

# **UNIT**

## **1**

**Dealing with incoming calls.**

**Read situations 1-5 and ask students to match them with the pictures a-e.**

1. \_\_\_\_\_ Put calls through for restaurant bookings.
2. \_\_\_\_\_ Take room bookings.
3. \_\_\_\_\_ Put calls through to guests.
4. \_\_\_\_\_ Deal with manager's calls.
5. \_\_\_\_\_ Take messages.

**Read situations 1-5 and ask students to match them with the pictures a-e.**

1. **C** Put calls through for restaurant bookings.
2. **A** Take room bookings.
3. **E** Put calls through to guests.
4. **B** Deal with manager's calls.
5. **D** Take messages.

## Listening Working in front office.

### 1 1.1 Listen and underline the correct alternative.

1. Caller 1 wants to *book a room/speak to a guest.*
2. Caller 2 can't speak to *the manager as the line's busy/he's not in his office.*
3. Reception takes a message to say *the manager is late/Mr. Cole is late.*
4. Caller 3 wants to book a *room/table.*
5. Caller 4 asks for room *256/296.*
6. Reception tells him *there's no answer/the line's busy.*
7. Caller 5 for room 745 *leaves a message on voicemail/says he'll call back.*
8. Caller 6 for Mrs. Perez is told *the phone is ringing/the line's busy*

## Listening Working in front office.

### 1 1.1 Listen and underline the correct alternative.

1. Caller 1 wants to book a room /*speak to a guest.*
2. Caller 2 can't speak to *the manager as the line's busy* /he's not in his office.
3. Reception takes a message to say *the manager is late* /Mr. Cole is late.
4. Caller 3 wants to book a *room* /table.
5. Caller 4 asks for room 256/296.
6. Reception tells him *there's no answer/* the line's busy.
7. Caller 5 for room 745 *leaves a message on voicemail* /says he'll call back.
8. Caller 6 for Mrs. Perez is told the phone is ringing /*the line's busy*

## 2 1.1 Listen again and complete the sentences.

1. \_\_Marina, Anita \_\_\_\_\_ Can \_\_\_\_\_.
2. Just a moment. I'll \_\_\_\_\_ to reservations.
3. Who \_\_\_\_\_, please ?
4. \_\_at the moment. Could \_\_\_\_\_ a message ?
5. I'd like to \_\_\_\_\_ for dinner.
6. I'm afraid the \_\_\_\_\_.
7. Would you like \_\_\_\_\_ a message on voicemail ?
8. No, thanks. I \_\_\_\_\_ latter.

## 2 1.1 Listen again and complete the sentences.

1. \_\_Marina, Anita speaking Can help you.
2. Just a moment. I'll put you through to reservations.
3. Who 's calling , please ?
4. \_\_at the moment. Could I take a message ?
5. I'd like to book a table for dinner.
6. I'm afraid the line's busy.
7. Would you like to leave a message on voicemail ?
8. No, thanks. I'll call back latter.

## 1 You are the receptionist. Complete these offers of help.

1. \_\_\_\_\_ Leave a message ?
2. \_\_\_\_\_ Connect you right away.
3. \_\_\_\_\_ I try her room for you ?
4. \_\_\_\_\_ tell him you're running late.
5. \_\_\_\_\_ Speak to reservations ?
6. \_\_\_\_\_ I take a message.
7. \_\_\_\_\_ give her the message.
8. \_\_\_\_\_ book a table for lunch ?



## 1 You are the receptionist. Complete these offers of help.

1. would you like to Leave a message ?
2. I'll Connect you right away.
3. Can/Could I try her room for you ?
4. I'll tell him you're running late.
5. would you like to Speak to reservations ?
6. Can/Could I take a message.
7. I'll give her the message.
8. would you like to book a table for lunch ?

## 2. Match the incoming calls with the responses.

1. \_\_\_\_\_ book / table for dinner
2. \_\_\_\_\_ speak / manager
3. \_\_\_\_\_ leave / message for Ms Li
4. \_\_\_\_\_ speak / Mrs. Barras in 745
5. \_\_\_\_\_ book / room
6. \_\_\_\_\_ leave / voicemail message for Mr. Barnes

## 2. Match the incoming calls with the responses.

1. E book / table for dinner
2. A speak / manager
3. F leave / message for Ms Li
4. C speak / Mrs. Barres in 745
5. B book / room
6. D leave / voicemail message for Mr. Barnes

## 1 1.2 Listen to the call. Are the sentences true or false ?

1. The guests will arrive tomorrow before nine o'clock. true / false
2. Mrs. Carson asks reception to hold the room. true / false
3. She requests an extra bed. true / false
4. The family are travelling by train. true / false
5. Mrs. Carson wants to reserve parking. true / false
6. Reception asks for her passport number. true / false
7. The car registration is TR06FKB. true / false

## 1 1.2 Listen to the call. Are the sentences true or false ?

1. The guests will arrive tomorrow before nine o'clock true / **false**
2. Mrs. Carson asks reception to hold the room. **true** / false
3. She requests an extra bed. **true** / false
4. The family are travelling by train. true / **false**
5. Mrs. Carson wants to reserve parking. **true** / false
6. Reception asks for her passport number. true / **false**
7. The car registration is TR06FKB. true / **false**

**2 1.2 Listen again. Number the sentences in the order they're said in the dialogue.**

- a \_\_\_\_ Would you like to reserve a parking space ?
- b \_\_\_\_ That's fine ... I've made a note of you late arrival.
- c \_\_\_\_ Could you hold our room ?.
- d \_\_\_\_ Are you arriving by car ?
- e \_\_\_\_ I'll arrange an extra bed in your room.
- f \_\_\_\_ Can I have your car registration ?
- g \_\_\_\_ what name is it , please ?
- h \_\_\_\_ Can I help you with anything else ?

**2 1.2 Listen again. Number the sentences in the order they're said in the dialogue.**

- a 7 Would you like to reserve a parking space ?
- b 3 That's fine ... I've made a note of you late arrival.
- c 1 Could you hold our room ?.
- d 6 Are you arriving by car ?
- e 4 I'll arrange an extra bed in your room.
- f 8 Can I have your car registration ?
- g 2 what name is it , please ?
- h 5 Can I help you with anything else ?

**1 2.1 Listen and tick (✓) the facilities and services that  
you hear.**

1.  airport transfer
2.  fitness centre
3.  hotel restaurant
4.  business centre
5.  car park
6.  car rental desk
7.  restaurant recommendation
8.  Internet access



**UNIT**

**2**

**Customer information**

**1 2.1 Listen and tick (✓) the facilities and services that  
you hear.**

1.  airport transfer
2.  fitness centre
3.  hotel restaurant
4.  business centre
5.  car park
6.  car rental desk
7.  restaurant recommendation
8.  Internet access

**1 2.1 Listen and tick (✓) the facilities and services that  
you hear.**

1.  airport transfer
2.  fitness centre
3.  hotel restaurant
4.  business centre
5.  car park
6.  car rental desk
7.  restaurant recommendation
8.  Internet access

## 2 2.1 Listen again and complete the sentences.

1. How \_\_\_\_\_ from the airport to the Grand Marina ?
2. There's a shuttle bus \_\_\_\_\_ the airport direct  
\_\_\_\_\_ the hotel.
3. where does it \_\_\_\_\_ ?
4. And \_\_\_\_\_ does it take ?
5. Great . Um \_\_\_\_\_ business services ?
6. It's \_\_\_\_\_ ground floor, opposite reception.
7. I'd like to \_\_\_\_\_ a car for a few days.
8. just \_\_\_\_\_ the \_\_\_\_\_ desk, next to reception .....

## 2 2.1 Listen again and complete the sentences.

1. How Do you get from the airport to the Grand Marina ?
2. There's a shuttle bus from the airport direct  
to the hotel.
3. where does it leave from ?
4. And how long does it take ?
5. Great . Um what about business services ?  
Is there a business centre?
6. It's on the ground floor, opposite reception.
7. I'd like to hire a car for a few days.
8. just come to the car rental desk, next to reception .....

**1 2.2 Listen to the hotel presentation and complete the list of services and facilities. Then listen again and check.**

- near city \_\_\_\_\_ 1
- near \_\_\_\_\_ 2 mall
- near \_\_\_\_\_ 3 attractions
- \_\_\_\_\_ 4 front desk
- express \_\_\_\_\_ 5
- airport \_\_\_\_\_ 6
- free \_\_\_\_\_ 7
- business centre
- \_\_\_\_\_ 8 exchange
- car rental desk
- \_\_\_\_\_ 9 desk
- lifts
- wheelchair \_\_\_\_\_ 10
- air conditioning
- \_\_\_\_\_ 11 Internet access
- \_\_\_\_\_ 12 movies
- \_\_\_\_\_ 13 tub and shower
- \_\_\_\_\_ 14 gym and sauna

**1 2.2 Listen to the hotel presentation and complete the list of services and facilities. Then listen again and check.**

- near city centre 1
- near indoor shopping 2 mall
- near main tourist 3 attractions
- 24-hour 4 front desk
- express checkout 5
- airport shuttle service 6
- free parking 7
- business centre
- currency 8 exchange
- car rental desk
- tour desk
- lifts
- wheelchair access 10
- air conditioning
- high-speed 11 Internet access
- pay per-view 12 movies
- separate 13 tub and shower
- exercise 14 gym and sauna

## 2 Match the items in 1 to these categories.

1. hotel service : \_\_\_\_\_.

2. room facility : \_\_\_\_\_.

3. location : \_\_\_\_\_.

4. hotel facility : \_\_\_\_\_.



## 2 Match the items in 1 to these categories.

1. hotel service : 4,5,6,8,9.

2. room facility : 10,11,12,13.

3. location : 1,2,3.

4. hotel facility : 7,9,10,14.

**UNIT**

**3**

**Taking reservations**

## 2 3.1 Listen again and complete the sentences.

1. I'd like to \_\_\_\_\_ for a \_\_\_\_\_ of six.
2. We \_\_\_\_\_ on Sunday \_\_\_\_\_ 10<sup>th</sup> \_\_\_\_\_ May.
3. We \_\_\_\_\_ one double room, one twin room and \_\_\_\_\_ rooms.
4. Let me \_\_\_\_\_ our reservations.
5. The double and twin room \_\_\_\_\_ is €200, and \_\_\_\_\_ is €128.
6. We'll \_\_\_\_\_ arrive \_\_\_\_\_ the evening, \_\_\_\_\_ about eleven o'clock.
7. And can you \_\_\_\_\_ the three security numbers \_\_\_\_\_ of the card, too, please?
8. We \_\_\_\_\_ to \_\_\_\_\_ you \_\_\_\_\_ the 10<sup>th</sup> of May.

### 3 Taking reservations

#### 2 3.1 Listen again and complete the sentences.

1. I'd like to book accommodation for a group of six.
2. We 'll arrive on Sunday the 10<sup>th</sup> of May
3. We need one double room, one twin room and two single rooms.
4. Let me just check our reservations.
5. The double and twin room rate is €200, and the single is €128.
6. We'll probably arrive late in the evening, at about eleven o'clock
7. And can you give me the three security numbers on the back of the card, too, please ?
8. We look forward to seeing you on the 10<sup>th</sup> of May.

**Complete the sentences with the correct prepositions.**

1. I'd like to book accommodation \_\_\_\_\_ three nights.

\_\_\_\_\_ Tuesday the 6<sup>th</sup> \_\_\_\_\_ Friday the 9<sup>th</sup> of April.

2. We'll arrive \_\_\_\_\_ Tuesday \_\_\_\_\_ four o'clock.

3. We'll let you know \_\_\_\_\_ Wednesday at the latest.

4. The shop normally closes \_\_\_\_\_ 6 p.m. but one amonth it's open \_\_\_\_\_ 8 p.m.

5. The hotel closes \_\_\_\_\_ six weeks \_\_\_\_\_ winter.

6. The door is locked \_\_\_\_\_ 11 p.m. please ring the bell if you arrive \_\_\_\_\_ 11 p.m.

## Complete the sentences with the correct prepositions.

1. I'd like to book accommodation for three nights.  
from Tuesday the 6<sup>th</sup> to Friday the 9<sup>th</sup> of April.
2. We'll arrive on Tuesday at four o'clock.
3. We'll let you know by Wednesday at the latest.
4. The shop normally closes at 6 p.m. but one a month it's open until 8 p.m.
5. The hotel closes for six weeks during winter.
6. The door is locked at 11 p.m. please ring the bell if you arrive after 11 p.m.

