

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

7

Hotel reservations



speaking **1** When a guest books a room at a hotel what kind of information does the reservations department need?

listening **2** A woman reserves a hotel room over the phone. In what order would you expect these questions to be asked?

- a) ☐ How will you be paying?
- b) ☐ How many people would that be for?
- c) ☐ When would that be for exactly?
- d) ☐ What time will you be arriving?
- e) ☐ What kind of room would you like?
- f) ☒ Could I have your name, please?
- g) ☐ How many nights will you be staying?

Now listen and check your answers.



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:	Type	SGL / DBL / TWB / SUITE 8		
		Smoking / Non-smoking 9		
	Number 10		
	Rate: 11		
	Extras: 12		
Return guest:	Yes / No 13			
Previous room # 14			
Payment:	VISA / DEBIT / CHEQUE / CASH 15			
Credit card # 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 Hotel

The undersigned authorises the King James Hotel to use data collected in this questionnaire for sales and marketing purposes.

Arrival _____ 1 Type _____ 5

Departure _____ 2 Surname _____ 6

Room No. _____ 3 Nationality _____ 7

Rate _____ 4 Passport No. _____ 8

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

Listen 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 we asked ¹ the rep to sort it out. She ² us she ³ not and ⁴ that it ⁵ the hotel's fault. The hotel ⁶ us 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 back.

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

8

1



2



Seeing the sights

4



3



5



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
mosque	palace	temple	tower	
Religious buildings	Historic buildings	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 | a) special time for celebration and ceremonies |
| 2 palace | b) deep valley with very steep sides of rock |
| 3 cathedral | c) large mountain with a hole in the top |
| 4 festival | d) place where monks live |
| 5 valley | e) large house built for a royal family |
| 6 monastery | f) lowland between lines of hills or mountains |
| 7 stately home | g) very large church |
| 8 volcano | 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.

OK everybody? We're now standing outside the main entrance to the Natural History Museum, which is one of the finest examples of London's¹ architecture. The building was designed by the architect Alfred Waterhouse using an iron and² framework hidden behind arches and columns which, if you look closely, are decorated with sculptures of³ and plants.

The museum houses a whole host of exhibits of⁴ and mammals, as well as insects and plants. There are also⁵ devoted to human biology and the origin of species.

You can also visit the⁶ where you can find out what it's like to be in the middle of an earthquake or standing next to a volcano.

Entrance to the museum is⁷ and there's a⁸, a bookshop and a gift shop if you get hungry or want to buy 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 now¹
- say what its main features are
The palace is the home of ...
The museum / gallery²
It was built in (date)
- mention other attractions / benefits
You can also see ...
There's a³
- mention possible restrictions
Please note that photography is not allowed.
- give information about times and prices
The museum closes at (time).
Entrance to the museum⁴ / costs ...
- invite questions
Does anyone have any questions?
- be enthusiastic and use positive language
It's⁵ 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	arrowheads	landscapes	pottery	canvas
shields	sketches	statues	watercolours	portraits

museum	gallery
armour	

Can you add two or more words to each list?

THANK YOU FOR YOUR ATTENTION! ☺

