words from the list.
up to 150 contact me busy weekend look forward your enquiry book early
simultaneous translation conference pack special rates conference rooms

Dear Keiko Wan,

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

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

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

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

I ............................................. to hearing from you.

Yours sincerely,

13.9 PERSONAL JOB FILE

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

13.10 SPEAKING PRACTICE In pairs

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

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

Change roles.

2 In groups There are 10 main items in the Presentation in 13.6. Choose the six essential items a good conference centre should have. Explain your choice to the class.
Part A   Good morning, Plaza Hotel, can I help you?

14.1 PRESENTATION

1 What does an employee say when answering a phone call from outside?
Good morning / good evening, Plaza Hotel, can I help you?
Hello, Plaza Hotel, can I help you?
Hi, Plaza Hotel.

2 What does an employee say when finishing a phone call?
Goodbye.
Have a good day.
Thank you for calling.

14.2 LISTENING AND PRONUNCIATION

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

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

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

The guest accepts:  single room   double room   suite

The room will be held until:  5 pm   6 pm   7 pm

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

What kind of room would you like?  We'll need a credit card number and expiry date, please.
Yes, madam, for how many nights?  We'll hold the room until 6 pm.
We have no more singles for that weekend.  We look forward to seeing you on the 19th.
There are some doubles left.
Could you please confirm that by fax or e-mail?
14.3 LANGUAGE FOCUS AND PRACTICE

1 Building the conversation

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

A Request: A guest phones the hotel to book a room.
B Apology: The hotel can’t satisfy the request.
C Alternative: The employee offers an alternative.

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

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

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

C Alternative: There’s just one double left.

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

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

14.4 PERSONAL JOB FILE

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

14.5 SPEAKING PRACTICE In pairs

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

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

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

Role play the conversation about booking a room by phone. Change roles.
Part B  I’m afraid the line is busy, would you like to hold?

14.6 PRESENTATION

Here are four situations an employee deals with on the phone.
1. A caller asks to speak to a guest in room 23.
2. The employee calls the room but the line is busy.
3. The employee offers to take a message.
4. The guest asks to leave a message.

What would an employee say in each case?
A. I’m sorry there’s no answer. Can I take a message?
B. Room 23, I’ll put you through.
C. Certainly, I’ll make sure they get the message.
D. I’m afraid the line is busy.

Match the situations with the sentences.

14.7 LISTENING AND PRONUNCIATION

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

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

<table>
<thead>
<tr>
<th>Situation</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m afraid the line is busy, would you like to hold?</td>
<td>Would you like to leave a message?</td>
</tr>
<tr>
<td>I’ll put you through.</td>
<td>Could you spell that, please?</td>
</tr>
<tr>
<td>There’s no answer, can I take a message?</td>
<td>I’ll make sure he gets the message.</td>
</tr>
<tr>
<td>Just connecting you ...</td>
<td>I’ll give her the message as soon as she returns.</td>
</tr>
</tbody>
</table>
14.8 LANGUAGE FOCUS AND PRACTICE

1 **Taking messages** Study these verbs.

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

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

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

**1**

**EMPLOYEE** Hello, Plaza Hotel, .................. I help you?

**CALLER** Yes, can you .................. me .................. to Rosemary James, it’s room 213.

**EMPLOYEE** I’m afraid the .................. is busy, would you like to .................. ?

**CALLER** OK, I’ll .................

**EMPLOYEE** The line’s still .................. , I’m afraid.

**CALLER** In that case I’ll .................. a message.

**2**

**CALLER** Good morning, can I .................. room 87, please?

**EMPLOYEE** I’m afraid there’s no .................. , can I .................. a message?

**3**

**CALLER** Can I ................. to Pierre Chatry in suite 2, please?

**EMPLOYEE** Right, madam, I’ll .................. you ................. .

There’s .................. answer, would you like to .................. a message?

**4**

**EMPLOYEE** Hello, Plaza Hotel, can I help you?

**CALLER** Yes, can you ................. me ................. to Jane Campbell in room 101?

**EMPLOYEE** Just ................. you, I’m sorry, madam, but there’s ................. reply from her room.

**CALLER** Can I .................. a message?

**EMPLOYEE** Yes, of course.

**CALLER** Tell her to ................. the office as soon as possible.

**EMPLOYEE** Certainly, I’ll .................. her the message as soon as she returns.

**CALLER** Thank you.

14.9 PERSONAL JOB FILE

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

14.10 SPEAKING PRACTICE  **In pairs**

**1**

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

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

Practise the conversation. Change roles.

**2**

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

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

Role play the situation. Change roles.
15 The check-out

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

Part A  How would you like to pay?

15.1 PRESENTATION

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

Match A and B to make complete sentences.

A
How would you like to pay?
Have you used the mini-bar today?
Everything is included.
The service is included.

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

How do guests usually pay at the hotel where you work?
by cheque  by credit card  by account  in cash

15.2 LISTENING AND PRONUNCIATION

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

Guest 1
He pays by: cheque account credit card travellers cheque
His bill comes to: €417 €463 €470 €473
Service included: yes no

Guest 2
She pays by: credit card cheque account cash
Her bill comes to: €319 €359 €390 €399
ID is a: bank guarantee card passport nothing

Guest 3
He pays by: credit card cheque cash
His bill comes to: €893 €918 €983 €988
Also on the bill: meeting rooms breakfasts

Guest 4
She pays by: credit card cash cheque traveller’s cheque
Her bill comes to: €223 €230 €232 €320
She leaves a tip: yes no

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

Your bill is ready, sir.
How would you like to settle your account?
It comes to €390, madam.
We’ll need some identification.
Would you just sign here, please?
And here is your receipt.
15.3 LANGUAGE FOCUS AND PRACTICE

Present perfect

Study the three parts of the verb 'use': use - used - used. Notice the past participle 'used'.

This is how we form the present perfect: Have you used ...?

Study what the hotel employee says, and the answer:

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

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

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

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

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

leave make do
finish get expire

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

   do leave finish

5. I think you have a mistake.  6. Have you your tickets?  7. Has he the bill?  8. I think this credit card has.
   make get pay expire

Put the words in these questions in the correct order.

1. done Have everything you?  2. you identification any Have got any?

Put the words in these answers in the correct order.

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

Now match the questions and answers.

15.4 PERSONAL JOB FILE

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

15.5 SPEAKING PRACTICE In pairs

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

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

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

Role play the conversation between the hotel employee and guest. Change roles.
Part B  *That's the 10% service charge in lieu of gratuities.*

15.6 PRESENTATION

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

The guest who wants to ask about items on the bill may say:
Can you explain this item, please? What's this charge for?

The hotel employee may say:
This is the separate dry cleaning charge. Here are the details of the calls you made. I'm sorry, this is our mistake.

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

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

15.7 LISTENING AND PRONUNCIATION

- **Listen and circle the numbers you hear.**
  - 2 12 23 29 37 41 54 66 78 99 120 230 370 456 590 682 736 928 4,000 7,500 14,470

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

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

- **Being clear and polite** Listen to these sentences and repeat them.
  - What would you like to know?
  - That's the usual practice.
  - That's the 10% service charge in lieu of gratuities.
  - That's for the car you ordered last week.
  - Is everything OK now, sir?
  - I hope you enjoyed your stay.
  - Have a good day, madam, and we hope to see you again.
15.8 LANGUAGE FOCUS AND PRACTICE

Queries on the bill; the past tense

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

**Guest** | Could you explain these items on my bill, please?
---|---
**Employee** | That's for the car you ordered last week.
**Guest** | I thought I only made two calls.
**Employee** | Our records show you made three calls.

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

think phone pay make have

go expire order leave is

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

1. **Guest** | What's this transportation charge for, please?
   **Employee** | That, madam, is for the car you last week.

2. **Guest** | I we only two drinks from the mini-bar.
   **Employee** | I'll just check that.

3. **Guest** | I that we London only once.
   **Employee** | Here are the details of the two calls you.

4. **Guest** | I'm sure I for the drinks in the lounge.
   **Employee** | I'm sorry, madam, you're right, that's our mistake.

5. **Employee** | I think your credit card last month.
   **Guest** | Oh, I'm sorry, in that case I'll pay by cheque.

6. **Employee** | Our records show you breakfast from room service.
   **Guest** | Oh, if?

