

OXFORD

STUDENT'S BOOK

# Highly Recommended

English for the hotel and  
catering industry



Trish Stott & Rod Revell

New  
Edition

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UNIVERSITY PRESS

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# Unit contents chart

UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
■ 1	Taking phone calls	Incoming calls: <i>James speaking. How can I help?</i> . Making simple requests: <i>Can/Could I reserve a parking space? I'd like to speak to MrsBader.</i>	Requests with <i>Can/Could, I'd like to</i>
III 2	Giving information	Hotel and restaurant location and facilities: <i>There are more than 900 bedrooms on eight floors.</i> Identifying yourself: <i>My name's Caroline.</i>	Present Simple of be: <i>Is there?/Are there?. There is/ There are. There isn't/There aren't</i>
• 3	<b>Taking room reservations</b>	Requesting information: <i>Do you have a double room? Does the hotel have a restaurant?</i>	<i>Do, Does</i> Prepositions of time: <i>on, at, in, from... to</i>
• 4	Taking restaurant bookings	Opening and closing times: <i>When do you close? What time do you serve dinner?</i>	Dates Adverbs of frequency: <i>always, often, sometimes, rarely, never</i>
□ 5	Giving polite explanations	Turning down requests: <i>I'm sorry,/ afraid we're fully booked that weekend.</i>	Present Simple (short forms): <i>be, do, can</i>
• 6	<b>Receiving guests</b>	Guests arriving at hotel reception or restaurant: <i>Could you fill in this registration card? Here's your key card.</i>	Possessive adjectives: <i>my, your, his, her, our, your, their</i>
□ 7	Serving in the bar	In the bar: <i>What can I get you?</i> Requests and offers: <i>Would you like ice and lemon?</i>	Requests and offers with <i>Can, Could, Shall, Would you like?</i>
■ 8	Instructions	Mixing a cocktail: <i>How do you make a Margarita?</i> Giving instructions in sequence: <i>First, take a cocktail shaker and fill it with crushed ice. Next, pour in one measure of tequila.</i>	Instructions: <i>take, fill, pour</i> Sequence markers: <i>first, next, then, finally</i>
■ 9	Taking a food order	Restaurant staff taking orders for aperitifs, starters, and main courses: <i>Are you ready to order? Would you like to order some wine?</i>	<i>a/an, the</i> <i>a/an, some</i>
■ 10	Desserts and cheese	Restaurant staff explaining cheese and dessert menus: <i>I recommend the French apple tart. The lemon tart is very good, too. What kind of cheese is Stilton?</i>	<i>some, any</i>
m 11	Talking about wine	Restaurant wine waiter taking orders: <i>The Sauvignon Blanc is drier than the Riesling.</i>	Comparisons: <i>-erthan, more... than, not as... as</i>
• 12	Dealing with requests	Hotel reception and restaurant staff replying to requests: <i>I'll get you some more. I'll bring you another.</i>	Offering help: <i>I'll get you some/one/another/some more.</i>
• 13	Describing dishes	Waiter explaining menu: <i>It contains/consists of/is made of pasta.</i>	Present Simple Passive
• 14	<b>Dealing with complaints</b>	Guests complaining in a hotel and restaurant: <i>We ordered our drinks twenty minutes ago.</i>	Past Simple
■ 15	Jobs and workplaces	Hotel reception and kitchen staff explaining responsibilities: <i>This is Louise. She's responsible for six staff.</i>	<i>this/that, these/those, here/there</i> <i>responsible to, responsible for</i>



UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
16	<b>Explaining and instructing</b>	Hotel kitchen staff instructing trainee: <i>First, you must wash your hands. You have to break it into florets. It mustn't cook for long.</i>	<i>must, have to, don't have to, mustn't</i>
• 17	<b>Taking telephone requests</b>	Hotel facilities and services: <i>How many glasses do you need? My suit needs dry cleaning. We need to leave in half an hour.</i>	<i>need + noun need + -ing need + full infinitive</i>
18	<b>Taking difficult phone calls</b>	Hotel reception taking difficult phone reservations: <i>I'm sorry, I didn't catch the date. Can you speak up?</i>	Past Simple: questions and short answers, and negative statements
• 19	<b>Health and safety at work</b>	Hotel assistant manager reading safety regulations: <i>Please read the list carefully.</i>	Adjectives and adverbs
20	<b>Giving directions indoors</b>	Hotel staff directing guests: <i>It's on the ground floor. Take the lift to the first floor.</i>	Prepositions of location and direction (1)
• 21	<b>Giving directions outside</b>	Hotel staff directing guests: <i>It's quite near here. Turn right outside the hotel. Take the tube from here.</i>	Prepositions of location and direction (2)
22	<b>Facilities for the business traveller</b>	Hotel reception explaining conference facilities to a guest: <i>Can you tell me about your in-room facilities?</i>	Linking and contrasting: <i>so, both ... and, but</i>
• 23	<b>Offering help and advice</b>	Hotel staff dealing with an accident: <i>One of the guests has just fallen over. We should call an ambulance.</i>	Present Perfect with <i>yet, just</i> <i>should</i> for advice
24	<b>Dealing with problems</b>	Hotel guests complaining to reception: <i>My room hasn't been serviced. It should have been done this morning.</i>	<i>should + Present Perfect Passive</i>
• 25	<b>Paying bills</b>	Hotel and restaurant payments: <i>How are you paying? Would you like a VAT receipt?</i>	Present Continuous Object pronouns: <i>me, you, him, her, it, you, us, them</i>
26	<b>Payment queries</b>	Hotel and restaurant guests querying bills: <i>I think there's a mistake. How much is the minibar bill?</i>	<i>much, many, a lot of</i>
• 27	<b>Applying for a job</b>	Writing a CV	Formal language for business letters and applications: <i>Dear Sir/Madam, Yours faithfully/sincerely</i>
28	<b>The interview</b>	A job interview: <i>I think I have the right skills and experience for the job. I'm going to make a shortlist. I'm seeing three more candidates tomorrow.</i>	Talking about the future: <i>will, going to, -ing</i>

Activity material	60	Wordlist	97
Listening scripts	66	Useful vocabulary	110
Language review	76	Irregular verbs	111
Help yourself	92		

# Taking phone calls

## Greet customers

Good morning.  
Good afternoon.  
Good evening.

## Answer the telephone

Good morning.  
Can I help you?

## Ask who is calling

Who's calling?  
Who's speaking?

## Take messages

Can I take a message?



## Starter

Look at May Lee, Matthieu, Isobel, and James and name their job. Look at the picture of reception and name four pieces of equipment.

## Listening Taking phone calls

1 Listen to the calls and tick (/) the correct answers.

Call 1

1 Caller's name • Mr Carl • Mr Phillips

Call 2

2 Room number Q 329 EI221

Call 3

3 Hotel • Rio Pare II] Rio Parthenon

Call 4

4 Receptionist [~2 Luke [~2 James

2 Listen again and complete the sentences from the receptionists' dialogues. Use these words.

help	Can	speaking
connect	calling	through

Call 1

1 Good afternoon, New Palace Hotel. May Lee .....! How can I .....<sup>2</sup> you?

Call 2

2 One moment, and I'll .....<sup>3</sup> you.

Call 3

3 Just one moment. Who's .....<sup>4</sup>, please?  
Thank you, Mr Falgado. You're .....<sup>5</sup> now.

Call 4

4 Yes, sir. ....<sup>6</sup> I have your name, please?

Turn to the Listening script on page 66 and practise the dialogues with a partner. Take turns to be the caller and the receptionist.

## Language study

### Expressions to learn

May Lee speaking. How can I help you?

S

Can I have your name, please?

S

I'd like to speak to Mrs Bader.

C

One moment, and I'll connect you.

S

Who's calling, please?

S

You're through now.

S

C = customer

S = member of staff

## ! New words to use

book	make a reservation	parking space
busy	manager	reserve
computer	meeting	tomorrow
double room	message	tonight
make		

➡ Wordlist page 97

## Structures to practise

### Can/Could

## 3 Make requests with *Can* or *Could*.

Example speak to / Mrs Bader

*Could I speak to Mrs Bader, please?*

- 1 reserve / a parking space
- 2 help / you
- 3 make / a room reservation
- 4 have / your name
- 5 speak to / Miss Jennifer Diaz
- 6 book / a double room

^• - Language review page 76

### *I'd like to*

## 4 Match the words and make requests with *I'd like to*.

book make speak to reserve

- 1 the manager
- 2 a single room
- 3 a reservation
- 4 a parking space

»^ - Language review page 76

## • Listening Taking messages

## 5 Listen to the dialogue and complete the message. Choose the correct words.

502	today	ten o'clock
tomorrow	402	Mr Schmidt
meeting	MrWollman	two o'clock

Message for

Room number

Caller

Event

Day

Time

## 6 Listen again and put the dialogue in the correct order. Complete the sentences with the information in exercise 5.

- Q A Just one moment, and I'll connect you. I'm sorry, there's no answer from room .....<sup>1</sup>. Can I take a message for you?
- Q B Hello. Could I speak to Mr .....<sup>2</sup> in room .....<sup>3</sup>, please?
- Q A Good morning, Athens Palace Hotel. Angela speaking. How can I help you?
- O A Certainly, sir.
- Q B Yes, please. My name's Hans .....<sup>4</sup>. Please tell him there's a meeting .....<sup>5</sup> at .....<sup>6</sup> o'clock.

Practise the dialogue with a partner. Take turns to be the caller and the receptionist.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 60.

Ai You work at reception in the Hotel Canaria. Read the information and answer the calls.

Mr Luiz	room 204	line is busy (take a message?)
Jane Williams	room 48	no answer
Mrs Lane	room 469	connect the call

Example *Good afternoon, Hotel Canaria. How can I help you?*

A2 Make three calls to the Hotel Superior. Ask to speak to these people.

<b>Reservations Manager</b>	leave a message (ask him to call you back on 0778 938471)
Marcello Benito	room 571 (no answer, you will call back later)
<b>Mrs Franklin</b>	room 18

Example *Good morning, could I speak to ... please?*

## More words to use

Greetings	Farewells	Titles	
Good morning	Good night	Mrs	Mr
Good afternoon	Goodbye	Ms	Dr
Good evening		Miss	sir
		madam	



# Giving information

## Identify yourself

My name's Caroline.  
I'm Scott.

## Ask and answer questions

Is there air-conditioning?  
Are there any shops?  
There's a cocktail bar.  
There aren't any shops.

## Talk about numbers

There are 900 bedrooms.

## Starter

Look at the photographs. Tick (/) what you can see.

café ☐ train ☒ restaurant ☒ waiter ☐  
taxi ☐ bus ☒ shop ☐ hotel ☐

## Listening Where people work

- 1 Look at the pictures. Listen and complete the tables.

### Cumberland Hotel

City: ..... Number of rooms: .....  
..... Number of floors: .....  
..... Number of shops: .....

### Sydney Tower Restaurant

City and country: .....  
.....  
Number of seats: .....  
Type of cuisine: Italian ..... international .....  
Number of bars: .....

- 2 Listen again and complete the sentences.

#### Dialogue 1

- The Cumberland Hotel is ..... London.
- ..... more than 900 bedrooms.
- The bedrooms are on eight .....
- ..... satellite TV and Internet access in all rooms.
- ..... a swimming pool?

#### Dialogue 2

- The tower is ..... metres high.
- ..... 200 seats in the restaurant.
- Is ..... a bar in the restaurant?

## CUMBERLAND HOTEL



## Language study

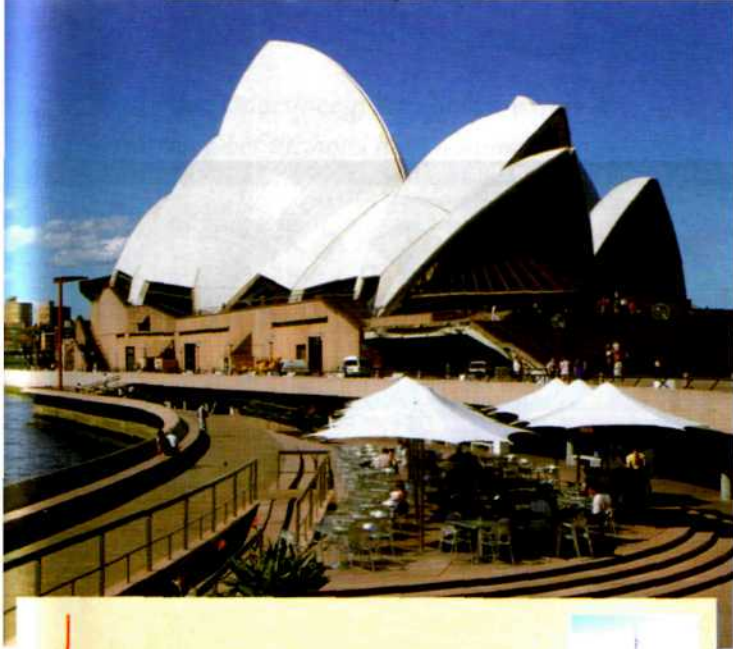
### Expressions to learn

Good morning. My name's Caroline. **S**  
There's satellite TV in all rooms. **S**  
Are there any shops? **C**  
Is there a swimming pool? **C**  
Hello, I'm Scott. **S**  
There are 200 seats in the restaurant. **S**  
The Sydney Tower is an à la carte restaurant. **S**

### New words to use

air-conditioning	floor
at the top of	information
bar	international
bedroom	Internet access
carpark	laundry
cloakroom	money
cuisine	reception
disabled facilities	tower
exchange bureau	waiter

➤ Wordlist page 97



Structures to practise

*Is there?/Are there?, There is/There are, There isn't/There aren't*

Look at these examples.

*Is there a TV in the room? Are there any shops?*  
*There's a TV in the room. There are three shops.*  
*There isn't a TV in the room. There aren't any shops.*

▶ - Language review page 76

- 3 Read the information about the Plaza Hotel. Make six dialogues using *Is there?/Are there?, Yes, there is./No, there isn't. Yes, there are./No, there aren't*. Practise your dialogues with a partner.

#### The Plaza Hotel in Chicago.

- There are three shops and two restaurants.
- There's a car park but there isn't a swimming pool.
- There are 300 rooms on eight floors.
- There's satellite TV, air-conditioning, and Internet access in all the rooms.

**Example** A /5 *there a swimming pool?*  
 B *Yes, there is./No, there isn't.*  
 A *Are there any shops?*  
 B *Yes, there are./No, there aren't.*

## ■ Listening What facilities are there?

- 4 Match each symbol with the correct facility. Listen to part 1 and check your answers.



- |  |   |
|--|---|
| a <input type="checkbox"/> car park            | g <input type="checkbox"/> cloakroom        |
| b <input type="checkbox"/> restaurant          | h <input type="checkbox"/> swimming pool    |
| c <input type="checkbox"/> exchange bureau     | i <input type="checkbox"/> laundry          |
| d <input type="checkbox"/> disabled facilities | j <input type="checkbox"/> bar              |
| e <input type="checkbox"/> Internet access     | k <input type="checkbox"/> information desk |
| f <input type="checkbox"/> satellite TV        | l <input type="checkbox"/> air-conditioning |

- 5 Listen to part 2. Note the hotel facilities that are available.

Example /

Turn to the Listening script on page 66 and practise the dialogues with a partner. Take turns to ask and answer the questions.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 60.

Ask questions about the Manor Hotel and complete the table. Answer questions about the Hyatt Hotel. Use *Is there?/Are there?, There is/There are, There isn't/There aren't*.

#### Hyatt Hotel Barcelona

a restaurant **yes**  
 a swimming pool **no**  
 any shops **no**  
 air-conditioning in the rooms **no**  
 Internet access in the rooms **yes**  
 more than 200 rooms **no**  
 satellite TV in the rooms **yes**

#### Manor Hotel Melbourne

a restaurant .....  
 a swimming pool .....  
 any shops .....  
 air-conditioning in the rooms .....  
 Internet access in the rooms .....  
 more than 300 rooms .....  
 satellite TV in the rooms .....

**Example** A *Excuse me, is there a restaurant?*  
 B *Yes, there is./No, there isn't.*

More words to use

#### Numbers

11 eleven	18 eighteen	70 seventy
12 twelve	19 nineteen	80 eighty
13 thirteen	20 twenty	90 ninety
14 fourteen	30 thirty	100 a hundred
15 fifteen	40 forty	200 two hundred
16 sixteen	50 fifty	300 three hundred
17 seventeen	60 sixty	1000 a thousand



# 3 Taking room reservations

## Handle enquiries

Does the hotel have a restaurant?

## Take a room reservation

Yes, we have a double room available.

## Take down guest details

Do you have a contact number?

## Write an email of confirmation

We confirm your reservation of a double room.