**1 Look at the four hotel reservations. Are the sentences true or false ?**

- 1 Mr Feinds is from Germany. true / false
- 2 Mr Feinds is leaving on 15<sup>th</sup> May. true / false
- 3 Mr Feinds would like four single rooms. true / false
- 4 Mr Marsh is staying for two nights. true / false
- 5 Mr Marsh would like a double room. true / false
- 6 Mr Olson is travelling with his wife. true / false
- 7 Mr Olson is arriving on Thursday 24<sup>th</sup> May. true / false
- 8 Ms Wong is staying on Tuesday night . true / false

**1 Look at the four hotel reservations. Are the sentences true or false?**

- 1 Mr Feinds is from Germany. **true** / false
- 2 Mr Feinds is leaving on 15<sup>th</sup> May. **true** / false
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- 5 Mr Marsh would like a double room. true / **false**
- 6 Mr Olson is travelling with his wife. true / **false**
- 7 Mr Olson is arriving on Thursday 24<sup>th</sup> May. true / **false**
- 8 Ms Wong is staying on Tuesday night . **true** / false



**UNIT**

**4**

**Dealing with booking enquiries**

**4.1 Listen to the five calls and complete the table.**

<b>The guest would like...</b>	<b>Why it's not possible</b>

#### 4.1 Listen to the five calls and complete the table.

<b>The guest would like...</b>	<b>Why it's not possible</b>
<b>1. a double room for one night</b>	<b>The hotel's fully booked.</b>
<b>2. book double room two night</b>	<b>There are no duble room iofu /have music festival</b>
<b>3. book family room for</b>	<b>Busy have a business</b>
<b>4. book a table for</b>	<b>Busy have a business</b>
<b>5. heserue a table for dinner evening</b>	<b>Table with a view of the has book are reservved</b>

**2 4.1 Put the phrases in the correct order to make sentences. Then listen again and check.**

1 please / moment / One

2 that night / fully / booked / We're

3 a double room / I'd like to / for two nights / book

4 we don't have / left / I'm afraid / for those dates / any double rooms

5 that week / closed / the hotel's / for refurbishment / Unfortunately

6 not reopening / till / We're / Saturday the 9<sup>th</sup> of March

7 but / that / I'm sorry / with a business conference / we're very busy

8 for / is / How many / it ?

**2 4.1 Put the phrases in the correct order to make sentences. Then listen again and check.**

- 1 please **3** / moment **2** / One **1**
- 2 that night **3** / fully booked **2** / We're **1**
- 3 a double room **3** / I'd like to **1** / for two nights **4** / book **2**
- 4 we don't have **2** / left **4** / I'm afraid **1** / for those dates **5** / any double rooms **3**
- 5 that week **4** / closed **3** / the hotel's **2** / for refurbishment **5** / Unfortunately **1**
- 6 not reopening **2** / till **3** / We're **1** / Saturday the 9<sup>th</sup> of March **4**
- 7 but **2** / that **4** / I'm sorry **1** / with a business conference **5** / we're very busy **3**
- 8 for **4** / is **2** / How many **1** / it ? **3**

**Complete the sentences with the Present Simple or Present Continuous of the verbs in brackets. Use short forms if appropriate.**

1 We always \_\_\_\_\_ (**enjoy**) eating at the Columba Hotel.

2 I \_\_\_\_\_ (**be**) sorry ,but we \_\_\_\_\_ (**close**) the hotel next week for refurbishment.

3 The Tabora Hotel often \_\_\_\_\_ (**has**) a function room available at the weekend.

4 A: \_\_\_\_\_ (**you take**) table reservations online?

B: Yes, just log on to our website and click on ‘Reservations’.

5 I’m sorry, the manger \_\_\_\_\_ (**not be**) available. He \_\_\_\_\_ (**show**) some visitors round the hotel.

6 A: The restaurant is fully booked.

B: Oh! That \_\_\_\_\_ (**be**) a pity.

7 I \_\_\_\_\_ (**travel**) to France on the 15<sup>th</sup> of July I \_\_\_\_\_ (**stay**) at the Chaumont Hotel.

8 Hm! The beef \_\_\_\_\_ (**look**) delicious, but I \_\_\_\_\_ (**prefer**) the baked fish.

9 I \_\_\_\_\_ (**not know**) what the special dish is this evening. The chef \_\_\_\_\_ (**prepare**) the menu now.

10 Good evening, Ms. Jueles. \_\_\_\_\_ (**you eat**) with us this evening ?

## Complete the sentences with the Present Simple or Present Continuous of the verbs in brackets. Use short forms if appropriate.

- 1 We always enjoy (enjoy) eating at the Columba Hotel.
- 2 I 'm (be) sorry ,but we 're closing (close) the hotel next week for refurbishment.
- 3 The Tabora Hotel often has (has) a function room available at the weekend.
- 4 A: Do you take (you take) table reservations online?  
B: Yes, just log on to our website and click on 'Reservations'.
- 5 I'm sorry, the manger isn't (not be) available. He 's showing (show) some visitors round the hotel.
- 6 A: The restaurant is fully booked.  
B: Oh! That 's (be) a pity.
- 7 I 'm traveling (travel) to France on the 15<sup>th</sup> of July I 'm staying (stay) at the Chaumont Hotel.
- 8 Hm! The beef looks (look) delicious, but I prefer (prefer) the baked fish.
- 9 I don't know (not know) what the special dish is this evening. The chef 's preparing (prepare) the menu now.
- 10 Good evening, Ms Jueles. Are you eating (you eat) with us this evening ?

## How many did you think of?

1. trying the **Station Hotel** / **the caller** give his number
2. two **separate rooms** / **a family** room
3. calling a hotel **next door** / **calling** a hotel in a different town
4. a table in **the Terrace Bar** / **a table** at the end of the Globe Restaurant
5. a bigger **table** / **a table** at the window with a different view



## How many did you think of?

1. trying the **Station Hotel**/ the caller give his number
2. two separate rooms/ **a family** room
3. calling a hotel next door/ **calling** a hotel in a different town
4. a table in the **Terrace Bar** / a table at the end of the Globe Restaurant
5. a bigger table / **a table** at the window with a different view

**Listen again. Do the callers accept the alternatives?**

1. \_\_\_\_\_ .
2. \_\_\_\_\_ .
3. \_\_\_\_\_ .
4. \_\_\_\_\_ .
5. \_\_\_\_\_ .

**Listen again. Do the callers accept the alternatives?**

1. Yes.

2. Yes.

3. No.

4. No.

5. Yes.

**UNIT**

**5**

**Correspondence**

## **writing Letters and emails.**

1. Complete the first gap of each correspondence with one of the phrases.

- a We enclose a copy of
- b We are pleased to confirm your reservation
- c Regarding your request to

2. Complete the second gap with one of the phrases.

- a Unfortunately we are fully booked
- b It includes
- c We have also reserved a parking space for yiu

3. Complete the third gap with one of the phrases.

- a We hope we may be of
- b We look forward
- c We attach a copy of

## writing Letters and emails.

1. Complete the first gap of each correspondence with one of the phrases.
  - a We enclose a copy of **(1)**
  - b We are pleased to confirm your reservation **(2)**
  - c Regarding your request to **(3)**
2. Complete the second gap with one of the phrases.
  - a Unfortunately we are fully booked **(3)**
  - b It includes **(1)**
  - c We have also reserved a parking space for yiu **(2)**
3. Complete the third gap with one of the phrases.
  - a We hope we may be of **(1)**
  - b We look forward **(2)**
  - c We attach a copy of **(3)**

1

**HOTEL INTERNATIONNAL, GRAN VIA, 402, 08007 BARCELONA**

**+34 935 526 536    [www.hotelinternational.com](http://www.hotelinternational.com)**

Mr. P McKinnon

20 Church Street

Edinburgh EH4 9HZ

13 July 20\_\_

Dear Mr. McKinnon

\_\_\_\_\_ our hotel brochure for you information.

\_\_\_\_\_ directions for arrival by road.

\_\_\_\_\_ service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Gonzalez

1

HOTEL INTERNATIONNAL, GRAN VIA, 402, 08007 BARCELONA

+34 935 526 536    [www.hotelinternational.com](http://www.hotelinternational.com)

Mr. P McKinnon

20 Church Street

Edinburgh EH4 9HZ

13 July 20\_\_

Dear Mr. McKinnon

**We enclose a copy of** our hotel brochure for you information.

**We are pleased to confirm your reservation** directions for arrival by road.

**regarding your request to** service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Gonzalez



2

**Subject: confirmation of booking.**

Dear Mrs. Tevez

Thank you for your email. \_\_\_\_\_ Of 1 double room for 3 nights from 30  
September. We also confirm your table booking for 4 on 1 October at 8 m.p.

\_\_\_\_\_ for the 3 day as requested.

\_\_\_\_\_ to seeing you in September.

Best regards

Toni Fong

Reservations

2

**Subject: confirmation of booking**

Dear Mrs. Tevez

Thank you for your email. **It include** Of 1 double room for 3 nights from 30 September. We also confirm your table booking for 4 on 1 October at 8 p.m.

**We have also reserved a packing space** for the 3 day as requested.

**We look forward** to seeing you in September.

Best regards

Toni Fong

Reservations

3

**Subject: request to change dates**

**Dear Ms Parsons**

\_\_\_\_\_ change the dates of you booking.

\_\_\_\_\_ for 15 and 16 March.

However, we can offer you accommodation at our partner hotel nearby.

\_\_\_\_\_ their brochure for your information.

3

**Subject: request to change dates**

**Dear Ms Parsons**

**we hope we have be of** change the dates of you booking.

**we look forward** for 15 and 16 March.

However, we can offer you accommodation at our partner hotel nearby.

**we attach a copy at** their brochure for your information.

## Listening Customer messages

### 5.1 Listen to five to five voicemails. What does each caller want ?

Caller 1: \_\_\_\_\_ .

Caller 2: \_\_\_\_\_ .

Caller 3: \_\_\_\_\_ .

Caller 4: \_\_\_\_\_ .

Caller 5: \_\_\_\_\_ .

## Listening Customer messages

### 5.1 Listen to five to five voicemails. What does each caller want ?

Caller 1: twin room for there night .

Caller 2: change booking .

Caller 3: cheek booking date .

Caller 4: table 10 people .

Caller 5: special event .

**UNIT**

**6**

**Welcoming guests**

**6.1 Listen to a receptionist checking in some guests. Tick (✓) the information which is on the registration printout.**

1. \_\_\_ date of birth
2. \_\_\_ name
3. \_\_\_ number of bags
4. \_\_\_ passport number
5. \_\_\_ accommodation voucher
6. \_\_\_ flight number
7. \_\_\_ departure
8. \_\_\_ arrival date
9. \_\_\_ home address



**6.1 Listen to a receptionist checking in some guests. Tick (✓) the information which is on the registration printout.**

1. \_\_\_ date of birth
2. ✓ name
3. \_\_\_ number of bags
4. ✓ passport number
5. \_\_\_ accommodation voucher
6. \_\_\_ flight number
7. ✓ departure
8. ✓ arrival date
9. ✓ home address

## 2 6.1 Listen again and complete the sentences.

1. Can you \_\_\_\_\_ a seat? And we'll serve you with a \_\_\_\_\_ drink.
2. We'll call \_\_\_\_\_ when we're ready to \_\_\_\_\_ .
3. Could you have your \_\_\_\_\_ and accommodation \_\_\_\_\_ ready?
4. \_\_\_\_\_ for \_\_\_\_\_ patience.
5. Could you just check the \_\_\_\_\_ are correct on this printout?
6. Great. Just \_\_\_\_\_ , please.
7. OK. So, \_\_\_\_\_ your key card.
8. Your \_\_\_\_\_ 251 \_\_\_\_\_ floor.
9. The porter will \_\_\_\_\_ to your room.

## 2 6.1 Listen again and complete the sentences.

1. Can you take a seat? And we'll serve you with a welcome drink.
2. We'll call your name when we're ready to check you in .
3. Could you have your passports and accommodation vouchers ready?
4. Thank you for your patience.
5. Could you just check the registration details are correct on this printout?
6. Great. Just sign here , please.
7. OK. So, here's your key card.
8. Your room number is 251 the second floor.
9. The porter will take your luggage to your room.

**Underline the correct alternative.**

1. Could someone help **my / me with my / me** luggage ?
2. We'd like to have breakfast in **our / us** suite.
3. The porter collects the bags and takes **their / them** to the room.
4. The man is very tired and wants **his / him** room now.
5. Porter , this is Mr. Black's suitcase. Can you take it to **his / him** in 362 ?
6. There's Internet access in **you / your** room.
7. The hotel takes good care of **its / it** guests.
8. Would you like to join **our / us** for a welcome drink in the lounge?

## Underline the correct alternative.

1. Could someone help my / me with my / me luggage ?
2. We'd like to have breakfast in our / us suite.
3. The porter collects the bags and takes their / them to the room.
4. The man is very tired and wants his / him room now.
5. Porter , this is Mr. Black's suitcase. Can you take it to his / him in 362 ?
6. There's Internet access in you / your room.
7. The hotel takes good care of its / it guests.
8. Would you like to join our / us for a welcome drink in the lounge?

**6.2 Listen to the two dialogues and tick (✓) the correct information.**

1. Breakfast is served in  the ground floor café.  
 the first floor restaurant.
2. Breakfast is served in from  7.30 to 10.00 a.m.  
 6.30 to 9.00 a.m.
3. The business centre is open  in the mornings.  
 24 hours.
4. The fitness centre is  opposite the lift.  
 on the top floor.
5. Dinner is served in  the Terrace Restaurant.  
 the first floor restaurant.
6. Dinner is served from  07.00 to 9.30 p.m.  
 7.30 to 9.00 p.m.
7. The currency exchange desk opens at  8.00 a.m.  
 9.00 a.m.
8. You can buy a city map  from reception.  
 in the hotel shop.