7. **Employee** | I hope you your stay.
   **Guest** | Yes, thank you.

15.9 PERSONAL JOB FILE

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

15.10 SPEAKING PRACTICE In pairs

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

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

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

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

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

   Thank you for choosing our hotel. Have a good trip. Bon voyage. See you next year.
HOW TO USE THE JOB FILE

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

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

STUDY TIPS

1. Look up English words in a good bilingual dictionary, e.g.
   waiter — garçon de café, serveur
   waitress — serveuse
   Then write the English word and the translation in your Job file.

2. Learn the pronunciation and the stress, e.g. receptionist.

3. Use a personal example of a word, e.g.
   I'm a receptionist at the Plaza Hotel.

4. Group relevant words together, e.g.
   bed sheet pillow pillowcase duvet blanket

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

6. Learn adjectives and nouns together, e.g.
   a private beach

7. Make questions from statements, e.g.
   I work at the Ritz.
   Question: Where do you work?

8. Learn opposites, e.g.
   BIG — small  ↑go up — go down↓
Introductions

New words and phrases:

<table>
<thead>
<tr>
<th></th>
<th>Translation</th>
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</tbody>
</table>

1.4 Here are two answers. Write the two questions.

Q: .................................................  A: My name’s Pablo.
Q: .................................................  A: I’m a waiter.

Here are two questions. Write the two answers:

Q: What’s your name?  A: .................................................
Q: What do you do?  A: .................................................

1.9 Complete this dialogue.

A: Hello, my name’s .............. I’m .............. I’m a .............. I work in the .............. Hotel. And you, ..............
B: Hi .............., my .............., Maria.
A: Hi .............. Nice to meet you, Maria. Where .............. from?
B: Spain.
A: Oh, what part?
B: Madrid.
A: And what .............. you do?
New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

2.4 Write these dates.

Today’s date

Your birthday

What other dates are important to you?

2.4 Confirmation letter Fill in the gaps using your own words.

Dear

We are

to confirm your

Arrival

Departure

Room

Rate

Confirmation

We look forward to

on

Kind regards,

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

RECEPTIONIST

Good evening, sir, can I

you?

GUEST

Good evening. I’m afraid I don’t have a

Do you

to night?

RECEPTIONIST

I’ll just

Yes, we have a

room with twin beds

and bath.

GUEST

And how much is it?

RECEPTIONIST

It’s 190 euros per

for the room, not including breakfast.

GUEST

That’s

I’ll take it.
Personal job file

3 The hotel bedroom

New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

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

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

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

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

Translation

Translation

Translation

Translation

Translation

Translation

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

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

Complete the three stages of this conversation:

1. In the lobby
   - PORTER: Can I
   - GUEST: Yes, please

2. Leaving the lobby
   - PORTER: This way
   - GUEST:

3. At the guest's room
   - PORTER:
   - GUEST:
   - PORTER:
5.4 1. Correct the mistakes in each question and answer.
   Q: What time the restaurant is open, please?  A: It open at 7 pm.
   Q: Laundry service still is available?     A: I’m sorry, it is close at 10 pm.

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

   Question                                      Answer
   1 ____________________________________________
   2 ____________________________________________
   3 ____________________________________________
   4 ____________________________________________

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

   Question                                      Answer
   1 ____________________________________________
   2 ____________________________________________
   3 ____________________________________________
   4 ____________________________________________
6 Location of facilities

New words and phrases:

Translation

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

1

2

3

4

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

1

2
New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

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

1 .......................................................... 3 ..........................................................

2 .......................................................... 4 ..........................................................

2 Complete these checking questions. There is one guest. The full order is:

1 salad, 1 vanilla ice cream, 1 black coffee.

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

Affirmative: So that’s ...........................................................

(repeat order)

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

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

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

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

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

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

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

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

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

1 It’s doesn’t open 8 am.

2 I’m very sorry, sir, but swimming pool closes 10 pm.

3 Is not possible use the fitness centre after 8 pm.

4 I’m very afraid it’s no open now.

5 Mrs Jones checks out yesterday 8.30.
8 Problems & solutions

New words and phrases:

Translation
Translation
Translation
Translation
Translation
Translation

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

GUEST

Employee

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

It works like this

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

2 Write complete sentences for each of these six stages of a dialogue between a bar person and guest.
1 Welcome the guest
2 Enquire about drinks
3 Explain choice
4 Apologise that the drink is not available
5 Offer an alternative
6 Serve the drink

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

2 Write complete sentences for these three stages of a dialogue between a bar person and guest: the bill, method of payment, and the tip.
1 Guest asks for the bill. You present it.

   GUEST
   BAR PERSON

2 Guest asks about payment. You explain.

   GUEST
   BAR PERSON

3 The tip

   GUEST
   BAR PERSON
New words and phrases:

Translation

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

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

WAITER: Good reservation?
GUEST: Yes, The name's ...
WAITER: Yes, Follow Here an aperitif?
GUEST: Yes, a and a ...
WAITER: So, that's ...

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

WAITRESS: What follow, sir?
GUEST 1: Some fish, please, recommend?
WAITRESS: The ...
GUEST 1: OK, I'll have that, please.
WAITRESS: And you, madam?
GUEST 2: Could you tell me what this meat dish is, please?
WAITRESS: Yes, the It's ...
GUEST 2: I'll try it, and red wine.
WAITRESS: May I recommend the ...
GUEST 1: Sounds good.
GUEST 2: And a of sparkling , please.
WAITRESS: So, that's Thank you.
New words and phrases:

Translation

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

1

2

2 Complete the suggestions using these expressions:
Try the ... I can recommend the ... I suggest ...

1 If you prefer herbal tea,

2 If you like cooked desserts,

3 For a soft cheese,

4 If you prefer something cold,

5 For something very traditional

6 If you prefer coffee with whiskey,

11.9 1 Complete the sentences.

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

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

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

WAITER: How .................... the meal?

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

WAITER: Here you ....................

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

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

I’ll .................... that.

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

WAITER: Yes, that’s fine. Thank you. Goodbye. We hope .................... you again.
New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

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

Write six recommendations you make to guests. Use these expressions:
You must visit/see/go to ... ... is full of ... You shouldn’t miss the ...
You could go (to) ... Why not go (to) ... I’ll show you on the brochure ...

1

2

3

4

5

6

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

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

Remember the forms:
old – older – the oldest
busy – busier – the busiest
interesting – more interesting – the most interesting

1

2

3
New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

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

Dear ...

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

Dear ...
New words and phrases:

Translation

Translation

Translation

Translation

Translation

Translation

Translation

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

End

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

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

EMPLOYEE

GUEST

EMPLOYEE

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

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

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

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

4 The employee asks if the caller wants to leave a message.
New words and phrases:

Translation
Translation
Translation
Translation
Translation

15.4 1 Here are four answers. Write appropriate questions.
Q: .......................................................... A: Yes, he left an hour ago.
Q: .......................................................... A: Yes, we’ve got everything.
Q: .......................................................... A: Yes, you’re right, we have made a mistake.
Q: .......................................................... A: Yes, we’ve put everything on the coach.

2 Here are four questions. Write appropriate answers.
Q: How would you like to pay? A: ..........................................................
Q: Have you checked everything? A: ..........................................................
Q: Can I pay by cheque? A: ..........................................................
Q: Is everything ready? A: ..........................................................

15.9 1 Answer these questions from the guest. Decide on the appropriate answers.
Q: Did I really make all those calls? A: ..........................................................
Q: What is this 15% charge here? A: ..........................................................
Q: I think you’ve made a mistake here, haven’t you? A: ..........................................................
Q: Are you sure about this mini-bar amount? A: ..........................................................

2 Write down what you say to guests leaving the hotel.
.................................................................................................................................
3.5A SPEAKING PRACTICE

Student A

Ask your partner questions in order to find all the differences between your drawings of the same hotel room.
3.10 SPEAKING PRACTICE
Design your ideal hotel bedroom.
4.5 SPEAKING PRACTICE

Design your ideal hotel bathroom.
5.5A SPEAKING PRACTICE

Student A  Guest
Ask the employee complete questions.

1  
**GUEST**  Ask if the fitness centre is open in the evening.

**EMPLOYEE**

2  
**GUEST**  Ask when the bar opens.

**EMPLOYEE**

3  
**GUEST**  Ask if you can use the pool at any time.

