#### AIMS OF THE CLASS:

- 1. Hotel reservations (str. 56) Listening
- 2. Politeness
- 3. Reported speech
- 4. Vocabulary conferences & conventions
- 5. Places of interests and places to see
- 6. Museums, exhibitions

# (STR. 56) - LISTENING



Now listen and check your answers.

g) How many nights will you be staying?

# RESERVATIONS SCREEN (LISTENING)

3 Look at the reservations screen below. Then listen again and complete Ann Herridge's booking.

Booking:	From	1	Nights	2
Guest:	Surname	3	First name	4
	Adults	5	Children	6
	Address		7	
Room:	Туре	SGL / DBL /	TWB / SUITE	8
-X		Smoking / No	n-smoking <sup>9</sup>	M
	Number	10		
	Rate:	11	)	
	Extras:	12	]	
Return guest:		Yes / No 13		
Previous r	oom #	14		
Payment:		VISA / DEBIT	/ CHEQUE /	CASH 15
Credit can	d #	311011111111111111111111111111111111111		16

# KING JAMES HOTEL - STR. 57

#### At registration

4 Look at the registration card below. Then listen to a conversation at the reception desk and complete the card.

		King James	
The undersigned authorises the		es Hotel to use	
data collected in this questionn	aire for sal	es and marketing purposes.	
Arrival	1	Туре	
Departure	2	Surname	
Room No.	3	Nationality	To the second
Rate	4	Passport No.	
Method of payment 9			
Cash £		Credit card £	
Travel voucher £		Charge to company £	



# POLITENESS - STR. 57

#### pronunciation Politeness

- 5 Listen to the intonation in these sentences. Which sentences sound polite? Write P (polite) or I (impolite) next to each sentence. Then practise saying the sentences politely.
- 1 Hold on while I put you through to Reservations.
- 2 Could I have your name?
- 3 This is a company account, is it?
- 4 When would that be for exactly?
- 5 What kind of room would you like?
- 6 How long will you be staying?
- 7 How will you be paying?
- 8 Here's your key. Your room's number 19.

# REPORTED SPEECH, STR. 60 (LISTENING TO ROSA THE SECRETARY)

### Language focus Reported speech

Lis	sten to Rosa pass on the messages again and complete these sentences.
1	Tell him that I'll pick him up tomorrow at 8 o'clock.'  She said she WOULD pick YOU up tomorrow at 8 o'clock.
2	'Could he fax me a copy of the contract?
	He fax him a copy of the contract.
3	'My plane's been delayed."
	He said that his plane
4	It'd be a good idea if she could leave a message on my mobile.'
	He that you phone on mobile.
5	'If there's more delay I'll let her know.'
	He to get in touch again if there a problem.
6	'Can you tell her I love her very much?'
	He me to you that he you very much.

# PRACTICE, STR. 60

practice 12 Complete the letter to a consumer advice service with the verbs from the box. What advice would you give the customer?

added asked told could promised said told was would

Dear Gill,

We recently booked a ski holiday at a four-star hotel in Zermatt, specifically requesting a twin-bedded room with shower for our two teenage children. On arrival late at night, we found their room had a double bed.

The next day w	re asked 1 the rep to sort it out. Sh	e2 us she
3 no	ot and5 th	ne hotel's fault. The hotel
6 us	s it was the tour operator's fault and	7 that a room with
twin beds	8 cost an extra 30 Swiss francs a	night. We paid up and, on our
return, wrote to	the operator asking for the money bac	k.

They have \_\_\_\_\_9 to give us a £70 voucher as a gesture of goodwill. Should we accept this offer or do we have other choices? Does this kind of thing happen often?

