

# Practical English Arriving in London



## 1 VOCABULARY in a hotel

a Match the words and symbols.



- Reception /rɪ'sepʃn/
- the lift /lɪft/
- a single room /'sɪŋɡl rʊm/
- a double room /'dʌbl rʊm/
- the bar /bɑː/
- the ground floor /(graʊnd) flɔː/ (first, second, third, etc.)

b (1:43) Listen and check.

## 2 INTRODUCTION

a (1:44) Watch or listen to Jenny and Rob. Mark the sentences T (true) or F (false).

- 1 Rob lives and works in London.
- 2 He's a writer for a magazine.
- 3 The name of his magazine is *London 20seven*.
- 4 Jenny is British.
- 5 She's an assistant editor.
- 6 It's her second time in the UK.

b Watch or listen again. Say why the F sentences are false.

## 3 CHECKING IN

a (1:45) Watch or listen to Jenny checking into a hotel room. Answer the questions.

- 1 Complete Jenny's surname: ZI\_\_LI\_\_SK\_\_.
- 2 What's her room number?

b Watch or listen again. Complete the **You Hear** phrases.

You Hear	You Say
Good evening, madam.	Hello. I have a reservation. My name's Jennifer Zielinski.
Can you _____ that, please?	Z-I-E-L-I-N-S-K-I.
For five nights?	Yes, that's right.
Can I have your passport, please?	Just a second...Here you are.
Thank you. Can you sign here, _____? Thank you.	
Here's your _____.	
It's room 306, on the third floor.	
The _____ is over there.	The lift? Oh, the elevator.
Yes. Enjoy your stay, Ms Zielinski.	Thank you.

### British and American English

lift = British English elevator = American English  
z = /zɛd/ in British English, /zi:/ in American English

### Greetings

Good morning = > 12.00 Good afternoon = 12.00 > 18.00  
Good evening = 18.00 > Good night = Goodbye (when you go to bed)  
Madam = a polite way to greet a woman  
Sir = a polite way to greet a man

c (1:46) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.



Practise the dialogue with a partner.

Work in pairs. Read your role and look at the dialogue in 3b. What do you need to change?

**A** (book open) You are the receptionist. It's 11.00 a.m. **B's** room is 207 on the second floor. Begin with *Good morning sir / madam*.

**B** (book closed) You arrive at the hotel. Use your name and surname.

Roleplay the dialogue. Then swap roles.

**1.47**) Look at the information in the box. Listen and repeat the *Can...?* phrases.

**Can you...?** = Please do it  
*Can you sign here?*  
*Can you spell that?*

**Can I have...?** = Please give me (your passport, etc.)

*Can I have your passport, please?*

*Can I have my key, please?*

You are in a hotel. How do you ask the receptionist to give you...?

- your key
- your passport
- a map of London
- a pen



## 4 JENNY TALKS TO ROB

**a** **1.48**) Watch or listen and mark the sentences **T** (true) or **F** (false).

- 1 Jenny has a coffee.
- 2 She is in London on business.
- 3 The waitress is German.
- 4 Jenny phones Rob Walker.
- 5 Jenny is tired.
- 6 Their meeting is at 10.00.



**b** Watch or listen again. Say why the **F** sentences are false.

**c** **1.49**) Read the information in the box. Listen and repeat the *Would you like...?* phrases and the responses. Practise offering drinks and responding.

### **Would you like...?**

*Would you like a coffee?*      Yes, please.

*Would you like another tea?*      No, thanks.

We use *Would you like...?* to offer somebody something.  
 We respond *Yes, please* or *No, thanks*.

**d** Look at the **Social English phrases**. Who says them: Jenny, Rob, or the waitress?

### **Social English phrases**

I'm here [on business].

I'm from [New York]. What about you?

No problem.

Is that [Jennifer]?

This is [Rob. Rob Walker].

That's perfect.

It's time for bed.

**e** **1.50**) Watch or listen and check. Do you know what they are in your language?

**f** Watch or listen again and repeat the phrases.

### **Can you...?**

- check into a hotel and spell your name
- ask somebody to do something / to give you something
- offer somebody a drink, and accept or refuse