Away from Home

Warm-Up

When you’ve traveled, which kinds of accommodations have you stayed in?

PRONUNCIATION | Listen and repeat.

- a hotel
- a youth hostel
- a bed and breakfast
- a short-term vacation rental
- a campground

I once stayed in a big fancy hotel. It was awesome.

Lesson 1
Leave and take telephone messages

Lesson 2
Check in to and out of a hotel

Lesson 3
Request services in a hotel

Lesson 4
Choose vacation accommodations
A HOTEL FACILITIES AND AMENITIES | Take the survey.

Rate the following hotel facilities and amenities in order of importance to you, with 1 being essential, 2 being desirable, and 3 being unnecessary.

Facilities
- a fitness center
- a pool
- a sauna
- a business center
- a restaurant or coffee shop
- a gift shop

Amenities
- lots of hangers
- skirt hangers
- a bathrobe
- extra towels
- a hair dryer
- a safe
- a minibar
- an iron and ironing board

B VOCABULARY | Facilities and amenities | Listen and repeat.

C PAIR WORK | Talk about a time you stayed in a hotel or other accommodation. Tell your partner about the facilities and amenities there.

I stayed in a hotel with my parents and my two brothers. We needed lots of extra towels and hangers!
Language Warm-Up

A ZOOM-IN | Read and listen to a conversation about planning a vacation. Notice the featured words and phrases.

Paula: You know, I hate staying in hotels. Every time you want something to eat you have to call room service.

Brad: I’m with you. And it costs an arm and a leg.

Paula: So why don’t we look for a bed and breakfast, or maybe one of those short-term vacation rentals?

Brad: Great idea. That would be more like home. Which do you prefer?

Paula: Not sure. B&B’s have their upsides and downsides.

Brad: Like what?

Paula: Well, for example, breakfast is included, but you have to make small talk with the other guests. I’m not unfriendly, but I don’t want to talk to strangers first thing in the morning.

Brad: Me neither. I like my privacy.

Paula: So maybe the rental is the way to go?

Paula: Here . . . this one’s nice. Lots of four-star reviews. Non-smoking. Should we make a reservation?

Brad: Uh-oh! Look at the fine print: If you want to do laundry, you have to ask permission. And there’s a fee for cleaning! We shouldn’t have to pay for that.

Paula: Good point, but it’s right in the restaurant district.

Brad: True, but it’s got a lot of downsides. Let’s look for something else, OK?

B UNDERSTAND FROM CONTEXT | Look at the featured words and phrases in Zoom-In. Circle the correct answer.

1. When Brad says “I’m with you,” what does he mean?
   a. He agrees.
   b. He wants to travel with her.

2. When Brad says that room service “costs an arm and a leg,” what does he mean?
   a. He doesn’t like calling for things.
   b. It’s very expensive.

3. When Brad says, “Look at the fine print,” what does he mean?
   a. You should read it carefully.
   b. It looks good.

4. When Brad says there’s “a fee” for cleaning, what does he mean?
   a. Guests have to pay for cleaning.
   b. Guests have to clean the house or apartment.

C THINK AND EXPLAIN | Look at the featured words and phrases again. With a partner, explain what each person means.

1. Paula: “. . . you have to make small talk with the other guests.”
2. Brad: “I like my privacy.”
3. Paula: “Good point.”
4. Brad: “It’s got a lot of downsides.”

SPEAKING PAIR WORK | Which kind of the accommodations in Warm-Up on page 37 do you prefer? Use the Vocabulary from the survey on page 38.

I prefer large hotels. They usually have a fitness center, and that’s important to me. Personally, I prefer youth hostels. I like to meet people my age.
Leave and take telephone messages

A | VOCABULARY | Telephone messages | Read and listen. Then listen again and repeat.

- **an answering machine** a device that automatically answers a phone call and records a caller’s message when a person doesn’t answer the phone.
- **a greeting** a recorded voice that responds and asks a caller to call back or leave a message.
- **a voicemail** an audio message that a caller leaves when no one answers the phone.
- **an answering service** a service that answers peoples’ phones and takes and delivers messages to them.
- **an operator** a person who provides telephone assistance to people who call companies, hotels, or other businesses.

B | LISTEN TO ACTIVATE VOCABULARY | Listen to the phone calls. Complete the statements with words or phrases from the Vocabulary.

