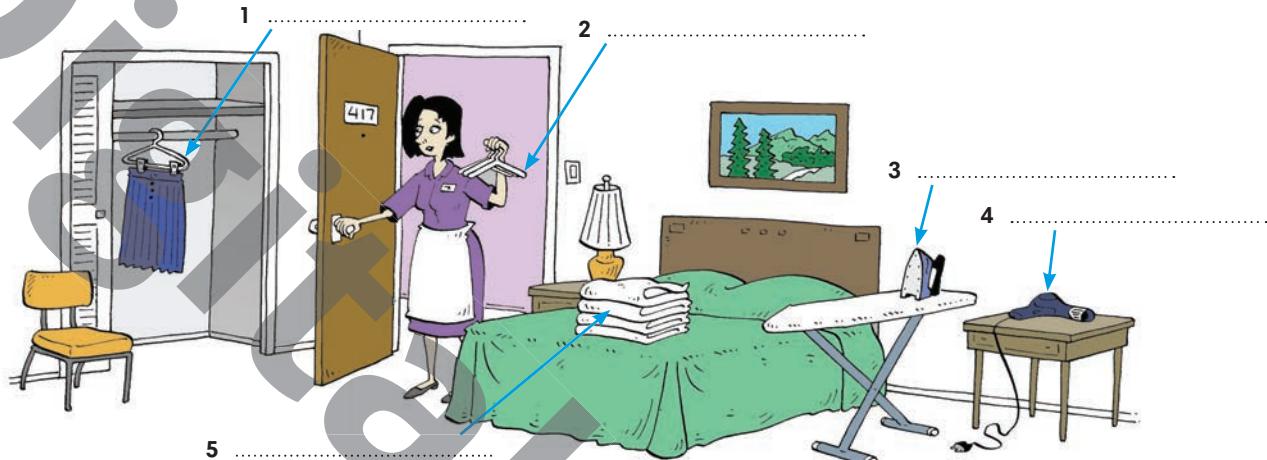


Warm-up

1 Look at the picture. Write the hotel amenities.



2 Look at the pictures. Then complete the conversations.

A: Guest services. May I help you?

B: Yes, please. Could you bring up some (1)? I need clean ones.

A: Certainly.

B: And I could use a (2) , too. My hair is wet, and I don't see one in the bathroom.

A: Sure. We'll bring those up right away. Anything else?

B: Oh, yes. I have a lot of clothes. Could someone please bring me extra (3)?

A: Yes, of course.

B: I think that's all. Thanks!



A: Front Desk. May I help you?

B: Yes, I'd like to go for a swim. Is the (4) still open?

A: No, I'm sorry, it closed at 9:00.

B: Oh. Well, maybe a workout. How about the (5)?

A: No, it also just closed.

B: Oh, no. Well, I guess I'll have to do some work then. Is the (6) still open?

A: No, I'm sorry. It closed at 6:30. But you do have high-speed Internet access in your room.

B: Oh, OK. Thanks.



3 Read what each hotel guest says. Which facilities and amenities are important to them? Write the hotel facility or amenity on the line.



I like to swim before I have breakfast. It's a great way to start the day!

1



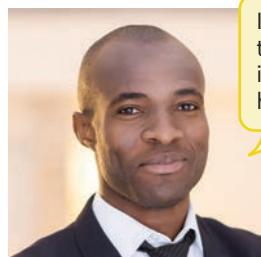
I want a safe place to put my money and other valuables when I'm out of the hotel.

2



I need to get a lot of work done during the day. I need a fast Internet connection and a printer.

3



I don't know anything about this city. I'm hoping I can get ideas for sightseeing and help with transportation.

4



I have an important meeting with a client. My suit has to look nice, not wrinkled.

5



I always buy something for my kids when I'm on a business trip, but I don't have a lot of time to go shopping.

6

4 What hotel service or amenity is important to you when you travel? Explain why.

Sample answer:

I always travel with my laptop because I need to work while I'm away. I also like to have a room with a balcony so I can enjoy the view and fresh air.

DID YOU KNOW . . . ?

Top 5 Most Important Hotel Amenities

Surveys show that travelers prefer free Internet connections over any other hotel amenity.