## 6.2 Listen to the two dialogues and tick (✓) the correct information.

1 Breakfast is served in \_\_\_\_\_ the ground floor café.

the first floor restaurant.

2 Breakfast is served in from

7.30 to 10.00 a.m.

6.30 to 9.00 a.m.

3 The business centre is open

in the mornings.

24 hours.

4 The fitness centre is

opposite the lift.

on the top floor.

5 Dinner is served in

the Terrace Restaurant.

the first floor restaurant.

6 Dinner is served from

07.00 to 9.30 p.m.

7.30 to 9.00 p.m.

7 The currency exchange

8.00 a.m.

desk opens at

9.00 a.m.

8 You can buy a city map

from reception.

in the hotel shop.

**UNIT**

**7**

**Dealing with check-in problems**



## 7.1 Listen and match the four dialogues with these problem situations.

- A \_\_\_ guests arrived at wrong hotel
- B \_\_\_ guest's room isn't ready
- C \_\_\_ car park full
- D \_\_\_ hotel has overbooked rooms

## 7.1 Listen and match the four dialogues with these problem situations.

- A 3 guests arrived at wrong hotel
- B 1 guest's room isn't ready
- C 4 car park full
- D 2 hotel has overbooked rooms

## 7.1 Listen again and complete the sentences.

1. I'm afraid your room \_\_\_\_\_ for you yet..
2. ...in reception. Would \_\_\_\_\_ tea or coffee?
3. I \_\_\_\_\_ a room for you at our partner hotel..
4. We booked our room several \_\_\_\_\_.
5. ..straightaway and I \_\_\_\_\_ for complimentary wine and fruit \_\_\_\_\_, sir.
6. Well, you \_\_\_\_\_ an email \_\_\_\_\_ last week.
7. ..a taxi for you. It's \_\_\_\_\_ from here.
8. Did you \_\_\_\_\_ parking?

## 7.1 Listen again and complete the sentences.

1. I'm afraid your room isn't ready for you yet..
2. ...in reception. Would you like tea or coffee?
3. I've reserved a room for you at our partner hotel..
4. We booked our room several weeks ago.
5. ..straightaway and I've asked for complimentary wine and fruit for your room,  
sir.
6. Well, you sent an email confirmation last week.
7. ..a taxi for you. It's not for from here.
8. Did you pre-book parking?

## 1 Review irregular verbs by completing the text with the Past Simple.

Last week. Mr. and Mrs. Bart \_\_\_\_\_ **(fly)** to Barbados.

They \_\_\_\_\_ **(sleep)** badly on the plane so they

\_\_\_\_\_ **(fell)** very tired when they \_\_\_\_\_ **(get)**

To the hotel. They \_\_\_\_\_ **(think)** they'd be able to

Go to their rooms, but the receptionist \_\_\_\_\_ **(tell)**

\_\_\_\_\_ **(sit)** in reception and \_\_\_\_\_ **(have)**

Coffee, then they \_\_\_\_\_ **(go)** for lunch.

## 1 Review irregular verbs by completing the text with the Past Simple.

Last week. Mr. and Mrs. Bart flew (fly) to Barbados.

They slept (sleep) badly on the plane so they

felt (feel) very tired when they got (get)

To the hotel. They thought (think) they'd be able to

Go to their rooms, but the receptionist told (tell)

sat (sit) in reception and had (have)

Coffee, then they went (go) for lunch.

**7.2 Listen and tick (✓) the three categories dealt with by the receptionist.**

food allergies

vegetarian menus

disabled access

special diets

minibar

allergies

children's needs

security

bottled water

recycling

## 7.2 Listen and tick (✓) the three categories dealt with by the receptionist.

food allergies

disabled access

minibar

children's needs

bottled water

vegetarian menus

special diets

allergies

security

recycling



# **UNIT**

## **8**

**Explaining how things work in the hotel room**

## 8.1 Listen and underline the correct alternative

- 1 The woman has a problem using her key **card** / **door** key.
- 2 The receptionist offers to **come** / **asks** porter to help her.
- 3 The man in 323 doesn't know how to make the lights **work** / **hasn't** got his key card.
- 4 The receptionist tells him to leave the key **card in** / **remove** the key card from the slot.
- 5 The air conditioning isn't **working** / **switched** on in 531.
- 6 The man wants to take a **shower** / **bath**.
- 7 You enter the code **before** / **after** you close the door of the safe deposit box.
- 8 You use **another** / **the same** 4-digit code to open the box.

## 8.1 Listen and underline the correct alternative

- 1 The woman has a problem using her key card / door key.
- 2 The receptionist offers to come / asks porter to help her.
- 3 The man in 323 doesn't know how to make the lights work / hasn't got his key card.
- 4 The receptionist tells him to leave the key card in / remove the key card from the slot.
- 5 The air conditioning isn't working / switched on in 531.
- 6 The man wants to take a shower / bath.
- 7 You enter the code before / after you close the door of the safe deposit box.
- 8 You use another / the same 4-digit code to open the box.

## 8.1 Listen again and complete the sentences.

1. I can't \_\_\_\_\_ my room.
2. The key card doesn't seem \_\_\_\_\_ .
3. I \_\_\_\_\_ into my room but none of the \_\_\_\_\_ .
4. Our room is very \_\_\_\_\_ stuffy and we \_\_\_\_\_ the windows.
5. Can you see an \_\_\_\_\_ with an air con symbol ?
6. Of course. Just \_\_\_\_\_ the silver knob \_\_\_\_\_ the bath tap.
7. Then close the door and \_\_\_\_\_ any \_\_\_\_\_ code by pressing the buttons on the door.
8. To unlock, just \_\_\_\_\_ the code.

## 8.1 Listen again and complete the sentences.

1. I can't get into my room.
2. The key card doesn't seem to work .
3. I 've just got into my room but none of the lights work .
4. Our room is very hot and stuffy and we can't open the windows.
5. Can you see an on /off button with an air con symbol ?
6. Of course. Just pull up the silver knob on top of the bath tap.
7. Then close the door and enter any 4-digit code by pressing the buttons on the door.
8. To unlock, just key in the code.

# 1 Complete the instructions for accessing the hotel's Wi-Fi with the correct verb.

**click on      log on      complete      enter      ask**

To use the hotel's free wireless network connection:

- \_\_\_\_\_ 1. reception for a card with a Wi-Fi access code or network key.
- \_\_\_\_\_ 2. to your laptop.
- \_\_\_\_\_ 3. Internet Explorer to automatically view the hotel's home page.
- \_\_\_\_\_ 4. the guest information screen.
- \_\_\_\_\_ 5. the access code.

You should now be connected to the hotel's wireless network.

# 1 Complete the instructions for accessing the hotel's Wi-Fi with the correct verb.

**click on**      **log on**      **complete**      **enter**      **ask**

To use the hotel's free wireless network connection:

**Ask**      1. reception for a card with a Wi-Fi access code or network key.

**Log on**      2. to your laptop.

**Click on**      3. Internet Explorer to automatically view the hotel's home page.

**Complete**      4. the guest information screen.

**Enter**      5. the access code.

You should now be connected to the hotel's wireless network.

### 3 Underline the correct alternative.

1. The porter opened the door **easy** / **easily** with the woman's key card.
2. After the event, serving staff cleared the room **quick** / **quickly**
3. The safe deposit box is **secure** / **securely** locked with the guest's 4-digit code.
4. The hotel is **good** / **well** managed by an international staff.
5. Shuttle buses run **frequent** / **frequently** in high season.
6. They asked for **separate** / **separately** rooms for the children.
7. The bar was **busy** / **busily** and service was very slow / slowly.
8. He's got a really **good** / **well** job at the hotel.



### 3 Underline the correct alternative.

1. The porter opened the door easy / easily with the woman's key card.
2. After the event, serving staff cleared the room quick / quickly
3. The safe deposit box is secure / securely locked with the guest's 4-digit code.
4. The hotel is good / well managed by an international staff.
5. Shuttle buses run frequent / frequently in high season.
6. They asked for separate / separately rooms for the children.
7. The bar was busy / busily and service was very slow / slowly.
8. He's got a really good / well job at the hotel.

## 8.2 Listen and match 1-9 with a-i to make dialogues.

1. \_\_\_ How was your journey ?
2. \_\_\_ Did you find us OK?
3. \_\_\_ Is this your first time in Spain ?
4. \_\_\_ Did you enjoy the trip to the castle ?
5. \_\_\_ Have you had a nice evening ?
6. \_\_\_ The river trips are a really good day out.
7. \_\_\_ Have you visited the old quarter yet ?
8. \_\_\_ It's a beautiful morning, isn't it ?
9. \_\_\_ What's the weather going to be like today ?

## 8.2 Listen and match 1-9 with a-i to make dialogues.

1. c How was your journey ?
2. f Did you find us OK?
3. a Is this your first time in Spain ?
4. h Did you enjoy the trip to the castle ?
5. i Have you had a nice evening ?
6. b The river trips are a really good day out.
7. e Have you visited the old quarter yet ?
8. g It's a beautiful morning, isn't it ?
9. d What's the weather going to be like today ?

**UINT**

**9**

**Serving drinks**

## **Serving drinks.**

<b>Beers</b>	<b>Wines</b>	<b>Spirits</b>	<b>Non- alcoholic</b>

## Serving drinks.

Beers	Wines	Spirits	Non-alcoholic
<u>Draught</u>	<u>Full-bodied</u>	<u>dry(gin)</u>	<u>mixer</u>
<u>Lager</u>	<u>Dry</u>	<u>white(rum)</u>	<u>Sill</u>
<u>Bitter</u>	<u>Sweet</u>	<u>double</u>	<u>Soft drink</u>
<u>light</u>	<u>Red</u>	<u>single</u>	<u>Sparkling</u>
	<u>White</u>		<u>fizzy</u>
	<u>Medium</u>		
	<u>Light</u>		
	<u>Sparkling</u>		
	<u>rosé</u>		
	<u>magnum</u>		

## **9.1 Listen and answer the questions.**

1. What did Stef get for the group on the terrace?
2. How did they pay for their drink?
3. Where are the bar's toilets?
4. Do customers order drinks from the bar?
5. Why did Mario speak to the men in the corner?
6. Why did Stef ask for the girl's ID?

## **9.1 Listen and answer the questions.**

- 1. A bottle of champagne, an ice bucket and six flutes.**
- 2. They started a tab behind the bar.**
- 3. Down the stairs on the right.**
- 4. No-the waiter/waitress serves them.**
- 5. They were very/noisy-customers had complained.**
- 6. She didn't look 18.**



## 9.1 Listen again. Match 1-8 with a-h to make sentences.

1. \_\_\_\_ Can we start
2. \_\_\_\_ Can we order
3. \_\_\_\_ Take a seat and
4. \_\_\_\_ I need to ask you
5. \_\_\_\_ I can't serve
6. \_\_\_\_ I don't want to
7. \_\_\_\_ Will you check
8. \_\_\_\_ What other soft drinks

## 9.1 Listen again. Match 1-8 with a-h to make sentences.

1. C Can we start
2. E Can we order
3. H Take a seat and
4. F I need to ask you
5. G I can't serve
6. B I don't want to
7. A Will you check
8. D What other soft drinks

**1 Check your word order in question by correcting the mistakes in the sentences.**

1. Can ask you them to calm down?
2. The under-age drinkers order what did?
3. What other soft drinks you have got?
4. Who did break the glass on the terrace ?
5. Did leave the men the bar quietly?
6. For what drinks did table 3 ask?
7. Have the glass you removed from the terrace?
8. Who does want to start a tab behind the bar?

# 1 Check your word order in question by correcting the mistakes in the sentences.

1. Can you ask them to calm down?
2. What did the under-age drinkers order?
3. What other soft drinks have you got?
4. Who broke the glass on the terrace ?
5. Did the men leave the bar quietly?
6. What drinks did table 3 ask for?
7. Have you removed the glass from the terrace?
8. Who wants to start a tab behind the bar?

## 2 Use the prompts to make questions for the answers.

- |                                                          |                                           |
|----------------------------------------------------------|-------------------------------------------|
| 1 you / check / their ID?                                | Yes, I did.                               |
| 2 where / the waiter / take<br>the ice bucket?           | He took it to table 6.                    |
| 3 who / Mario / work / with?                             | He's working with Stef.                   |
| 4 the young Australian waiter /<br>be / good at his job? | Yes, he is.                               |
| 5 what time / you /<br>finish work?                      | In a couple of hours – about<br>Midnight. |
| 6 who / order / champagne?                               | It was the group on the terrace.          |
| 7 you / would like / citrus<br>or pineapple              | Pineapple, please.                        |
| 8 who / refuse / to serve you ?                          | The bar manager.                          |

## 2 Use the prompts to make questions for the answers.

1 Did you check their ID?

Yes, I did.

2. Where did the waiter take the ice bucket?

He took it to table 6.

3. Who is Mario working with?

He's working with Stef.

4. Is the young Australian waiter good at his job?

Yes, he is.