1. This is __________________________ on __________________________.
2. The speaker works for __________________________.
3. The person who answered the phone is __________________________.
4. This is __________________________.

C | GRAMMAR | The future with will

You can use the modal will or won’t + a base form to talk about the future. Remember: Modals don’t use -s in the third-person form.

**Affirmative statements** | **Negative statements**
--- | ---
She’ll call back tomorrow. | We won’t be at the meeting this afternoon.

**Questions**

**Will** you meet us at the coffee shop? (Yes, we will. / No, we won’t.)

**Will** he go swimming when he arrives? (Yes, he will. / No he won’t.)

**When** will the pool open? (In a few minutes.)

**Where** will you go this afternoon? (I’m not sure.)

**Which hotel** will they be in? (The Barton, I think.)

**Who** will Bella call when she gets here? (Her parents.)

**BUT** Who will call her parents? (Bella will.)

**GRAMMAR EXPANDER** p. 130

- Will and be going to
- Other uses of will
- Can, should, and have to: future meaning

D | PRONOUNCE THE GRAMMAR | Listen and repeat the grammar examples.

E | GRAMMAR PRACTICE | Complete the statements and questions in the messages, using will or won’t. Use contractions when possible.

1. Message for Ms. Heller: Your husband’s flight is delayed. __________________________ from the airport before 6:00.

2. Message from Jan Lang: __________________________ at 3:00 tomorrow Berlin time.

3. Message for David West: The game started late. __________________________ home until **after** 5:00.

4. Message from Mr. Gibbs: __________________________ come into the office early tomorrow?

5. Message from Ava Reed: __________________________ us to the airport after the meeting?

6. Message for Ms. Tate: Marie Sills called. __________________________ this evening at 7:00.

7. Message for John Anders: __________________________ us tomorrow morning?
F  LISTEN FOR DETAILS  |  Listen to the phone messages. Then listen again and complete the message slip, according to the information you hear. Use the future with will in each message.

1  WHILE YOU WERE OUT . . .
   FOR:  Dan Raines
   FROM  Mr. Ms. Mrs. Dr.  
   Please call  Will call again  Wants to see you  Returned your call
   MESSAGE:  He'll be at . . .

2  WHILE YOU WERE OUT . . .
   FOR:  Ben Young
   FROM  Mr. Ms. Mrs. Dr.  
   Please call  Will call again  Wants to see you  Returned your call
   MESSAGE:  

3  WHILE YOU WERE OUT . . .
   FOR:  Lauren Coates
   FROM  Mr. Ms. Mrs. Dr.  
   Please call  Will call again  Wants to see you  Returned your call
   MESSAGE:  

4  WHILE YOU WERE OUT . . .
   FOR:  Dr. Linden
   FROM  Mr. Ms. Mrs. Dr.  
   Please call  Will call again  Wants to see you  Returned your call
   MESSAGE:  

G  PRONUNCIATION  |  Contractions of subject pronouns with will  |  Read and listen. Notice how each contraction is one syllable. Then listen again and repeat.

1  I'll call back later.
2  She'll be at the Frank Hotel.
3  He'll bring his laptop.
4  We'll need a taxi.
5  You'll have to leave at 6:30.
6  They'll meet you in an hour.

H  ACTIVATE PRONUNCIATION  |  With a partner, take turns reading each message from Exercise F aloud, using correct pronunciation.

---

A  CONVERSATION MODEL  |  Read and listen.
A:  Hello? I'd like to speak to Jack Bates.
B:  I'll ring that room for you. . . . I'm sorry. He's not answering. Would you like to leave a message?
A:  Yes. Please tell him that Chris Oliver called.
B:  Could you spell your last name for me?
A:  Sure. It's O-L-I-V-E-R. Oh. And please tell him that I'll meet him at the Clancy Hotel at 6:00 this evening.
B:  Is that all?
A:  Yes, thanks.

B  PRONUNCIATION PRACTICE  |  Listen again and repeat. Then practice the Conversation Model with a partner.

C  CONVERSATION PAIR WORK  |  Role-play the conversation, using your own ideas. Your partner writes the message. Then change roles.
A:  Hello? I'd like to speak to . . .
B:  I'll . . . . . . . . . . I'm sorry . . . . . . . .
   Would you like to leave a message?
A:  Yes. Please tell . . . . . . . . . called.
B:  Could you spell your last name for me?
A:  Sure. It's . . . . . . . . . And please tell . . . . . . . . .
B:  Is that all?
A:  . . . . .