1. free Wi-Fi
2. free breakfast
3. indoor swimming pool
4. hotel restaurant
5. queen or king-size beds

5 Match the phrases on the left to their meanings on the right. Draw a line.

- 1 I'm with you.
- 2 It costs an arm and a leg.
- 3 Look at the fine print.
- 4 It's got a lot of downsides.

- a It's expensive.
- b There are a lot of negative points.
- c I agree.
- d Read it carefully.

LESSON 1

1 Match the words on the left to their definitions on the right. Write the letter.

- 1 a greeting
- 2 an answering machine
- 3 an answering service
- 4 a voicemail

- a a message that a caller records on someone else's phone or answering machine
- b a service that takes calls and messages for other people
- c a device that records messages from callers
- d a message that automatically plays when a person can't answer the phone

2 Complete the sentences with words from the box.

greeting machine operator service voicemail

- 1 My new answering is not very good. They don't deliver my messages on time and they get information wrong.
- 2 Did you get the message that Sarah left on your answering ?
- 3 If you'd like to make an appointment, call this number and speak to the
- 4 Alessandro got a new cellphone. He needs to record a for people who call when he can't answer.
- 5 I left a on your phone. Did you get my message?

3 The fortune-teller is predicting the future. Read her predictions. Then rewrite the sentences using will.



- 1 Next week, you are going to win some money.
- 2 Then, you're taking a trip to Panama.
- 3 While in Panama, you run into an old friend.
- 4 Your friend is going to offer you an exciting job.
- 5 Next month, you are moving to Panama.

- 1
- 2
- 3
- 4
- 5

4 Rewrite the future statements and questions using will.

- 1 I'm going to use the fitness center later today.
- 2 Where is your wife staying while in Detroit?
- 3 Who is Angelica going to meet with on Monday?
- 4 What time does the gift shop open?

5 Put the conversation in order. Write the number on the line.

1.... Can I speak with Connor Williams, please? He's staying in room 455.
..... Yes, that's it. Thank you very much.
..... That's right.
..... One moment, please . . . I'm sorry. There's no answer. Can I take a message?
..... Dakota at 228-555-3150?
..... Could you tell him Dakota called? Please ask him to call me back at 228-555-3150.
..... Is that all?

6 Read the phone conversation. Then complete the message slip.

A: Hello. I'd like to speak with Ms. Eileen Hernandez, please.
B: One moment, please. I'll ring Ms. Hernandez's room . . . I'm sorry, but there's no answer. Would you like to call back later?
A: No, I'd like to leave a message. Please tell her that Hannah Denson called. I'll be at 275-555-8123 until 5:00 today if she can return my call.
B: OK, Ms. Hannah Benson . . .
A: No, it's Denson. That's "D" as in "door," – E-N-S-O-N.
B: OK, Ms. Denson. I'll make sure she gets the message.
A: Thank you.

TO: <u>Eileen Hernandez</u>	A.M. <input type="checkbox"/>		
DATE: <u>11/7</u>	TIME: <u>4:00</u>	P.M. <input checked="" type="checkbox"/>	
WHILE YOU WERE OUT			
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. _____			
Phone	Area code _____	Number _____	Extention _____
<input type="checkbox"/> telephoned		<input type="checkbox"/> please call	
<input type="checkbox"/> returned your call		<input type="checkbox"/> will call back	
Message: _____ _____			

LESSON 2

1 Look at the pictures. Write the kind of hotel room or bed.



1 a



2 a

room



3 a

room



4 a

bed



5 a

bed



6 a

bed



7 a

bed

2 Complete the email message. Circle the correct kind of room or bed.



Good morning. I'd like to make a reservation for my family and me for three nights—July 1st through the 3rd. We'll need a single room and a (1) (single / double / king-size) room, please. The first one is for my wife and me, and the second is for our two daughters. They're 11 and 13 years old. My wife and I like to have a large bed, so we'd like our room to have (2) (a rollaway bed / a twin bed / a king-size bed). For the girls, (3) (rollaway beds / suites / twin beds) will be fine. Our 3-year-old son will sleep in our room, so we'll need a (4) (queen-size bed / rollaway bed / suite) for him in there. Is that OK?