Miclos-Fidelm Fionl Ollice 7 12 fIDFI 101 13/07/04 ПНВЕ3

Besetvabons EiontDesk Cashiering Rooms Management QuickKeys Miscj

Reservation No: 12069

Main | More Oelds |

**Guest Profile**

Surname: Morell Country: Great Britain [Go To Profile](#)

**Reservation**

Arrival: 13/07/04 Wednesday

Nights: 3

Departure: 15/07/04 Friday

Adults: 2 Child: 0

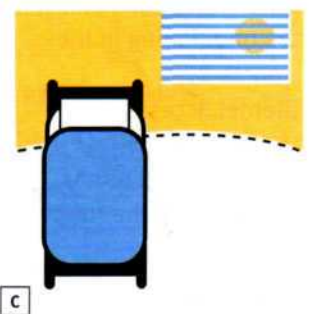
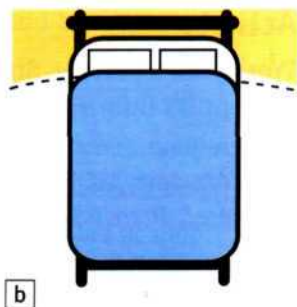
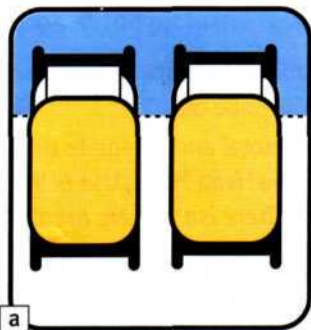
It Rooms: 1 Room Type: F33

Contact Name: Contact No.:

## Starter

Match the words to the pictures.

- 1 [~] 2 double room
- 2 [I] single room
- 3 [J] suite
- 4 [~] twin room



- 2 Listen again and complete the five white boxes on the screen.

Turn to the Listening script on page 66 and practise the dialogue with a partner. Take turns to be the caller and the receptionist.

## Language study

### Expressions to learn

- I'd like to book a room, please. C
- Do you have a double room for next Wednesday? C
- How many nights is it for? S
- Yes, we have a double room available. S
- Would you like me to book you a table? S
- Do you have a contact number? S
- Could you send an email or fax to confirm your reservation? S

### New words to use

- |           |           |               |             |
|-----------|-----------|---------------|-------------|
| adjoining | breakfast | family        | suite       |
| arrive    | children  | husband       | twin (room) |
| bath      | daughter  | sauna         | wife        |
| booking   | departure | single (room) |             |

Wordlist page 97

## Listening Taking a reservation

- 1 Listen to the phone call and circle the correct answer.

- 1 Do Mr and Mrs Morell want to book a room for Tuesday night? Yes/No
- 2 Does the room cost 225 euros per night? Yes/No
- 3 Does the hotel have a restaurant? Yes/No
- 4 Do they want to book a table for seven o'clock? Yes/No
- 5 Does Mrs Morell have a mobile phone? Yes/No

## Structures to practise

### Do, Does

Use *Do* and *Does* to make questions in the Present Simple.

Example *Do you have a parking space?*

*Does the hotel have a sauna?*



Use *do/don't, does/doesn't* in short answers.

Example *Does the hotel have a sauna?*

*Yes, it does./No, it doesn't.*

> • Language review page 76

- 3 Make questions and short answers using these words.

Do	serve lunch/dinner/afternoon tea? have a parking space/swimming pool/sauna? have a double room/twin room/single room?
Does	the hotel have a sauna/restaurant? the bar open at lunchtime/in the evening?

Practise the questions and short answers with a partner.

Example A *Do you serve dinner?*

B *Yes, we do./No, we don't.*

Prepositions of time

Look at these examples.

*on Monday, on 1st September,*

*at 8.30, at 15.00, at the weekend, at Christmas,*

*in two weeks, in September, in 2005, in spring,*

*in the evening, from 12.00 to 3.00, from 2001 to 2004*

- 4 Make questions and answers using the correct preposition.

Example A *Does the bank close on Mondays?*  
(Sundays)

B *No, it closes on Sundays.*

- the restaurant close / Sundays? (Mondays)
- the exchange bureau open / 9.00? (yes)
- the shops close / the weekend? (no)
- the summer season start / July? (June)
- you serve tea / the afternoon? (yes)
- the hotel serve dinner / 7.00-11.00? (7.00-10.00)

Practise the questions and answers with a partner.

### • Listening Checking and confirming

- 5 Listen to the voicemail message. Put the message in the correct order.

Q Thank you, goodbye.

\Z/ We arrive in Düsseldorf at 6.00 p.m. on the 18th.

Q I'd like to make a room reservation for five nights from the 18th to the 22nd of June.

Q Please reserve us a parking space and a table for four for dinner at 7.30.

O Hello. This is Steven Dickson from Edinburgh, UK.

O I'd like a double room for me and my wife, and an adjoining twin room for my two daughters.

- 6 Complete the email confirmation. Use these words.

table	7.30	twin
reserved	confirm	car park

**From** hoteltowers@düsseldorf.de

**To:** steven.dickson@aol.com

**Subject:** Confirmation

Dear Mr Dickson

We .....<sup>1</sup> your reservation of a double and adjoining .....<sup>2</sup> room for five nights from 18 to 22 June. A parking space is .....<sup>3</sup> in the hotel .....<sup>4</sup> and a .....<sup>5</sup> for four is reserved in the restaurant for dinner at .....<sup>6</sup>

We look forward to seeing you and your family on Monday 18 June.

Regards  
Trudi Fischer  
Reservations

### Activity

Work with a partner. Student A's information is here.

Student B's information is on page 60.

- Ai You work at reception in the Sonotel Hotel. Take this phone reservation. Remember to ask for confirmation in writing.

- all rooms have air-conditioning
- bathrooms have baths not showers
- there is a car park, an exchange bureau, and shops

Example *Good morning, Sonotel Hotel. Can I help you?*

- A2 Call the Mercury Hotel. Book a twin room for the night of 27 May for you, and your five-year-old daughter. Find out if the rooms have showers and air-conditioning, and if the hotel has a restaurant. If so, book a table for two at 7.30 p.m. Your name is Francis/Frances Lyon and you will arrive at about 7.00 p.m. Your mobile is 0778 468291.

Example *Good morning, I'd like to book...*

More words to use

Days of the week	Family members	Email abbreviations
Monday	brother	as soon as possible asaf
Tuesday	children	at @
Wednesday	daughter	confirm cfm
Thursday	father	for the attention of attn
Friday	husband	please pis
Saturday	mother	regarding re
Sunday	sister	regards rgds
	son	telephone tel
	wife	

# Taking restaurant bookings

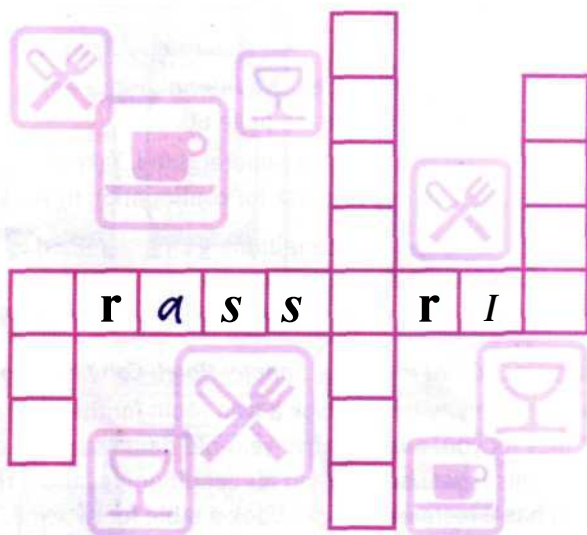
- ❖ **Say opening and closing times**  
What time do you serve dinner?  
We serve dinner from 7.00 to 11.00 p.m.
- ❖ **Say what is available**  
I have a table for six on Friday evening.
- ❖ **Talk about dates**  
Saturday 24th September.
- ❖ **Talk about how often you do things**  
We never open on Mondays.



## Starter

Complete the puzzle and find a type of restaurant.

- you eat pizza here
- you drink coffee here
- you drink alcohol here



- 2 Listen again and complete the answers. Then match them to the questions.

- 1 [ ] We open ..... to .....
- 2 [ ] We close .....
- 3 [ ] We serve dinner ..... o'clock to ..... p.m.
- 4 [ ] We serve lunch ..... o'clock to ..... o'clock.
- 5 [ ] I'm afraid ..... on Saturday 24th.

- a When do you close?
- b I'd like to book a table for six on Saturday evening, 24th September, please,
- c What time do you serve dinner?
- d What days do you open?
- e What time do you serve lunch?

Practise the questions and answers with a partner. Take turns to be the customer and the restaurant manager.

## Language study

### ! Expressions to learn

*I'd like to make a reservation, please.*  
*What days do you open?*  
*We open from Tuesday to Sunday.*  
*What time do you serve dinner?*  
*We sometimes have cancellations.*  
*I have a table on the 23rd.*  
*Friday the 23rd is fine.*  
*We look forward to seeing you.*

c  
c  
s  
c  
s  
c  
s

### ! New words to use

a.m. (morning)	lunch	open
customer	meet	p.m. (afternoon/evening)
fully booked	o'clock	train

➤ Wordlist page 97

## Listening I'd like to book a table

- 1 Listen to the phone call. Are the statements true or false?

- 1 The restaurant closes on Sundays. true/false
- 2 The restaurant opens for lunch and dinner. true/false
- 3 The restaurant serves lunch from twelve o'clock to two o'clock. true/false
- 4 Mrs Kruger wants to book a table for six people. true/false
- 5 The manager has a table for six at 8.00 on Saturday 24th September. true/false



## Structures to practise

### Dates

- 3 Complete the sentences using the correct dates.

Example (5/8) *The restaurant is closed on 5th August.*

- 1 (23/5) We'd like to book a table for two on ....
- 2 (7/11) The new bar opens on ....
- 3 (24/12) Does the restaurant open on ... ?
- 4 (15/2) My holiday begins on ....
- 5 (30/8) The train leaves at 9.15 a.m. on ....
- 6 (27/5) Could I reserve a double room on... ?

\* • • Language review page 76

### Adverbs of frequency

Look at these examples.

*/ always go to my English classes.*

*I often meet friends at the weekend.*

*I sometimes eat in a restaurant on Saturday evenings.*

*I rarely go to the cinema.*

*I never drink alcohol in the morning.*

\* & - Language review page 76

- 4 Make a list of some things you *always*, *often*, *sometimes*, *rarely*, *never* do. Practise exchanging information with a partner.

Example A *I always have coffee for breakfast. What about you?*

B *No, I rarely have coffee for breakfast. / Yes, I always have coffee, too.*

### • Listening What time is it?

- 5 Listen and match the times to the clocks.



a •



b •

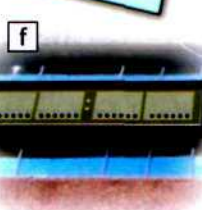


c •



d □

- 6 Listen to the dialogues and write the times in each sign.



- 7 Read the notes and make questions and answers.

Example what / the restaurant serve dinner (7.00-10.30)

**What time does the restaurant serve dinner?**

**From 7.00 to 10.30.**

- 1 when / the restaurant open for lunch (12.15-3.00)
- 2 what / my flight leave (18.20)
- 3 when / the group arrive from Russia (6.45 p.m.)
- 4 what / the exchange bureau open (8.00 a.m.)
- 5 what / the train leave (14.50)
- 6 when / the fitness centre close (10.30 p.m.)

Practise the dialogues with a partner. Take turns to ask and answer the questions.

➡ Language review page 76

## Activity

Work with a partner. Student A's information is here.

Student B's information is on page 65.

AI Practise taking table reservations with your partner. Use these notes to help you or invent your own responses. Then change roles.

Good afternoon/evening...	/ have a table for...
The Bridge Bistro	four at 8.30
The River Brasserie	two at 7.00
The City Restaurant	six at 8.15

We/We're...	I'm sorry, we're
open from 7.00 to midnight	closed on Sunday
open from 7.30 to 11.30	fully booked on
closed on Sunday evenings	Saturday night
and all day Monday	What name is it, please?

Example A *Good evening, the Bridge Bistro. Can I help you?*

B *Yes, please. I'd like to book a table for Saturday evening.*

A *Yes, certainly. How many is it for? / I'm sorry, we're fully booked on Saturday.*

B *I'd like a table for four, please.*

A *Yes, I have a table for four at 8.30.*

B *Thank you, 8.30 is fine.*

### More words to use

#### Months

January	May	September
February	June	October
March	July	November
April	August	December



# Giving polite explanations

## Give polite explanations

I'm sorry, the hotel's full.  
Unfortunately, we're closed on  
Sundays.

## Use verb short forms

I'm afraid we're fully booked.

## Give formal written apologies

We regret that we are unable to ...  
I regret that I cannot...



## Starter

Look at the pictures. Name the four places.

## Listening Making apologies

1 Listen to the dialogues and tick (/) the correct place.

- |  |                                       |
|--|---------------------------------------|
| 1 <input type="checkbox"/> hotel                             | <input type="checkbox"/> J restaurant |
| 2 <input type="checkbox"/> car park                          | <input type="checkbox"/> restaurant   |
| 3 <input type="checkbox"/> ~2 restaurant                     | <input type="checkbox"/> hotel        |
| 4 <input type="checkbox"/> ~2 restaurant                     | <input type="checkbox"/> bar          |
| 5 <input type="checkbox"/> 2 <sup>car</sup> P <sup>ark</sup> | <input type="checkbox"/> hotel        |
| 6 <input type="checkbox"/> II restaurant                     | <input type="checkbox"/> bar          |
| 7 <input type="checkbox"/> 2 hotel                           | <input type="checkbox"/> car park     |
| 8 <input type="checkbox"/> II restaurant                     | <input type="checkbox"/> ~/ hotel     |

2 Listen again and complete the sentences.

- I'm sorry, the ..... full on Tuesday.
- Unfortunately, we're ..... on Sundays.
- I'm afraid we're fully ..... that weekend.
- I'm ....., we don't have anything left for tomorrow.
- Unfortunately, the car park's ..... this weekend.
- I'm sorry, we only ..... in the evenings.
- I'm ..... there's only a shower.
- I'm ....., there's no answer from room 345.

Turn to the Listening script on page 67 and practise the dialogues with a partner. Take turns to ask and answer the questions.

## Language study

### Expressions to learn

I'm sorry, the hotel's full on Tuesday. **S**  
I'd like to reserve a table for Sunday lunch. **C**  
Unfortunately, we're closed on Sundays. **S**  
I'm afraid we're fully booked that weekend. **S**  
I'm sorry, we don't have anything left for tomorrow. **S**  
Does the bathroom have a bath? **C**

### New words to use

accept Christmas  
age left (remaining)  
anything

➤ Wordlist page 97

### Structures to practise

#### Present Simple (short forms)

We usually use the short form of *be*, *do*, and *can* in the following ways.

Examples *He's in the bar.*

*She isn't a receptionist.*

*We don't have anything left.*

*I'm sorry, I can't reserve you a table.*

➤ Language review page 77

- 3 Rewrite these sentences using the short forms.
- 1 I am sorry, but we are closed in January.
  - 2 We do not have a reservation for tonight.
  - 3 I am afraid I cannot reserve you a table.
  - 4 He is the hotel manager.
  - 5 They are not open on Mondays.
  - 6 She cannot work today. She is not in town.
  - 7 He does not want a single room.
  - 8 I am sorry, we do not have a table for tomorrow.
  - 9 Here is your room key. You are in room 409.

Practise the short forms with a partner.

- 4 Refuse these requests. Give polite explanations and use the short forms.

Example Can I reserve a table for tomorrow night?  
(no tables)

*I'm sorry, we don't have any tables.*

- 1 I'd like to book a family room for the Easter weekend, (fully booked)
- 2 Can I have a parking space, please? (full)
- 3 Can I reserve a table for four for Tuesday?  
(closed on Tuesdays)
- 4 I'd like to speak to Mr Keane in room 248, please,  
(no answer)
- 5 I'd like to book a table for Sunday lunch,  
(only open evenings)

### • Listening Written apologies

- 5 Read these written apologies. Then listen to the voicemail messages and match each request to one of these apologies.

- 1 Q We regret that we cannot confirm your reservation. Unfortunately, the hotel is fully booked on Saturday.
- 2 D We regret that we cannot reserve you a table for four on Sunday evening.
- 3 DI regret that the restaurant is closed all day on Wednesday.
- 4 EH I regret that we cannot reserve you a double room this evening. Unfortunately, we only have single rooms left.
- 5 O We regret that there aren't any single rooms left on Monday night.

- 6 Write an email confirming the following booking. Unfortunately, there are no parking spaces until Wednesday and the bathrooms only have showers.

From: Patrick Rogers [p.rogers@freeserve.com]  
Subject: reservation

Dear Sir,

I'd like to reserve adjoining double rooms, one with twin beds, for five nights from Monday 28th August for me and my wife, and our two children ages six and nine. If possible we'd like bathrooms with a shower and bath. Also please book me a parking space in your car park and a table for four in the restaurant for the Monday evening at 7.00. We will arrive mid-afternoon.

Regards  
Patrick Rogers

### Activity

Work with a partner. Student A's information is here. Student B's information is on page 62.

- A1 Your name is Marc/Maria Aston. Call and make these reservations.

Hotel Palazzo: Two double rooms for Saturday 29th March with bathrooms with shower, and a car parking space.

La Giralda restaurant: Table for three for dinner on Saturday p.m. Table for two for lunch on Sunday. Table for two for lunch on Monday.

Example Hello, I'd like to make a reservation, please.

- A2 You work in this hotel and restaurant. Reply to the requests.