D  CHANGE PARTNERS  |  Role-play the conversation again. Leave other messages.
A VOCABULARY | Kinds of hotel rooms and beds

Read and listen. Then listen again and repeat.

PAIR WORK | Talk about what kind of room and what kind of bed is best for a traveler who’s traveling alone? For a family on vacation?

GRAMMAR | The real conditional

Conditional sentences express the results of actions or conditions. They have an if clause and a result clause.

If clause (the condition) result clause (the result)

If the business center is still open, I’ll print the programs for the meeting.

Real conditional sentences express factual or future results. When the result is in the future, use will in the result clause.

Factual result = Use present in both clauses
If you reserve a suite, you get a living room.
If a hotel doesn’t have a room, I always call a bed and breakfast to see if they have one.

Questions
Where will you stay if they don’t have a room for tonight?
If there’s no coffee shop at the hotel, where will we have breakfast?

In conditional sentences, the clauses can be reversed with no change in meaning. In writing, use a comma when the if clause comes first.

If the restaurant is still open, I’ll have dinner in the hotel.
I’ll have dinner in the hotel if the restaurant is still open.

Be careful! Never use will in the if clause.
If you check your voicemail, you’ll hear the message.
NOT If you will check your voicemail, you’ll hear the message.

GRAMMAR EXPANDER p. 131

The real conditional (present and future): usage and common errors
D UNDERSTAND AND PRACTICE THE GRAMMAR | Complete with the real conditional. Then write factual if the sentence expresses a fact. Write future if it expresses a future result.

1. If ........................................ (she / get) a suite on her next cruise, ................................................ (she / be) more comfortable.
2. The hotel’s policy has always been that if ........................................ (guests / want) a double room, ................................................ (they / have to) request one when they make the reservation.
3. ........................................ (someone / give) me a hand at the airport if ................................................ (I / need) help with my luggage?
4. If ........................................ (you / request) a rollaway bed right now, ................................................ (they / bring) one to your room.
5. If ........................................ (they / not have) a king-size bed, ................................................ (they / always give) you two queens.

COMMUNICATION ACTIVATOR

Now let’s check in to and out of a hotel.

A CONVERSATION MODEL | Read and listen.

Checking in
A: Hello! I’m checking in. The name’s Arnold.
B: Do you have a reservation?
A: Yes. For a double room with two queen-size beds.
B: Oh, yes. Here it is. May I have your credit card?
A: Here you go. By the way, I need to go to the airport.
B: No problem. If you step outside, you can get the airport shuttle.

Checking out
A: Hello. I’m checking out of room 211. Here’s the key.
B: Thank you. Did you have anything from the minibar?
A: Yes, I did. A bottle of water.
B: OK. I’ll add that to your bill. Would you like to put this on your credit card?
A: Yes, please. Here you go. By the way, I need to go to the airport.
B: No problem. If you step outside, you can get the airport shuttle.

B PRONUNCIATION PRACTICE | Listen again and repeat. Then practice the Conversation Model with a partner.

C CONVERSATION PAIR WORK | Role-play checking in to and out of a hotel. Then change roles.

Checking in
A: ............ I’m checking in. The name’s ............
B: Do you have a reservation?
A: Yes. For a ............
B: Oh, yes. Here it is. May I have your credit card?
A: ............

Checking out
A: ............ I’m checking out of room ............ . Here’s the key.
B: Thank you. Did you have anything from the minibar yesterday?
A: ............
B: ............ Would you like to put this on your credit card?
A: Yes, please. By the way, I need ............

D CHANGE PARTNERS | Role-play checking in to and out of a hotel again.

Social language
Say “By the way” to introduce a new thought.

Ideas
the airport shuttle
taxi
the subway
the city bus

KEEP TALKING!
Guest:
Ask about services and amenities.
Is the business center open?
Report a problem:
Actually, my TV wasn’t working.
Ask about transportation:
Is there [a bus stop] near here?
Ask for directions to places near the hotel:
How do I get to [the National Museum]?
Clerk:
Ask the guest about her or his stay:
How was your [stay / room]?
Give directions and other information:
Turn left at the corner and walk two blocks.