**EMPLOYEE**

4  
**GUEST**  Ask what the check-in and check-out times are.

**EMPLOYEE**

5  
**GUEST**  Ask if room service is open now, at midnight.

**EMPLOYEE**

6  
**GUEST**  Ask if the car park is locked at night.

**EMPLOYEE**

7  
**GUEST**  Ask if the sauna is open now, at 11 pm.

**EMPLOYEE**
7.10A SPEAKING PRACTICE
Student A  Guest
Ask for these five services at these times:
1. It is Sunday and you want the laundry service.
2. You want to use a meeting room at 7 pm on Friday.
3. You want a swim on Sunday afternoon.
4. You want to use the business centre on Saturday morning.
5. You want to leave a message for Mr Griscom.

8.5A SPEAKING PRACTICE
Student A  Guest
Explain these problems to the hotel employee.
Make complete sentences.
Problems
- No ice in mini-bar
- Sheets are dirty
- No writing paper
- No toilet paper
- Bedside light is broken
- Forgotten toothpaste
- Too much noise in next room
- No shampoo
- Want blankets not a duvet
- Want more coat hangers
- Checking out—suitcases very heavy

8.10A SPEAKING PRACTICE
Student A  Guest
Explain the problems to the hotel employee.
Make complete sentences.
Problems
- Can’t find the TV channels
- Can’t turn down the air-conditioning
- Can’t work the electric curtains
- Can’t order a film on the TV
- Can’t use the bedroom safe
- Can’t turn on the heating

9.5A SPEAKING PRACTICE
Student A  Guest
Ask the bar person for suggestions and order these drinks.
Problems
- You want something very fresh, cool and non-alcoholic
- You want two drinks: brandy and sherry
- You like whisky: ask for suggestions
- Ask about the house cocktails
- You like beer: ask about draught or bottled
- You want an alcoholic drink with tonic

9.10A SPEAKING PRACTICE
Student A  Guest
Order these drinks from the bar person.
- You’d like a double whisky and an orange juice
- You’d like a martini and a small rum
- You’d like two large draught beers
- You’d like a small brandy, a large gin and tonic, and a coke
- You’d like an orange juice, a small bottled beer, and a small whisky
- You’d like a small whisky and coke, and a small gin and tonic
Wine list

WINES

Red
Côtes du Rhône 1999 .............. £19.00
Tuscany: Chianti Classico
Riserva 1999 ................... £21.00

Rosé
Bordeaux Château
Thieuley 2000 .................. £23.00

White
Soave Classico Superiore 1999 .... £19.50
California: Concannon .......... £21.50

CHAMPAGNE
Krug Grande Cuvée ............. £39.00
Roederer Brut Premier ........... £27.00

Mineral Water: sparkling, still .......... £3.00

French wine
Red Côtes du Rhône: goes with steak, seasoned meat, and pasta dishes

Rosé Château Thieuley: goes with light meat, and fish dishes

Italian wine
Red Chianti Classico Riserva: goes with pasta, risotto, and roast meat dishes

White Soave Classico Superiore: goes with sea food, and light cold meat dishes

Californian wine
White Concannon: goes with spicy oriental dishes, pasta, fish, light meat, and vegetarian dishes

Menu

STARTERS
Smoked Salmon ................. £6.50
Oysters .................. £10.00
Waldorf Salad ............ £8.50

MAIN COURSES
Rump or Fillet Steak ........ £14.50
Roast Pork in a Cream Sauce .... £14.50
Whole Baked Trout .......... £12.00
Sole Meunière ............ £13.00
Steamed Turbot ............ £12.00
Fried Prawns with Mixed Salad .... £11.00
Grilled Chicken with Stewed Onions ... £12.50

DESSERTS
Fresh Fruit Salad .......... £5.50
Apple Strudel .......... £6.50
Trifle ................ £7.00
Tiramisu ........... £3.50
Chocolate soufflé ........ £7.50
Selection of ice cream .... £6.00

SELECTION OF CHEESES
Brie, Gouda, Cheddar, Gruyère .... £4.50

COFFEE & TEA
Cappuccino, Espresso ........ £2.00
Irish Coffee .......... £4.00
Chinese Lotus Tea, Herbal Teas .... £2.00

Wine list

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Mineral Water: sparkling, still .......... £3.00
12.5A SPEAKING PRACTICE

Student A  Guest

You are a guest at the Carlton Hotel in New York. Study the list of interesting places to visit in New York. Ask the hotel employee for recommendations and directions.

13.10A SPEAKING PRACTICE

Student A  Guest

You want to enquire whether the hotel can provide these facilities for different conferences.

1  A small friendly room – to seat up to 15 people – OHPs – slides – flip charts – loudspeakers
2  A fairly large room – to seat 120 people – a full simultaneous translation service – sound equipment – VCR equipment – large screens – floral decorations
3  A large range of sound and audio-visual equipment – slides – overhead projectors – a full range of secretarial services

14.5A SPEAKING PRACTICE

Student A  Guest

Phone and book a room at the Plaza Hotel.

1  Say hello and ask to book a room.
2  Give details of the room you’d like.
3  Say how many nights you’d like the room for.
4  Ask what is available.
5  Ask the price of a double room.
6  Accept the double room and say why you must book a room quickly.
7  Offer to confirm by e-mail.
8  Offer to send credit card details.
9  Agree with the confirmation details.
10  Say goodbye.

14.10A SPEAKING PRACTICE

Student A  Caller

1  A  Ask to speak to Jack Overton in room 782.
   B  Leave this message: pick up your tickets at the airport this afternoon.
2  A  Ask to speak to Holly Delroy in suite 1.
   B  Leave this message: the meeting is in your suite tonight at 7.
3  A  Ask to speak to Gunter Becker in room 23.
   B  Leave this message: call Peter in Rome this evening, urgent.
4  A  Ask to speak to Maria Marconi in room 389.
   B  Leave this message: dinner booked at the Meranda restaurant at 9 pm.
15.5A SPEAKING PRACTICE
Student A  Guest
You are checking out. Decide what you will say to the hotel employee.

---

**GUEST**

---

**EMPLOYEE** Yes, Mr/Mrs Jackson, that’s room 234, isn’t it?

---

**GUEST**

---

**EMPLOYEE** Here is your bill.

---

**GUEST**

---

**EMPLOYEE** Yes, everything is included. How would you like to pay?

---

**GUEST**

---

**EMPLOYEE** Yes, that’s fine. Excuse me, sir/madam, I think this card has expired.

---

15.10A SPEAKING PRACTICE
Student A  Guest
Discuss this bill with the hotel employee. Ask questions concerning the items marked a–f. The notes below will help you.

- a) Ask if the amount spent in the lobby lounge is correct.
- b) One item was not cleaned, ask for details of prices.
- c) Ask for an explanation of the service charge.
- d) Ask for details of the $39 mini-bar charge.
- e) Ask for details, you can’t remember the call.
- f) Ask for details of the transportation.

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3.5B SPEAKING PRACTICE

Student B

Ask your partner questions in order to find all the differences between your drawings of the same hotel room.
5.5B SPEAKING PRACTICE

Student B Employee
Using this information, give complete answers to the guest’s questions.

1

**GUEST** .................................................................

**EMPLOYEE** yes – until 10.30

2

**GUEST** .................................................................

**EMPLOYEE** opens at 4 pm

3

**GUEST** .................................................................

**EMPLOYEE** pool open every day till 10 pm

4

**GUEST** .................................................................

**EMPLOYEE** check-in from 2 pm; check-out by 11 am

5

**GUEST** .................................................................

**EMPLOYEE** sorry – closes at 10.30 pm

6

**GUEST** .................................................................

**EMPLOYEE** 24-hour valet service

7

**GUEST** .................................................................

**EMPLOYEE** sauna closes at 10 pm, opens up tomorrow at 7 am

6.5B SPEAKING PRACTICE

Student B Employee
The guest has a plan of the hotel but the services are not marked on it. Answer the guest’s questions about the location of these services in the hotel.

business centre  gym  +  fitness centre
swimming pool  car park  bar  restaurant
reception  travel desk  beauty salon  gift shop
8.10B SPEAKING PRACTICE
Student B  Employee
Decide what is the best solution for each of the guest’s problems. Make complete sentences. Here are some words to help you:
turn on  turn off  turn up  turn down
press (the button)  tap in / key in (the code number)
choose open  close  put in  take out
I’ll show you, it works like this:
First ...
Then ...
Then ... etc.
Is that OK?