Queen's Hotel: You have double and single rooms available on Sunday 5th April, with baths not showers. All rooms have satellite TV.

La Rueda restaurant: Fully booked on Sunday. Open all day Sunday and closed all day Monday.

Example Hello, Queen's Hotel. How can I help you?

### More words to use

#### Times of day

mid-afternoon	this afternoon	this morning
mid-morning	this evening	



# Receiving guests

## Make polite requests

Could I have your passport, please?

## Talk about possession

Is this your luggage?

## Ask where places are

Excuse me, where's the bar?

It's on the first floor next to the restaurant.



## Starter

Look at the photograph. Tick (S) what you can see.

- |                  |                                     |             |                          |
|------------------|-------------------------------------|-------------|--------------------------|
| 1 receptionist   | <input type="checkbox"/>            | 4 luggage   | <input type="checkbox"/> |
| 2 reception desk | <input checked="" type="checkbox"/> | 5 telephone | <input type="checkbox"/> |
| 3 computer       | <input type="checkbox"/>            | 6 key card  | <input type="checkbox"/> |

## Listening Checking into a hotel

1 Listen and complete the registration card.

### Registration card

Name .....

Address C/Puente 3º, 1, Madrid

Passport Number £h?.<sup>ZZ</sup>r.<sup>9</sup>!?.?

Arrival date .....

Departure date .....

Room number .....

Signature C. Rodrigues

2 Listen again and complete the sentences.

- 1 Good ....., sir. Can I ..... you?
- 2 ..... name's Rodrigues.
- 3 Could you please ..... in this registration card?
- 4 Do I fill in ..... home address?
- 5 And ..... I have ..... passport?
- 6 The porter will ..... you with ..... luggage.

Turn to the Listening script on page 67 and practise the dialogue with a partner. Take turns to be the receptionist and the guest.

## Language study

### Expressions to learn

- I'd like to check in, please.
- Could you please fill in this registration card?
- Your room number's 361. It's on the third floor.
- Here's your key card for your room.
- Would you like to have dinner in the restaurant?
- Can you reserve me a table for two at eight o'clock?

### New words to use

- |              |                      |
|--------------|----------------------|
| hair salon   | luggage (US baggage) |
| home address | night                |
| lounge       |                      |

➤ Wordlist page 97



## Structures to practise

Possessive adjectives

**singular:** *my, your, his, her, its*; **plural:** *our, your, their*






••• Language review page 80

### 3 Complete the sentences with the correct possessive form.

- 1 Could I have dinner in .....room, please?
- 2 Would you like some help with ..... luggage?
- 3 We'd like to have lunch in .....room.
- 4 He wants to know where to park .....car.
- 5 Ask Ms Lee for .....passport.
- 6 Scott and Josh are waiters at the Sydney Tower Restaurant. That's ..... job.

## ■ Listening *Where is it?*

### 4 Listen to the dialogues. Look at the diagrams and match these places to the rooms on the plan.

- 1  bar
- 2  fitness centre
- 3  lounge
- 4  hair salon
- 5  sauna

Turn to the Listening script on page 67 and practise the dialogues with a partner.

### 5 Work with a partner. Practise asking for and giving directions.

Example A *Excuse me, where's the florist?*

B *It's next to ...*



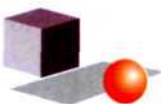
in



on



next to



opposite



behind

## Activity

Work with a partner. Student A's information is here.

Student B's information is on page 60.

You are a receptionist at the Queen's Hotel. Check in the guests. Remember these things: name, address, passport, key card, registration card.

Example *Good morning. How can I help you?*

A2 Read the two data files and check into the Park Hotel.

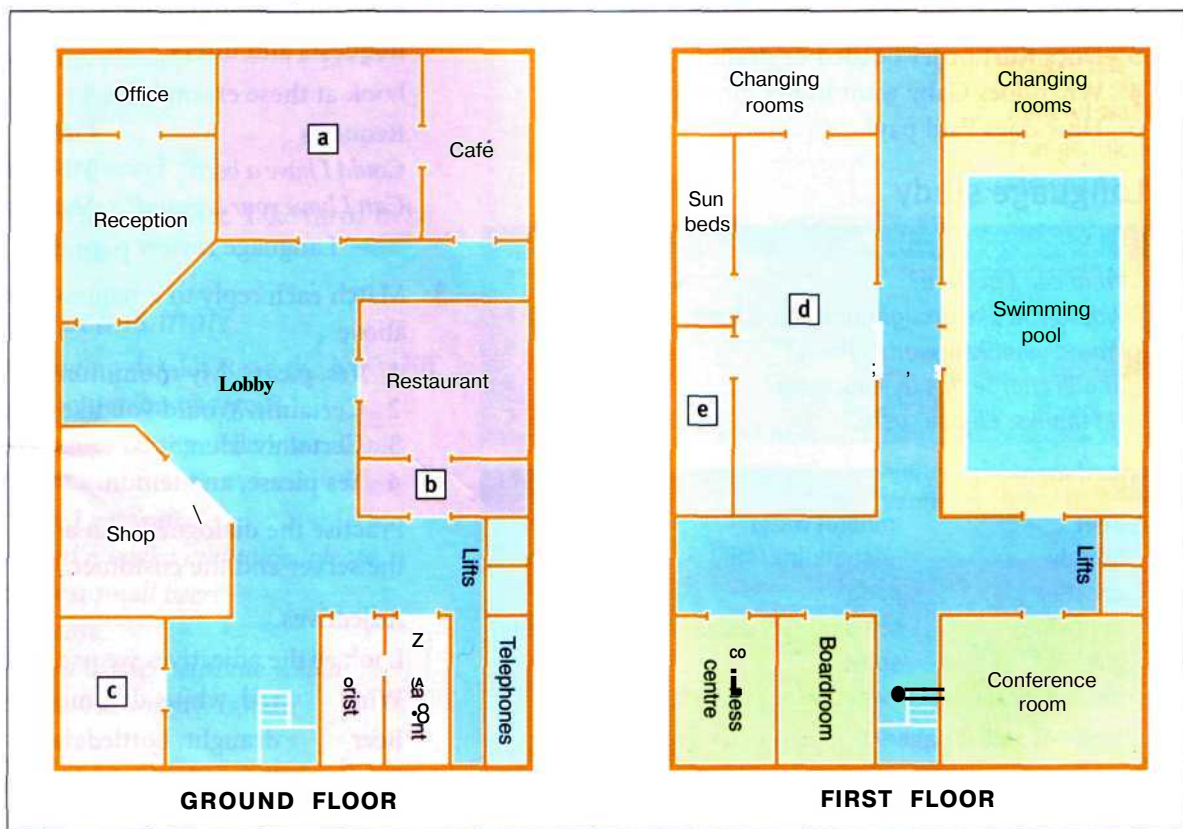
**Name:** Mr George/Mrs Georgina Wade  
**Room:** double, three nights  
**Address:** Flat 7k, Connex House, London N2 9PU  
**Passport No:** 433800125

**Name:** Mr Xiang/Mrs Li Zhu  
**Room:** single, two nights  
**Address:** 22 Sunland Villas, 688 Quing Xi Road, Shanghai 200336  
**Passport No:** 239347596

Example *Good afternoon. My name's George/'Georgina Wade. I'd like to check in, please.*

### More words to use

Seasons		Special occasions	
spring	autumn	Christmas	Diwali
summer	winter	Easter	Ramadan
		New Year	public holiday



# Serving in the bar

## Ask what people want

Good evening. What can I get you?

## Ask how customers would like their drinks served

Would you like ice and lemon?

## Ask how customers want to pay

Shall I charge this to your room?



## Starter

Divide the drinks in the picture into four categories.

• beer • wine • spirits • soft drinks/mixers

## Listening What can I get you?

- 1 Listen to the customers ordering drinks from the bar.  
What do they order?

Margarita	San Miguel	Guinness	gin and tonic
-----------	------------	----------	---------------

- |            |       |
|------------|-------|
| 1 Paul     | ..... |
| 2 Gaby     | ..... |
| 3 Michelle | ..... |
| 4 Kurt     | ..... |

- 2 Listen again and answer the questions.

- Where does Paul want to have a drink?
- What kind of drink is a Margarita?
- Does Kurt order bottled or draught beer?
- What does Gaby want in her gin and tonic?
- How does Paul pay?

## Language study

### Expressions to learn

What can I get you?	5
Would you like draught or bottled beer?	5
Would you like ice and lemon?	S
Shall I charge this to your room?	S
No thanks, I'll pay cash.	C

### New words to use

beer	mineral water	tonic
brandy	(sparkling/still)	vodka
cocktail	soda	whisky
dry (wine)	soft drink (US soda)	wine (red/white)
gin	spirit	
medium dry (wine)	sweet (wine)	

➡ Wordlist page 97

## Structures to practise

### Requests and offers

Look at these examples.

#### Requests

Could I have a beer?

Can I have your key card?

#### Offers

Would you like ice?

Shall I charge this to your room?

•• Language review page 80

- 3 Match each reply to a request or offer in the examples above.

- Yes, please. My room number's 235.
- Certainly. Would you like draught or bottled?
- Certainly. Here it is.
- Yes please, and lemon.

Practise the dialogues with a partner. Take turns to be the server and the customer.

## Adjectives

Look at the adjectives we use with different drinks.

Wine	red, white, dry, medium dry, sweet
Beer	draught, bottled, large, small
Spirits	large (double), small (single)
Water	sparkling, still





## BAR TARIFF in €(euros)

	large	small
Beer.....	7	4
Whisky.....	10	(i
Gin...!	9	5
Vodka.....	9	5
Bacardi.....	10	6
Cognac.....	14	7
Red wine (glass).....	8	4
White wine (glass).....	8	4
Orange juice.....	3	
Tonic.....	3	
Soda water.....	3	
Coke.....	3	
Mineral water.....	4	

- 4 Practise asking questions with a partner. Use *Would you like...?* and the correct adjectives to find out exactly what the customers want.

Example A *Hi, Could I have a beer, please?*

B *Yes, would you like a large one or a small one?*

A *A large one, please.*

- Can I have two whiskies, please?
- Could I have a mineral water?
- A glass of white wine, please.
- A vodka and tonic, please.
- Could I have a beer?
- Can I have a brandy, please?

Practise the dialogues with a partner. Take turns to be the server and the customer.

### • Listening *How much is that?*

- Listen to five people buying drinks. Read the bar tariff. How many euros is each person charged?
- Write three short dialogues taking orders for drinks and asking for payment.

Example A *What can I get you?*

B *A beer and a vodka and tonic, please.*

A *A large or a small beer?*

B *Small, please.*

A *Would you like ice with the vodka?*

B *Yes, please. How much is that?*

A *Twelve euros.*

Practise the dialogues with a partner. Take turns to be the server and the customer.

### Activity

Work with a partner. Look at the drinks list and practise ordering drinks. Take turns to be the server and the customer.

Example A *Could I have a vodka and orange, please?*

B *Certainly. Would you a large one or small one?*

A *A large one.*

B *Would you like ice and lemon?*

A *Ice but no lemon, thank you.*

vodka and orange	red wine
brandy and ginger ale	beer
whisky and soda	mineral water
Bacardi and Coke	orange juice
gin and tonic	lemonade
white wine (sweet, medium dry, dry)	

### More words to use

Spirits (US liquor)	Wines (fortified)
brandy	madeira
pastis	port
rum	sherry
tequila	vermouth

Wines (table)		
Barsac	Chardonnay	Riesling
Beaujolais	Chianti	Sauvignon Blanc
Bordeaux	Frascati	Shiraz
Chablis	Merlot	Zinfandel
Champagne	Muscadeti	



# Instructions

## Ask for instructions

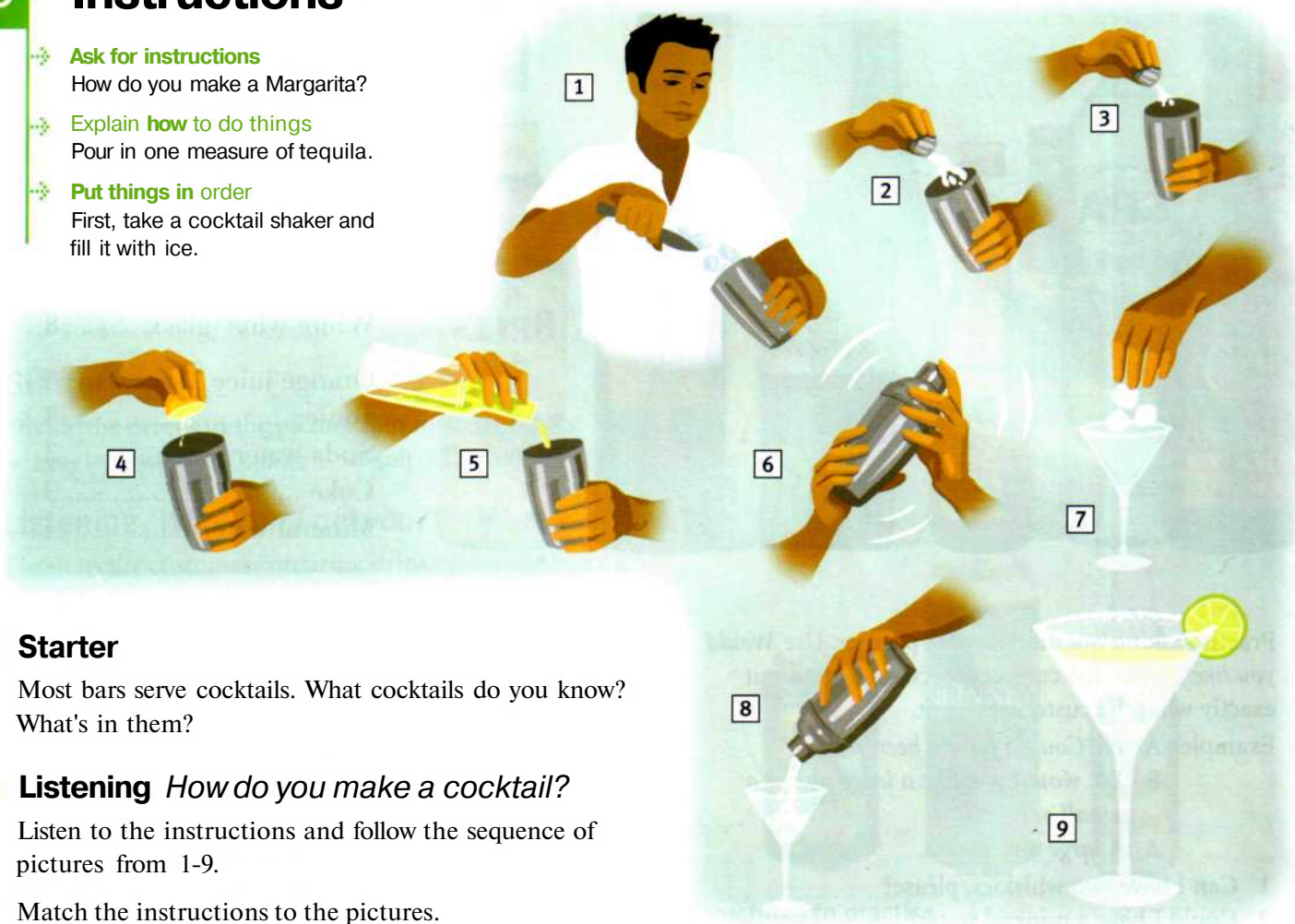
How do you make a Margarita?

## Explain how to do things

Pour in one measure of tequila.

## Put things in order

First, take a cocktail shaker and fill it with ice.



## Starter

Most bars serve cocktails. What cocktails do you know? What's in them?

## Listening How do you make a cocktail?

- Listen to the instructions and follow the sequence of pictures from 1-9.
- Match the instructions to the pictures.
  - ☐ I Shake well, to mix and chill the liquids.
  - ☐ ~2 Next, pour in one measure of tequila.
  - ☐ ~II First, take a cocktail shaker and fill it with crushed ice.
  - ☐ Finally, pour the Margarita into the glass and serve.
  - ☐ ~II Garnish with a slice of lime.
  - ☐ ~2 Then squeeze some fresh lemon juice into the shaker.
  - ☐ Then pour in a quarter measure of triple sec.
  - ☐ Then add a dash of lime juice.
  - ☐ Then put some ice cubes into a salt-rimmed glass.

Take turns to practise the instructions and mime the actions with a partner.

## Language study

### Expressions to learn

- First, take a cocktail shaker. S
- Fill it with crushed ice. S
- Next, pour in one measure of tequila. S
- Then add a dash of lime juice. S
- Shake well. S
- Then put some ice cubes into a salt-rimmed glass. S
- Garnish with a slice of lime. S

### New words to use

Angostura bitters	chill	liquid	squeeze
bar spoon	cocktail glass	mix	stir
caster sugar	fresh	olive	strain
cherry	half	quarter	triple sec

➤ Wordlist page 97

## Structures to practise

### Instructions and sequence markers

Make instructions with the base form of the verb, e.g. *take, fill, pour*. Use sequence markers like *first, next, then, finally* to explain the order of actions.