FOR MORE PRACTICE, GO TO YOUR DIGITAL RESOURCES

UNIT 4
Request services in a hotel

A  VOCABULARY  |  Ways to request services in a hotel  
Read and listen. Then listen again and repeat.

I’d like to order room service, please.

I’d like a wake-up call, please.

Could someone please take away the dishes?

Could someone please make up the room?

Could we get some extra [pillows / towels / hangers]?

B  ACTIVATE VOCABULARY  |  With a partner, take turns reading each situation and requesting the service you need.

Situation 1:  It’s 4:00 and your room is a mess.
YOU ...........

Situation 2:  It’s noon and your breakfast dishes are on the floor outside your room.
YOU ...........

Situation 3:  You have a lot of dirty clothes.
YOU ...........

Situation 4:  It’s midnight and you have an early meeting. You’re afraid your alarm won’t work.
YOU ...........

Situation 5:  You and your husband have both taken showers, but now your children want baths.
YOU ...........

Situation 6:  It’s 9:00 P.M. and you’re hungry, but you don’t want to go out.
YOU ...........

C  LISTEN TO CONFIRM CONTENT  |  Listen to each conversation. Write T (true), F (false), or NI (no information).

1  Ms. Matthews can’t remember the code to open the safe.
2  The electrician fixes the air conditioner.
3  The man gives the woman extra towels.
4  It’s not necessary to iron the clothes.
5  The guest finds something she likes on the menu.

D  LISTEN FOR DETAILS  |  Listen again and circle the correct answer to complete each statement.

1  The guest is complaining about her [safe / laptop].
2  The [air conditioner / minibar] in the room is making a weird sound.
3  The guest needs [a wake-up call / extra glasses].
4  The guest wants [laundry / room] service.
5  The guest would like [room service / a wake-up call].
LISTEN TO SUMMARIZE  Summarize the problem each person is having. Listen again if necessary. Compare summaries with a partner.

1 ………………………………………………………………  4 ………………………………………………………………
2 ………………………………………………………………  5 ………………………………………………………………
3 …………………………………………………………………  6 …………………………………………………………………

COMMUNICATION ACTIVATOR

Now let’s request services in a hotel.

TALKING POINTS  Look at the situations in rooms 406 and 407. On a separate sheet of paper, make a list of what each guest should say to the hotel staff when he or she calls.

ROLE PLAY  Role-play two phone conversations. First, Partner A is the guest and Partner B is the hotel staff person. Then change roles. Use the information you wrote in Talking Points and the Vocabulary from page 38 in your role play. Say as much as you can. Start like this:

A: Hello. [Room Service / Front Desk / Housekeeping].
B: Hello, this is …… in Room ………

RECYCLE THIS LANGUAGE

Guest
—— won’t open / close / turn on / turn off
—— isn’t working / is broken / is clogged
—— is making a weird sound

Staff
—— I’ll connect you with …….
—— I’m sorry about that. That’s ridiculous.
—— We’ll send someone to ……..
Choose vacation accommodations

A  READING  Read a listing for a short-term vacation rental on a website. What do you think are some upsides and downsides to staying at this rental property?

“Rent an entire house or just a private room—perfect for your vacation!”

Large private bedroom and shared bath in large house
- Bedford Falls • 1–2 guests

 Owners Ivan and Miranda

We leave early and come back late, so we love having someone in our house. We usually eat out on weeknights, so the kitchen will be all yours! On weekends, we sleep late and are rarely home. While we won’t be at the house much during your stay, feel free to contact us with any questions! We also have a lot of local recommendations to share.

Reviews (newest first) ★★★★★ (754 Reviews)

Raymond
Kuala Lumpur
September 2021

★★★★★ The house is awesome! It’s super-clean and comfortable, but a little small. Even though the kitchen is shared with owners Miranda and Ivan, they don’t cook much, so you feel like the whole house is yours! And when they’re there, they’re so much fun to talk to. I’d like them to be there more! One of the things I like most about these rentals is getting to know the owners. Near the art museum and everything else.

CityGirl
New York
August 2021

★★★★★ Beware! Site doesn’t mention the no-guest and no-pet policy. I go everywhere with my dog, Puffy. But when I arrived, Ivan told me the dog had to stay outside. I have friends in Bedford Falls, and I was looking forward to inviting them for drinks and some good conversation. But Ivan said that if I wanted to invite guests, I had to ask permission first. Next time, I’ll remember to ask a lot of questions! Upside? The bedroom door has a lock and the owners never use the kitchen, so it’s all yours.

