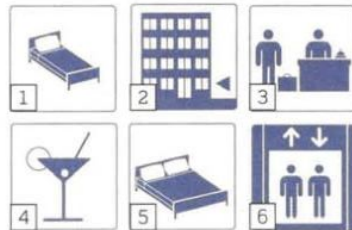


Practical English Arriving in London



1 VOCABULARY in a hotel

a Match the words and symbols.



- Reception /rɪ'seɪʃn/
- the lift /lɪft/
- a single room /'sɪŋɡl rʊm/
- a double room /'dʌbl rʊm/
- the bar /bɑː/
- the ground floor (graʊnd) flɔː (first, second, third, etc.)

b (1:43)) Listen and check.

3 CHECKING IN

a (1:45)) Watch or listen to Jenny checking into a hotel room. Answer the questions.

- 1 Complete Jenny's surname: ZI__LI__SK__.
- 2 What's her room number?

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

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



2 INTRODUCTION

- a (144)) Watch or listen to Jenny and Rob. Mark the sentences **T** (true) or **F** (false).
- 1 Rob lives and works in London.
 - 2 He's a writer for a magazine.
 - 3 The name of his magazine is *London 20seven*.
 - 4 Jenny is British.
 - 5 She's an assistant editor.
 - 6 It's her second time in the UK.
- b Watch or listen again. Say why the **F** sentences are false.

British and American English

lift = British English *elevator* = American English
z = /zed/ in British English, /zi:/ in American English

Greetings


Good morning = > 12.00 *Good afternoon* = 12.00 > 18.00

Good evening = 18.00 > *Good night* = Goodbye (when you go to bed)

Madam = a polite way to greet a woman

Sir = a polite way to greet a man

4 JENNY TALKS TO ROB

a  48))) Watch or listen and mark the sentences **T** (true) or **F** (false).

- 1 Jenny has a coffee.
- 2 She is in London on business.
- 3 The waitress is German.
- 4 Jenny phones Rob Walker.
- 5 Jenny is tired.
- 6 Their meeting is at 10.00.



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



147))) Look at the information in the box.
Listen and repeat the *Can...?* phrases.

- 🔍 **Can you...?** = Please do it
Can you sign here?
Can you spell that?
- Can I have...?** = Please give me (your passport, etc.)
Can I have your passport, please?
Can I have my key, please?

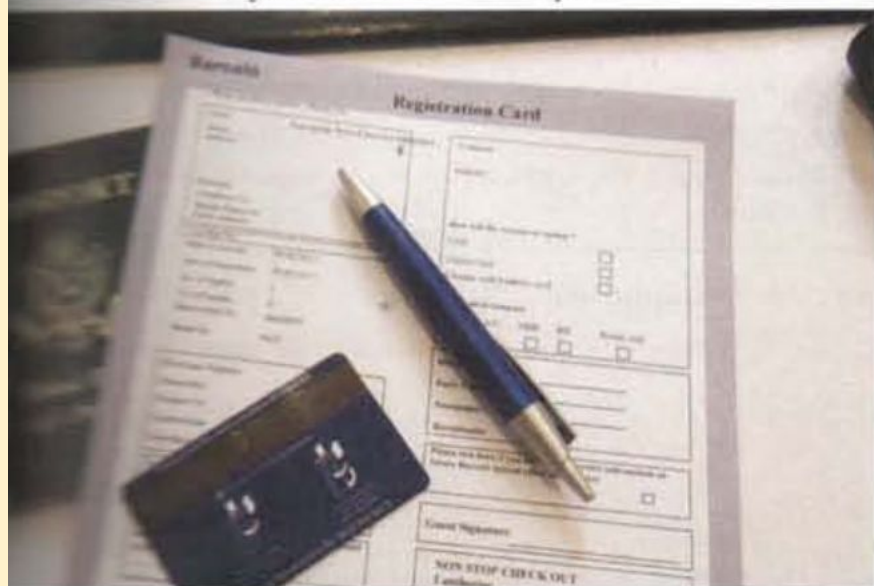
c 149))) Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practise offering drinks and responding.

- 🔍 **Would you like...?**
- | | |
|------------------------------------|---------------------|
| <i>Would you like a coffee?</i> | <i>Yes, please.</i> |
| <i>Would you like another tea?</i> | <i>No, thanks.</i> |
- We use *Would you like...?* to offer somebody something.
We respond *Yes, please* or *No, thanks*.



3 You are in a hotel. How do you ask the receptionist to give you...?

- your key
- your passport
- a map of London
- a pen



e Work in pairs. Read your role and look at the dialogue in 3b. What do you need to change?

A (book open) You are the receptionist. It's 11.00 a.m. B's room is 207 on the second floor. Begin with *Good morning sir / madam*.

B (book closed) You arrive at the hotel. Use your name and surname.

))) You Hear You Say

Good evening, madam.

Hello. I have a reservation.
My name's Jennifer Zielinski.

Can you _____ that, please?

Z-I-E-L-I-N-S-K-I.

For five nights?

Yes, that's right.

Can I have your passport, please?

Just a second...Here you are.

Thank you. Can you sign here, _____? Thank you.

Here's your _____.
It's room 306, on the third floor.
The _____ is over there.

The lift? Oh, the elevator.

Yes. Enjoy your stay, Ms Zielinski.

Thank you.

Homework

1A

a Complete with *am, is, or are*.

- I *am* Mike.
- 1 We _____ from London.
 - 2 He _____ early.
 - 3 They _____ teachers.
 - 4 Today _____ Wednesday.
 - 5 I _____ sorry.
 - 6 It _____ a hotel.
 - 7 You _____ in room 402.
 - 8 She _____ a student.
 - 9 My name _____ Carla.
 - 10 I _____ in a taxi.

b Write the sentences with contractions.

He is late. *He's late.*

- 1 It is Friday. _____
- 2 They are in school. _____
- 3 I am very well. _____
- 4 You are in my class. _____

c Write the sentences with a subject pronoun and a contraction.

Mike and Hannah are students. *They're* students.

- 1 **John is** in room 5. _____
- 2 **Sam and I are** early. _____
- 3 **Julia is** a teacher. _____
- 4 **The school is** in Madrid. _____

◀ p.5

1B

a Write the sentences in the negative.

She's Australian. *She isn't Australian.*

- 1 I'm British. _____
- 2 They're Brazilian. _____
- 3 It's in South America. _____
- 4 You're French. _____

b Make questions and short answers.

/ you English? *Are you English?* *Yes, I am.*

- 1 / I in room 10? _____? _____
- 2 / it Italian? _____? _____
- 3 / they students? _____? _____
- 4 / he from the USA? _____? _____
- 5 / you sure? _____? _____

◀ p.7

b Circle the correct word.

Mark and Simon are friends. They / *Their* are in class 2.

- 1 She's a new student. *She* / *Her* name's Ipek.
- 2 Is *they* / *their* teacher British?
- 3 My name's Soraya. I'm in *you* / *your* class.
- 4 Where are *you* / *your* friends from?
- 5 We're French. *We* / *Our* names are Marc and Jacques.
- 6 Is *she* / *her* German?
- 7 Peter is a teacher. *He* / *His* is from Ireland.
- 8 What's *he* / *his* name?
- 9 I'm Karen. *I* / *My* surname is White.
- 10 *She* / *Her* is from Barcelona.

◀ p.9