5. What time do you finish work?

Midnight.

In a couple of hours – about

6. Who ordered champagne?

It was the group on the terrace.

7. Would you like citrus or pineapple?

Pineapple, please.

8. Who refused to serve you?

The bar manager.

## 9.2 Listen again and tick (✓) the drinks ordered.

<b>Bon Viveur</b>	<b>Restaurant</b>	<b>Drinks list</b>
House white	70cl bottle	by the glass
house red	70cl bottle	by the glass
White wines	Australian Chardonnay	
	New Zealand Sauvignon Blanc	
	Bordeaux	
Dessert wines	Moscatel De Valencia	
	Royal Tokaji Blue Label	
Cocktails	Champagne cocktail	
	Americano	
	Whisky sour	
	Margarita	
Liqueurs	Courvoisier	
	Grand Marnier	
	Baileys	
	Drambuie	

## 9.2 Listen again and tick (✓) the drinks ordered.

Bon Vivreur	Restaurant	•	Drinks list
House white ✓	70cl bottle		by the glass ✓
house red	70cl bottle		by the glass
White wines ✓	Australian Chardonnay		
	New Zealand Sauvignon Blanc		
	Bordeaux		
Dessert wines ✓	Muscatel De Valencia ✓		
	Royal Tokaji Blue Label		
Cocktails	Champagne cocktail		
	Americano		
	Whisky sour ✓		
	Margarita		
Liqueur ✓	Courvoisier		
	Grand Marnier ✓		
	Baileys		
	Drambuie		



**UNIT**

**10**

**Food service**

**10.1 Listen and tick (✓) the items on the menu that the guests actually order.**

Chocolate cheesecake

Soup of the day

Ice cream

Fillet steak

With choice of pepper or red wine sauce

Sea bass

Served with spicy mango salsa

Goat's cheese and red onion tart

Breast of chicken

With a cream sauce

A selection of chesses

Seasonal fruit compote

Chicken liver pâté

Mushroom risotto

**10.1 Listen and tick (✓) the items on the menu that the guests actually order.**

Chocolate cheesecake

✓ Soup of the day

Ice cream

Fillet steak

With choice of pepper or red wine sauce

✓ Sea bass

Served with spicy mango salsa

Goat's cheese and red onion tart

Breast of chicken

With a cream sauce

A selection of chesses

Seasonal fruit compote

Chicken liver pâté

✓ Mushroom risotto

## 10.1 Listen again and complete the sentences.

1. What's the \_\_\_\_\_.
2. ..the seafood salad. Are there \_\_\_\_\_ in it ?
3. It \_\_\_\_\_ a selection of \_\_\_\_\_ of seafood on a green salad.
4. ...and our steaks are \_\_\_\_\_ .
5. It's \_\_\_\_\_ onions, tomato and mango with \_\_\_\_\_ chilles.
6. Could we have \_\_\_\_\_ of the Chardonnay?
7. Have you \_\_\_\_\_, madam?
8. We'd like to see the \_\_\_\_\_ .

## 10.1 Listen again and complete the sentences.

1. What's the soup of the day.
2. ..the seafood salad. Are there any nuts in it ?
3. It consists of a selection of different types of seafood on a green salad.
4. ...and our steaks are very popular .
5. It's made from onions, tomato and mango with some chilies.
6. Could we have another bottle of the Chardonnay?
7. Have you finished, madam?
8. We'd like to see the dessert menu .

**Complete the sentences with the correct word or phrase.**

1. Our supplier is very good . We don't get \_\_\_\_\_ corked bottles of wine.
2. A: \_\_\_\_\_ people order three courses for lunch?  
B: Very \_\_\_\_\_. Two courses are \_\_\_\_\_ for most people.
3. The dessert is quite light-there isn't \_\_\_\_\_ cream in it.
4. A: \_\_\_\_\_ bread is left ?  
B: Only two pieces. And we need some \_\_\_\_\_ butter, too.
5. Can I have the fish with just \_\_\_\_\_ of the salsa?
6. Table 5 have ordered \_\_\_\_\_ bottle of Rioja and they'd like \_\_\_\_\_ mineral water.

## Complete the sentences with the correct word or phrase.

1. Our supplier is very good . We don't get many corked bottles of wine.
2. A: how many people order three courses for lunch?  
B: Very few . Two courses are enough for most people.
3. The dessert is quite light-there isn't much cream in it.
4. A: how much bread is left ?  
B: Only two pieces. And we need some more butter, too.
5. Can I have the fish with just a little of the salsa?
6. Table 5 have ordered another bottle of Rioja and they'd like some mineral water.

## 10.2 Listen again. Underline the correct alternative.

1. Mango sorbet is a sort of **water ice / ice cream**.
2. Fruit compote is a mix of **fresh / stewed fruits**.
3. Dolcelatte is a **strong / creamy** blue cheese from Italy.
4. Manchego is a **creamy / strong** sheep's milk cheese from Spain.
5. An Americano is a **small / regular** black coffee.
6. A latte is a **black / milky** coffee.
7. An espresso is a small **strong / milky** coffee.
8. A cappuccino is a coffee **with frothy / creamy** milk on top.



## 10.2 Listen again. Underline the correct alternative.

1. Mango sorbet is a sort of water ice / ice cream.
2. Fruit compote is a mix of fresh / stewed fruits.
3. Dolcelatte is a strong / creamy blue cheese from Italy.
4. Manchego is a creamy / strong sheep's milk cheese from Spain.
5. An Americano is a small / regular black coffee.
6. A latte is a black / milky coffee.
7. An espresso is a small strong / milky coffee.
8. A cappuccino is a coffee with frothy / creamy milk on top.

**UNIT**

**11**

**Know your region**

## 11.1 Listen again and complete the sentences.

1. Could \_\_\_\_\_ something musical for Saturday evening?
2. Well, the \_\_\_\_\_ is more expensive than the \_\_\_\_\_, but..
3. You can \_\_\_\_\_ to help you with tickets.
4. The Folk Museum is more \_\_\_\_\_ the Local.
5. The Local History Museum is more \_\_\_\_\_ and has ...
6. I think the \_\_\_\_\_ museum is the National Museum.
7. It's not \_\_\_\_\_ as some of the churches, but it's \_\_\_\_\_. More beautiful.
8. Which is the \_\_\_\_\_ for restaurants and bars?

## 11.1 Listen again and complete the sentences.

1. Could you recommend something musical for Saturday evening?
2. Well, the opera is more expensive than the theatre , but..
3. You can ask the concierge to help you with tickets.
4. The Folk Museum is more traditional than the Local.
5. The Local History Museum is more up to date and has ...
6. I think the most interesting museum is the National Museum.
7. It's not so old as some of the churches, but it's certainly . More beautiful.
8. Which is the best area for restaurants and bars?

**1 Find the different comparative and superlative forms in the Listening script for 11.1 on page 73.**

1. \_\_\_\_\_ .

8. \_\_\_\_\_ .

2. \_\_\_\_\_ .

9. \_\_\_\_\_ .

3. \_\_\_\_\_ .

10. \_\_\_\_\_ .

4. \_\_\_\_\_ .

11. \_\_\_\_\_ .

5. \_\_\_\_\_ .

12. \_\_\_\_\_ .

6. \_\_\_\_\_ .

13. \_\_\_\_\_ .

7. \_\_\_\_\_ .

14. \_\_\_\_\_ .

# 1 Find the different comparative and superlative forms in the Listening script for 11.1

1. more expensive than .
2. more interesting .
3. more traditional .
4. more up to date .
5. the most interesting .
6. the longest period .
7. the best .
8. not so old as .
9. more beautiful .
10. the oldest .
11. more informative than .
12. further .
13. as good as .
14. cheaper .

## 2 Complete the sentences with the appropriate comparative or superlative form.

1. City centre hotels are generally \_\_\_\_\_ (**expensive**) than hotels outside the city.
2. Damascus is probably \_\_\_\_\_ (**old**) city in the world.
3. The hotel is \_\_\_\_\_ (**busy**) this month than last month.
4. The bed weather in June felt as \_\_\_\_\_ (**cold**) February.
5. The restaurant service was bad yesterday but even \_\_\_\_\_ (**bad**) today.
6. July is \_\_\_\_\_ (**little**) popular month as it is in the middle of the rainy season.
7. If you book out of season you get a \_\_\_\_\_ (**good**) deal.
8. The tram is \_\_\_\_\_ (**not frequent**) as the bus.

## 2 Complete the sentences with the appropriate comparative or superlative form.

1. City centre hotels are generally more expensive (expensive) than hotels outside the city.
2. Damascus is probably the oldest (old) city in the world.
3. The hotel is busier (busy) this month than last month.
4. The bed weather in June felt as cold as (cold) February.
5. The restaurant service was bad yesterday but even worse (bad) today.
6. July is the least (little) popular month as it is in the middle of the rainy season.
7. If you book out of season you get a better (good) deal.
8. The tram is not so frequent (not frequent) as the bus.



## 11.2 Listen and number the places in the order that you hear them.

a \_\_\_ city centre \_\_\_\_\_ .

b \_\_\_ Alhambra and Generalife \_\_\_\_\_ .

c \_\_\_ Sacromonte \_\_\_\_\_ .

d \_\_\_ Sierra Nevada \_\_\_\_\_ .

e \_\_\_ Albaicin quarter \_\_\_\_\_ .

## 11.2 Listen and number the places in the order that you hear them.

- a 3 city Centre shopping , museums.
- b 1 Alhambra and Generalife gardens, architecture , history.  
Islamic culture.
- c 4 Sacramento caves.
- d 5 Sierra Nevada mountains.
- e 2 Albaicin quarter lamas bar.

**UITN**

**12**

**Explaining travel options**

## 12.1 Listen to the dialogues and complete the notes the guests made.

1. Cruise from harbour – leaves \_\_\_\_\_ 1

Ferry from jetty near \_\_\_\_\_ 2 – leaves 7.30 and 11.00 – returns

3.30 and \_\_\_\_\_ 3 Take \_\_\_\_\_ 4 from hotel.

2. Take \_\_\_\_\_ 5 to Central Station or bus number \_\_\_\_\_ 6

Art gallery – bus number 42 from \_\_\_\_\_ 7 but not between

\_\_\_\_\_ 8 and \_\_\_\_\_ 9 o'clock.

3. Boat from Westminster Pier - \_\_\_\_\_ 10 hours or \_\_\_\_\_ 11 from

Waterloo or \_\_\_\_\_ 12 to Richmond, then \_\_\_\_\_ 13

## 12.1 Listen to the dialogues and complete the notes the guests made.

1. Cruise from harbor – leaves 9.30 1

Ferry from jetty near market square 2 – leaves 7.30 and 11.00 – returns

3.30 and 6.00 3 Take packed lunch 4 from hotel.

2. Take underground 5 to Central Station or bus number 14 6

Art gallery – bus number 42 from central station 7 but not between

three 8 and five 9 o'clock.

3. Boat from Westminster Pier - three 10 hours or train 11 from

Waterloo or underground 12 to Richmond, then (river) boat 13

**Underline the correct alternative.**

1. It would be a good idea **visit / to visit / visiting** the cathedral in the evening.
2. You could **take / taking / to take** the cable car to the top of the mountain.
3. In my opinion, the best way **to see / seeing / see** the harbor is by boat.
4. I'd recommend to **buy / buy / buying** a strip of tickets.
5. Why **not / go / to go / going** by riverboat?
6. You can **take / to take / taking** the bus – it stops opposite the hotel.
7. Your best option is **to rent / renting / rent** a car.
8. How about to **visit / visiting** the old town?

## Underline the correct alternative.

1. It would be a good idea visit / to visit / visiting the cathedral in the evening.
2. You could take / taking / to take the cable car to the top of the mountain.
3. In my opinion, the best way to see / seeing / see the harbour is by boat.
4. I'd recommend to buy / buy / buying a strip of tickets.
5. Why not go / to go / going by riverboat?
6. You can take / to take / taking the bus – it stops opposite the hotel.
7. Your best option is to rent / renting / rent a car.
8. How about to visit / visit / visiting the old town?

**12.2 Listen to a receptionist giving advice about tickets to four guest. Which forms of transport are discussed in each dialogue?**

1. \_\_\_\_\_ .

2. \_\_\_\_\_ .

3. \_\_\_\_\_ and other forms of public transport

4. S-bahn, \_\_\_\_\_ , buses , \_\_\_\_\_ in the harbour and on the river Elbe.



**12.2 Listen to a receptionist giving advice about tickets to four guest. Which forms of transport are discussed in each dialogue?**

1. Ferry .
2. bus .
3. MTR and other forms of public transport
4. S-bahn, U-bahn , buses , ferries in the har bour and on the river Elbe.