#### STR. 62 - VOCABULARY

#### vocabulary Conferences and conventions

16 Put these words and phrases into the correct groups.

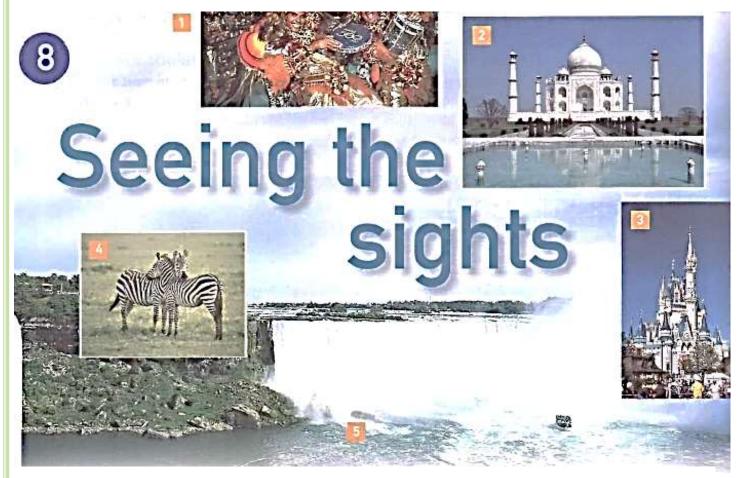
à la carte auditorium banquet beverages buffet display area
flip chart luncheon meeting rooms OHP refreshments

places equipment catering

auditorium

Try to add two more words to each list.

#### STR. 64 – SEEING THE SIGHTS



1 Match the pictures with the words and phrases from the box.

safari park festival amusement park historic building place of natural beauty

#### Places of interest & places to see, str. 64-65

#### vocabulary Places of interest

4 Put these words in the correct groups.

canyon	castle	glacier	gorge	cathedral
moso	que	palace	temple	tower
Religious buildings		Historic build	dings	Places of natural beauty

Add two more words to each list.

#### vocabulary Places to see

- 6 Match the places with the definitions. Use a dictionary to help you.
- 1 canyon —
- 2 palace
- 3 cathedral
- or Zapastan
- 4 festival
- 5 valley
- 6 monastery
- 7 stately home
- 8 volcano

- a) special time for celebration and ceremonies
- b) deep valley with very steep sides of rock
- c) large mountain with a hole in the top
- d) place where monks live
- e) large house built for a royal family
- f) lowland between lines of hills or mountains
- g) very large church
- h) large house in the countryside

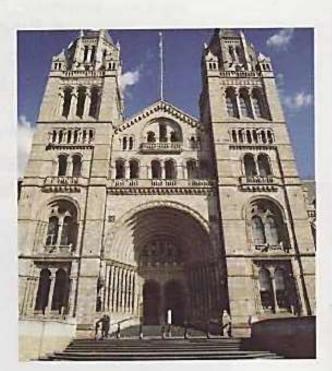
# WHERE HAVE YOU BEEN RECENTLY? WHAT HAVE YOU VISITED RECENTLY? ©

# THE NATURAL HISTORY MUSEUM, STR. 70 (LISTENING)

#### listening The Natural History Museum

20 Listen to the guide talk about the Natural History Museum in London and complete the extract with the words and phrases she uses.

Museum, which is one of the architecture. The building w	standing outside the main entra e finest examples of London's was designed by the architect A <sup>2</sup> framework hidden behind a	Ifred Waterhouse using an
	rated with sculptures of	
The museum houses a whole as well as insects and plant biology and the origin of spe	e host of exhibits of s. There are also ecies.	4 and mammals, 5 devoted to human
	guake or standing next to a vol	
Entrance to the museum is a bookshop and a gift shop	<sup>7</sup> and there if you get hungry or want to bu	e's a <sup>8</sup> , y any souvenirs.



### Describing exhibitions, str. 70

#### Professional practice Describing exhibitions

Look at the text again and complete these useful phrases.

- introduce the sight
   First of all, we're going to visit
   We're now ......

  1
- mention other attractions / benefits
  You can also see ...
  There's a .......3
- mention possible restrictions
   Please note that photography is not allowed.
- invite questions
   Does anyone have any questions?
- be enthusiastic and use positive language
   It's ......<sup>5</sup> examples of 19th century architecture.

# STR. 71 - VOCABULARY

vocabulary	Exhibitions 21 Put these words in the correct groups. Use a dictionary to help you.					
	armour shields	arrowheads sketches	landscape statues v	es pottery watercolours	canvas portraits	
	mu	-	gallery			
	Can you add tw	o or more word	ds to each list	?		

### THANK YOU FOR YOUR ATTENTION! ©