9.5B SPEAKING PRACTICE
Student B  Bar person
Give suggestions to the guest about different drinks, and serve the drinks.
- Suggest different fresh and cool drinks
- Ask about measures, large or small; ask about sweet or dry sherry
- Suggest different types of whisky
- Describe the house cocktails
- Suggest different kinds of beer
- Ask about ice and lemon with an alcoholic drink and tonic

13.5B SPEAKING PRACTICE
Student B
Ask your partner questions in order to complete the gaps in the information about the Atlantic Hotel.

Atlantic Hotel

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<th>Room Type</th>
<th>Rate</th>
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<td>US$ 220</td>
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<tr>
<td>Triple rooms</td>
<td>US$ 300</td>
</tr>
<tr>
<td>Suites</td>
<td>US$ 380</td>
</tr>
<tr>
<td>Extra bed</td>
<td>US$</td>
</tr>
</tbody>
</table>

Open buffet breakfast and tax included.
Prices are subject to ______________ without prior notice.
12.5B SPEAKING PRACTICE

Student B Employee

You are an employee at the Carlton Hotel in New York. Here is part of a street plan of New York, and a list of interesting places to visit. Answer the guest’s questions. Make recommendations and give directions.

14.5B SPEAKING PRACTICE

Student B Employee

Answer the phone and take a booking for a room.

1. Answer the phone (say ‘Hello, Plaza Hotel, can I help you?’).
2. Ask the caller what kind of room he/she would like.
3. Ask how many nights.
4. Check and say there are no single rooms available on these dates.
5. Say that some doubles are available.
6. Give the price of a double room.
7. Ask for a confirmation by fax or e-mail.
8. Explain that you will need credit card details.
10. Say goodbye and that you look forward to greeting the guest when he/she arrives.

14.10B SPEAKING PRACTICE

Student B Employee

1. A Say that Jack Overton is not in his room. Offer to take a message.
   B Write down the message.
2. A Say that there is no reply. Offer to take a message.
   B Write down the message.
3. A Say that the line is busy. Wait, say the line is still busy, then offer to take a message.
   B Write down the message.
4. A Say that Maria Marconi is out. Offer to take a message.
   B Write down the message.
15.5B SPEAKING PRACTICE

Student B Employee

Decide what you will say to the guest, who is checking out.

**Guest**
Good morning, is my bill ready, please?

**Employee**

**Guest**
Yes, that's right.

**Employee**

**Guest**
Is everything here, including the service charge?

**Employee**

**Guest**
By credit card, is Visa OK?

**Employee**

**Guest**
Oh, yes, in that case I’ll pay by American Express.

**Employee**

**Guest**
Certainly, and here is my keycard.

**Employee**

**Guest**
Thank you.

**Employee**

15.10B SPEAKING PRACTICE

Student B Employee

Discuss this bill with the guest. Answer the guest’s questions concerning the items marked a–f. The notes below will help you.

da) Check, say yes, give details of the drinks in the lobby lounge.
b) Check, agree it is too much, reduce the bill by $7.
c) Explain that the service charge is 10%.
d) Check, apologise, say the mini-bar charge should be $29 – reduce the bill.
e) Explain the time, destination of the call, and the charge.
f) Explain that the car hire to and from the conference centre is not free. The shuttle bus is free but not private car hire arranged by the hotel.

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Tapescripts

1.2

Hello, I'm Zita, I'm a receptionist.

Hi, I'm Akoun, I'm a kitchen assistant.

My name's Jimmy, I'm a commissioner.

Hello, I'm Shaun, I'm a sous-chef.

My name's Niamh, I'm a waitress.

Hello, my name's Taki, I'm a porter.

I'm Teresa, I'm a bar person.

Hello, my name's Anita, I'm a chambermaid.

I'm Yoshida, I'm a waiter.

Hi, my name's Kelly, I'm a management trainee.

Zita, that's Z-I-T-A.

Akoun, that's A-K-O-U-N.

Jimmy that's J-I-M-M-Y.

Shaun, that's S-H-A-U-N.

Niamh, that's N-I-A-M-H.

Taki, that's T-A-K-I.

Teresa, that's T-E-R-E-S-A.

Anita, that's A-N-I-T-A.

Yoshida, that's Y-O-S-H-I-D-A.

Kelly, that's K-E-L-Y.

1.7

Hello, my name's Niamh, I'm from Ireland.

Nice to meet you, Niamh. I'm Akoun.

Where are you from, Akoun?

I'm from France.

Oh really, which part?

The south, near Nice.

Hi, my name's Jimmy, I'm from Ireland, and you?

Oh, hi Jimmy, my name's Taki.

And where are you from Taki? Greece?

Yes, that's right.

Good morning everyone, my name's Anita, I'm from Italy.

Hello Anita, I'm Teresa, I'm from England and this is Yoshida, he's from Japan.

Hello, pleased to meet you.

And this is Kelly, she's from America.

Hi everyone.

Hi, I'm Zita.

Nice to meet you, I'm Shaun. Where are you from, Zita?

I'm Irish, and you?

I'm from Australia.

2.2

Hello, Globe Hotel, can I help you?

Yes, I have a reservation from the 18th to the 21st July for a double room with bath and balcony.

And your name please, sir?

Bouvier.

Could you spell that for me, please?

Yes, that's B-O-U-V-I-E-R. I would like to change the dates, if possible, from the 19th to the 22nd July.

Hold the line a moment and I'll just check Mr Bouvier, but I think that's possible ... from the 19th to the 22nd did you say?

Yes, that's right.

I'm just checking ... the 19th to the 22nd ... Yes, that's fine Mr Bouvier, a double with bath and balcony for three nights, from the 19th to the 22nd.

Thank you, so that's fixed up then?

Yes, it's done, Mr Bouvier. We look forward to welcoming you on the 19th. Goodbye.

Thank you. Goodbye.

Good evening sir, good evening madam.

Good evening, we have a reservation, the name's Bouvier.

Could you spell that, please?

B-O-U-V-I-E-R.

Thank you. Bouvier, yes, ... so that's a double room with bath and balcony for three nights.
MR BOUVIER  That’s right.
RECEPTIONIST Could you just sign here, please?
MR BOUVIER Yes, of course.
RECEPTIONIST Thank you sir, here’s your key. It’s on the fourth floor, room 401. I’ll call a porter.
MR BOUVIER Thank you.
RECEPTIONIST Enjoy your stay.

3.2

GUEST Can you describe the room to me, please?
EMPLOYEE Certainly madam, let’s see, first there’s a big double bed, and of course there’s a telephone by the bed, and you have the radio alarm next to that. Then there’s a TV of course, with remote control ...
GUEST Is there a CD player in the room?
EMPLOYEE I’m afraid there isn’t a CD player in the room, madam.
GUEST Oh well, perhaps it’s not very important. But the bed sheets, are they changed every day?
EMPLOYEE Yes, they’re changed every day. And in fact the pillows are filled with a special non-allergic material. And let’s see, what else? There’s a large wardrobe, and there are plenty of coat hangers. Then there’s a desk by the window, with two very comfortable chairs.
GUEST Well, that seems to be just fine. OK, I’ll check it.

3.7

1

GUEST The room must be quiet.
EMPLOYEE Of course, sir, we can give you a very quiet room on the top floor, fully equipped to the highest standards. Everything you need is included in the room. All of the rooms have full cable TV service. For your security there’s a personal safe in your room and let’s see ... there’s a trouser press next to the suitcase stand and, as a personal touch, we like to welcome our guests with a vase of flowers in the room on arrival.
GUEST Oh, lovely.

2

EMPLOYEE ... and by each bed there’s a bedside lamp and there’s a central light switch as well.
GUEST Just one thing about the bed ... can I have blankets on it?

EMPLOYEE Certainly, madam. Normally we have duvets on the bed but in some of the rooms we have ordinary blankets for guests who prefer them. So that’s no problem at all.
GUEST And will you make sure there’s plenty of writing paper?
EMPLOYEE Of course, madam.

3

EMPLOYEE It’s small but very quiet, and it does have the things you need – two big single beds and full air-conditioning.
GUEST Is there a mini-bar in the room?
EMPLOYEE I’m afraid there isn’t a mini-bar in the room. None of the rooms have a mini-bar, but we do have a bar on the ground floor.