**UNIT**

**13**

**Giving directions**

### 13.1 Listen again and complete the sentences.

1. ..to the third floor. Just \_\_\_\_\_ . The reception area and past the shop.
2. Can you tell me how \_\_\_\_\_ the swimming pool, please?
3. Go \_\_\_\_\_ the stairs, \_\_\_\_\_ the corridor and then into the changing rooms on \_\_\_\_\_ .
4. You can either \_\_\_\_\_ the changing rooms \_\_\_\_\_ a blue door, which will \_\_\_\_\_ you into the fitness centre.
5. Or \_\_\_\_\_ the corridor, past the changing rooms and \_\_\_\_\_ the next door on the right.
6. On a warm day, it's nice to go \_\_\_\_\_ the terrace.
7. From there you can go \_\_\_\_\_ , then round the hotel \_\_\_\_\_ the car park.
8. As you \_\_\_\_\_ of the conference room, they're \_\_\_\_\_ left.

### 13.1 Listen again and complete the sentences.

1. ..to the third floor. Just walk across . The reception area and past the shop.
2. Can you tell me how to get to the swimming pool, please?
3. Go down the stairs, along the corridor and then into the changing rooms on the right .
4. You can either walk through the changing rooms to a blue door, which will take you into the fitness centre.
5. Or continue along the corridor, past the changing rooms and take the next door on the right.
6. On a warm day, it's nice to go out onto the terrace.
7. From there you can go straight on , then round the hotel to the car park.
8. As you come out of the conference room, they're on the left.

## Underline the correct alternative.

1. Go **up** / **past** / **down** the restaurant and the lifts are on the left.
2. You can walk **down** / **round** / **straight** on the hotel to get to the rose garden at the back.
3. Walk **round** / **onto** / **along** the corridor beside the conference room.
4. Follow the signs **onto** / **up** / **to** reception.
5. When you come to the swimming pool, continue straight **on** / **past** / **right** to a green door.
6. This door will take you **in** / **along** / **up** the fitness centre.
7. You can get to the terrace **along** / **into** / **through** the conference room.
8. As you come **down** / **across** / **out** / **of** the hotel, the car park is on your right.

## Underline the correct alternative.

1. Go up / past / down the restaurant and the lifts are on the left.
2. You can walk down / round / straight on the hotel to get to the rose garden at the back.
3. Walk round / onto / along the corridor beside the conference room.
4. Follow the signs onto / up / to reception.
5. When you come to the swimming pool, continue straight on / past / right to a green door.
6. This door will take you into / along / up the fitness centre.
7. You can get to the terrace along / into / through the conference room.
8. As you come down / across / out of the hotel, the car park is on your right.

**13.2 Listen to the directions to places of internet. Find the places on the map below.**

1. \_\_\_\_\_ .

3. \_\_\_\_\_ .

2. \_\_\_\_\_ .

4. \_\_\_\_\_ .

**13.2 Listen to the directions to places of interest. Find the places on the map below.**

1. art gallery .

3. windmill .

2. lighthouse .

4. castle .



**UNIT**

**14**

**Meeting customer needs**

**14.1 Listen to three dialogues. What do the customers need? Use the information on the left to help.**

Reason

Need

1. no shampoo

more toiletries in bathroom

early flight

\_\_\_\_\_ .

reception party

\_\_\_\_\_ .

2. driving to hotel

\_\_\_\_\_ .

get out of car park

\_\_\_\_\_ .

3. party dress

\_\_\_\_\_ .

bathroom towels

\_\_\_\_\_ .

**14.1 Listen to three dialogues. What do the customers need? Use the information on the left to help.**

Reason	Need
1. no shampoo	more toiletries in bathroom
early flight	<u>wake up call (5.00)</u> .
reception party	<u>babysitter this evening</u> .
2. driving to hotel	<u>directions</u> .
get out of car park	<u>(car park ) card</u> .
3. party dress	<u>pressing service</u> .
bathroom towels	<u>fresh towels</u> .

## 14.1 Listen again and complete the sentences.

1. We need \_\_\_\_\_ toiletries in the bathroom.
2. I'll ask housekeeping \_\_\_\_\_ some in your room.
3. I'll see if \_\_\_\_\_ available.
4. We need \_\_\_\_\_ the hotel.
5. Do we need to get a \_\_\_\_\_ from reception?
6. Is there \_\_\_\_\_ I can help you with?
7. My daughter's \_\_\_\_\_ dress needs \_\_\_\_\_ urgently.
8. The dress will be back \_\_\_\_\_ by four this afternoon.
9. The children \_\_\_\_\_ in the bath by accident.

## 14.1 Listen again and complete the sentences.

1. We need some more toiletries in the bathroom.
2. I'll ask housekeeping to put some in your room.
3. I'll see if we've someone available.
4. We need direction to the hotel.
5. Do we need to get a parking permit from reception?
6. Is there anything else I can help you with?
7. My daughter's party dress needs pressing urgently.
8. The dress will be back with you by four this afternoon.
9. The children dropped them in the bath by accident.

**Complete the sentences with the correct form of the verbs in brackets.**

1. I \_\_\_\_\_ (**need / book**) a wake-up call for tomorrow.
2. The guest in room 176 \_\_\_\_\_ his suit \_\_\_\_\_ (**need / press**) urgently.
3. Guest with cars \_\_\_\_\_ (**need / get**) a permit from reception before parking.
4. The lady in room 557 \_\_\_\_\_ (**not need**) a babysitter for the whole evening.
5. \_\_\_\_\_ (**they / need**) more pillows in 432?
6. The rooms \_\_\_\_\_ (**need / clean**) before the tour group arrives.
7. Reception staff \_\_\_\_\_ (**need / work**) overtime when the hotel is busy.
8. The new arrivals \_\_\_\_\_ (**need**) a map and directions to the city centre.

**Complete the sentences with the correct form of the verbs in brackets.**

1. I need to book (need / book) a wake-up call for tomorrow.
2. The guest in room 176 needs his suit pressing (need / press) urgently.
3. Guest with cars need to get (need / get) a permit from reception before parking.
4. The lady in room 557 doesn't need (not need) a babysitter for the whole evening.
5. Do they need (they / need) more pillows in 432?
6. The rooms need cleaning (need / clean) before the tour group arrives.
7. Reception staff need to work (need / work) overtime when the hotel is busy.
8. The new arrivals need (need) a map and directions to the city centre.

**14.2 Listen again. Match 1-8 with a-h to make phrases. Then practise saying  
the  
phrases.**

1. \_\_\_ exceed
2. \_\_\_ a successful
3. \_\_\_ improve
4. \_\_\_ different
5. \_\_\_ leisure
6. \_\_\_ basic
7. \_\_\_ specific
8. \_\_\_ a satisfied



**14.2 Listen again. Match 1-8 with a-h to make phrases. Then practise saying the phrases.**

1. B exceed
2. F a successful
3. G improve
4. H different
5. A leisure
6. E basic
7. C specific
8. D a satisfied

## **UNIT 15**

# **Complaints and apologies**

**15.1 Listen to the customer's complaint and underline the correct alternative.**

1. The woman has been waiting for .....
2. Housekeeping ..... finished servicing the rooms.
3. The guests have been travelling for ..... hours.
4. The hotel needs several hours for ..... of guests.
5. The courtesy room is on the ..... floor.
6. The manager offers a ..... menu.

**15.1 Listen to the customer's complaint and underline the correct alternative.**

1. The woman has been waiting for two.
2. Housekeeping hasn't finished servicing the rooms.
3. The guests have been travelling for 15 hours.
4. The hotel needs several hours for changeover of guests.
5. The courtesy room is on the ground floor.
6. The manager offers a late lunch menu.

## 15.1 Listen again and complete the sentences.

1. I'll check if housekeeping has finished ..... your rooms yet.
2. Yes, thanks. We've ..... coffee.
3. We've had a long flight plus a ..... coach ..... from the airport.
4. Your rooms won't ..... For another two hours.
5. Of course. I'll ..... the ..... Manager for you.
6. I want to ..... the delay in checking into our rooms.
7. The travel company has ..... with no tour. Reprehensive or .....
8. We shouldn't ..... wait for more than four hours we can check in.

## 15.1 Listen again and complete the sentences.

1. I'll check if housekeeping has finished servicing your rooms yet.
2. Yes, thanks. We've already had coffee.
3. We've had a long flight plus a three-hour coach transfer from the airport.
4. Your rooms won't be ready For another two hours.
5. Of course. I'll page the duty Manager for you.
6. I want to complain about the delay in checking into our rooms.
7. The travel company has transferred us with no tour. Reprehensive or information
8. We shouldn't have to wait for more than four hours we can check in.

**Put these six steps for dealing with a complaint in the most logical order.  
Then make a note of the expressions from the listening used for each step.**

Example 1 What seems to be the problem?

a ..... Apologize.

b ..... Promise action to put things right.

c ..... Listen actively.

d ..... Find out what's wrong.

e ..... Sympathize with the customer.

f ..... Reassure the customer that you understand.

**Put these six steps for dealing with a complaint in the most logical order.  
Then make a note of the expressions from the listening used for each step.**

Example 1 What seems to be the problem?

- a   2   Apologize.
- b   6   Promise action to put things right.
- c   3   Listen actively.
- d   1   Find out what's wrong.
- e   4   Sympathize with the customer.
- f   5   Reassure the customer that you understand.



**Complete the sentences with the Present Perfect and for or since.**

1. We ..... **(have)** no sleep ..... 24 hours.
2. I ..... **(not see)** her ..... last week.
3. He ..... **(have)** the same car ..... years.
4. The restaurant ..... **(not change)** the menu ..... last year.
5. The weather ..... **(be)** cold and wet ..... the last four days.

**Complete the sentences with the Present Perfect and for or since.**

1. We 've had (have) no sleep for 24 hours.
2. I haven't seen (not see) her since last week.
3. He 's had (have) the same car for years.
4. The restaurant hasn't changed (not change) the menu since last year.
5. The weather has been (be) cold and wet for the last four days.

## 15.2 Match the complaints 1-8 with the apologies a-h. Then listen and check.

1. .... Our room hasn't been serviced yet today.
2. .... The people in the room next door played loud music all night.
3. .... The Internet connection isn't very good. It keeps disconnecting.
4. .... The traffic noise kept us awake all night.
5. .... We've been waiting 25 minutes for our drinks.
6. .... This fish is really undercooked. It's still frozen in the middle.
7. .... This glass is dirty. There's a lipstick mark on it.
8. .... Our bathroom tap is constantly dripping.

## 15.2 Match the complaints 1-8 with the apologies a-h. Then listen and check.

1. F Our room hasn't been serviced yet today.
2. G The people in the room next door played loud music all night.
3. B The Internet connection isn't very good. It keeps disconnecting.
4. C The traffic noise kept us awake all night.
5. H We've been waiting 25 minutes for our drinks.
6. D This fish is really undercooked. It's still frozen in the middle.
7. A This glass is dirty. There's a lipstick mark on it.
8. E Our bathroom tap is constantly dripping.

# **UNIT 16**

## **Mistakes and problems**

**16.1 Listen to the receptionist dealing with the problem and tick (/) the correct information.**

**The problem**

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....

**16.1 Listen to the receptionist dealing with the problem and tick (/) the correct information.**

**The problem**

1. Wrong rooms.
2. Rooms not adjoining.
3. No disabled facilities.
4. No sea view.
5. Wrong name keyed in by reception.
6. Move guests out of wrong rooms.
7. Transfer Johnsons' luggage into right room.
8. Free meal in the restaurant.

## 16.1 Listen again and complete the sentences.

1. There's been a ..... our room allocation.
2. Could you ..... exactly what the problem is?
3. We booked ..... rooms with ..... 4. That's fine. Could you..... for a moment?
5. I'm ..... again about this.
6. It's our mistake. I've ..... everything .....
7. A mistake was made ..... checked in.
8. Please ..... a complimentary dinner.



## 16.1 Listen again and complete the sentences.

1. There's been a mistake with our room allocation.
2. Could you explain exactly what the problem is?
3. We booked adjoining rooms with disabled facilities
4. That's fine. Could you take a seat for a moment?
5. I'm so sorry again about this.
6. It's our mistake. I've sorted everything out .
7. A mistake was made when you checked in.
8. Please accept a complimentary dinner.

**16.2 Match 1-10 with a-j to make sentences. Then listen again and check.**

1. .... Try not to
2. .... I'm sure we can
3. .... Could you just tell me
4. .... I'll see to
5. .... You could email your office
6. .... Would you like to come
7. .... Of course, sir, I
8. .... I'm sure
9. .... I'll bring some menu
10. .... I'll come back in a few minutes

**16.2 Match 1-10 with a-j to make sentences. Then listen again and check.**

1. I Try not to
2. H I'm sure we can
3. A Could you just tell me
4. B I'll see to
5. E You could email your office
6. C Would you like to come
7. F Of course, sir, I
8. D I'm sure
9. J I'll bring some menu
10. G I'll come back in a few minutes

## **UNIT 17**

### **Giving advice and assistance**

## 17.1 Listen again and complete the sentences.

1. Are the cases ..... ?
2. There's a ..... that's open till seven.
3. We'll go and ..... before then.
4. Yeah. I've looked .....
5. Perhaps it ..... your rucksack.
6. If they don't have it, the ..... will be to contact your consulate.

## 17.1 Listen again and complete the sentences.

1. Are the cases labelled ?
2. There's a local store that's open till seven.
3. We'll go and freshen up before then.
4. Yeah. I've looked everywhere .
5. Perhaps it fell out of your rucksack.
6. If they don't have it, the best thing will be to contact your consulate.