Example *To make a Bloody Mary, first, take a glass. Next, add some ice. Pour in two measures of vodka. Then fill the glass with tomato juice. Then add a dash of Worcester sauce, and Tabasco sauce. Finally, stir with a bar spoon and garnish with a slice of lemon.*

3 Write instructions using sequence markers.

- 1 Make a cafetiere of coffee:
  - put / coffee / cafetiere
  - boil / water
  - fill / cafetiere
- 2 Send an email:
  - write / email address
  - write / information
  - send
- 3 Register a guest:
  - give / registration card
  - ask / guest / fill in
  - ask / passport
  - give / key card

### ■ Listening Can you make these drinks?

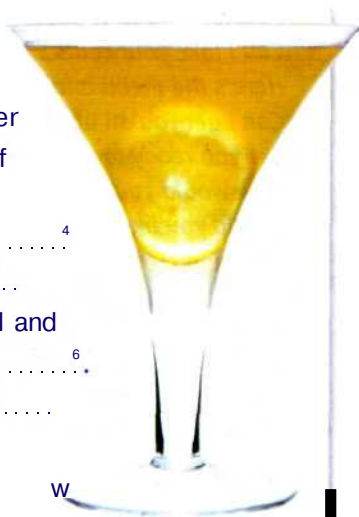
4 What do you need to make a Daiquiri and a Manhattan? Listen and write D or M in the boxes.

Dice	<input type="checkbox"/> I cocktail shaker
Q lemon juice	<input type="checkbox"/> large glass
O crushed ice	<input type="checkbox"/> Angostura bitters
O cherry	<input type="checkbox"/> sweet vermouth
Q Canadian whisky	O cocktail glass
Q caster sugar	Q slice of lemon
Q slice of lemon	Q light rum
	<input type="checkbox"/> cocktail glass

5 Listen again and use the words in exercise 4 to complete the instructions for each cocktail. Take turns to practise giving the instructions with a partner.

## Daiquiri

First, take the .....  
 ..... and fill it with  
 .....<sup>2</sup>. After  
 that, add three measures of  
 .....<sup>3</sup>, one  
 measure of .....<sup>4</sup>  
 and a teaspoon of .....  
 .....<sup>5</sup>. Then shake well and  
 strain into a .....<sup>6</sup>.  
 Finally, garnish with a .....  
 .....<sup>7</sup> and  
 that's it.



## Activity

Work with a partner. Student A's information is here. Student B's information is on page 60.

A1 Ask your partner how to make a cocktail called a Broadway. Take notes on how to make it. Read the notes back to your partner.

A2 Here are the instructions for making a cocktail called a Whisky Sour. Tell your partner how to make it. Ask him/her to take notes and read it back to you.

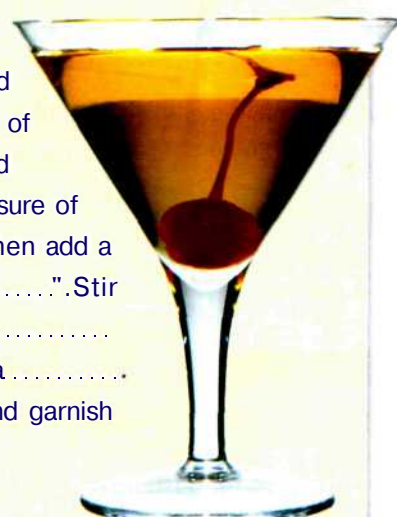
- 1 First, take a chilled wine glass from the fridge.
- 2 Then pour in a measure of whisky.
- 3 Next, add a dash of sugar syrup.
- 4 Then add two teaspoons of lemon juice.
- 5 Stir gently.
- 6 Finally, garnish with a slice of lemon and a cherry.

### More words to use

Cocktails	Liqueurs	Fractions
Americano	Amaretto	$\frac{1}{4}$ a quarter
Bloody Mary	Bailey's	$\frac{1}{2}$ a half
Cosmopolitan	Cointreau	$\frac{3}{4}$ three quarters
Cuba Libre	Drambuie	$\frac{1}{3}$ a third
Mai Tai	Grand Marnier	
Sea Breeze	Sambuca	
Whisky Sour	Southern Comfort	
	Tia Maria	

## Manhattan

Half fill a large glass  
 with .....<sup>8</sup>, then add  
 one and a half measures of  
 ..... and  
 three quarters of a measure of  
 .....<sup>10</sup>. Then add a  
 dash of .....<sup>11</sup>. Stir  
 it well and strain into a .....  
 .....<sup>12</sup>. Finally, add a .....  
 .....<sup>13</sup> and garnish  
 with a .....<sup>14</sup>.





# Taking a food order

## Look after guests as they arrive

Can I take your coats?  
This way, please.

## Make guests feel welcome

Here's the menu.  
Can I get you an aperitif?

## Take orders

Are you ready to order?

## Starter

Read the menu. Which dishes are vegetarian?

## Listening Taking an order

1 Listen to the dialogue. Are the statements true or false?

- |   |            |
|---|------------|
| 1 The guests order aperitifs.                     | true/false |
| 2 The soup of the day is minestrone.              | true/false |
| 3 They don't order a first course.                | true/false |
| 4 The woman orders fish for her main course.      | true/false |
| 5 They order a bottle of white wine.              | true/false |
| 6 They order a bottle of sparkling mineral water. | true/false |

2 Listen again and complete the server's order pad with the customers' food order.



Turn to the Listening script on page 68 and practise the dialogue in groups of three. Take turns to be the waiter and the two customers.

## À La Carte Menu

### First courses

Avocado and prawn tart  
Mushrooms in garlic  
Asparagus with Hollandaise sauce  
Chicken liver pâté  
Goat's cheese salad  
Smoked trout

### Main courses

Fillet steak  
Pork chops with lemon and celery  
Lamb cutlets in red wine  
Salmon with dill sauce  
Grilled aubergines with parmesan  
King prawns with chilli and garlic  
Red pepper and mushroom tart

## Language study

### ! Expressions to learn

I'll show you to your table.	S
Can I take your coats?	S
Here's the menu and wine list.	S
Can I get you an aperitif?	S
Are you ready to order now?	S
How would you like your steak?	S
Would you like to order some wine?	S

### ! New words to use

bacon	followed by	medium rare	sandwich
basil	grilled	menu	soup
bread	half (a bottle)	mushroom	toast
chefs salad	ham	ready	tomato
croissant	meat	salmon	watercress
egg			

➤ Wordlist page 97





### Structures to practise

*a/an, the*

Use *a/an* when you first talk about something. Use *the* when you talk about something for the second time or when it's clear what you're talking about.

Examples *We have a reservation. The reservation is for eight o'clock.*

*I'd like an aperitif, please.*

*Is this the menu?*

»- Language review page 80

### 3 Complete the sentences with *a/an* or *the*.

- 1 Can we have ..... adjoining room?
- 2 What's ..... dish of the day?
- 3 Could we have ..... table for four?
- 4 Put ..... olive on a cocktail stick. Then, put ..... olive in the glass.
- 5 Yes, the hotel has ..... car park.
- 6 Put some crushed ice into ..... cocktail shaker. Pour three measures of gin into ..... shaker and stir.

*a/an, some*

Use *a/an* instead of *one* to talk about countable nouns.

Use *some* to talk about uncountable nouns.

Examples *I'd like a bottle of wine/an aperitif.*

*I'd like some bread/some water/some milk.*

» Language review page 80

### 4 Complete the sentences with *a/an* or *some*.

- 1 Would you like ..... wine?
- 2 ..... bottle of Chablis, please.
- 3 Could we have ..... bread?
- 4 Would you like ..... aperitif?
- 5 Could I have ..... ice in my Coke?
- 6 Could you call me ..... taxi?
- 7 Just ..... glass of red wine, please.
- 8 I want to change ..... money.

### • Listening Are you ready to order?

#### 5 Listen to the dialogues and complete the orders.

Use these words.

soup	mushroom	tea
salad	bacon	sandwich

#### Dialogue 1

- 1 egg and .....
- 2 pot of .....

#### Dialogue 2

- 3 basil and tomato .....
- 4 ..... risotto

#### Dialogue 3

- 5 cheese and ham .....
- 6 chef's .....

### 6 Listen again and put the food and drink into three menus.

breakfast	lunch	dinner
.....	.....	.....
.....	.....	.....

Take turns to practise taking and making orders from the different menus with a partner.

### Activity

Work with a partner. Create a menu with five first courses and five main courses. Refer to the menu on page 20 to help you. Take turns to practise making orders.

#### Starters

*mushroom pâté*

#### Main course

*chicken casserole*

More words to use

#### Starters/First courses

crab cakes  
duck's liver pâté  
moules marinière  
red onion tart  
rocket salad  
smoked salmon terrine

#### Main courses

fillet/sirloin/T-bone steak  
poached monkfish/salmon/  
halibut  
pork or lamb chops/cutlets  
roast beef/lamb/chicken/  
pork

# Desserts and cheese

- \* Present the dessert menu  
Today, we have French apple tart.
- \* Give guests a choice  
Would you like it with cream or ice cream?
- Talk about cheese  
Manchego is a hard cheese from Spain.



## Starter

Look at the dessert menu and specials board.  
Which desserts from the menu can you find in the photographs?

## DESSERT MENU



Profiteroies with chocolate sauce

Lemon tart

Chocolate mousse

Crème brûlée

Tiramisu

Ice cream (vanilla, raspberry, chocolate)

Blackcurrant sorbet

## TODAY'S SPECIALS

- French apple tart
- Summer pudding
- Hazelnut meringue with summerberries

*All desserts served with cream or ice cream.*

## Listening What's for dessert?

- 1 Listen to the dialogue. Which desserts do the customers order?
- 2 Look at the *Expressions to learn*. Practise choosing desserts from the menu and the specials board with a partner.

Examples A *What do you recommend?*

B */ recommend the crème brûlée. It's delicious. The lemon tart is very good, too.*

A *I'll have the summer pudding.*

B *Would you like it with cream or ice cream?*

A *Ice cream, please.*

## Language study

### Q Expressions to learn

I'm glad you enjoyed it.	S
Would you like the dessert menu?	S
Do you have any ice cream?	C
We also have a specials board.	S
I recommend the French apple tart.	S
The summer pudding is very good, too.	S
I think I'll have the French apple tart.	C
Would you like it with cream or ice cream?	S

### ! New words to use

blackcurrant	delicious	raspberry
blue	enjoy	soft
cheese	hard	sorbet
chocolate sauce	meringue	vanilla

➤ Wordlist page 97





## ■ Listening What about some cheese?

- 5 Listen to the description. Which of the cheeses are soft, hard, or blue? Where are they from? Complete the table.

<b>Cheddar</b>	<i>hard</i>	<i>Britain</i>
<b>Mozzarella</b>		
<b>Manchego</b>		
<b>Gouda</b>		
<b>Gruyère</b>		
<b>Camembert</b>		
<b>Stilton</b>		
<b>Danish Blue</b>		



- 6 Practise describing these cheeses with your partner.

Example A **What** kind of cheese is Cheddar?

B Cheddar is a **hard** cheese from Britain.

- |             |               |              |
|-------------|---------------|--------------|
| 1 Camembert | 3 Manchego    | 5 Mozzarella |
| 2 Stilton   | 4 Danish Blue | 6 Gouda      |

## Activity

Work with a partner. Student A's information is on page 64. Student B's information is on page 62.

### More words to use

<i>Desserts</i>		<i>Cheese</i>
apple pie	fruit salad	cow's cheese
crème caramel	roulade	goat's cheese
crepes		sheep's cheese

### Countries and nationalities

America (US)/American	japan/Japanese
Belgium/Belgian	Morocco/Moroccan
Brazil/Brazilian	Portugal/Portuguese
China/Chinese	Russia/Russian
England/English	Thailand/Thai
India/Indian	

### Structures to practise

*some, any*

Use *some* in positive statements and in polite offers and requests.

Examples *I'd like some ice cream.*

*Would you like some more wine?*

*Can we have some bread, please?*

Use *any* in questions and negative statements.

Examples *Do you have any cheese?*

*We don't have any wine.*

^^ Language review page 80

- 3 Complete the sentences with *some* or *any*.

- Do you have ..... fresh fruit?
- Could we have ..... water, please?
- Would you like ..... coffee?
- I'm sorry, we don't have ..... fresh fish today.
- Can I get you ..... more drinks?
- There isn't ..... cheese.

- 4 Make questions and answers.

Example apple pie (cream or ice cream)

A *Can I have some apple pie, please?*

B **Would you like it with** cream or ice cream?

A *Ice cream, please.*

- coffee (milk or without)
- cheesecake (cream or ice cream)
- steak (French fries or salad)
- profiteroles (chocolate sauce or without)
- salad (French dressing or mayonnaise)

Practise the dialogues with your partner. Take turns to ask and answer the questions.



# Talking about wine

## Compare different wines

The Frascati is lighter than the Riesling.  
The Chilean Merlot isn't as smooth as the French.

## Talk about countries and nationalities

It comes from Spain.  
Chianti is an Italian wine.

## Starter

What wines can you see in the photographs?

## Listening Would you like to order some wine?

- Listen to the dialogue. Which wines do the customers choose?
- Listen again. Are the statements true or false?
  - The Riesling is drier than the Sauvignon Blanc. true/false
  - The Sauvignon Blanc isn't as dry as the Pinot Grigio. true/false
  - The Chardonnay is sweeter than the Sauvignon Blanc. true/false
  - The Chilean Merlot is a full-bodied wine. true/false
  - The Chilean Merlot is smoother than the French. true/false
  - The French Merlot is more expensive than the Chilean. true/false

## Language study

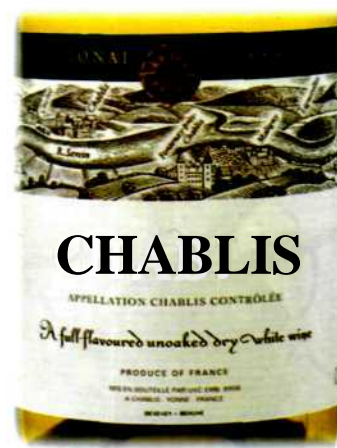
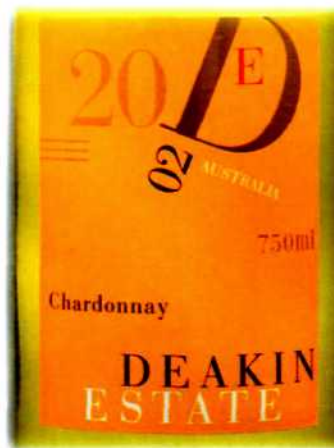
### Expressions to learn

Which is drier, the Riesling or the Sauvignon Blanc? C  
The Sauvignon Blanc is drier than the Riesling. S  
It isn't as dry as the Pinot Grigio. S  
They're both full-bodied wines. S  
The French Merlot is more expensive than the Chilean. S

### New words to use

become	improve	recommend
district	light (wine)	smooth (wine)
east	north	south
excellent	popular	west
fine	produce (v)	

• - Wordlist page 97



## Structures to practise

### Comparisons

Compare things using *-er than*, *more ... than*, *not as... as*.

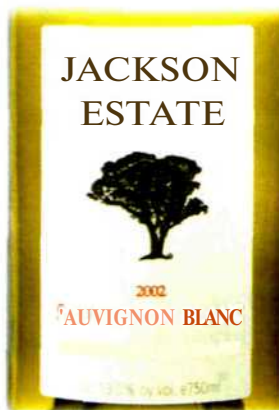
Examples *The Italian wine is sweeter than the New Zealand wine.*

*The French wine is more expensive than the Chilean.*

*The New Zealand wine isn't as dry as the Portuguese.*

\*•• Language review page 82

- Complete these sentences with the correct comparative forms.
  - The restaurant is ..... (busy) tonight than last weekend.
  - The Plaza is ..... (close) to the airport than the Grand.
  - A suite is ..... (expensive) than a single room.
  - I think the Sauvignon Blanc is ..... (good) than the Riesling.
  - Mineral water is ..... (cheap) than wine.
  - The Chilean Merlot is ..... (not smooth) as the French.



- 6 Complete the sentences to make a summary of the information in exercise 5.

Champagne	Port	France	Bordeaux
Italian	Spain	Frascati	

.....' is the famous sparkling wine produced east of Paris. St. Emilion is also produced in .....<sup>2</sup> in the .....<sup>3</sup> region. Two .....<sup>4</sup> wines include Chianti from the Florence region and .....<sup>5</sup> near Rome .....<sup>6</sup> comes from Portugal and sherry from the south of .....<sup>7</sup>.

## • Listening Wines around the world

- 4 Listen and match the wines with a country or region.

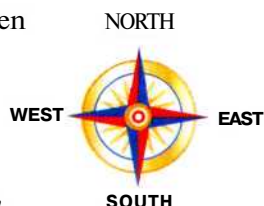
- |                       |               |
|-----------------------|---------------|
| 1 Q Port              | a France      |
| 2 • Sherry            | b New Zealand |
| 3 [^] Champagne       | c Australia   |
| 4 [-] Sauvignon Blanc | d Portugal    |
| 5 Q Frascati          | e California  |
| 6 Q Zinfandel         | f Italy       |
| 7 [U] Chardonnay      | g Spain       |

- 5 Look at these examples. Then listen again and underline the correct alternative.