4

GUEST Can you describe the room, please?
EMPLOYEE Certainly, sir. It’s a large sunny room with a view of the sea. In fact most of the rooms in the hotel do have a view of the sea. And ... there’s full air-conditioning of course, a mini-bar, a large desk, and there are also some nice plants in the room.

4.2

We keep extra tissues and toilet paper here in the cupboard. The shaver socket is on the wall next to the mirror. The bin is here under the washbasin. There’s a hot and cold mixer tap for the shower. The bathroom is behind the door and the towels are on the rack over the bath. Always put plenty of soap and shampoo here, near the taps.

4.7

PORTER Can I help you with your luggage, madam?
GUEST Yes, please, those two red suitcases are mine.
PORTER Shall I take the small green bag too?
GUEST Oh yes, please bring it as well.
PORTER This way, please, madam, the lift is just over there. [...] Here you are, madam, room 233.
GUEST Thank you, and here’s something for you.
PORTER Thank you very much, madam, I hope you enjoy your stay.
Hotel Royal Savoy, Lausanne

1. **Guest** Hello, can you tell me if the restaurant is open on Sundays, please?

   **Employee** Yes, sir, it’s open every evening from 7 to around 10 o’clock.

2. **Guest** Good evening, I was wondering, can I get a sauna now, I know it’s a bit late?

   **Employee** I’m sorry madam, the fitness and sauna closes at 10, but it opens up again tomorrow at 7 am.

3. **Guest** Can you tell me if the pool is open now?

   **Employee** I’m sorry sir, the pool is only open in summer.

4. **Guest** *(on the phone from her room)* Hello, am I too late for room service?

   **Employee** No, madam, room service is available until 10.30 pm.

Hotel Como, Melbourne

5. **Guest** Hello, I may be arriving a little early, what is the earliest check-in time, please?

   **Employee** Normally, sir, the earliest check-in is from 2 pm and the latest check out is at 11 am.

6. **Guest** Is the car park locked at night?

   **Employee** Well, madam, it is locked, but there’s 24 hour valet parking.

7. **Guest** Excuse me, what time does the bar open, please?

   **Employee** At 4 pm every day, sir.

8. **Guest** I need some laundry done. Can I get these things cleaned by tonight?

   **Employee** Yes, madam, there is a same-day laundry service if we have them by 11.

Hotel Grande Bretagne, Athens

**Employee** Hotel Grande Bretagne, can I help you?

**Guest** Yes, I phoned you earlier about the business facilities in your hotel, and you gave me some information. Can we just run through it again?

**Employee** Certainly, sir.

**Guest** Right, concerning secretarial services, sending faxes and so on, can you just tell me again what the hotel offers?

**Employee** Yes, indeed, well, we have a fully equipped business centre with everything you need including a full range of secretarial services, and of course up-to-date computer services with internet access, e-mail and so on. You can also send and receive faxes at any time, and we have full translation services. And if you wish we can even get you a bilingual tour guide for a trip around the city.

**Guest** Well, I’m not sure we’ll get too much time for the city tour, but it sounds like a great idea. OK, let’s see, that’s secretarial, and we might need translations in several languages.

**Employee** That’s no problem, sir. Just let us know in advance which languages you need and we can arrange everything.

**Guest** Good, well, I think that’s all. I have the price list here so I’ll get back to you in a day or two when I’ve been through it all again.

**Employee** Thank you very much, sir, we look forward to hearing from you.

Okura Garden Hotel, Shanghai

**Employee** Hello, Okura Garden Hotel, can I help you?

**Guest** Good morning, we’re thinking of bringing a group for a few days to Shangh hai. I’d like to know something about the amenities in your hotel, for example, can you tell me about the health and fitness centre, please?

**Employee** Of course, madam. There’s a fully equipped fitness club here with an indoor swimming pool and state-of-the-art gym. You’ll find all the exercise equipment you need, and there’s a wonderful sauna.

**Guest** Is there a beauty salon?

**Employee** Yes, there is, madam, with our fully trained staff, of course.

**Guest** Good, so you have a full fitness centre, indoor pool, gym and a beauty salon, well, that should satisfy everybody. Now another question ...
6.2

1

**GUEST** Can you tell me where the gift shop is, please?

**EMPLOYEE** Certainly, sir, the gift shop is in the basement, in fact there are several gift shops. Take the lift to the basement, and when you go out of the lift turn right, and you'll see them on your right.

**GUEST** Thanks.

2

**GUEST** Excuse me, where's the travel desk, please?

**EMPLOYEE** The travel desk, madam is in the main lobby, on the ground floor, right opposite the reception desk.

**GUEST** Sorry, I didn't catch that.

**EMPLOYEE** Go down to the main lobby and just opposite the reception desk you'll see the travel desk.

**GUEST** Oh, I see, thank you very much.

3

**GUEST** Excuse me, I'm looking for the bar, please.

**EMPLOYEE** Yes, sir, it's inside the restaurant on the ground floor. Go down to the ground floor, turn left out of the lift, and the bar is just there, on your left, inside the main restaurant.

**GUEST** Oh, it's inside the restaurant ... I see, thanks very much.

**EMPLOYEE** It's a pleasure, sir.

4

**GUEST** Could you tell me where the fitness centre is, please?

**EMPLOYEE** Of course, madam, on the top floor. As you come out of the lift, it's on your left, near the swimming pool.

**GUEST** So that's the top floor, out of the lift, and turn left.

**EMPLOYEE** Yes, that's right, just next to the swimming pool.

**GUEST** Thank you.

**EMPLOYEE** You're welcome, madam.

5

**GUEST** Excuse me ... the business centre is on the third floor, isn't it?

**EMPLOYEE** No, sir, it's on the second floor. Take the lift, and as you come out of the lift it's on your right, just next to the main conference rooms.

**GUEST** Oh, I see, on the second floor.

**EMPLOYEE** Yes, out of the lift, turn right, and it's next to the conference rooms.

**GUEST** Thank you very much.

**EMPLOYEE** You're welcome.

6.7

1

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

**EMPLOYEE** Certainly, it's not far. Go out of the hotel and turn left. Go along Avenue de Verdun for about 100 metres and there are two travel agents on your left.

**GUEST** So I go out of the hotel, turn left and along Avenue de Verdun for 100 metres.

**EMPLOYEE** That's right.

**GUEST** Thank you very much.

**EMPLOYEE** You're welcome.

2

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

**EMPLOYEE** Yes, sir, it's just a few minutes walk. Go out of the hotel, turn right, go along Avenue de Verdun to Avenue de Suède, then turn right and go up Avenue de Suède until you get to Rue de la Buffa. The bank is on the corner, on your right.

**GUEST** So that's out of the hotel, right, right again up to Rue de la Buffa.

**EMPLOYEE** Yes, and the bank's on the corner.

**GUEST** Thanks very much.

**EMPLOYEE** It's a pleasure.

3

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

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

**GUEST** Avenue de Suède, OK, thank you.

**EMPLOYEE** You're welcome.

4

**GUEST** Is the cinema far from here, please?

**EMPLOYEE** It's about a 10-minute walk from here, sir. Turn left out of the hotel, and go along Avenue de Verdun until you get to Avenue Jean Médecin. Turn left, go up Avenue Jean Médecin, and there are two cinemas, one on your left and one on your right.
**Guest** Let me see, that's left along Avenue de Verdun until I get to Avenue Jean Médecin.

**Employee** That's right. Here, I can show you on the map.

**Guest** Thank you.

**Employee** You're welcome.

5

**Guest** Is there a cash point near here, please?

**Employee** Yes, it's not far. Go out of the hotel, turn right, then right again into Avenue de Suède. Go up the street to the corner, and there on the corner, on your right, is the cash point next to the bank.

**Guest** So that's out of the hotel, turn right, and right again into Avenue de Suède, and then up that street to the corner.

**Employee** That's it, madam, the cash point is on the corner, on your right next to the bank.

**Guest** Next to the bank, yes, of course. Thank you.

**Employee** You're welcome.

6.7

**Employee** It's not very far, about 15 minutes on foot, five minutes by car. Go out of the hotel into Avenue de Verdun. Turn left and go along Avenue de Verdun until you get to Place Masséna. Turn left at Place Masséna into Avenue Jean Médecin. Go along Avenue Jean Médecin until you get to Avenue Thiers – it's about 500 metres. Turn left and it's just there on your right.