**Underline the correct alternative.**

1. If the room is ready before 2p.m., we ..... tell you.
2. I ..... contact the police if my wallet was stolen.
3. If guests notify us of late arrival, we ..... hold their rooms.
4. Reception would call an ambulance if a guest ..... a heart attack.
5. If they visit the castle, they ..... see the old walls.
6. If lost my passport in London, I ..... go to my embassy for a replacement.

## Underline the correct alternative.

1. If the room is ready before 2p.m., we will tell you.
2. I would contact the police if my wallet was stolen.
3. If guests notify us of late arrival, we will hold their rooms.
4. Reception would call an ambulance if a guest had a heart attack.
5. If they visit the castle, they will see the old walls.
6. If lost my passport in London, I would go to my embassy for a replacement.



**Complete the sentences with the contact form of the verbs in brackets.**

1. If they ..... **(find)** the luggage this evening, they' ..... it to the hotel. **(likely)**
2. I ..... **(not check in)** my luggage unless it ..... **(be)** clearly labelled.  
**(unlikely)**
3. We ..... **(not call)** home unless we ..... **(have)** an emergency. **(likely)**
4. If I ..... **(speak)** their language, I ..... **(ask)** them. **(unlikely)**
5. The driver ..... **(not contact)** the hotel unless he ..... **(find)** the passport.  
**(likely)**
6. If they ..... **(go)** travelling, they ..... **(visit)** India and Thailand. **(unlikely)**
7. Unless you ..... **(close)** the zip of your rucksack, your passport ..... **(fall out)**.  
**(likely)**
8. I ..... **(not know)** what to do if someone ..... **(steal)** all my belongings.  
**(unlikely)**

**Complete the sentences with the contact form of the verbs in brackets.**

1. If they find (find) the luggage this evening, they 'll send it to the hotel. (likely)
2. I wouldn't check in (not check in) my luggage unless it was (be) clearly labelled. (unlikely)
3. We won't call (not call) home unless we have (have) an emergency. (likely)
4. If I spoke (speak) their language, I would ask (ask) them. (unlikely)
5. The driver won't contact (not contact) the hotel unless he finds (find) the passport. (likely)
6. If they went (go) travelling, they would visit (visit) India and Thailand. (unlikely)
7. Unless you close (close) the zip of your rucksack, your passport will fall out (fall out). (likely)
8. I wouldn't know (not know) what to do if someone stole (steal) all my belongings. (unlikely)

## 17.2 Listen again and number the sentences in the correct order of the story.

- a ..... His wife called reception for help.
- b ..... David told reception to call an ambulance.
- c ..... Mr. Yamamoto felt weak and dizzy and his chest hurt.
- d ..... David put him in the recovery position.
- e ..... Mr. Yamamoto collapsed in his room.
- f ..... David told him to lie flat and he put pillows under his legs.
- g ..... David undid the patient's shirt button so he could breathe more easily.
- h ..... Reception asked David, the first aider, to go to 256.
- i ..... Mr. Yamamoto felt nauseous.

## 17.2 Listen again and number the sentences in the correct order of the story.

- A 2 His wife called reception for help.
- b 4 David told reception to call an ambulance.
- c 5 Mr. Yamamoto felt weak and dizzy and his chest hurt.
- d 9 David put him in the recovery position.
- e 1 Mr. Yamamoto collapsed in his room.
- f 7 David told him to lie flat and he put pillows under his legs.
- g 6 David undid the patient's shirt button so he could breathe more easily.
- h 3 Reception asked David, the first aider, to go to 256.
- i 8 Mr. Yamamoto felt nauseous.

## **UNIT 18**

# **Telephone communication problems**

## 18.1 Listen again and complete the extracts from the call.

1. Reception I'm sorry. This is a very .....  
Could ..... your name, please?  
Guest Kraus. From Berlin.
2. Reception K-R-A-U-F. .... for Foxtrot?  
Guest No, no. .... Sierra.
3. Guest I called earlier ... Our plane ..... delayed.  
Reception Yes, Mr. Kraus. Your call .....
- 4.. Guest We'll arrive very late – probably .....  
Reception Sorry, but I didn't quite ..... that.
5. Guest Can you ..... Directions to the hotel?  
Reception I'm sorry. You're very ..... Could you ..... a bit?

## 18.1 Listen again and complete the extracts from the call.

1. Reception I'm sorry. This is a very bad line .  
Could you repeat your name, please?  
Guest Kraus. From Berlin.
2. Reception K-R-A-U-F. Is that F for Foxtrot?  
Guest No, no. It's S for Sierra.
3. Guest I called earlier ...Our plane was delayed.  
Reception Yes, Mr. Kraus. Your call was logged .
4. Guest We'll arrive very late – probably after eleven .  
Reception Sorry, but I didn't quite catch that.
5. Guest Can you give me Directions to the hotel?  
Reception I'm sorry. You're very faint . Could you speak up a bit?

## 18.2 Listen to the conversation and complete Karin's notes.

Called : Mrs. ....

Company : .....

Date/Time of call : 12<sup>th</sup> April, 10.30 a.m.

Event : .....

Numbers planned : .....

Date of event : .....

customer's email : .....

Information sent : .....



## 18.2 Listen to the conversation and complete Karin's notes.

Called : Mrs. Dekko

Company : PRL

Date/Time of call : 12<sup>th</sup> April, 10.30 a.m.

Event : product launch

Numbers planned : 300

Date of event : Tuesday, 5<sup>th</sup> December

customer's email : [cristinadekko@prl.er](mailto:cristinadekko@prl.er)

Information sent : pdf of events brochure

## **UNIT 19**

**Conference and meeting enquiries.**

## 19.1 Listen to the dialogue and complete the information.

- Number of rooms in conference center : .....
- Seating capacity of main hall : 200
- Seating capacity of large breakout rooms (boardroom style) : .....
- Possible layouts of breakout rooms : boardroom, ..... , .....
- Seating capacity of small breakout rooms (boardroom style) : .....
- Option with two final rooms : .....
- Seating capacity of two large meeting rooms (classroom style) : .....

## 19.1 Listen to the dialogue and complete the information.

- Number of rooms in conference center : **nine**
- Seating capacity of main hall : 200
- Seating capacity of large breakout rooms (boardroom style) : **30**
- Possible layouts of breakout rooms : boardroom, **U-shaped** , **classroom**
- Seating capacity of small breakout rooms (boardroom style) : **15**
- Option with two final rooms : **partitioning**
- Seating capacity of two large meeting rooms (classroom style) : **50**

**19.1 Listen again and complete the sentences with the correct word or phrase.**

1. Well, it's a ..... centre with a full-time service team.
2. We've got some international ..... coming.
3. It will easily seat 200 for your ..... sessions ...
4. Seating ..... depended on layout.
5. Boardroom style they seat 30 .....
6. No problem. Just give us your .....
7. All the ..... Rooms have flipcharts ...
8. ... you have the option of partitioning them with the .....

## 19.1 Listen again and complete the sentences with the correct word or phrase.

1. Well, it's a **purpose – built** centre with a full-time service team.
2. We've got some international **delegates** coming.
3. It will easily seat 200 for your **plenary** sessions ...
4. Seating **capacity** depended on layout.
5. Boardroom style they seat 30 **15**.
6. No problem. Just give us your **programme** .
7. All the **breakout** Rooms have flipcharts ...
8. ... you have the option of partitioning them with the **sliding doors** .

## 19.2 Listen to the dialogue and complete the information.

### The Meeting Place

- Main lecture theatre fitted with ..... equipment
  - 12 ..... Rooms fitted with ..... , screens, ..... ,  
LCD projectors
  - Free .....
  - Full-time service team
  - Day delegate rate - € .....
- This includes :
- ..... lunch
  - ..... evening meal
  - refreshments during the day
- ..... rate - € .....
  - As above plus :
    - overnight accommodation including breakfast
  - Free parking for up to 200 cars

## 19.2 Listen to the dialogue and complete the information.

### The Meeting Place

- Main lecture theatre fitted with **multimedia** equipment
- 12 **breakout** Rooms fitted with **whiteboards** , screens, **flipcharts**, LCD projectors
- Free **wireless broadband**
- Full-time service team
- Day delegate rate - € **66** .

This includes :

- **buffet** lunch
- **sit – down** evening meal
- refreshments during the day

- **Residential** rate - € **180**
- As above plus :
  - overnight accommodation including breakfast
- Free parking for up to 200 cars



## **UNIT 20**

# **Handling payments**

**20.1 Match 1-7 with a-g to make dialogues. Then listen again and check.**

1. .... Have you had breakfast this morning?
2. .... I don't think the amount for phone calls is right.
3. .... I'd like to pay in cash. Do you take euros?
4. .... What do I owe you in local currency?
5. .... You've overcharged by one night.
6. .... How would you like to pay?
7. .... Here's your MasterCard receipt ...

**20.1 Match 1-7 with a-g to make dialogues. Then listen again and check.**

1.   **C**   Have you had breakfast this morning?
2.   **F**   I don't think the amount for phone calls is right.
3.   **E**   I'd like to pay in cash. Do you take euros?
4.   **G**   What do I owe you in local currency?
5.   **D**   You've overcharged by one night.
6.   **A**   How would you like to pay?
7.   **B**   Here's your MasterCard receipt ...

20.2 Listen to the dialogue. What problems can occur when taking payments?

Bank notes (cash) .....

Bill items .....

Cards .....

.....

Traveller's cheques .....

.....

## 20.2 Listen to the dialogue. What problems can occur when taking payments?

Bank notes (cash)	<u>forgeries of large notes</u>
Bill items	<u>queries of bill items</u>
Cards	<u>stolen cards</u> <u>invalid cards (out of date / date expired)</u>
Traveller's cheques	<u>signatures don't match</u> <u>stolen cheques</u>

## **UNIT 21**

### **Explaining and training**

**21.1 Put the words in the correct order to make kitchen hygiene and food safety guidelines. Then listen again and check.**

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....

**21.1 Put the words in the correct order to make kitchen hygiene and food safety guidelines. Then listen again and check.**

1. Please make sure you always wear clean, hygienic clothing.
2. Wearing a cap in the kitchen is compulsory .
3. You'll have to tie your hair back.
4. At the end of each shift all work surfaces have to be scrubbed and cleaned.
5. I'm sorry, but you can't wear them (earrings) in the kitchen.
6. It's important to report all illnesses and infections to Chef .
7. You mustn't use the slicer without the guard in place.
8. We have to keep all the raw, cooked and fresh foods separate.



**Underline the correct alternative.**

1. You ..... remember to wash your hands after touching raw food, to prevent contamination.
2. They ..... Wear their caps in the staff dining room – it's only compulsory in the kitchen.
3. Annika, your hair is short, so you ..... tie it back.
4. I ..... inform Chef if I have an infection – he'll decide if it's OK for me to work.
5. You ..... use the slicer without the guard because you might cut yourself.
6. There's no eating in the food preparation area, so you ..... chew gum.
7. The trainees ..... work at weekends because Chef needs extra help in the kitchen.
8. You ..... put food in the general rubbish bin use the correct food bin.

## Underline the correct alternative.

1. You must remember to wash your hands after touching raw food, to prevent contamination.
2. They don't have to Wear their caps in the staff dining room – it's only compulsory in the kitchen.
3. Annika, your hair is short, so you needn't tie it back.
4. I must inform Chef if I have an infection – he'll decide if it's OK for me to work.
5. You mustn't use the slicer without the guard because you might cut yourself.
6. There's no eating in the food preparation area, so you can't chew gum.
7. The trainees have to work at weekends because Chef needs extra help in the kitchen.
8. You mustn't put food in the general rubbish bin use the correct food bin.

## **21.2 Listen to Chef giving instructions for making a French apple flan.**

**Number the stages in the correct order.**

- a ..... Make the apple puree with the cooking apples.
- b ..... Arrange the apple rings on top of the flan.
- c ..... Bake the flan.
- d ..... Make the glaze.
- e ..... Prepare, core and slice the dessert apples.
- f ..... Spoon the puree into the pastry case.
- g ..... Make the pastry dough.
- h ..... Bake the pastry case.
- i ..... Brush the glaze over the apple slices.
- j ..... Roll out the pastry case.

## 21.2 Listen to Chef giving instructions for making a French apple flan.

Number the stages in the correct order.

- a 2 Make the apple puree with the cooking apples.
- b 7 Arrange the apple rings on top of the flan.
- c 10 Bake the flan.
- d 8 Make the glaze.
- e 3 Prepare, core and slice the dessert apples.
- f 6 Spoon the puree into the pastry case.
- g 1 Make the pastry dough.
- h 5 Bake the pastry case.
- i 9 Brush the glaze over the apple slices.
- j 4 Roll out the pastry case.