Examples *It's north of Paris.*

*It's in the north-west.*

*It comes from the south.*



- Champagne comes from a district *east/west* of Paris.
- Further *south-west/south-east* we have the Médoc, St. Emilion, and Graves wines of the Bordeaux region.
- Portugal is most famous for port which comes from Oporto in the *north/south*.
- Rioja comes from an area *west/north* of Madrid.
- South Africa produces wine in the Stellenbosch and Paarl vineyards in the *south/east* of the country.

## Activity

Work with a partner. Look at the webpage on page 65 and take turns to compare the different red and white wines. Discuss where they come from, their quality and their taste. Which ones would you and your partner buy?

Example A *Where does Selection del Castillo come from?*

B *It comes from Spain.*

A *What's it like?*

B *It's a light wine and quite fruity, but it isn't as fruity as the Australian Cabernet Sauvignon.*

More words to use

Wineterms	Directions
cork	north/northern/the north of
corked	south/southern/the south of
corkscrew	east/eastern/the east of
label	west/western/the west of
room temperature	



# Dealing with requests

- Help guests at reception  
I'll order a taxi right away.
- Help guests in the restaurant  
Of course. I'll get you some.
- Follow customer care advice  
Always welcome customers with a smile.

## Starter

Look at the pictures. What are the guests asking for?

## Listening I'll get you some now

1 Listen and complete the requests.

- 1 ..... you order a taxi for room 145, please?
- 2 I'd ..... a glass of wine, please.
- 3 ..... we have some more bread?
- 4 Can you send ..... up to room 467, please?
- 5 We'd ..... a table on the terrace.
- 6 ..... does the exchange bureau open?
- 7 Excuse me, this ..... is dirty.

2 Match these responses to the requests in exercise 1.

Listen again and check your answers.

- a O I'll see if there's one free.
- b Q O f course, I'll get you some now.
- c Q Yes sir, I'll order you one now.
- d O Certainly. I'll get you one right away.
- e Q I'm sorry. I'll bring you another.
- f Q I'll send someone up right away.
- g Q One moment, I'll check for you.

Work with a partner. Take it in turns to practise the requests and responses.

## Language study

### ! Expressions to learn

- /// get you one right away. S  
I'll see if there's one free. S  
One moment, I'll check for you. S  
I'll bring you another. S

### ! New words to use

- |                    |             |           |         |
|--------------------|-------------|-----------|---------|
| business traveller | disabled    | needs (n) | smile   |
| conversation       | eye contact | patient   | terrace |
| delay              | more        | ring (n)  | women   |
| dirty              |             |           |         |

➤ Wordlist page 97



Structures to practise

### Offering help

Use *I'll* + verb to offer to do something. Use *one*, *some*, *another*, *some more* instead of repeating the noun.

Examples A *I'd like a map.*

B *I'll get (you) one.*

A *I'd like some bread.*

B *I'll bring (you) some.*

A *This spoon is dirty.*

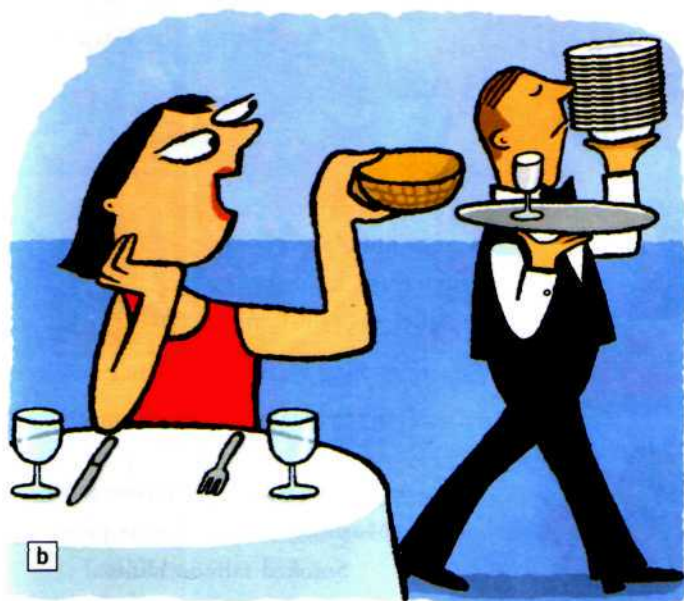
B *I'll get (you) another.*

A *There isn't any bread left.*

B *I'll order (you) some more.*

➤ Language review page 82





b



d

- 3 Respond to the requests using *one, some, another* or *some more*.

Example A Could we have some bread? (get / some)

B Yes. I'll get (you) some.

- 1 Can I have an orange juice, please? (get / one)
- 2 Our water jug is empty, (get / some more)
- 3 This bottle of wine is corked, (bring / another)
- 4 Is the exchange bureau open? I need some change, (get / some)
- 5 Could I have a beer, please? (get / one)
- 6 My bath towel is very wet. (get / another)
- 7 This fork is dirty, (bring / another)
- 8 There isn't enough soap in the bathroom, (bring / some more)

Practise the requests and responses with a partner.

## ■ Listening Customer care

- 4 Listen to the dialogue. What should you do in these situations?
- 1 New customers arrive at reception.
  - 2 A customer telephones the hotel.
  - 3 A customer with disabilities arrives at reception.
  - 4 Reception is busy. Customers want to speak to you.
- 5 Work with a partner. Write a dialogue between a hotel receptionist and a woman business traveller as she checks in to the hotel. Use these notes.
- book a wake-up call
  - dry cleaning (suit)
  - book a taxi
  - Internet access?
  - sauna?

Practise the dialogue, taking turns to be the receptionist and the customer.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 61.

- A1 Use the notes below to make requests to your partner.

- room noisy-move to a quieter one?
- breakfast in my room?
- bottle of gin and some tonic - room 488
- more clean towels in the bathroom?
- soup not hot enough

Example *Excuse me, my room is very noisy. Could I move to a quieter one?*

- A2 Answer your partner's requests using these notes. Choose the best alternative.

- will check for you
- will send up immediately
- will call taxi office and find out
- will deliver to room before 8 a.m.
- will ask them to be quiet

Example *Yes, of course. I'll send some up immediately.*

## More words to use

### Uncountable nouns

advice	paper
cutlery	time
homework	work
news	

# Describing dishes

- **Explain what type of dish it is**  
This is a pasta dish.
- **Explain what dishes are made of**  
It's made from milk, cream, and eggs.
- **Explain what dishes contain**  
It contains mussels, lobster, and king prawns.



## STARTERS

Asparagus with Hollandaise sauce  
Mushroom and red wine pâté  
Smoked salmon Minis

## MAIN COURSES

Pork chops with port wine and plum sauce  
Lamb cutlets with rosemary and garlic  
Salmon coulibiac  
Mixed seafood for two  
Penne arrabbiata  
Grilled aubergine with red peppers

### • Starter

Find two meat dishes, three fish dishes, and four vegetarian dishes on the menu.

### • Listening What's it made from?

- Look at the menu. Listen and tick (/) three dishes from the menu that you hear.
- Listen again and complete the sentences.
  - This is a .....dish.
  - It .....of penne, a type of pasta, in a chilli and tomato sauce.
  - This is .....from layers of rice mixed with onions and mushrooms.
  - It's wrapped in puff pastry and .....in the oven.
  - It .....half a lobster, king prawns, scallops and mussels.
  - It's .....warm with a crisp, green salad.

Take turns to describe the dishes with a partner.

### ■ Language study

#### ! Expressions to learn

*Excuse me, could you explain the menu to us, please?*  
*What's in the penne arrabbiata?*  
*This is a pasta dish.*  
*It consists of penne, a type of pasta.*  
*It's made from chilli, tomato, garlic, and basil.*  
*This is made from layers of rice ...*  
*It contains half a lobster, king prawns ...*  
*It's served warm with a crisp, green salad.*

#### ! New words to use

baked	hard-boiled egg	puff pastry
butter knife	layer	salt (cellar)
candle	mussels	scallops
dessert fork	napkin	side plate
dessert spoon	onion	spicy
fish fork	pepper (mill)	spoon
fish knife	pine nut	tablecloth
flower arrangement	plate	

➤ Wordlist page 97















### Present Simple Passive

Look at these examples.

The chef makes pancakes from eggs, milk, and flour.  
*Pancakes **are made** from eggs, milk, and flour.*

\*• - Language review page 82

- 3 Change these sentences to the Passive form.
  - 1 We make pasta from flour, eggs and salt.
  - 2 You make a Margarita with tequila.
  - 3 The receptionist tells guests about the hotel facilities.
  - 4 The restaurant serves dinner from 7.30 to 11.00.
  - 5 We make dressing from oil and vinegar.
  - 6 The waitress takes your order at the table.
- **Listening** *Do you know how to lay a table?*

- 4 Listen and match the items in the place setting.
- |  |  |
|--|--|
| 1  | 7   |
| 2  | 8   |
| 3  | 9   |
| 4  | 10  |
| 5  | 11  |
| 6  | 12  |

- 5** Make sentences using the correct passive form. Practise the instructions with a partner.

Example *The table is **laid** in the evening.*

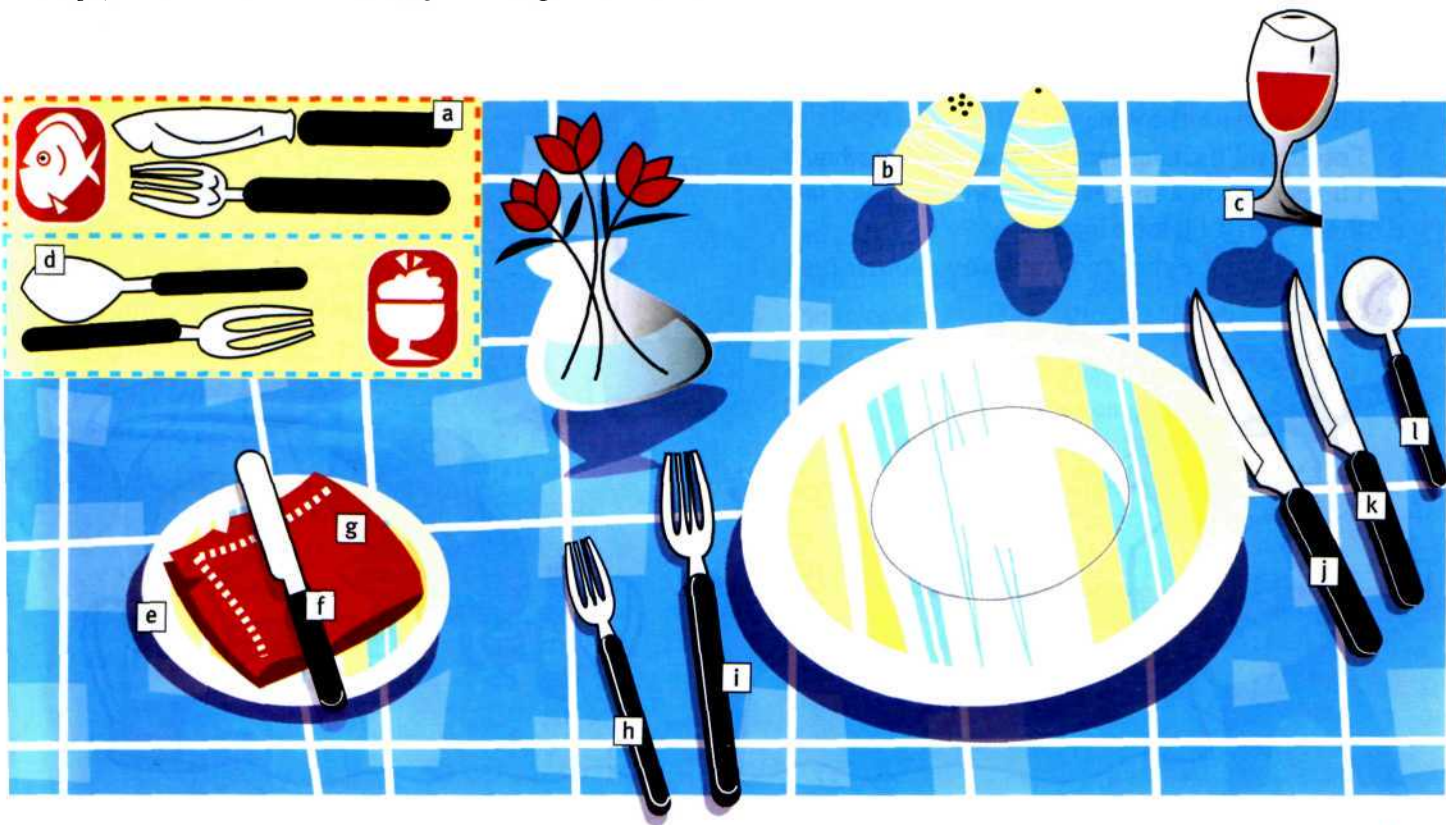
table	lay	in the evening
tablecloth	place	on the table
napkin	fold and place	on the side plate
knife and fork	place	each side of the plate
wine glass	put	above the soup spoon
salt and pepper	put	in the middle of the table
main course plate	take away	when the main course is finished
dessertspoon and fork	bring	with the dessert menu
flower arrangement	place	next to the salt and pepper

## Activity

Work with a partner. Student A's information is on page 64. Student B's information is on page 62.

### More words to use

Cooking methods		Sauces
bake	grill (US broil)	Aioli
barbecue	poach	Bearnaise
boil	roast	Bechamel
deep fry	steam	Hollandaise
fry	stew	Mornay



# Dealing with complaints

## Accept and apologize for complaints

I'm sorry. We overbooked the car park yesterday.

## Take action to help customers

I'll speak to the chef.

## Talk about the past

I started work three years ago.

### Starter

Look at the pictures and identify five problem situations.

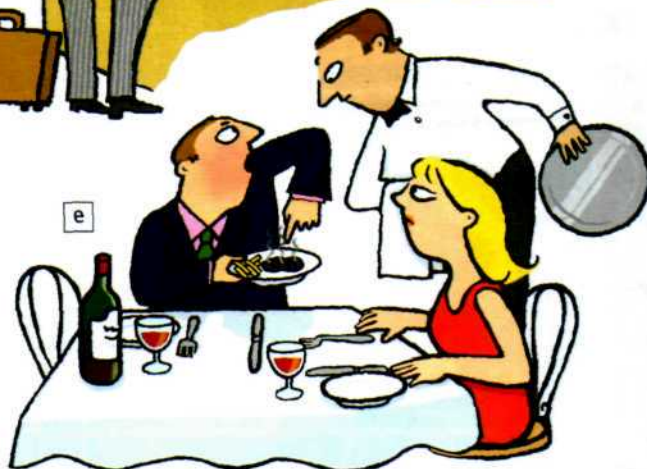
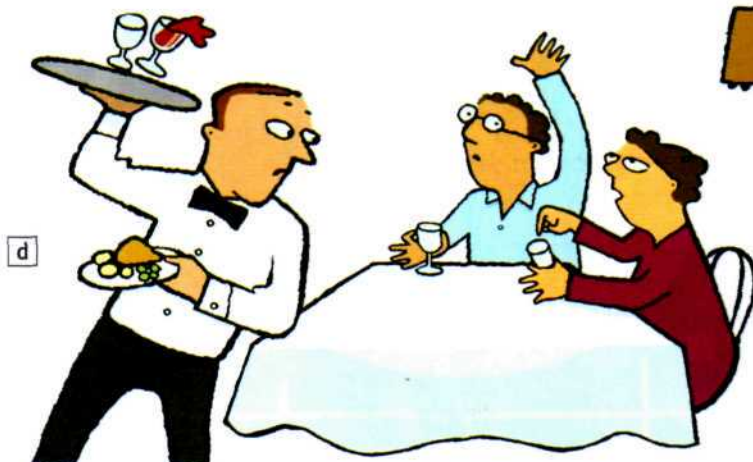
### Listening What is there to complain about?

- 1 Listen to the complaints and match the key words to the problems.

- |   |                       |
|---|-----------------------|
| 1 <input type="checkbox"/> car park     | a overcooked          |
| 2 <input type="checkbox"/> 2 restaurant | b full                |
| 3 <input type="checkbox"/> 11 rooms     | c nobody gave it      |
| 4 <input type="checkbox"/> 11 steak     | d short-staffed       |
| 5 <input type="checkbox"/> ~2 message   | e on different floors |

- 2 Listen again and match the sentences with the replies.

- |   |
|---|
| 1 <input type="checkbox"/> ~/ We asked you to reserve a parking space.            |
| 2 <input type="checkbox"/> 3 We ordered our drinks twenty minutes ago.            |
| 3 <input type="checkbox"/> 11 We reserved adjoining rooms.                        |
| 4 <input type="checkbox"/> 1 This steak is really overcooked.                     |
| 5 <input type="checkbox"/> 11 A colleague left a message at reception last night. |
| a I'll check with the wine waiter.  |
| b I'm sorry. I'll change your rooms straightaway.                                 |
| c I'll reserve you a space for tomorrow.  |
| d I'm so sorry. I'll look into it.  |
| e I'll speak to the chef and bring you another one.                               |





## Language study

### ! Expressions to learn

I'm sorry, we overbooked the car park yesterday.	S
I'm sorry, madam. I'll be with you in a moment.	S
I'll check with the wine waiter.	S
I'll change your rooms straightaway.	S
I'm sorry, sir. I'll speak to the chef and bring you another one.	S
I'm so sorry. I'll look into it.	S

### ! New words to use

attendant	overbooked
flat (beer)	overcooked
important	short-staffed
next door	straightaway
nobody	undercooked
noise	

➡ Wordlist page 97

### Structures to practise

#### Past Simple (Regular verbs)

The Past Simple tense is for completed actions in the past. Look at these examples of regular verbs.