GourmetGary
Atlanta
July 2021

★★★★★ This was our second stay, and it was even better than the first. Excellent location. Walking distance to a 24/7 supermarket. I’m a gourmet cook, and I like a kitchen where I can create classic French dishes. This place has a truly great gourmet kitchen. But if you feel like eating out, it’s near lots of restaurants. Owners are always available for information, and especially for restaurant recommendations. But they’re never in your way. Great place if you like privacy. If you want a home away from home, you won’t be disappointed.

B  IDENTIFY SUPPORTING DETAILS  Circle one or more answers to each question. With a partner, identify the source of your answers.

1. Who appreciates privacy? (Raymond / CityGirl / GourmetGary)
2. Who recommends this rental property? (Raymond / CityGirl / GourmetGary)
3. Who thinks the lock on the bedroom door is important? (Raymond / CityGirl / GourmetGary)
4. Who posted positive comments about the kitchen? (Raymond / CityGirl / GourmetGary)

C  MAKE PERSONAL CONNECTIONS  Which of the three guests are you most like? Discuss with a partner.
Now let’s choose vacation accommodations.

A  TALKING POINTS  | Look at two listings for vacation rental properties. Make notes of the upsides and downsides of each property for you on the notepad.

**Silver City**

- Modern 2BR apartment in town center
- Near theaters, restaurants, shopping
- $4
- Air conditioning
- Washer / dryer
- Microwave
- Coffee maker
- Dishes and utensils
- Towels
- Wi-Fi

**Gold Coast**

- Luxurious 5 BR beachfront house
- Right on the beach. Walk to Sunset Island Ferries
- Total privacy
- $$$$$
- Air conditioning
- Satellite / Cable TV
- Ultra-fast Internet
- Private parking
- Washer / dryer
- Full gourmet kitchen
- Espresso machine
- Hot tub
- Towels
- Wi-Fi

**Silver City**

- Check-in 4:00 P.M.
- Check-out 10:00 A.M.
- No parties / events
- No smoking
- No pets
- No parking
- Children welcome

**Gold Coast**

- Check-in 3:00 P.M.
- Check-out 2:00 P.M.
- No smoking
- No pets
- No parking
- Children welcome

B  DISCUSSION  | Choose the property that you would like to rent. Discuss your reasons with a partner.

<table>
<thead>
<tr>
<th>Silver City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upsides</td>
</tr>
<tr>
<td>affordable</td>
</tr>
<tr>
<td>Downsides</td>
</tr>
<tr>
<td>only has two bedrooms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gold Coast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upsides</td>
</tr>
<tr>
<td>Downsides</td>
</tr>
</tbody>
</table>

**Writing**

Look at the kinds of accommodations in the Warm-Up on page 37. Choose one kind that you have stayed in and write a review of the place. (Note: If you haven’t ever stayed in one of those, interview someone who has and write a review from that person’s perspective). Describe its amenities, its upsides, and its downsides. Write what you enjoyed about the place and what you didn’t like.

Last December, my family and I went to Disney World in the United States. We stayed in an inexpensive hotel not far from the park. It had a kitchen, so we made our own breakfast instead of going to a restaurant. But at night, we had to look for a place to eat. The room was very comfortable, but it wasn’t very clean. . . .
**UNIT 4 Interactive Cool Down**

**TIC-TAC-TOE WHAT WILL THEY DO?**

- Play with a partner. Flip a coin to decide who goes first. That person is “X,” and the other is “O.”
- Choose any square and answer the question in a complete sentence, using the future with will and language from Unit 4. If your partner agrees your answer is correct, write an X on your square. Then your partner chooses a square and, if you agree the answer is correct, writes an O on that square.
- The first person to get three squares in a row says, “Tic-Tac-Toe!” and wins.

- **What hotel service will he call?**
- **How will she get to the airport?**
- **What will they do?**

- **What will they do next?**
- **How will he pay for his room?**
- **What will they do?**

- **What will they do while they’re eating?**
- **What will she ask for?**
- **What will she leave?**

**CHECK IT OFF**

☐ Leave and take telephone messages.
☐ Check in to and out of a hotel.
☐ Request services in a hotel.
☐ Choose vacation accommodations.