## 21.2 Listen again and complete the phrases with the correct word.

slice	brush	rub in	puree	peel	sift	bake
trim	heat	mix	melt	core	simmer	

1. .... the flour
2. .... the butter
3. .... to a stiff dough
4. .... and ..... the cooking apples
5. .... the butter in a saucepan
6. .... gently for ten minutes
7. .... the apple in the liquidizer
8. .... the apple into rings
9. .... the pastry edges
10. .... it for 15 minutes
11. .... to dissolve the sugar
12. .... the glaze over the apple slices

## 21.2 Listen again and complete the phrases with the correct word.

slice brush rub in puree peel sift bake  
trim heat mix melt core simmer

1. **Sift** the flour
2. **Rub in** the butter
3. **Mix** to a stiff dough
4. **Peel** and **core** the cooking apples
5. **Melt** the butter in a saucepan
6. **Simmer** gently for ten minutes
7. **Puree** the apple in the liquidizer
8. **Slice** the apple into rings
9. **Trim** the pastry edges
10. **Bake** it for 15 minutes
11. **Heat** to dissolve the sugar
12. **Brush** the glaze over the apple slices

## **UNIT 22**

# **Working in housekeeping**

## 22.1 Listen to the room attendant talking to a trainee. Number the tasks in the correct order.

Order of work in servicing a room.

a ..... clear rubbish	b ..... remake bed	c ..... vacuum, spray air freshener	d ..... remove soiled linen
e ..... clean bathroom	f ..... replenish guest supplies	g ..... air room and put cleaner in toilet	h ..... reset air conditioning
i ..... check for guest items left behind	j ..... remove dirty glasses, cups, etc.	k ..... note any faults or damage	l ..... clean bedroom surfaces and fittings
m ..... report any high- value items	n ..... replace toiletries	o ..... strip bed	p ..... check used linen for damage



**22.1 Listen to the room attendant talking to a trainee. Number the tasks in the correct order.**

Order of work in servicing a room.

a <u>7</u> clear rubbish	b <u>9</u> remake bed	c <u>16</u> vacuum, spray air freshener	d <u>5</u> remove soiled linen
e <u>10</u> clean bathroom	f <u>13</u> replenish guest supplies	g <u>1</u> air room and put cleaner in toilet	h <u>15</u> reset air conditioning
i <u>2</u> check for guest items left behind	j <u>8</u> remove dirty glasses, cups, etc.	k <u>14</u> note any faults or damage	l <u>12</u> clean bedroom surfaces and fittings
m <u>3</u> report any high- value items	n <u>11</u> replace toiletries	o <u>4</u> strip bed	p <u>5</u> check used linen for damage

## 22.1 Listen again and complete the sentences.

1. Just ..... a wedge under the door to ..... it open ...
2. Flush the toilet and squirt the toilet cleaner ..... the pan and ..... the rim.
3. .... the bed spread and the blanket and put them on the chair  
..... - never on the floor.
4. That's a pity! ..... a big knot in it and put it in the soiled ..... bag.
5. Be careful in case ..... anything sharp.
6. Always ..... Anything that looks like it's been used.
7. Then we just ..... Replenish the guest supplies ...
8. There's a bad ..... on the carpet ... the bulb in the table lamp has .....

## 22.1 Listen again and complete the sentences.

1. Just **put** a wedge under the door to **keep** it open ...
2. Flush the toilet and squirt the toilet cleaner **around** the pan and **under** the rim.
3. **Fold** the bed spread and the blanket and put them on the chair **with the pillows** - never on the floor.
4. That's a pity! **Tie** a big knot in it and put it in the soiled **linen** bag.
5. Be careful in case **there's** anything sharp.
6. Always **throw away** Anything that looks like it's been used.
7. Then we just **have to** Replenish the guest supplies ...
8. There's a bad **stain** on the carpet ... the bulb in the table lamp has **gone** .

## **UNIT 23**

### **Health, safety and security**

23.1 Check you understand the meaning of the words and phrases. Use them to complete the sentences. Then listen and

worn	unattended	slip	fire alarm
trip	security	toxic	germs and bacteria

1. Rubber gloves provide good protection from .....
2. Cleaning products can sometimes be .....
3. .... Electrical flexes can be dangerous ...
4. People can ..... on wet floors.
5. Make sure the flex is along the wall when vacuuming, so no one can ..... over it.
6. If you hear the ....., you must leave the building immediately.
7. An ..... package could be a bomb.
8. CCTV provides ..... in the car park.

**23.1 Check you understand the meaning of the words and phrases. Use them to complete the sentences. Then listen and check.**

worn	unattended	slip	fire alarm
trip	security	toxic	germs and bacteria

1. Rubber gloves provide good protection from **germs and bacteria**.
2. Cleaning products can sometimes be **toxic**.
3. **Worn** Electrical flexes can be dangerous ...
4. People can **slip** on wet floors.
5. Make sure the flex is along the wall when vacuuming, so no one can **trip** over it.
6. If you hear the **fire alarm** , you must leave the building immediately.
7. An **unattended** package could be a bomb.
8. CCTV provides **security** in the car park.

### 23.1 Listen again. Match 1-8 with a-h to make sentences.

1. .... What other ways can we minimize
2. .... You should also use
3. .... We shouldn't come to work if
4. .... Always keep them
5. .... Sometimes when ... , we find
6. .... People can't smoke on the premises,
7. .... Everyone has to leave the building
8. .... Well, if we see anything suspicious,

## 23.1 Listen again. Match 1-8 with a-h to make sentences.

1. E What other ways can we minimize
2. H You should also use
3. G We shouldn't come to work if
4. B Always keep them
5. C Sometimes when ... , we find
6. D People can't smoke on the premises,
7. A Everyone has to leave the building
8. F Well, if we see anything suspicious,



**1 Complete the sentences with the correct form of should or  
ought to and the verb.**

should / do    should / come    should / leave    ought to / tell  
should / call    ought to / report    should / put up    should / use

1. You ..... electrical equipment if the flex is worn.
2. Staff ..... anything suspicious to security.
3. People ..... unattended packages in the corridors.
4. What ..... **(you)** in the corridor to warn guests before mopping the floor?
5. That's a bad cut. You ..... the housekeeper about it.
6. You ..... an ambulance if a guest has a serious accident.
7. If you've got a bad cold, you ..... to work.
8. What ..... **(guests)** when they hear the fire alarm?

**1 Complete the sentences with the correct form of should or ought to and the verb.**

should / do   should / come   should / leave   ought to / tell  
should / call   ought to / report   should / put up   should / use

1. You **shouldn't use** electrical equipment if the flex is worn.
2. Staff **ought to report** anything suspicious to security.
3. People **shouldn't leave** unattended packages in the corridors.
4. What **shouldn't you put up** (you) in the corridor to warn guests before mopping the floor?
5. That's a bad cut. You **ought to tell** the housekeeper about it.
6. You **should call** an ambulance if a guest has a serious accident.
7. If you've got a bad cold, you **shouldn't com** to work.
8. What **should guests do** (guests) when they hear the fire alarm?

**23.2 Listen to the key words and definitions. Number the words and phrases  
in the order that you hear them.**

..... infestation

..... emergency procedures

..... evacuation

..... warning sign

..... fire drill

..... bacteria

..... suffocation

..... unauthorized personnel

..... assembly point

..... roll call

..... bomb threat

..... fire extinguisher

**23.2 Listen to the key words and definitions. Number the words and phrases  
in the order that you hear them.**

**Warning sign** infestation

**Assembly point**

emergency procedures

**Infestation** evacuation

**Fire extinguisher**

warning sign

**Suffocation** fire drill

**Emergency procedures**

bacteria

**Unauthorized personnel** suffocation

**Bacteria**

unauthorized personnel

**bomb threat** assembly point

**Evacuation**

roll call

**Roll call** bomb threat

**Fire drill**

fire extinguisher

# **UNIT 24**

## **Countries and cultures**

**Match the different places at an airport with the activities.**

1. .... check-in
2. .... departure gate
3. .... security
4. .... passport control

**Match the different places at an airport with the activities.**

1. B check-in
2. D departure gate
3. A security
4. C passport control

## 24.1 Listen to Part A and Part B. Underline the correct alternative.

Part A : Emil and Alena are discussing trips abroad.

1. Alena and Emil are going ..... abroad.
2. Alena thinks ..... much free time.
3. Emil will use ..... when he's in Croatia.
4. .... hasn't got flight tickets yet.

Part B : Emil checks in, goes through security and then goes through passport control at his destination.

5. Emil checks in ..... pieces of luggage.
6. The straps on Emil's rucksack may be a ..... be tied on the conveyor belt.
7. Emil doesn't know ..... gate number.
8. Emil should put metal objects .....
9. Emil lifted his arms because the security person .....
10. Emil's shoes had to be .....
11. Emil ..... Permission to work in Croatia.
12. In Dubrovnik, Emil will get a room in .....



## 24.1 Listen to Part A and Part B. Underline the correct alternative.

Part A : Emil and Alena are discussing trips abroad.

1. Alena and Emil are going to work abroad.
2. Alena thinks won't have much free time.
3. Emil will use English when he's in Croatia.
4. Email hasn't got flight tickets yet.

Part B : Emil checks in, goes through security and then goes through passport control at his destination.

5. Emil checks in three pieces of luggage.
6. The straps on Emil's rucksack may be a may be a problem be tied on the conveyor belt.
7. Emil doesn't know the departure gate number gate number.
8. Emil should put metal objects in the tray.
9. Emil lifted his arms because the security person wanted to search him.
10. Emil's shoes had to be scanned.
11. Emil has Permission to work in Croatia.
12. In Dubrovnik, Emil will get a room in the hotel.

## 24.1 Listen to both parts again and complete the sentences.

1. I want to spend ..... In Paris while I'm in France.
2. I'd love ..... the Eiffel Tower.
3. ... Work permit. I ..... The details and sent it ..... last month.
4. Have you left them ..... at any time?
5. ... allocated yet. .... the departures board after you go through to the departure lounge.
6. Now you can proceed ..... the detector.
7. You've left your ..... !
8. The hotel ..... with accommodation.

## 24.1 Listen to both parts again and complete the sentences.

1. I want to spend **some time** In Paris while I'm in France.
2. I'd love **to climb** the Eiffel Tower.
3. ... Work permit. I **filled in** The details and sent it **off** last month.
4. Have your left them **unattended** at any time?
5. ... allocated yet. **Keep checking** the departures board after you go through to the departure lounge.
6. Now you can proceed **through** the detector.
7. You've left your **mobile behind** !
8. The hotel **provides us** with accommodation.

**Complete the sentences with the correct form of the verbs in brackets. Add to  
if necessary.**

1. Alex wants ..... **(visit)** China during his trip.
2. It's late, but I'll keep ..... **(work)** until I finish.
3. Most of our guests enjoy ..... **(sit)** on the terrace in the evening.
4. Did you remember ..... **(lock)** the windows?
5. Our college tutor has promised ..... **(help)** us ..... **(find)** a job when we finish.
6. Have you finished ..... **(write)** the report?
7. Tom didn't manage ..... **(get)** a work permit.
8. The manager let us ..... **(leave)** early on Friday.

**Complete the sentences with the correct form of the verbs in brackets. Add to  
if necessary.**

1. Alex wants **to visit** (visit) China during his trip.
2. It's late, but I'll keep **working** (work) until I finish.
3. Most of our guests enjoy **sitting** (sit) on the terrace in the evening.
4. Did you remember **to lock** (lock) the windows?
5. Our college tutor has promised **to help** (help) us **find** (find) a job when we finish.
6. Have you finished **writing** (write) the report?
7. Tom didn't manage **to get** (get) a work permit.
8. The manager let us **leave** (leave) early on Friday.

## **UNIT 25**

### **Exploring different cultures**

**25.1 Listen to five guests talking about their experiences in foreign hotels.**

**What surprised them?**

1. ....
2. ....
3. ....
4. ....
5. ....

## 25.1 Listen to five guests talking about their experiences in foreign hotels.

What surprised them?

1. The receptionist blamed herself for the accident but it wasn't her fault.
2. The food was good but the restaurant was empty.
3. The waiter didn't clear the plates when they'd finished eating.
4. The receptionist didn't give eye contact and was shocked when the guest put his business card.
5. The receptionist told them not to drop litter, chew gum or tip staff.



**Listen to 25.1 again and complete the sentences with the correct verb.**

1. I ..... for making a mess.
2. She ..... herself for putting the vase in such a position.
3. The waiter ..... us that the restaurant was open and ..... to take us to our table.
4. The receptionist ran over to me and ..... me not to drop any litter.
5. Then he also ..... me not to chew gum.
6. Later I gave him a tip ... , but he ..... to accept it and ..... us not to tip staff in the hotel.

**Listen to 25.1 again and complete the sentences with the correct verb.**

1. I **apologized** for making a mess.
2. She **blamed** herself for putting the vase in such a position.
3. The waiter **assured** us that the restaurant was open and **offered** to take us to our table.
4. The receptionist ran over to me and **warned** me not to drop any litter.
5. Then he also **advised** me not to chew gum.
6. Later I gave him a tip ... , but he **refused** to accept it and **asked** us not to tip staff in the hotel.

**Complete the reported statements using the verbs in brackets. Make all the necessary changes.**

1. 'I'm very sorry. I've broken the plate.'

She ..... . **(apologize for / break)**

2. 'It would be a good idea to call the laundry and find out what's happened to the sheets.'