7.2

**Guest 1**

**Room Service** Hello, room service, can I help you?

**Guest** Yes, I want to order a meal ... let's see, the caesar salad to start with, with bruschetta and then some fish. I see there's cod and salmon ...

**Room Service** Yes, both are very good, fresh today, of course.

**Guest** OK, well, I think I'll go for the salmon.

**Room Service** That's the sesame salmon, isn't it? There's also the smoked salmon.

**Guest** Yes, yes, not the smoked salmon, and I'd like some ice cream. Oh, no, wait a moment, how about the apple strudel, that comes with ice cream, doesn't it?

**Room Service** Yes, madam, vanilla ice cream.

**Guest** Good, I'll have that then.

**Room Service** So, that's the caesar salad, bruschetta, the sesame salmon, and the apple strudel. Would you like anything else, madam?

**Guest** That's it, thank you.

**Room Service** And your room number, please.

**Guest** Oh, 391.

**Guest 2**

**Room Service** Hello, room service, can I help you?

**Guest** Can you bring up a couple of meals as soon as possible, please? Is everything on the menu available?

**Room Service** Yes, sir.

**Guest** OK, then the grilled goat's cheese to start with. And put the baguette with that. That's with brie, isn't it?

**Room Service** Yes, sir, chicken, bacon and brie baguette.

**Guest** Good, and a mixed salad.

**Room Service** Is that just one mixed salad?

**Guest** Yes, just one, then the steak, well done please, the penne pasta, and the crème brûlée. No, wait, make that the chicken instead of the steak.

**Room Service** Right, sir, so that's the goat's cheese, mixed salad, and the chicken, not the steak, isn't it?

**Guest** Yes, the chicken.
3  

**Guest**  Hello, is that reception?  
**Employee**  Yes, can I help you?  
**Guest**  Yes, we’re in a meeting now which will go on till 9 o’clock or even later. Is that OK for the room?  
**Employee**  Well, normally the meeting rooms close at 8 pm Monday to Friday.  
**Guest**  Ah! So we can’t go on after 8 o’clock, is that right?  
**Employee**  That’s right, sir. I’m afraid it’s not possible to keep the rooms open after 8 pm; you see all the staff go off duty.  
**Guest**  Of course, yes.  

4  

**Guest**  Can I get into the fitness centre now? I know it’s a bit early.  
**Employee**  Well, it’s not open just yet, madam; it doesn’t open until 8 am.  
**Guest**  OK, I’ll wait until 8. Thank you.  
**Employee**  You’re welcome.  

5  

**Guest**  Hello, I’d like to leave a message for Mrs Jones in room 620, please.  
**Reception**  Mrs Jones ... I’ll just have a look ... I’m afraid Mrs Jones checked out this morning at 8.30.  
**Guest**  Oh, she’s checked out already, I see, well I’ll contact her office then, thank you.  
**Reception**  You’re welcome.  

8.2  

1  

**Guest**  Hello, reception, this is room 329. We’ve managed to empty the mini-bar. Could you get someone to restock it, please?  
**Reception**  Certainly, madam. Is there anything in particular you need?  
**Guest**  Yes, well, a bit of everything really, especially plenty of whisky and coke.  
**Reception**  I’ll send someone up right away.  
**Guest**  Thank you.
2

Guest Hello, reception, I'm afraid I've forgotten my hair dryer. I wonder if you could send one up to my room?

Reception Well, madam, there should be one in your room. Have you had a look in the bathroom, by the basin?

Guest Yes, and I can't see one.

Reception I'm sorry about that. I'll see to it immediately. And your room number, please?

Guest Room 309.

3

Guest Look I've just arrived in the room, and I don't know what's happened, but the sheets are dirty. Can you change them, please?

Reception Oh, I'm very sorry, that shouldn't happen. What room are you in?

Guest 709.

Reception I'll contact housekeeping now.

4

Guest Hello, is that reception?

Reception Speaking.

Guest My wife and I have rather a lot of clothes and we need some more coat hangers. We're in room 438.

Reception I'll get someone to bring some up at once.

5

Guest Oh, hello, is that reception? Look, I've forgotten all my shaving stuff. Can I get a razor and some shaving cream, please?

Reception Yes, we can provide all these items. If you would like to contact housekeeping they will be able to help you. Just dial 121.

Guest Oh, 121, I see ... thank you.

8.7

The TV

Reception Hello, can I help you?

Guest Yes, I'm having a bit of trouble with the TV.

Reception Oh, is it not working?

Guest No, no, it seems to be working all right, but I want to get a film, and it just keeps going fuzzy.

Reception OK, have you got the remote control?

Guest Yes.

Reception Right ... you want to order a film?

Guest Yes, that's right.

Reception OK, perhaps it's best if you switch off everything first - that's the green button on the left of the screen.

Guest OK, everything's off.

Reception Now switch on the TV - that's the same green button.

Guest OK.

Reception Then press Video on the remote control.

Guest Video, OK, done.

Reception You will see a list of films.

Guest Ah, yes, on the top here ...

Reception Select a film, use the arrows on the remote control to go up or down, then press OK.

Guest Oh, I see, you have to press OK.

Reception That's right, then when you press Play the film begins ...

Guest I see, it's simple really, but I'm not very good with these machines.

Reception Don't worry, it's the same for many people. Is that OK now?

Guest Yes, thank you very much.

Reception You're welcome, enjoy the film.

The safe

Guest Is that reception?

Reception Yes, reception, can I help you?

Guest Yes, please. It's the safe in the room.

Reception Is there something wrong?

Guest Well, it's just that I want to put some jewellery in it, but I'm not sure how it works. There's no key ...

Reception No, madam, it works on a code system. You can choose your own code number for the safe. But there should be a little card explaining how it works by the safe.

Guest Oh, I can't see one.

Reception Well, I'm sorry about that. I'll send one up, but do you want to lock some valuables away now?

Guest Yes, please.

Reception So, OK, open the safe door, put your valuables in and close the door. On the front of the door you will see some letters and numbers.

Guest Letters and numbers? Oh, yes, I see.

Reception Now tap A, then tap a six digit number, then tap C. Remember this number, you'll need it to open the door again.

Guest What's that again?
Tapescripts

RECEPTION Tap A, then tap a six digit number, then tap C and remember this number, because you’ll need it to open the door again.

GUEST So I tap A, then six numbers, then C – so I choose any six numbers?

RECEPTION That’s right, and when you’ve done that, turn the dial quickly and the safe is locked.

GUEST So, that’s A then six numbers, then C, then turn the dial quickly.

RECEPTION That’s right madam. So, to open the door again, tap A then your code number, turn the dial and the door will open.

GUEST Tap A, the code, turn the dial ... OK, I see, but supposing I can’t open it again?

RECEPTION Don’t worry, if you really get stuck I’ll send someone up to help you.

GUEST Oh, thank you, well, I’ll have a go then.

RECEPTION You’re welcome.

5

BAR PERSON I’m sorry, madam, we don’t have that type of mineral water, but we do have this one; it’s very good.

GUEST That’s fine then, half a bottle, please.

BAR PERSON Here you are, madam.

6

BAR PERSON This house cocktail is excellent, sir.

GUEST OK, then make that two, and a large gin and tonic.

BAR PERSON Here you are, sir.

9.7

1

BAR PERSON Here you are, madam, a small rum and a dry martini. Shall I charge it to your room?

GUEST No, I’ll pay cash. How much is that?

BAR PERSON That comes to €11.50.

GUEST Thanks, here, keep the change.

BAR PERSON Thank you, madam.

2

BAR PERSON Here you are, sir, two large draught beers, a whisky, and a vodka. And are you staying in the hotel?

GUEST No, I’m not. How much does that come to?

BAR PERSON That’s €23.50, sir.

GUEST I’ll pay by Visa, here you are.

BAR PERSON Thank you, sir.

3

BAR PERSON What can I get you, madam?

GUEST I’d like a gin and tonic, and a coke with plenty of ice.

BAR PERSON Lemon with the gin, madam?

GUEST Yes, please and, oh, wait a moment ... and a small draught beer, please.

