

AIMS OF THE CLASS

- More suggestions and Writing – više *predlaganja* i pisanje
- Reading – the 2 texts
- Language focus



MORE SUGGESTIONS...

Pair Work Read about Alex. He has a job interview in a few days. Write three more suggestions for him. Then compare answers with a partner.



1. You could go to bed early.

2. _____

3. _____

4. _____



WRITING – FORMAL LETTER

- The **NEW LOOK BARTON SPORTS CENTRE** has just reopened and is asking its customers to **make suggestions** for improving the activities they offer.
- Look at the note from the **NEW LOOK BARTON SPORTS CENTRE** and the **REACTIVE** fitness centre and the **timetable** of their activities with the notes that you have made. Then write a letter to the Director of the sports centre **making suggestions for improvements** (around 100 words).



FEEDBACK • ACTION • FEEDBACK • ACTION

INVITATION

The management of the **NEW LOOK BARTON SPORTS CENTRE** and the **REACTIVATE** fitness centre invites all its customers to write in with comments and suggestions on the service and the activities we provide. We look forward to hearing from you at your convenience.

FEEDBACK • ACTION • FEEDBACK • ACTION

should have class like badminton

more often

how about evening sessions - like judo?

	Monday	Tuesday	Wednesday	Thursday	Friday
morning	yoga 10 a.m. squash	judo 11 a.m. squash	T'ai Chi 10-12.30 squash	aerobics 11 a.m. squash	T'ai Chi 10-12.30 squash
afternoon	weight training 2-5 p.m. jogging from 3 p.m. squash	weight training 2-5 p.m. jogging from 3 p.m. squash	weight training 2-5 p.m. jogging from 3 p.m. cycling 3-5 p.m. squash	weight training 2-5 p.m. jogging from 3 p.m. squash	weight training 2-5 p.m. jogging from 3 p.m. squash
evening	judo 7 p.m. squash	football training yoga 6 p.m. squash	badminton from 6 p.m. roller hockey 6-8 p.m. squash	judo 7 p.m. aerobics 8 p.m. squash	cycling 6-8 p.m. roller hockey 6-8 p.m. football match squash

very small car park
no programme at weekends - why not?

- nothing for beginners
- skate hire?

Reading – the 2 texts

- Reading: A successful organisation, Dirty business, bright ideas, pg. 24-25, zad. A, B, D
- Reading: Hotel Inspections, When an inspector calls, pg. 28-29, zad. 15-17

- Reading: Hotel Inspections, When an inspector calls, pg. 28-29, zad. 15-17

During a hotel stay, have you ever waited more than three rings before the phone was picked up, found hairs in the bath or failed to receive a message?

If the hotel is up-market, these failings are serious. All hotels have their reputation to maintain but deluxe hotels have to justify their higher rates. So one way of maintaining standards is to use the services of a hotel inspector.

Inspectors checking any Preferred Hotels, an association of 125 deluxe hotels in 25 countries, answer 1,600 questions on each hotel during a two-day, anonymous stay. If a hotel fails the inspection in two categories – service and condition of the building – it goes on six months' trial, at the end of which is a second inspection. A second failure means a quick exit from Preferred.

David Smith is an inspector and travels the USA and Asia, for 12 days each month inspecting hotels, never using the same hotel twice. 'It should be a pleasure but it's difficult to relax and enjoy the luxury,' he says. Work begins as soon as he enters the hotel entrance – 100 questions on the check-in procedure. The concierge is another target. Mr Smith will ask for anything from an aspirin to a legal document after offices have closed. The concierge has to provide a full service, not just theatre tickets, and must not expect a gratuity.

Mr Smith also samples the restaurants and bars for the quality of service, doesn't tip staff and orders room service to check that staff are helpful in suggesting what to order and that the food trolley is clean when it arrives with breakfast.

There are 165 questions in the bathroom and bedroom, which means a 45-minute check for rubbish under the bed, dusty curtains, an empty minibar, dirty pillows or towels. 'The bathroom must be clean,' says Mr Smith, 'the water has to be instant and the shower easy to use and definitely no hairs in the bath.'

Reading: Hotel inspections, str. 29

reading Hotel inspections

15 What kind of things do you think hotel inspectors check? What questions do they ask?

16 Read the article below and complete the table.

area	checks
conciierge	
restaurant	
room service	
bedroom	
bathroom	

17 Read the article again and answer these questions.

- 1 Why would a hotel manager want to be inspected?
- 2 Does the manager know about the inspection in advance?
- 3 What happens if a hotel fails the test?
- 4 Where does Mr Smith work?
- 5 About how many hotels does Mr Smith inspect each year?
- 6 Why doesn't he give them a tip?

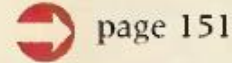
Market Leader, p. 25

We can combine two or more nouns in several ways.

- | | |
|---|---|
| 1 's possessive
<i>Julia's desk</i> | 3 phrases with <i>of</i>
<i>Director of Communications</i> |
| 2 one noun used as an adjective
<i>head office</i> | 4 compound nouns forming one word
<i>boardroom</i> |

Match these examples from the article on page 24 with the categories above.

- | | |
|---------------------------------|-----------------------|
| a) <i>customer satisfaction</i> | c) <i>SOL's logo</i> |
| b) <i>way of life</i> | d) <i>salesperson</i> |



A Find noun combinations in the article on page 24. Write them under these four headings:

's possessive

one noun used as an adjective

phrases with *of*

compound nouns forming one word

English for International Tourism, p. 24

Language focus Have / Get something done

- This structure is used to refer to actions done for someone by someone else.
*Is it possible to **have** some sandwiches **sent** up to my room?*
- *get* is a little more informal than *have*.
*I need to **get** it **translated** into Spanish.*
- If we want to name the person who will do the action we use an infinitive.
*I'll **get** the porter **to carry** your bags.*

What other things can you have done for you at a top hotel?



Market Leader, p. 25

B Underline the most suitable noun combination in each group.

1 a) the meeting of today

b) today's meeting

c) today meeting

2 a) a letter of credit

b) a credit's letter

c) a letter's credit

3 a) a business card

b) a card of business

c) a businesses' card

4 a) a data's base

b) a base of data

c) a database

English for International Tourism, p. 26

LANGUAGE TIP

Don't forget that comparatives are followed by *than*.

- *Going by U-Bahn is quicker than by car.*

Language focus Making comparisons

Look at the examples and complete the rules below

The Hotel Adlon is **more expensive than** the Berlin Hilton.

Berlin is one of **the busiest** cities in the world.

The Berlin Hilton is **older than** the Hackescher Markt.

Prices are **as expensive as** in other major capital cities.

To form comparatives and superlatives of ...

1 three-syllable adjectives

2 one-syllable adjectives

3 two-syllable adjectives ending in -y

4 similar or identical people and things

a) put *more*, *less*, *most* or *least* in front of the adjective.

b) change -y to -i and add -er or -est.

c) add -er or -est.

d) use *as ... as* or *the same as*.

Some adjectives have irregular comparative and superlative forms.

good - better than - the best

bad - worse than - the worst

far - farther / further than - the farthest / furthest

► For more information turn to page 123.

Thank you for your attention!

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