He ..... the laundry. **(advise her / call)**

3. 'It's always cooler in September.'

The holiday rep .....it's always cooler in September. **(assure me)**

4. 'I'll show you to the restaurant. Just follow me.'

The waiter ..... to the restaurant. **(offer / take us)**

5. 'Please don't drop litter here. It isn't allowed. You could be arrested.'

He ..... litter. **(warn them / not drop)**

6. 'No thank you. I can't accept any money from you.'

He ..... to tip. **(refuse / accept)**

**Complete the reported statements using the verbs in brackets. Make all the necessary changes.**

1. 'I'm very sorry. I've broken the plate.'

She **apologized for breaking the plate** (apologize for / break).

2. 'It would be a good idea to call the laundry and find out what's happened to the sheets.'

He **advised her to call** the laundry. (advise her / call)

3. 'It's always cooler in September.'

The holiday rep **assured me that** it's always cooler in September. (assure me)

4. 'I'll show you to the restaurant. Just follow me.'

The waiter **offered to take us** to the restaurant. (offer / take us)

5. 'Please don't drop litter here. It isn't allowed. You could be arrested.'

He **warned them not to drop** litter. (warn them / not drop)

6. 'No thank you. I can't accept any money from you.'

He **refused to accept** to tip. (refuse / accept)

**25.2 Listen to a trainee talking to an experienced hotelier about what makes cultures different.**

**Are the sentences true or false?**

1. The trainee says that guests usually don't want to talk to her. true/false
2. It may be impolite to laugh loudly. true/false
3. The weather may influence a culture. true/false
4. In China, old people don't get any respect from their grandchildren. true/false
5. In Chinese hotels, people often die on the fourth floor. true/false
6. European hotels usually have room number 13. true/false
7. The image of a hotel tells us something about its culture. true/false
8. Receptionists should notice if a guest is uncomfortable or frightened. true/false

## 25.2 Listen to a trainee talking to an experienced hotelier about what makes cultures different.

### Are the sentences true or false?

1. The trainee says that guests usually don't want to talk to her. true/**false**
2. It may be impolite to laugh loudly. **true**/false
3. The weather may influence a culture. **true**/false
4. In China, old people don't get any respect from their grandchildren. true/**false**
5. In Chinese hotels, people often die on the fourth floor. true/**false**
6. European hotels usually have room number 13. true/**false**
7. The image of a hotel tells us something about its culture. **true**/false
8. Receptionists should notice if a guest is uncomfortable or frightened. **true**/false

# **UNIT 26**

## **Working life**

**Complete the sentences. Choose the most suitable adjective and preposition from each box.**

good	famous
responsible	proud
excited	aware
good	interested
responsible	good
suitable	

for	at
about	to
for	of
in	at
for	for



1. The interviewer said she wasn't ..... the front of house job because she didn't have switchboard experience.
2. Which are you more ....., cooking or office work?
3. He's not so ..... bread making but he's really ..... desserts.
4. My parents will be very ..... me if I do well in my exams.
5. Granada is ..... its beautiful architecture.
6. A healthy diet is ..... you.
7. The room attendants are ..... the head housekeeper.
8. I'm really ..... my new job. I start on Monday.
9. All the staff must be ..... the health and safety regulations.
10. On reception we are ..... dealing with all new arrivals.

1. The interviewer said she wasn't **suitable for** the front of house job because she didn't have switchboard experience.
2. Which are you more **interested in**, cooking or office work?
3. He's not so **good at** bread making but he's really **good at** desserts.
4. My parents will be very **proud of** me if I do well in my exams.
5. Granada is **famous for** its beautiful architecture.
6. A healthy diet is **good for** you.
7. The room attendants are **responsible to** the head housekeeper.
8. I'm really **excited about** my new job. I start on Monday.
9. All the staff must be **aware of** the health and safety regulations.
10. On reception we are **reponsible for** dealing with all new arrivals.

**26.2 Listen to the interview with Jamie Oliver. Underline the correct alternative.**

1. Jamie went to catering college in .....
2. He worked as ..... at the top Neal Street Restaurant.
3. Jamie's Kitchen was a project to train ..... as chefs.
4. The restaurant Fifteen, in London, is .....
5. Before Jamie's School Dinners project, English school children often ate .....
6. The UK Government is ..... on the School Dinners project.
7. Jamie Oliver .....
8. Free-range ..... than non free-range.
9. He's still teaching people to prepare ..... in the TV series Ministry of Food.
10. Currently he's travelling across ..... on another cooking trip.

**26.2 Listen to the interview with Jamie Oliver. Underline the correct alternative.**

1. Jamie went to catering college in London .
2. He worked as head pastry chef at the top Neal Street Restaurant.
3. Jamie's Kitchen was a project to train dropouts as chefs.
4. The restaurant Fifteen, in London, is a great success .
5. Before Jamie's School Dinners project, English school children often ate junk food.
6. The UK Government is spending a lot of money on the School Dinners project.
7. Jamie Oliver travels a lot for his work.
8. Free-range more expensive than non free-range.
9. He's still teaching people to prepare healthy in the TV series Ministry of Food.
10. Currently he's travelling across the US on another cooking trip.

# **UNIT 27**

## **Job applications**

**27.1 Listen to three students talking about applying for jobs. What strengths and special interests can they each include in their job applications?**

Eva: .....

Chris: .....

Sophie: .....

**27.1 Listen to three students talking about applying for jobs. What strengths and special interests can they each include in their job applications?**

Eva: leadership skills, good team worker, first aid.

Chris: good communication skills, leadership skills.

Sophie: hard-working, reliable, good team worker, confident, well organized, conscientious.

**Are these sentences from the listening predictions(P), intentions(I) or decisions just made(D)?**

1. .... Well, I'm definitely going to have a holiday.
2. .... Sure. I'll help you if you like.
3. .... There'll be lots of things you can include.
4. .... I didn't do a lot of revision, so I'm not sure I'm going to do very well.
5. .... OK. I'll put it down.
6. .... I'm going to do it tonight.
7. .... I think our results will be here tomorrow.
8. .... I sound quite good! It's going to be easy to get a job!



**Are these sentences from the listening predictions(P), intentions(I) or decisions just made(D)?**

1. I Well, I'm definitely going to have a holiday.
2. D Sure. I'll help you if you like.
3. P There'll be lots of things you can include.
4. P I didn't do a lot of revision, so I'm not sure I'm going to do very well.
5. D OK. I'll put it down.
6. I I'm going to do it tonight.
7. P I think our results will be here tomorrow.
8. P I sound quite good! It's going to be easy to get a job!

Complete the questions with the correct question tag.

1. You will come to the party, .....?
2. He's been to the USA, .....?
3. You weren't in any sports teams, .....?
4. You went to college in Rio, .....?
5. She hasn't applied for any jobs yet, .....?
6. You're going to accept the job, .....?
7. He didn't do very well in his exams, .....?
8. You can't drive, .....?

## Complete the questions with the correct question tag.

1. You will come to the party, **won't you** ?
2. He's been to the USA, **hasn't he** ?
3. You weren't in any sports teams, **were you** ?
4. You went to college in Rio, **didn't you** ?
5. She hasn't applied for any jobs yet, **has she** ?
6. You're going to accept the job, **aren't you** ?
7. He didn't do very well in his exams, **did he** ?
8. You can't drive, **can you** ?

**Dear Mr. Perez**

a ..... Please find enclosed a copy of my CV for more information.

b ..... I am available for interview at any time and could start work after I have completed a ..... month's notice in my present job.

c ..... My present job involves all the usual reception duties of a busy international hotel. As my ..... CV show :

- I am familiar with Fidelio Opera.
- I currently use the international Central Reservations system.
- I speak fluent Spanish and English.

d ..... This has been a valuable experience for me but I would like the opportunity to work abroad and to use my language skills. The advertised job offers this opportunity. I would also value the chance to work in a hotel with an excellent international reputation like The Rialto.

e ..... Since I finished at college in June 20 \_\_ \_\_ , I have worked as a receptionist at the Picasso Hotel in Marseille.

f ..... I look forward to hearing from you.

g ..... I enjoy meeting people and working as part of a team.

I think my languages and good communication skills, my training and previous experience will be an asset to the Hotel Rialto.

h ..... I would like to apply for the job of receptionist which was advertised on the hotelsearch.com website.

i ..... Yours sincerely

j ..... Naseem Patel

k ..... Naseem Patel

l ..... Re : Job reference 234

**Dear Mr. Perez**

- a 8 Please find enclosed a copy of my CV for more information.
- b 7 I am available for interview at any time and could start work after I have completed a month's notice in my present job.
- c 5 My present job involves all the usual reception duties of a busy international hotel. As my CV show :
- I am familiar with Fidelio Opera.
  - I currently use the international Central Reservations system.
  - I speak fluent Spanish and English.
- d 4 This has been a valuable experience for me but I would like the opportunity to work abroad and to use my language skills. The advertised job offers this opportunity. I would also value the chance to work in a hotel with an excellent international reputation like The Rialto.
- e 3 Since I finished at college in June 20 \_\_ , I have worked as a receptionist at the Picasso Hotel in Marseille.
- f 9 I look forward to hearing from you.
- g 6 I enjoy meeting people and working as part of a team.

I think my languages and good communication skills, my training and previous experience will be an asset to the Hotel Rialto.

- h 2 I would like to apply for the job of receptionist which was advertised on the hotelsearch.com website.
- i 10 Yours sincerely
- j 12 Naseem Patel
- k 11 Naseem Patel
- l 1 Re : Job reference 234

# **UNTI 28**

## **Job interviews**

## 28.1 Listen again and complete the sentences.

1. I've ..... my dad most of the time.
2. I want to ..... That ..... my qualifications.
3. I ..... Music. I ..... Reading. I go ..... with my sister.
4. We moved to London eight years ..... , when I was eleven.
5. They said they'd ..... at the end of the week.
6. Last summer I worked ..... him ..... for two months.
7. I hope there'll be career opportunities for me if I .....
8. ... about training. .... a training scheme for new employees ...?

## 28.1 Listen again and complete the sentences.

1. I've worked for my dad most of the time.
2. I want to do something That uses my qualifications.
3. I listen to Music. I enjoy Reading. I go shopping with my sister.
4. We moved to London eight years ago , when I was eleven.
5. They said they'd let me know at the end of the week.
6. Last summer I worked for him on reception for two months.
7. I hope there'll be career opportunities for me if I work hard .
8. ... about training. Is there a training scheme for new employees ...?



**Complete the sentences with the Past Simple or Present Perfect of the verbs in brackets.**

1. I ..... **(start)** the hospitality course two years ago and I' ..... **(just finish)** my final exams.
2. He ..... **(not apply)** for any jobs yet. He only ..... **(leave)** college last week.
3. She' ..... **(have)** three interviews but she ..... **(not have)** a job offer yet.
4. We ..... **(go)** to the Job Centre yesterday but they ..... **(not have)** anything of interest.
5. A : ..... **(you hear)** from the hotel yet?  
B : Yes, they ..... **(call)** yesterday. I ..... **(not get)** the job.
6. She ..... **(be / offer)** the job immediately after the interview but she ..... **(not accept)** it yet.
7. A : ..... **(you ever work)** in a 5-star hotel?  
B : No. I' ..... **(only work)** in a 3-star so far.
8. My family ..... **(leave)** Algeria before I ..... **(be / born)**. We' ..... **(live)** here in Paris for over twenty years.
9. A : ..... **(you ever apply)** for a job in Germany?  
B : No. I' ..... **(never apply)** for a job abroad.
10. How long ..... **(you be)** a sous chef? Where ..... **(you do)** your training?

# Complete the sentences with the Past Simple or Present Perfect of the verbs in brackets.

1. I **started** (start) the hospitality course two years ago and I **'ve just finished** (just finish) my final exams.
2. He **hasn't applied** (not apply) for any jobs yet. He only **left** (leave) college last week.
3. She **'s had** (have) three interviews but she **hasn't had** (not have) a job offer yet.
4. We **went** (go) to the Job Centre yesterday but they **didn't have** (not have) anything of interest.
5. A : **Have you heard** (you hear) from the hotel yet?  
B : Yes, they **called** (call) yesterday. I **didn't get** (not get) the job.
6. She **was offered** (be / offer) the job immediately after the interview but she **hasn't accepted** (not accept) it yet.
7. A : **Have you ever worked** (you ever work) in a 5-star hotel?  
B : No. I **'ve only worked** (only work) in a 3-star so far.
8. My family **left** (leave) Algeria before I **was born** (be / born). We **'ve lived** (live) here in Paris for over twenty years.
9. A : **Have you ever applied** (you ever apply) for a job in Germany?  
B : No. I **'ve never applied** (never apply) for a job abroad.
10. How long **have you been** (you be) a sous chef? Where **did you do** (you do) your training?

Read the interview tips. Write the number of each tip in the correct category a-d.

Compare with a partner.

- a preparation .....
- b answers .....
- c body language .....
- d appearance and personality .....

**Read the interview tips. *Write* the number of each tip in the correct category a-d.**

**Compare with a partner.**

a preparation 1,4,12

b answers 2,8,10,11

c body language 5,6

d appearance and personality 3,7,9