*We asked you to reserve a parking space.*

*We ordered our drinks twenty minutes ago*

••• Language review page 82

### 3 Use these words to make sentences in the Past Simple.

Example We / want / buy / new mobile phone

*We wanted to buy a new mobile phone.*

- they / arrive / hotel / yesterday
- she / ask for / dessert / without cream
- chef / cook / wonderful / meal
- guests / enjoy / their stay
- he / key in / reservations data
- waiter / open / bottle of champagne

#### Past Simple (Irregular verbs)

Look at these examples of irregular verbs.

*My friend left (leave) a message at reception.*

*We had (have) lunch at the new bistro in town.*

»•\* Language review page 82

- Use the irregular verb list on page 111 to complete these sentences in the Past Simple.
  - They ..... (tell) the waiter about the mistake on the bill.
  - He ..... (go) into the kitchen to speak to the chef.
  - The guests from Japan ..... (speak) very good English.
  - Yesterday I ..... (meet) my colleagues in a bar.
  - She ..... (write) an email confirming the reservation.
  - He ..... (eat) his meal and ..... (pay) his bill.

### • Listening I'll look into it for you

- Listen to the complaints and fill in the table.

Problem	Action
1 beer flat	get you another
2 .....	.....
3 .....	.....
4 .....	.....
5 .....	.....
6 .....	.....

- Write the dialogues from your notes in exercise 5 and practise them with a partner.

### Activity

Work with a partner. Student A's information is here. Student B's information is on page 61. Check any words you don't understand in the Wordlist on page 97.

Use these notes to make complaints to your partner. Make notes of their solutions.

TV broken	bath dirty	bread stale
bed not made	beef too salty	vegetables overcooked
soup cold	order late	minibar empty

Example *Excuse me, the TV in my room is broken.*

Respond to your partner's complaints. Apologize and say what you will do to put things right.

Example *I'm sorry. I'll send someone up immediately.*

### More words to use

#### Customer complaints

dusty	rude	stringy	tough
filthy	salty	tasteless	vinegary
late	stained	torn	watery
off	stale		

**Show people around**

Here's front office.

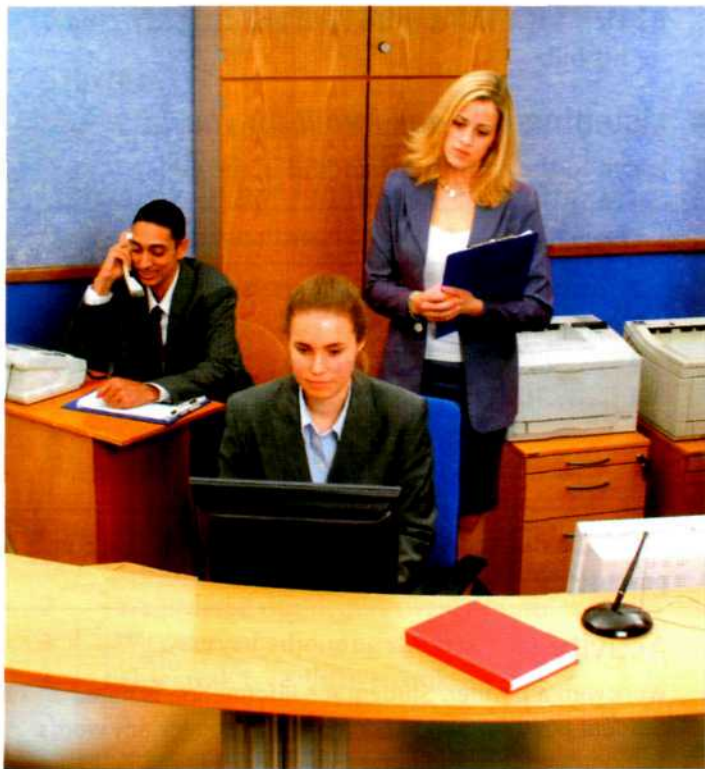
**Introduce people**

This is Louise, our reception manager.

**Talk about people's jobs**

Melanie is responsible to the head chef.

The porters are responsible for taking out the rubbish.



**2 Listen again and complete the sentences.**

- 1 ..... front office.
- 2 ..... is Louise our reception manager.
- 3 There is always a ..... here to deal with any questions.
- 4 ..... the phone area over there.
- 5 ..... are the computers and ..... are the printers.
- 6 Everybody here is trained on these .....

**Starter**

Look at the pictures. Name the workplaces and the people's jobs.

**Listening Let's start at front office**

- 1 Listen to the dialogue. Are the sentences true or false?
  - 1 Louise is responsible for seven staff. true/false
  - 2 They handle all the reservations in reception. true/false
  - 3 Requests for laundry and dry cleaning go to the kitchen. true/false
  - 4 The housekeeper is responsible to the assistant manager. true/false
  - 5 The Fidelio system is used for check-ins and payments. true/false
  - 6 The Galileo system is used for travel arrangements. true/false

**Language study**

**Expressions to learn**

Here's front office and this is Louise. S

Louise is responsible for six staff. S

In reception they handle all the reservations. S

There is always a receptionist here to deal with any questions. S

She's responsible to the assistant manager. S

**New words to use**

arrival	in-room services	sharpen
cashier	pastry	side order
clean	payment	starter
dry cleaning	printer	station (work)
duty	process (v)	travel arrangement
front office	rubbish	vegetable
housekeeper		

➤ Wordlist page 97



**Structures to practise**  
*this/that, these/those, here/there*



*This is Louise.*



*That's Seth.*



*These guests are checking in.*



*Those guests checked out five minutes ago.*



*Here's the reception desk.*



*There's the reservations office.*

» \* Language review page 82

3 Practise with a partner using objects in the room.

**Examples A** *These are my books. Those are Henri's books.*

**B** *Here is the computer. There are the printers.*

**responsible to, responsible for**

Look at these examples.

*The receptionist is responsible to the reception manager.*

(the reception manager is her boss)

*The receptionist is responsible for taking room reservations, (it's her job)*

4 Complete the sentences using *responsible to* or *responsible for*.

- 1 The cashiers are ..... the reception manager.
- 2 The waiters are ..... taking orders.
- 3 The duty manager is ..... all the full time staff.
- 4 The porters are ..... taking the guests' luggage to their rooms.
- 5 The barman is ..... the bar manager.
- 6 The car park attendant is ..... parking the cars.

• **Listening ... and in the kitchen**

5 Listen to the dialogue. Match the staff to their duties.

- |                      |  |
|----------------------|--|
| 1 O Head chef        | a bakes all the bread, rolls, and croissants             |
| 2 Q Sous chef        | b are responsible to the sous chef                       |
| 3 II Commis chefs    | c prepare the vegetables, sharpen the knives             |
| 4 II Chefs de partie | d writes the menus                                       |
| 5 • Pastry chef      | e handle all the cold dishes, the sauces, and mayonnaise |
| 6 II Kitchen porters | f prepare all the soups, hot starters, and side orders   |

6 Listen again and complete the sentences.

- 1 He writes the menus and he's responsible for the ..... courses.
- 2 She ..... all the soups.
- 3 The chefs de partie ..... all the cold .....
- 4 He ..... all the bread.
- 5 The kitchen porters have lots of .....
- 6 They prepare the vegetables, ..... the knives, and ..... the ovens.

7 Work with a partner. Take it in turns to explain the different jobs and duties in exercise 5.

Example *The pastry chef bakes all the bread, rolls, and croissants. He's responsible for the hot desserts.*

» • Activity page 65

More words to use

<i>Kitchen equipment</i>	<i>Kitchenware</i>
blender	baking tin
deep fat fryer	flan/tart dish
dishwasher	frying pan
food processor	mixing bowl
heat lamp	roasting tin
hob	saucepan
refrigerator	souffle dish
toaster	stockpot

# Explaining and instructing

- ❖ Explain how to do things  
Put the dirty linen in the laundry bag.
- ❖ Talk about food preparation  
I'll chop the onions.
- ❖ Understand hygiene regulations  
You must wash your hands in the hand basin.



## Starter

Match the words with the items in the pictures.

- |                  |                |                   |
|------------------|----------------|-------------------|
| 1 [k] knife      | 4 [t] toilet   | 7 [s] saucepan    |
| 2 [j] shower     | 5 [t] towels   | 8 [t] toiletries  |
| 3 [h] hand basin | 6 [k] colander | 9 [l] laundry bag |

## Listening How to do it right

- 1 Listen to the two dialogues and answer the questions.

Dialogue 1

- 1 What are they preparing?
- 2 What must they do first?
- 3 Do they have to scrape the potatoes?

Dialogue 2

- 4 What does Petra have to do first?
- 5 What does Lyn do?
- 6 List some of the complimentary toiletries.

- 2 Listen again and complete the sentences.

- 1 We ..... prepare the lunch vegetables.
- 2 First, you ..... wash your hands.
- 3 ..... them into little sticks.
- 4 ..... we ..... to scrape them?
- 5 Then I'll ..... the onions.
- 6 It ..... cook for long.
- 7 Put the ..... linen in the laundry bag here.
- 8 Everything ..... be spotless.

## Language study

### ! Expressions to learn

- |   |   |
|---|---|
| I'll show you what to do.                     | S |
| First, you must wash your hands.              | S |
| Peel them like this.                          | S |
| Cut them into little sticks.                  | S |
| It mustn't cook for long.                     | S |
| We have to strip the beds.                    | S |
| Put the dirty linen in the laundry bag, here. | S |
| Do we have to change the towels every day?    | S |



## ! New words to use

bath/shower gel	floret	skin
bin (rubbish)	hygiene	slice
body lotion	julienne	soap
break (v)	pillow case	spotless
chop (v)	prepare	sweep
colander	scrape	utensil
complimentary	sheet	wash

➤ Wordlist page 97

### Structures to practise

**must, have to, don't have to, mustn't**

Look at these examples.

**You must wash your hands before preparing food.**

(obligation = *the speaker thinks that it's important*)

**You have to break the broccoli into florets.**

(obligation = *it's part of the job*)

**We don't have to change the towels every day.**

(no obligation = *it's not necessary*)

**You mustn't smoke in the kitchen.**

(prohibition = *don't do it!*)

\*\*\* Language review page 84

- 3 Complete the sentences using **must, have to, don't have to, mustn't**.

- You ..... have clean hands in the kitchen.
- We ..... start work at 8.00 a.m.
- I ..... (not) work on Sundays.
- We ..... prepare the vegetables before 11.30.
- The attendants ..... change the beds every day.
- You ..... leave food on the floor.
- Guests ..... check out by 12.00 noon.

## ■ Listening Kitchen hygiene

- 4 Listen and match the phrases. Then take it in turns to practise saying the regulations with a partner.

- |   |  |
|---|--|
| 1 <input type="checkbox"/> j must always wash | a all kitchen work surfaces regularly      |
| 2 <input type="checkbox"/> ll mustn't wash    | b the bins regularly                       |
| 3 <input type="checkbox"/> ll must clean      | c the floors every day                     |
| 4 O must sweep and wash                       | d your hands in the food preparation sinks |
| 5 <input type="checkbox"/> have to clean      | e the rubbish in the correct bins          |
| 6 <input type="checkbox"/> ll must put        | f their hands in the hand basin            |

- 5 Look at these ideas for customer care. Take turns to practise them using **must** or **mustn't**.

- greet customers with a warm smile
- be polite
- don't keep customers waiting long
- answer the phone quickly
- remember the caller's name and use it
- don't ignore customers while you are on the phone
- smile and make eye contact if customers are waiting
- look after customers with specific needs
- be patient and helpful at all times

Example **You must always greet customers with a warm smile.**

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 61.

- A1 Put the instructions for the recipe in the correct order. Explain your recipe to your partner.

### Mulet à la Martegale

O Then pour on some olive oil.

☐ Slice a lemon and place it on top of the fish.

☐ D First, wash, clean, and dry the fish.

O Season with salt and pepper.

Q Cook in a moderate oven for 25-30 minutes.

O Place the fish in an oiled dish with the tomato and onion.

☐ Slice the tomato and chop the onion.

- A2 Listen to your partner's recipe and take notes. Read your notes back to him/her and check them.

## More words to use

Kitchen utensils	Kitchen skills
balloon whisk	beat
food mixer	blend
garlic crusher	cream
ladle	fold
rolling pin	stir
sieve	whip
wooden spoon	whisk

# Taking telephone requests



## Give good customer service

I'll send someone up for them right away.



## Describe hotel facilities

The coffee shop is over there behind the lifts.

### Starter

Look at the pictures. Which are to do with room service and which are to do with housekeeping?

### Listening Room service. Can I help you?

1 Listen to the four calls. Tick (/) the words you hear.

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| 1 <input type="checkbox"/> champagne  | 3 <input type="checkbox"/> lunch     |
| <input type="checkbox"/> ~2 wine      | <input type="checkbox"/> breakfast   |
| <input type="checkbox"/> glasses      | <input type="checkbox"/> ~2 coffee   |
| 2 <input type="checkbox"/> washing    | 4 <input type="checkbox"/> button    |
| <input type="checkbox"/> dry cleaning | <input type="checkbox"/> zip         |
| <input type="checkbox"/> ironing      | <input type="checkbox"/> ~2 repair   |
| <input type="checkbox"/> cleaning     | <input type="checkbox"/> ~2 pressing |

2 Listen again and complete the sentences.

- We ..... four glasses.
- My husband's suit ..... dry cleaning.
- I have a dress that needs .....
- No, you ..... to do that.
- How ..... will it be?
- We need ..... in half an hour.
- I need ..... this afternoon.
- Do they need .....?

### Language study

#### ! Expressions to learn

How many glasses do you need?	S
No, you don't need to do that.	S
I'll send someone up for them right away.	S
How long will it be?	C
Do they need pressing?	S

#### ! New words to use

continental breakfast	lift (US elevator)
foyer	trousers
haircut	zip

➡ Wordlist page 97



a



b



c



d



Structures to practise  
*need*

Look at these examples.

*He needs his trousers this afternoon.*

*She doesn't need her jacket this afternoon.*

Do you need a receipt? Yes, I do./No I don't.

(need+ noun)

*Her dress needs ironing.*

(need+ -ing)

*We need to have them this afternoon.*

(need + full infinitive)

▶ Language review page 84

- 3 Complete these sentences with *need(s)* or *don't/doesn't need*.

- The rooms ..... cleaning after each guest.
- The room attendants ..... to change the towels every day.
- Your jacket ..... ironing. It's fine.
- The guest in room 292 ..... a taxi now.
- No, thank you. We ..... a porter.
- You ..... to pay now, sir. I'll put it on your bill.

## ■ Listening Facilities and services

- 4 Listen to the dialogue and answer the questions.

- What is the first thing the guest wants to do?
- Where is the exchange bureau?
- When is it open?
- Where is the hair salon?
- Why does he want a travel agency?
- Where is the coffee shop?

- 5 Work with a partner. Match the words in columns 1 and 2 with the facilities and services in column 3. Practise asking and answering questions.

1	2	3
airport	breakfast in bed	car park
backache	haircut	dry cleaning service
business meeting	masseur	hair salon
cinema.....	parking space	housekeeping
early flight	<b>taxi</b> .....	laundry service
feeling ill	theatre tickets	room service
headache	wake-up call	fitness centre
theatre	stained suit	theatre-booking service
tired	car-hire	24-hour taxi service

## Activity

Work with a partner. Student A's information is here.

Student B's information is on page 60.

A1 You are a business traveller. Phone reception and request the things on your list.

Example *Excuse me. I need to send a fax to Argentina.*

- send a fax to Argentina
- **trousers** / pressing
- massage
- wake-up call (5.00 a.m. tomorrow)
- taxi to airport (6.00 a.m. tomorrow)
- today's newspaper
- ashtray
- whisky for the minibar

A2 You work in reception. Listen to your partner's requests and make appropriate responses. You may be able to help directly, or need to contact room service or housekeeping.

Example *Yes, of course. I'll contact housekeeping and send some up straightaway. How many towels do you need?*

More words to use

Clothes	Snack menu items
blouse	beefburger
cardigan	chefs salad
dinner jacket	coffee - espresso, latte, cappuccino
jumper/sweater	French fries
shirt	garlic bread
skirt	ice cream
socks	omelette
tie	pastries
T-shirt	soft drinks
underwear	soup
	tea - breakfast, China, Indian,
	fruit, herb

Example A *Excuse me, we're going to the cinema and I need to order a taxi.*

B *Certainly, sir. We have a 24-hour taxi service.*

# Taking difficult phone calls

## Ask for clarification over the phone

I'm sorry, I didn't catch the date.

## Clarify spelling

Did you say N for November?

## Negotiate prices with customers

I can do a weekend mini-break discount.

We can give you a special weekend rate if you stay Saturday and Sunday nights.



## Starter

Look at the reservations screen. What information does the hotel need to make a room reservation?