3 Circle the correct words to complete each sentence.

- 1 If we hurry, we (can catch / will have caught) the shuttle to baggage claim.
- 2 He won't stay at a hotel if they (won't / don't) have a business center.
- 3 If they have our room ready, we (are / 'll be) able to check in early.
- 4 If you request it, the hotel (will provide / provides) a wake-up service in the morning.
- 5 Who do we call if we (will have / have) questions about local transportation?
- 6 If a hotel (has / will have) a fitness center, (will it be / is it) usually open at all hours?
- 7 If the light on your hotel room phone (will flash / flashes), it means you have a message.

4 Complete each real conditional sentence with the words in parentheses. Use the correct form of the verb. Use contractions when possible.

- 1 *If you take my advice* , you'll stay at a hotel in the city center. (if / you / take / my advice)
- 2 if they don't have a double room available? (what / we / do)
- 3 If you need more towels, (you / have to / call / the front desk)
- 4 , I won't be able to sleep. (if / the pillows / be / too hard)
- 5 , you should call the concierge now. (if / you / need / a taxi / tomorrow)
- 6 If you stay at the Pacifica Hotel, (you / have / a wonderful experience)

5 Complete the conversation with words from the box. Not all words will be used.

by the way checking in checking out credit card double room name

A: Hello! I'm (1) The name's Ezzell.

B: Do you have a reservation?

A: Yes. For a (2) with a king-size bed.

B: Oh, yes. Here it is. May I have your (3) ?

A: Here you go. Oh, (4) , I'm going to need a wake-up call at 7 tomorrow.

B: No problem.

LESSON 3

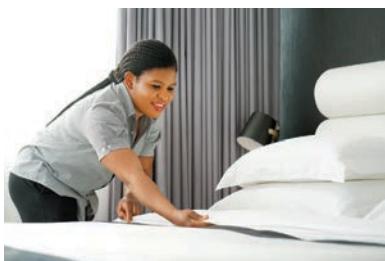
1 Look at the pictures. Circle the correct way to request each hotel service.



1 a Could we get some extra glasses, please?
b I'd like to order room service, please.
c Could someone take away the dishes, please?



3 a Could someone please pick up the laundry?
b I'd like a wake-up call, please.
c Could someone please take away the dishes?



5 a I'd like a wake-up call, please.
b Could someone please make up the room?
c Could someone pick up the laundry, please?



2 a Could someone please pick up the laundry?
b Could someone please take away the dishes?
c I'd like a wake-up call, please.



4 a Could we get some extra towels, please?
b I'd like to order room service, please.
c Could we get some extra pillows, please?



6 a I'd like to order room service, please.
b Could someone please make up the room?
c Could we get some extra cups, please?

2 Match each situation to the correct request for hotel service. Write the letter. One answer isn't used.

..... 1 You have a very early flight out in the morning. You don't want to oversleep.
..... 2 There are three of you in the room, but only two sets of towels in the bathroom.
..... 3 You need your blouse and pants cleaned and ironed for a meeting tomorrow.

a Could we get some extra towels, please?
b Could someone please pick up the laundry?
c I'd like to order room service, please.
d I'd like a wake-up call, please.

LESSON 4

1 Read the travel guide. What information does it give about the hotels? Check all the correct answers.

a cost b location c amenities d hotel services e hotel address

Sleeping in DUBLIN

HOME ROOMS GALLERY EXTENDED STAYS

The Morgan Hotel \$\$\$

Style, Nightlife

If you're crazy about style, the Morgan Hotel is your place. With very modern décor and designer furniture, this chic hotel is a favorite of people who work in fashion and music. The Morgan is located in the trendy Temple Bar district—an area popular with young people and *the center of nightlife in Dublin*. Note: Can be noisy at night.

restaurant, room service, laundry service, business center, Internet service, fitness room



The Aberdeen Lodge \$\$

Atmosphere, Service

A short train ride from the Dublin city center, in a neighborhood of beautiful old homes and gardens, the Aberdeen Lodge is the perfect place for a quiet and relaxing stay. The friendly staff welcomes guests with tea and cookies and is very helpful with tourist advice. Suites feature working fireplaces. Don't miss breakfast in the lovely dining room overlooking the garden. Note: There is no elevator.

