

Practical English Arriving in London



1 VOCABULARY in a hotel

a Match the words and symbols.



- ☐ Reception /rɪ'sepʃn/
- ☐ 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?

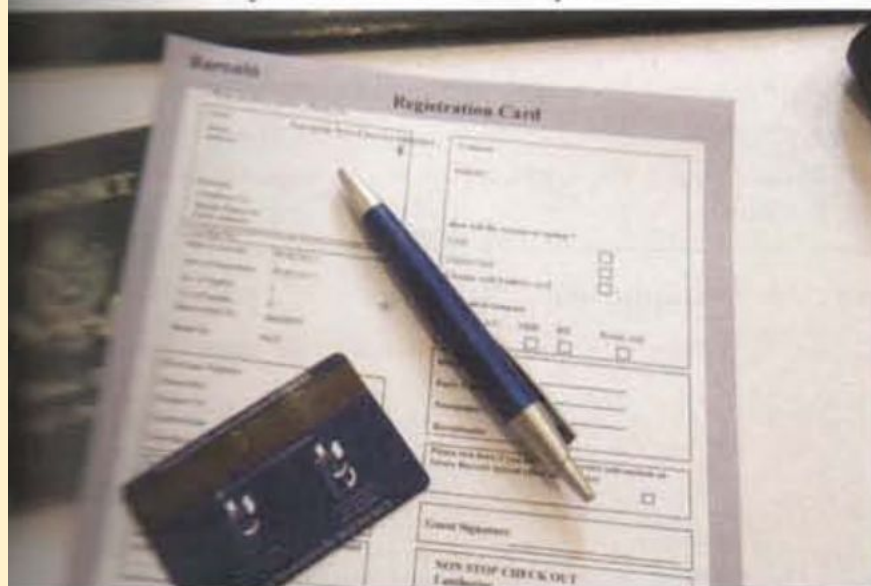
c 149))) Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practise offering drinks and responding.

- **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*.



a 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? ☐ _____? ☒ _____

c Complete the dialogue. Use contractions if possible.

A Hi. I'm Mark.

B Hello Mark. My name ¹ _____ Maria.

A ² _____ you Spanish, Maria?

B No. I ³ _____ from Mexico.

A ⁴ _____ you from Mexico City?

B No. I ⁵ _____ from Tijuana.

A ⁶ _____ Tijuana near Mexico City?

B No, it ⁷ _____. It ⁸ _____ in the north.

A ⁹ _____ you a student?

B No. I ¹⁰ _____ a teacher.

◀ 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