BAR PERSON Right, a gin and tonic, a coke and a small draught beer ... Here you are. Shall I charge it to your room?

GUEST Yes, please.

BAR PERSON That’s €13, madam. Could you sign here, please?

4

BAR PERSON Here you are, sir, a double brandy, a rum and coke, and a tonic water. That comes to €24.

GUEST Look, I’ll pay by cheque ... here you are.

BAR PERSON Thank you, sir.
FEMALE GUEST: Fine, I'll have that then.
WAITRESS: Thank you, and you, sir?
MALE GUEST: Just a steak for me, please, no starter.
WAITRESS: How would you like it – rare, medium or well done?
MALE GUEST: Well done, please.
WAITRESS: And what would you like to drink?
MALE GUEST: How about a bottle of rosé?
FEMALE GUEST: And a bottle of sparkling mineral water, please.
WAITRESS: So that's the waldorf salad and the sole meunière, steak, well done, a bottle of rosé and a bottle of sparkling mineral water. Thank you.

11.2

WAITRESS: Would you like to see the cheese tray?
MAN: Yes, why not?
WOMAN: Nothing for me, thanks.
MAN: Let's see, I'd like a little brie and some cheddar, please.
WAITRESS: Certainly, sir, and can I take your order for dessert?
WOMAN: I fancy some chocolate. I think I saw something on the menu ...
WAITRESS: Yes, indeed, madam, if you like chocolate, I can recommend the chocolate soufflé.
WOMAN: Sounds perfect. I'll go for it.
MAN: The trifle sounds pretty good, and the apple strudel too.
WAITRESS: Yes, they're both very good – the trifle is made with sherry, and the apple strudel is very traditional of course, served hot with ice cream.
MAN: That's for me then. I'll have the apple strudel.
WAITRESS: So that's the chocolate soufflé and the strudel. And some coffee or tea?
WOMAN: A cappuccino for me, please.
MAN: An espresso, please.
WAITRESS: Thank you, so that's an espresso and a cappuccino. Thank you.

10.7

WAITRESS: Are you ready to order, madam?
FEMALE GUEST: Yes, I think so. Just a question, what is the waldorf salad?
WAITRESS: It's a crispy salad with cheese and croutons.
MALE GUEST: It's not a mixed salad?
WAITRESS: No, it's fresh lettuce with dressing and the cheese and croutons mixed in.
FEMALE GUEST: OK, I'll have that.
WAITRESS: ... and something to follow?
FEMALE GUEST: I'd like some fish, please. Can you recommend something?
WAITRESS: The sole meunière is very good, madam, and very popular.
FEMALE GUEST: Is it fresh today?
WAITRESS: Absolutely.
11.7

WAITRESS  Was everything all right, sir?
MAN  Yes, thank you, just fine.
WOMAN  The chocolate soufflé was delicious ...
WAITRESS  Thank you, madam. Is there anything else I can get you?
MAN  No, I don’t think so ...
WOMAN  Not for me ...
MAN  Can I have the bill, please? Oh, and can I pay by Visa?
WAITRESS  That’s no problem, sir, we accept all types of credit cards. [...] Here you are, sir.
MAN  Thank you. Excuse me, but is this item correct?
WAITRESS  Which one, sir?
MAN  Here, I thought we had only one bottle of wine and a mineral water.
WAITRESS  Oh, I’m very sorry, sir, I’ll check that for you. [...] Here you are, we’ve corrected the mistake.
MAN  OK, is service included?
WAITRESS  Yes, sir, it’s included.
MAN  Here’s my credit card.
WAITRESS  Thank you. [...] Goodnight and thank you.
MAN AND WOMAN  Goodnight.
WAITRESS  We hope to see you again.

12.2

Guest 1

GUEST  Hello, can you help me? We’ve a few hours free this afternoon, and we’d like to see some of the sights. What do you suggest we visit?
EMPLOYEE  Well, sir, New York is full of great places to visit – museums, art galleries, concerts, famous buildings … do you have any particular interest?
GUEST  Well, yes, art. We’d like to visit some of the famous art galleries. And we’d like to do some shopping.
EMPLOYEE  You’ve come to the right place, sir. The Museum of Modern Art is only a few minutes from here. You must see it while you’re here. And the shopping district of 5th Avenue is very close too. Here, I’ll show you on the map.
GUEST  Thank you.
EMPLOYEE  You’re welcome.

Guest 2

GUEST  My husband and I would like to visit the city. Can you recommend some places to go?
EMPLOYEE  Certainly, madam, New York is full of very interesting places to go to. I’ll show you a few here on the brochure. Here’s the Statue of Liberty – you’d like the trip there. And you shouldn’t miss the Empire State Building – the view from the top is one of the best in New York. Or here, look, you could go down to the theatre district on Broadway – there are some great shows there at the moment. Or of course you could go shopping on 5th Avenue … here you can see it on the map.
GUEST  Is the Empire State Building open every day?
EMPLOYEE  Oh, yes, every day from 9.30 am to midnight. And it’s not very far from here.
GUEST  Sounds great, thanks.
EMPLOYEE  You’re welcome.

Guest 3

GUEST  Could you tell me where I’ll find a really good tour of the city?
EMPLOYEE  Yes, madam, there are a few here to choose from. Look, I’ll show you the brochure …
GUEST  And what about music? I like all kinds of music.
EMPLOYEE  You’re in luck. There’s a free concert today in Central Park. Why not go to it? I’ll just get you the information … here’s a brochure for you, and here’s a list of all the other concerts in the city at the moment.
GUEST  Thank you very much.
EMPLOYEE  You’re welcome.

13.2

Guest 1

GUEST  Hello, is that the Stars Hotel?
EMPLOYEE  Yes, madam, can I help you?
GUEST  I’m enquiring about the room rates at your hotel. Could you tell me, please, how much a double room is?
EMPLOYEE  Yes, of course. Well, double rooms or twin rooms are from $240 to 280 a night.
GUEST  And you have a number of executive suites too?
EMPLOYEE  Yes, we do. The suites range from $550 to 1,000 per night.
GUEST  Is there a service charge included in the price?
Employee: No, madam, the service charge is 15%.

Guest: I see, OK, so that’s doubles $280 ...

Employee: $280 is the top price. The doubles are from $240 to $380 a night.

Guest: Yes, thanks, and the suites $550 to 1,000.

Employee: That’s right, and the service charge is 15%.

Guest: I think I have all that. Thank you very much.

Employee: You’re welcome.

Guest 2

Guest: Hello, is that the Devonshire Arms?

Employee: Yes, good evening, can I help you, madam?

Guest: I’m telephoning to get some information on room rates. What’s the price of a single room, please?

Employee: The basic single rooms are £75. But we do have a superior twin single room for £95.

Guest: I see, and the suites, how much are they, please?

Employee: The suites are £200 per night.

Guest: And does this include breakfast?

Employee: Yes, madam, the price includes a full English breakfast and of course the price also includes VAT.

Guest: I see, so I’ll just check that, singles £75 and £95 with a full English breakfast.

Employee: That’s right.

Guest: And what did you say about VAT?

Employee: VAT is included in the price.

Guest: Yes, of course. I see, thank you very much. I think I’ve got that – singles at 75 and 95 and suites at 200, with breakfast and VAT included.

Employee: That’s right, madam.

Guest: Thank you very much.

Employee: It’s a pleasure.

Guest 3

Guest: Hello, is that the Il Capello Hotel?

Employee: Speaking, how can I help you?

Guest: I’m just checking the room rates. I have a price list from last year but I expect the prices have changed. How much are the single rooms this year, please?

Employee: Well, sir, the rates have changed slightly since last year. The singles are now €180 to €240.

Guest: And the doubles?

Employee: The twin or double rooms are now €270 to €330.

Guest: That includes tax and service charge I imagine?

Employee: Yes, the tax and the service charge are included, but the price doesn’t include breakfast, which is €18.

Guest: Thank you very much. I think I’ve got that … that’s singles now at 180 to 240, doubles to 270.

Employee: No, the price of doubles is from €270 to €330.

Guest: Oh, I see, that’s doubles from 270 to 330 and breakfast is €18. Oh, and can I get an extra bed if we need one?

Employee: Yes, of course, an extra bed is €45.

Guest: €45, OK, that’s fine. Thank you very much.

Employee: You’re welcome.