restaurant, room service, laundry service

The Camden Court \$\$

Convenience, Location

The Camden Court is a large hotel that offers business travelers a good night's sleep and lots of amenities at an affordable price. Rooms are small but clean and comfortable. A short walk from Saint Stephen's Green, the location is perfect—close to

tourist attractions, restaurants, and shopping. The Camden Court is a good choice for business or pleasure.

pool, sauna, fitness room, room service, business center, free Internet service, beauty salon, restaurant, free parking

Trinity College \$

Price, Location

Experience student life—without the exams!—at this beautiful, historic university located in the center of Dublin. From June to September, visitors can reserve single and double rooms while students are away for the summer holiday. Rooms are large and clean, but don't expect many amenities or services. Not all rooms have their own bathrooms. cafeteria-style restaurant, free breakfast

\$\$\$ Very expensive / \$\$ Moderately priced / \$ Budget

2 Write an advantage and a disadvantage of each hotel, according the travel guide in Exercise 1.

Hotel	Advantage	Disadvantage
The Morgan Hotel		
The Aberdeen Lodge		
The Camden Court		
Trinity College		

3 Read about the people's needs and preferences. Use the travel guide in Exercise 1 to decide the best hotel for each person. Write statements with If and will / won't.

1 "I want to meet other people my age and walk to the clubs at night."

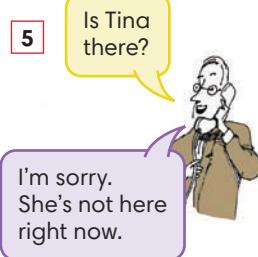
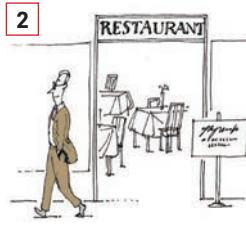
2 "I'm traveling this summer. Location is important to me, but I'm on a budget."

3 "We're looking forward to sipping tea in front of a warm fireplace."

4 "I'm attending a conference in Dublin. I'll need to wake up early, so I'd like someplace quiet."

GRAMMAR EXPANDER

1 Look at the pictures. What do you think the man is going to do? Write sentences with a form of be going to or not be going to.



1
2
3
4
5

2 Complete the conversation. Use the correct form of be going to if there is a plan for the future or will if there is not a plan. Use contractions if possible.

A: Have you decided where you are going on your vacation?

B: Yes, we have. We (1) (go) to Spain!

A: Wow! When (2) ? (leave)

B: We (3) (fly) out on the 15th.

A: That's fantastic. Where (4) ? (stay)

B: I don't know yet. I guess we (5) (find) something when we get there.

3 Complete the conversations. Use the words in parentheses and your own ideas.

1 A: I'm really looking forward to dinner. Where should we eat?

B: (should)

2 A: When do they have to check out of their room?

B: (have to)

3 A: Can we see a baseball game today?

B: (can not)

4 A: I'm having a party this Saturday. I hope you can come.

B: Sorry. (not be able to)

5 A: I'm going to be moving into a new apartment next week.

B: That's great! (should be able to / help)

6 A: How are we getting to the airport tomorrow?

B: (have to / call)

4 Write present real conditional sentences. Use the verbs in parentheses.

- 1 Whenever the weather (be) bad, she (work) from home.
- 2 My father (stay) in nice hotels whenever he (travel).
- 3 My daughter (take) her lunch to school if she (not like) what they're serving.
- 4 My family (be) angry, if I (forget) to stop by the grocery store.
- 5 If we (like) this bed and breakfast, we (stay) here again.

WRITING HANDBOOK

1 Read each sentence. Write CS if it is a complete sentence. Write F if it is a fragment.

- 1 Because it has a pool and a sauna.
- 2 Since the hotel offers free breakfast, I save money on food.
- 3 We don't know where to go for dinner.
- 4 A budget hotel with a cafeteria-style restaurant.
- 5 Even if you don't like shopping, you should check this shop out.
- 6 Quiet, relaxing, and charming location.
- 7 If you need extra hangers, call the front desk.
- 8 Since it's close to tourist attractions.

2 What types of accommodations do you prefer when you travel? What facilities and amenities are important to you? Explain your opinion. Include at least three sentences that contain because or since. Check that there are no sentence fragments.

I prefer to stay at a bed and breakfast when I go on vacation.
Because a delicious breakfast is included in the price, I always start the day with a happy feeling ...

Ideas

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