## Listening Could you repeat that, please?

- Listen to the dialogue. Tick (/) the three pieces of information Gabriella can't hear.  
 time ☐ date ☐ passport number ☐  
 name ☐ address ☐ telephone number ☐
- Listen again and complete the seven white boxes on the reservations screen.
- Put the words in the correct order to make phrases from exercise 1.
  - can / little / you / up / please / speak / a / ?
  - date / the / sorry / I'm / 1 / didn't / catch
  - you / could / that / spell / me / for / ?
  - N / did / say / for / November / you / ?
  - you / could / that / repeat / please / ?

## Language study

### ! Expressions to learn

<i>The line is very bad.</i>	S C
<i>Can you speak up a little, please?</i>	S C
<i>I'm sorry, I didn't catch the date.</i>	S C
<i>What name is it, please?</i>	S
<i>Could you spell that for me?</i>	S C
<i>Did you say N for November?</i>	S C
<i>Can I have a contact number for you?</i>	S
<i>Could you repeat that, please?</i>	S C

### ! New words to use

budget	less	sister hotel
country code	mini-break	standard
discount	rack rate	still (adv)
give	room rate	too much
include		

➤ Wordlist page 97





### Structures to practise

Past Simple: questions and short answers

Use *Did* and the base form of the verb to make questions in the Past Simple. Use *did* and *didn't* in short answers.

Examples *Did you say N for November?*

*Yes, I did/No I didn't.*

*Did he make a reservation?*

*Yes, he did./No, he didn't.*

^^ Language review page 84

4 Make questions and short answers.

Example *Did they arrive last night? (yes)*

*Yes, they did.*

- 1 They arrived last night, (yes)
- 2 He reserved two double rooms, (no)
- 3 You heard what she said, (no)
- 4 Mr Alimoglu called from Istanbul, (yes)
- 5 She ordered a cooked breakfast, (yes)
- 6 You booked a table for one o'clock, (no)

Past Simple: negative statements

Use *didn't* to make negative statements in the Past Simple.

Examples *We didn't leave the hotel last night.*

*She didn't have a contact number.*

^\*- Language review page 84

5 Look again at exercise 4. Change the sentences into the negative form.

### ■ Listening *Negotiating room rates*

6 Listen to the dialogue and complete the table.

1 standard rack rate	€.....
2 weekend discount rate (with breakfast)	€.....
3 customer's budget	€.....
4 weekend mini-break offer (with breakfast)	€.....
5 weekend mini-break offer (without breakfast)	€.....

7 Listen again. Underline the correct alternative.

- 1 260 euros. That's for a *single/double* room, with breakfast included.
- 2 Isn't there some sort of weekend *discount/offer* you can give me?
- 3 We can *give/offer* you a special weekend rate if you stay Saturday and Sunday nights.
- 4 That's 200 euros per *day/night* for a double room, including breakfast.
- 5 I'm afraid that's still *too/very* much.
- 6 What's your *limit/budget*? Maybe one of our sister hotels can help.
- 7 We need to find a room for *less/more* than 120 euros a night.
- 8 Well, I can do you a special *weekday/weekend* mini-break offer of 320 euros.

Turn to the Listening script on page 71 and practise the dialogue with a partner.

### Activity

Work with a partner. Student A's information is here.

Student B's information is on page 63. Make bookings and make a note of your partner's bookings.

A1 Call the Windsor Hotel. You stayed there a year ago. Make a booking for 17-20 November for a double room with a child's bed. Get the best rate you can. Last year you paid €135 for the same type of room. Ask about weekend rates and other discounts for previous guests.

Example *Hello, I'd like to make a reservation.*

A2 You work at the Gatehouse Hotel. Take a phone booking, getting all the necessary details. Prices have gone up this year. The rack rate for a double room is €240. Group bookings of eight people or more get a 15% discount. Weekend rates include a 10% discount.

Example *Good morning. Gatehouse Hotel...*

### More words to use

#### Telephone words

battery	operator
cordless phone	payphone
dial/key in	phonebox (US callbox)
dialling tone	receiver/handset
engaged/busy tone	recharge
international call	reversed charges (US collect call)
local call	touch-tone phone
mobile (US cell phone)	

- **Be aware of health and safety precautions**  
We test the alarms regularly.
- **Find out who is qualified to help**  
Louise is a trained first aider.
- **Follow fire drill procedures**  
The assembly point is in front of the hotel.

## Starter

Look at the pictures. Find six health and safety hazards.

## Listening Your health and safety is important to us

1 Listen to the dialogue. Are the sentences true or false?

- |  |            |
|--|------------|
| 1 Health and safety is a very serious subject.         | true/false |
| 2 The hotel has regular fires.                         | true/false |
| 3 The hotel tests the fire alarms regularly.           | true/false |
| 4 If staff see an accident, they must phone reception. | true/false |
| 5 There is a list of first aiders at reception,        | true/false |
| 6 Many cleaning products are poisonous,                | true/false |
| 7 When lifting heavy objects you must bend your back.  | true/false |

2 Listen again and complete the phrases with the correct adverb.

immediately   carefully   clearly   carefully   regularly

- 1 test the alarms .....
- 2 check fire exits .....
- 3 find a first aider .....
- 4 read the list .....
- 5 cleaning products must be marked .....

## Language study

### Expressions to learn

- |   |   |
|---|---|
| Please, listen carefully.                               | S |
| You must keep the fire exits clear.                     | S |
| If you see an accident, find a first aider immediately. | S |
| Please, read the list carefully.                        | S |
| These (products) must be marked clearly.                | S |



### New words to use

announcement	fire alarm	knee	strain (n)
assembly point	fire brigade	poisonous	subject
back	fire drill	regular/ly	test drill
bend (v)	fire extinguisher	roll call	trained
emergency	food slicer	serious	trip
evacuate	guard		

➤ Wordlist page 97

### Structures to practise

Adjectives and adverbs

Adjectives describe nouns; adverbs describe verbs.

Examples *Health and safety is a very serious subject.*

(adjective)

*We take health and safety very seriously.*

(adverb)

*There are regular fire drills,* (adjective)

*We have fire drills regularly,* (adverb)

Note the irregular adverbs.

*good/well, hard/hard, fast/fast, late/late*

➤ Language review page 84





3 Complete the sentences with the correct adjective or adverb.

quiet	hard	expensive	carefully
fresh	late	politely	serious

- We serve ..... bread and rolls.
- Please check the safety regulations .....
- That's a ..... problem.
- I'd like a ..... room next to the garden.
- She's an excellent commis chef and works .....
- The Regal is a very ..... hotel.
- The group from Norway arrived very .....
- Front desk staff must speak ..... to guests.

## ■ Listening Sound the alarm!

4 Listen to the dialogue and answer the questions.

- What's the noise everyone can hear?
- Where's the fire?
- What do Tom and Mark use to put out the fire?
- What does Mary do?
- Where is the assembly point?
- What does Mary tell Jo to do?

5 Read these safety regulations. Listen again and tick (✓) the ones they do.

### WHAT TO DO IN THE CASE OF A FIRE

- Evacuate the guests from the rooms.
- Shut all the fire doors.
- Call the fire brigade.
- If the fire is small, use a fire extinguisher.
- Make an announcement.
- Direct the guests to the assembly point.
- Take a roll call.

Read the Listening script on page 72 and check any words you don't understand in the Wordlist.

### Activity



Work with a partner. Look at these safety hazard signs. Discuss what you think they mean and where you would find them in a hotel. Check your answers on page 91.  
Example / I think sign i means lift things carefully. I think you'd find it in a hotel kitchen.

More words to use

#### Fire fighting equipment

fire axe	sand bucket
fire blanket	smoke alarm
fire door	water sprinkler

# Giving directions indoors

## Direct guests around the hotel

Take the lift to the third floor.  
Walk along the corridor and it's on the right.

## Talk about room preparation

One of the light bulbs isn't working.  
Pull the curtains and fold back the bedspread.

## Starter

Match these parts of the building.

- 1 Q ground floor
- 2 I II 1st floor
- 3 I II 2nd floor
- 4 j II roof
- 5 I ] basement

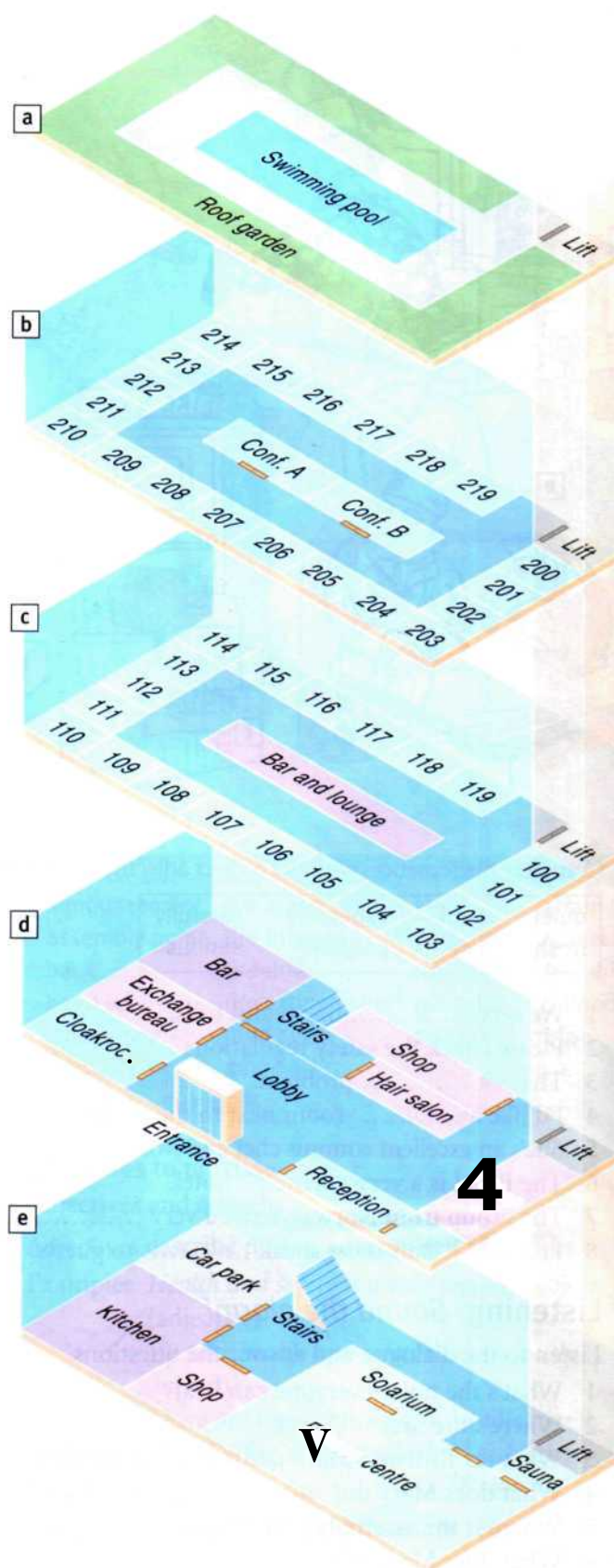
## Listening Excuse me, where's the bar?

- 1 Listen to the directions and mark the five places on the plan.
- 2 Listen again and complete the phrases.
  - 1 .....the lift to the first floor.
  - 2 Walk .....the corridor and it's ..... the left.
  - 3 Go .....the lobby and through that doorway. It's at the .....of the corridor.
  - 4 It's on the ground floor, ..... the lift.
  - 5 When you come out of the lift, ..... left.
  - 6 Go .....conference suite B.
  - 7 Go .....the door .....the exchange bureau.
  - 8 And the fitness centre is ..... of you.

## Language study

### ! Expressions to learn

Take the lift to the first floor.	S
Turn left/right.	S
Walk along the corridor.	S
It's on the left/right.	S
Go across/past/through the lobby.	S
It's at the end of/the top of/ the bottom of the corridor.	S
It's on the ground/first/top floor.	S
Go past the stairs ...	S





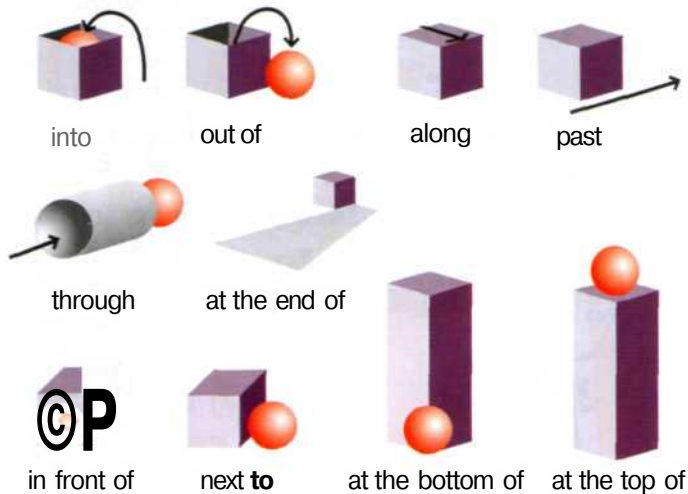
## ! New words to use

bedding	drawer	spare
bedside light	hanger	table lamp
bedspread	light bulb	turn-down service
cabinet	opposite	wardrobe
conference room	pull	welcome folder
curtain	roof garden	

➤ Wordlist page 97

### Structures to practise

#### Prepositions of location and direction (1)



- 3 Study the diagrams and the building plan. Read the sentences and underline the correct alternative.
- Room 213 is *at the end of/at the top of* the corridor.
  - The roof garden is *at the top of/at the end of* the hotel.
  - From the entrance, walk *out of/past* reception to get to the shop.
  - For the sauna, turn left *at the end of/out of* the lift.
  - The kitchen is *at the top of/at the bottom of* the stairs in the basement.

- 4 Write directions from reception to these places.

Example *room 104*

*Take the lift to the first floor. Turn left out of the lift and room 104 is at the end of the corridor.*

- room 204
- the sauna
- room 118
- the car park
- the swimming pool
- the lounge

## ■ Listening Is the room ready?

- 5 Listen to the dialogue. Match the words to the pictures.

- |                   |                    |
|-------------------|--------------------|
| 1 \Z\ wardrobe    | 5 [ J hangers      |
| 2 [ ~2 light bulb | 6 O welcome folder |
| 3 [ II cabinet    | 7 [ I drawers      |
| 4 [ ] table lamp  | 8 [ II minibar     |



- 6 Listen again and answer the questions.
- What did Petra check in the wardrobe?
  - What's wrong with the table lamp?
  - Was the air-conditioning set correctly?
  - What information is in the welcome folder?
  - What's in the minibar?
  - What must Petra do for the turn-down service?

### Activity

Work with a partner. One of you works in reception and the other is a guest. Take turns to ask for and give directions inside the Park Hotel. The plan of the ground floor is on page 63.

#### More words to use

In the hotel room		in the bathroom	
blanket	mattress	bath	shower
carpet	mirror	bath mat	shower cap
cupboard	pillow	bidet	wash basin
duvet/quilt	shelf	shaver point	
heating	trouser press		





3 Complete these sentences with the correct preposition.

off	across	up	outside
straight on	over	on	towards

- 1 Turn right and walk .....the big hotel.
- 2 Take the second left. Go.....and then turn right.
- 3 Go.....the bridge and .....the hill.
- 4 Park the car.....the bank.
- 5 You get on the train at Rossio and get .....at Oriente.
- 6 Go.....the road and the cinema is .....your right.

### ■ Listening Travel in the city

- 4 Look at the map of the London Underground (the tube). Listen to the four sets of directions. Find the starting points, and the destinations.

Turn to the Listening script on page 72 and practise asking for and giving directions with a partner.

5 Work with a partner. Choose different starting points and destinations on the map and practise asking for and giving directions.