13.7

Guest 1

Guest: Hello, can you help me? I’m enquiring about the conference facilities at your hotel. I believe you have a range of services. I’m particularly looking for a small friendly room, say, to seat up to 50 or 60 people, to hold a series of meetings.

Employee: Certainly, madam, we can do that for you. Our meeting rooms have a very relaxed atmosphere and we can seat up to 50 people.

Guest: Can I perhaps just run through the things we need?

Employee: Sure, go ahead.

Guest: OK, we’re going to need all the usual audio-visual equipment, particularly overhead projectors, slides, flip charts. And we’re also looking for VCR equipment.

Employee: All that’s no problem, madam, we have all the latest audio-visual equipment, including of course VCRs.

Guest: Good. Another thing – can you provide simultaneous translation?

Employee: Yes, madam, we have a full team of translators that we employ. If you would like to specify which languages, we would be happy to accommodate.

Guest: Sure, I can do that. So that’s room, equipment, translators all seem to be OK.
EMPLOYEE Do you have our conference pack which gives full details of all the conference facilities?

GUEST No, in fact.

EMPLOYEE We'll send you one, if you let me have an address.

GUEST Sure and then I'll get back to you with all these details. My address is ...

GUEST 2

GUEST Good morning. My name's Mr Thompson, I phoned you a few days ago for information about your conference facilities, and you kindly sent me your conference pack.

EMPLOYEE Yes, hello, Mr Thompson.

GUEST Can I just clarify a few points?

EMPLOYEE Certainly, sir.

GUEST I believe you have a large range of audio-visual equipment.

EMPLOYEE Yes, indeed, we can supply all the latest audio-visual equipment.

GUEST Actually, we will need some large screens for computer projection, and of course loudspeakers.

EMPLOYEE Yes, sir, again that's no problem. If it's not actually in the hotel we can certainly arrange to get it.

GUEST Good – something else. Can you do a nice floral decoration, something too elaborate, just something simple to add a bit of colour?

EMPLOYEE Yes, if you'd like to specify what you'd like, we have several different arrangements we can offer.

GUEST Well, look, perhaps the best thing is that I e-mail all this to you and we can take it from there.

EMPLOYEE Do you have our e-mail address?

GUEST Yes, I do, thank you.

EMPLOYEE Good, we look forward to hearing from you.

14.2

EMPLOYEE Good morning, Plaza Hotel, can I help you?

GUEST Yes, I phoned last week about a room but I didn't book anything. Can I make a reservation now?

EMPLOYEE Certainly, madam, what kind of room would you like?

GUEST Well, do you still have a single room with bath from the 19th March?

EMPLOYEE For how many nights, madam?

GUEST Three nights, from the 19th to the 22nd March.

EMPLOYEE I'll just check, but I think all the singles have gone for that weekend. ... I'm very sorry, madam, but we have no more singles for that weekend.

GUEST Oh dear, that's a pity. I should have booked last week. Do you have any doubles left?

EMPLOYEE Let me see, yes, madam, there's just one double left.

GUEST And how much is it?

EMPLOYEE It's $130 per night, not including breakfast.

GUEST I see, and the single is $95.

EMPLOYEE That's right.

GUEST Are you sure that's all that's left for that weekend?

EMPLOYEE I'm afraid so, there's quite a demand, especially for singles, with the conference here that weekend.

GUEST Yes, of course. I'm going to that conference too. OK, I'd better take the double then.

EMPLOYEE Right, madam, and your name, please?

GUEST It's Mrs Delaporte, that's D-E-L-A-P-O-R-T-E.

EMPLOYEE Could you please confirm that by fax or e-mail, Mrs Delaporte, and we'll need a credit card number and expiry date, please.

GUEST Of course.

EMPLOYEE So that's a double room with bath from the 19th to the 22nd March. We'll hold the room until 6 pm. We look forward to seeing you on the 19th.

GUEST Thank you, goodbye.

14.7

1

EMPLOYEE Hello, Plaza Hotel, can I help you?

CALLER Yes, can you put me through to Mr Jackson, it's room 132.

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

CALLER OK, I'll hold.

EMPLOYEE ... The line's still busy, I'm afraid.

CALLER I'll leave a message: will you tell Mr Jackson to call Peter at home?

EMPLOYEE Certainly, sir.
2

**Employee** Hello, Plaza Hotel, can I help you?

**Caller** Yes, good morning, room number 359, please. Angela Morris should be there.

**Employee** I’ll put you through. … I’m afraid there’s no answer, can I take a message?

**Caller** Yes, it’s Mr Mori – that’s M-O-R-I. I’ll call again later.

3

**Employee** Good morning, Plaza Hotel, can I help you?

**Caller** Yes, good morning, can I speak to Bill Preston in suite 2?

**Employee** Right, madam, just connecting you. … I’m afraid there’s no answer, would you like to leave a message?

**Caller** Oh dear, yes, tell him I’ll meet him in the hotel bar at 7 pm.

**Employee** And your name, please?

**Caller** It’s Paola Neri.

**Employee** Could you spell that, please?

**Caller** Yes, it’s P-A-O-L-A N-E-R-I.

**Employee** Thank you, I’ll make sure he gets the message.

**Caller** Thank you.

4

**Employee** The Plaza Hotel, can I help you?

**Caller** Yes, I’d like to speak to Jacqueline Dupont, in room number 289, please.

**Employee** I think I saw her leave, I’ll just check. … I’m sorry, madam, but there’s no reply from her room.

**Caller** Can I leave a message?

**Employee** Yes, of course.

**Caller** Tell her to call the office as soon as possible, would you?

**Employee** Certainly, I’ll make sure she gets the message.

**Caller** Thank you.

15.2

1

**Employee** Good morning, sir.

**Guest** Good morning, I’d like to check out, please, it’s Mr Lopez, 239. Is my bill ready?

**Employee** Yes, Mr Lopez, here you are.

**Guest** Let’s see, €473. Is service included?

**Employee** Yes, sir, it is.
15.7

**EMPLOYEE** Good morning, madam, can I help you?

**GUEST** Yes, could you explain these items on my bill, please?

**EMPLOYEE** Certainly, madam, what would you like to know?

**GUEST** Well, why are there two charges for dry cleaning and laundry?

**EMPLOYEE** Yes, that’s the usual practice, the laundry is charged separately.

**GUEST** Oh, I see. And did I really make three phone calls overseas? I thought it was only two.

**EMPLOYEE** I’ll check again … yes, our records show you made three calls overseas … here are the times and dates …

**GUEST** Oh, did I really? I’d forgotten. And this is the room charge of course. But what’s this 10% charge here, please?

**EMPLOYEE** That’s the 10% service charge in lieu of gratuities.

**GUEST** Ah I see … and I can’t quite make out this part …

**EMPLOYEE** Oh sorry, it seems to be badly printed out … these two items are the mini-bar we restocked, and car you ordered last week.

**GUEST** The mini-bar OK, but the car?

**EMPLOYEE** Yes, that’s for the car you ordered last week to go to the conference centre. The shuttle bus is free but not transportation by car.

**GUEST** Oh, I didn’t realise that, cars and shuttle buses were advertised.

**EMPLOYEE** Yes, but a private car was extra.

**GUEST** Well, yes, I guess so.

**EMPLOYEE** Is everything OK now, madam?

**GUEST** Yes, I think so.

**EMPLOYEE** And here’s your receipt. I hope you enjoyed your stay with us.

**GUEST** Yes, thank you.

**EMPLOYEE** Have a good day, madam, and we hope to see you again.
Write the translation of each verb.

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Be My Guest is for hotel employees at the elementary and lower-intermediate levels who need English for their work. The course focuses on everyday communicative situations so that hotel employees can understand and respond to the needs and requests of hotel guests during their stay. The course is also suitable for pre-service students.

Be My Guest meets the needs of the following personnel: receptionist, porter, bar person, chambermaid/room attendant, housekeeper, concierge/commissionaire, management trainee, waiter/waitress.

The 15 units deal with different work situations, including reception, restaurant and bar work, answering the phone, giving directions, dealing with guests’ problems, writing short e-mails and letters, suggesting places to visit, and explaining how things work. The focus throughout is on the language which hotel workers need to understand and use in their work.

Each unit is divided into two easy-to-use double page lessons. Students systematically practise speaking, listening, reading and writing, with regular consolidation of the new language in the lesson.