Example A *Victoria to Baker Street*

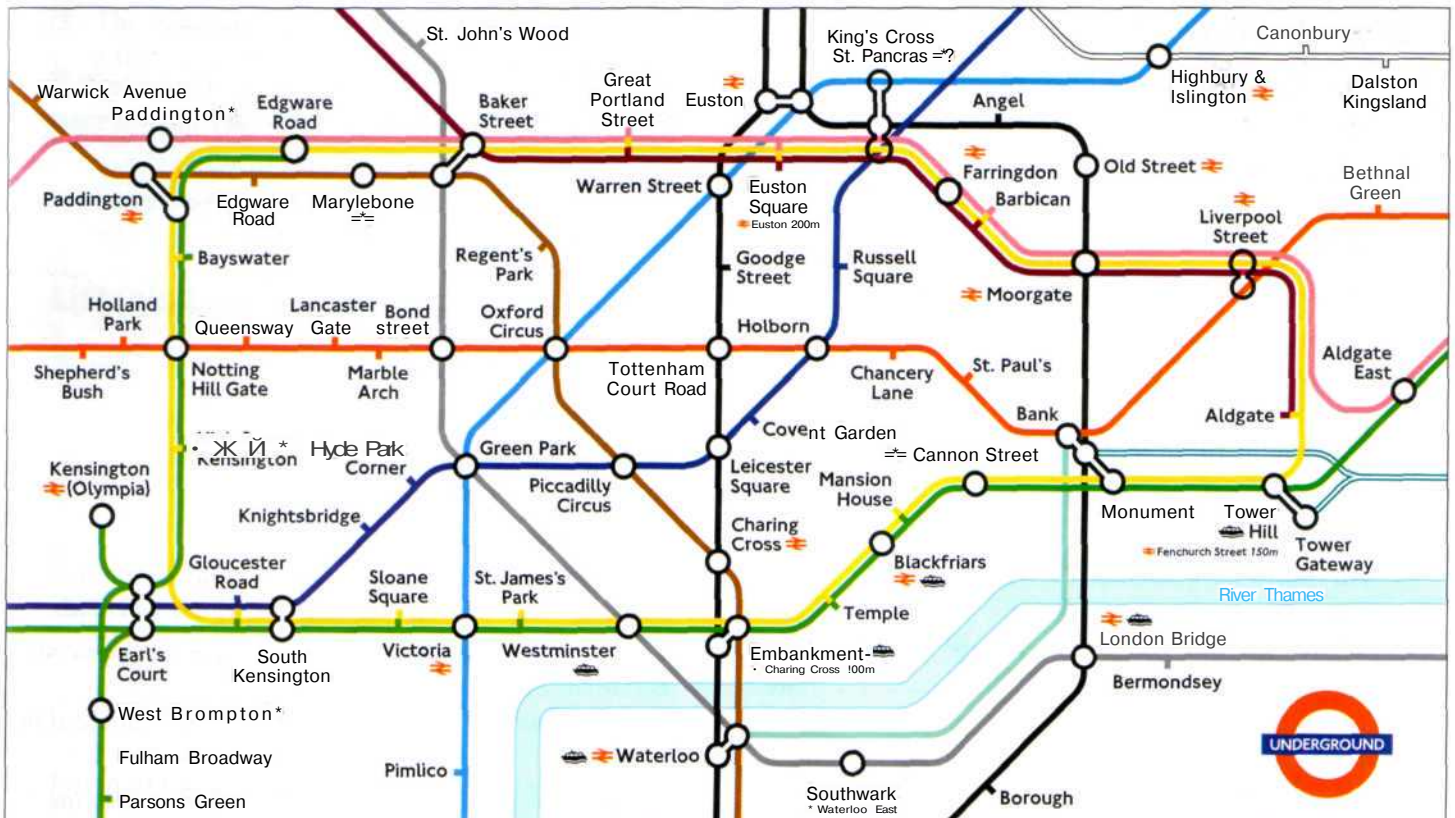
B *Take the Victoria line to Green Park. Then change onto the Jubilee line and it's two stops to Baker Street.*

### Activity

Work with a partner. Student A's information is on page 64. Student B's information is on page 63.

More words to use

Transport	Road signs	Street terms
by air	Access Only	cycle path
by boat	Bus Lane	dual carriageway
by bus	Give Way	footpath
by car	No Entry	main road
on foot	No Parking	motorway
by plane	No U-turns	no through road
by taxi	One Way	pavement (US sidewalk)
by train	Slow	pedestrian street
	Stop	



Bakerloo Central Circle District Hammersmith & City Jubilee Metropolitan Northern Piccadilly Victoria

Waterloo & City National Rail

24 hour London Travel Information 020 7222 1234 www.tfl.gov.uk  
Telephone 020 7915 3015 www.fli.gov.uk/

# Facilities for the business traveller

## Explain about room facilities

The rooms have high-speed Internet access.

## Talk about hotel services

We have 24-hour room service and a babysitting service.

## Talk about conference facilities

There are projectors and screens.



## Starter

Look at the picture and name five pieces of office equipment.

## Listening What can you offer the business traveller?

- 1 Listen and tick (/) the facilities or services you hear. Which ones are mainly for the business traveller?

- |   |   |
|---|---|
| 1 <input type="checkbox"/> photocopier          | 10 <input type="checkbox"/> satellite TV        |
| 2 <input type="checkbox"/> disabled access      | 11 <input type="checkbox"/> printer             |
| 3 <input type="checkbox"/> TV Internet access   | 12 <input type="checkbox"/> fax                 |
| 4 <input type="checkbox"/> garden               | 13 <input type="checkbox"/> emails              |
| 5 <input type="checkbox"/> pay-per-view films   | 14 <input type="checkbox"/> car hire            |
| 6 <input type="checkbox"/> multi-line phones    | 15 <input type="checkbox"/> swimming pool       |
| 7 <input type="checkbox"/> broadband            | 16 <input type="checkbox"/> babysitting service |
| 8 <input type="checkbox"/> electronic safe      | 17 <input type="checkbox"/> minibar             |
| 9 <input type="checkbox"/> 24-hour room service | 18 <input type="checkbox"/> laundry service     |

- 2 Listen again and complete the sentences using the facilities in exercise 1.

- All rooms have satellite TV with ..... facilities.
- There's Internet access for sending .....
- Both the minibar and the ..... are standard in all rooms.
- We have ..... room service.
- The printer, ....., and ..... facilities are in the business centre.
- The centre's fully equipped and offers ..... Internet access.

## Language study

### Q Explain-WMIUJIE?

Can you tell me about your in-room facilities?

Both the minibar and the electronic safe are standard in all rooms.

What about facilities for business travellers?

The centre's fully equipped.

### New words to use

audio-visual	car hire	PowerPoint
babysitting	equipment	projector (digital)
banqueting	high-speed	screen
boardroom	pay-per-view	venue
broadband	play	video conferencing

Wordlist page 97

## Structures to practise

### Linking and contrasting

#### so, both ... and, but

Look at these sentences.

*All rooms have Internet access. You can send emails.*

*All rooms have Internet access so you can send emails.*

*The minibar is standard in all rooms. The electronic safe is standard in all rooms.*

*Both the minibar and the electronic safe are standard in all rooms.*

*Internet access is in the rooms. Fax facilities are in the business centre.*

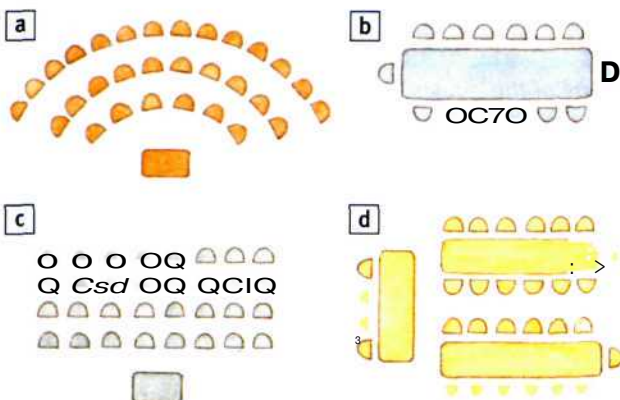
*Internet access is in the rooms but fax facilities are in the business centre.*





- 3 Use *both ... and*, *so*, or *but* to link these pairs of sentences.
- 1 The hair salon is open during the week. It's closed at weekends.
  - 2 The restaurant is fully booked. We can't take any more bookings.
  - 3 The hotel has a fitness centre. The leisure centre has a fitness centre.
  - 4 The chef is ill. The sous chef is in charge.
  - 5 The table was booked for eight o'clock. The guests didn't arrive until 9.00.
  - 6 Petra finishes her work placement next week. Dirk finishes his next week.

### ■ Listening *We're planning a conference*



- 4 Listen to the dialogue and label the pictures.
- 1 boardroom-style meeting room ☐
  - 2 theatre-style meeting room ☐
  - 3 banqueting room ☐
  - 4 classroom-style meeting room ☐

5 Listen again and complete the table.

Conference facilities		
type of rooms	type of audio-visual equipment	business services
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

### Activity

Work with a partner. Student A's information is here. Student B's information is on page 63.

A1 Call the Hotel Olympia and make a booking for a business conference. Use the following information.

**Organization** International Tango Teachers' Association  
**Delegates** 150

**Rooms needed** boardroom or conference room (capacity 150), five classroom-style rooms (capacity 30), ballroom and banqueting room

**Equipment** digital projectors, flip charts, PowerPoint

**Accommodation** full board

**Time** three days from midday 24 November to midday 27 November.

Example *Hello. I'd like to book a business conference, please.*

A2 You work at the Skyros Hotel. Take a conference booking. The hotel facilities include:

- banqueting room, ballroom
- theatre style conference room x 2 (capacity 1000)
- boardroom style room x 4 (capacity 90)
- classroom style rooms x 6 (capacity 25)
- Audio visual equipment (flip charts, digital projectors, PowerPoint)
- Video conferencing facilities, high-speed data lines, secretarial services

Example *Hello. Skyros Hotel. Can I help you?*

### More words to use

#### *Hotel facilities and services*

airport transfer  
barber  
cabaret/floor show  
covered garage  
excursions  
express checkout

#### *Business services*

courier service  
florist  
microphone  
photographer  
stationery

# Offering help and advice

- ❖ **Talk about the recent past**  
One of the guests has fallen over.
- ❖ **Give advice**  
You should see a doctor.  
We should call an ambulance.
- ❖ **Talk about illness**  
My wife has terrible toothache.



## ■ Starter

What has happened to the man in the photographs?

## ■ Listening *Emergency first aid needed*

- 1 Listen to the dialogue. Are the sentences true or false?
  - 1 Mr Schmidt has a stomach ache. true/false
  - 2 The porter has called an ambulance. true/false
  - 3 Anna gives Mr Schmidt a drink of water. true/false
  - 4 Mr Schmidt ate too much for breakfast. true/false
  - 5 Anna thinks Mr Schmidt should see a doctor. true/false
  - 6 Mr Schmidt has cut his hand. true/false
- 2 Listen again and complete these sentences.
  - 1 One of the guests ..... over.
  - 2 ..... move him.
  - 3 I ..... lunch yet.
  - 4 You ..... see a doctor.
  - 5 So ..... an ambulance.
  - 6 You've ..... your head.

## ■ Language study

### D Expressions to learn

One of the guests has just fallen over.  
We should call an ambulance.  
Don't move him.  
Are you in pain?  
How are you feeling now?  
You should see a doctor.

S C  
S  
S  
S  
S  
S

### ! New words to use

accident report	emergency	on call (doctor)
bleeding	faint	pharmacy
burn (v)	hospital	plaster
cut (n)	hurt (v)	sick
dentist	leg	toothache

➤ Wordlist page 97



## Structures to practise

### Present Perfect

The Present Perfect (*have* + past participle of the verb) is used for actions not yet finished, or only recently finished. Look out for key words *just* and *yet* which often indicate the use of the Present Perfect.

Examples *One of the guests has fallen over.*

*One of the guests has just fallen over, (very recently)*

*The doctor hasn't arrived.*

*The doctor hasn't arrived yet. (but he will)*

^^ Language review page 86

### 3 Complete the sentences with the Present Perfect.

- 1 The Japanese group ..... (just/arrive).
- 2 I ..... (not finish) my exercise yet.
- 3 The man ..... (have) a bad fall.
- 4 They ..... (not eat) lunch yet.
- 5 We ..... (live) here all our lives.
- 6 He ..... (not start) work yet.

### Giving advice

#### should

Look at these examples.

*He doesn't feel well. He should see a doctor.*

*He has had a bad fall. We shouldn't move him.*

### 4 Match these sentences to each other.

- 1 ☐ It's going to rain.
- 2 ☐ He has hurt his leg badly.
- 3 ☐ It's my mother's birthday.
- 4 ☐ I was late for work yesterday.
- 5 ☐ She has lost her bag.
- 6 ☐ Tom has bought a very expensive car.

- a He should see a doctor,
- b You shouldn't be late today,
- c She should contact the police.
- d You should take an umbrella,
- e He shouldn't waste his money,
- f You should buy her a present.

## • Listening Can you call a doctor, please?

### 5 Listen to the four dialogues and complete the table.

Problem	Action
1 .....	.....
2 .....	.....
3 .....	.....
4 .....	.....

### 6 Turn to the Listening script on page 73 and practise the dialogues with a partner.

## Activity

Work with a partner. There has been an accident. Discuss the following actions and decide which ones you should do and which you shouldn't do. Then put them in order of importance.

A woman has dived into the swimming pool and cut her head badly. She has climbed out and is sitting on the ground.

- ☐ ~\ Call an ambulance.
- ☐ ~\ Call a first aider.
- ☐ Give her a cognac.
- ☐ Call a lifeguard.
- ☐ ~3 Cover her in a warm blanket.
- ☐ Call a taxi.
- ☐ ~J Move her.
- ☐ ~2 Get her a hot drink.
- ☐ O Ask her to lie down.
- ☐ ~L Ask her to walk around.
- ☐ Give her some food.
- ☐ Massage her head.
- ☐ Fill in an accident report form.
- ☐ Give her a painkiller.

## More words to use

Health problems	Healthcare personnel	Emergency services	^^ H
a cold	dentist	ambulance	
asthma	doctor	fire brigade	
diarrhoea	nurse	police	
earache	optician		
flu	osteopath		
headache	paramedic		
high temperature	pharmacist		
stomach ache	physiotherapist		
	surgeon		

# Dealing with problems

## Complain about bad service

My room hasn't been cleaned.

## Give an explanation

This should have been done this morning.

## Give solutions

I'll call the housekeeper straightaway.



a

## Starter

Match the problems with the pictures.

- 1 ☐ There isn't any hot water.
- 2 ☐ The air-conditioning isn't working.
- 3 ☐ The room is smoky.
- 4 ☐ He doesn't have a clean shirt.
- 5 ☐ He didn't have a wake-up call.
- 6 ☐ They haven't serviced the room.

## Listening Are we service-minded enough?

- 1 Listen to the dialogues and match the solutions with the problems in the starter.

- a ☐ chase up housekeeping
- b ☐ look into it
- c ☐ send up a service engineer
- d ☐ call maintenance
- e ☐ change your room
- f ☐ call the housekeeper

- 2 Listen again and complete sentences.

- 1 I ..... a non-smoking room.
- 2 Your request should ..... registered.
- 3 The bed hasn't been .....
- 4 This ..... mended yesterday.
- 5 You should ..... a call.
- 6 It ..... fixed ..... yet.



b



c

Turn to the Listening script on page 73 and practise the dialogues with a partner.



d



e



f



## ■ Language study

### ! Expressions to learn

/requested a non-smoking room.	c
Your request should have been registered.	s
Excuse me, my room hasn't been serviced.	c
I'm very sorry, I'll look into it.	s
It hasn't been fixed yet.	c
This should have been dealt with.	s

### ! New words to use

access	sleep (v)
ask	smell
mend	suitable
overnight	wake-up call
properly	

➤ Wordlist page 97

### Structures to practise

should + Present Perfect Passive

Look at these examples.

*The room should have been cleaned.*

*The shirts should have been delivered.*

➤ Language review page 86

## 3 Look at these complaints. What should have been done?

Example The phone doesn't work, (check)

*It should have been checked.*

- The light bulb is broken, (replace)
- Our bath is dirty, (clean)
- The rubbish bin is full, (empty)
- These glasses are dirty, (wash)
- The TV isn't working, (mend)
- Our taxi hasn't arrived, (order)

## 4 What would you say to guests in these situations?

Example The bed isn't made.

*I'm sorry, it should have been made. I'll send someone up immediately.*

- Our bathroom hasn't been cleaned.
- The minibar is empty.
- The bathroom doesn't have any new soap or shampoo.
- We asked for a quieter room.
- There's something wrong with the air-conditioning.
- We ordered room service twenty minutes ago.

## ■ Listening *Did you enjoy your stay?*

### 5 Listen and tick (/) the correct statements.

- ☐ Personnel called Mrs White to complain.  
☐ Personnel called Mrs White about a complaint.
- ☐ The hotel didn't have disabled access.  
☐ The hotel had good disabled access.
- ☐ The first room wasn't on the ground floor.  
☐ The first room was on the ground floor.
- ☐ It was too small.  
☐ It was too noisy.
- ☐ The second room was quiet and near the garden.  
☐ The second room was quiet and had a balcony.
- ☐ The manager sent flowers and fruit.  
☐ The manager sent flowers and champagne.

### 6 Turn to the Listening script on page 73 and practise the dialogue with a partner. Take turns to be the personnel officer and the guest.

## Activity

Work with a partner. Read this extract from a letter of complaint to a hotel. Discuss the letter with your partner and offer advice and solutions.

... when we ordered aperitifs they never arrived.

The food in the restaurant was awful. The steak was overcooked and the glasses were dirty. We complained to the restaurant manager but he didn't do anything. Our hotel room was very small, the shower didn't work and our towels were dirty! We phoned reception and asked for more towels but we didn't get them until the next day. We asked the receptionist to send an engineer to mend the shower but nobody came. My husband ordered a wake-up call for 6.30 but we didn't get one. So we were late for our train...

Example *That shouldn't have happened. The drinks should have arrived straightaway. The restaurant managers should have apologized to them.*

### More words to use

#### Stationery

envelopes  
note pad  
pen  
post cards  
writing paper

#### Room extras

dressing gown (US bathrobe)  
sewing kit  
shoe cleaning kit  
slippers  
tissues

# Paying bills

- **Deal with customer payments**  
Your bill's ready for you.
- **Handle different forms of payment**  
How would you like to pay?
- **Explain the bill to customers**  
The total in euros is just here.

a

Micros Fidelio Front Office 7.12 IFIDELIO | [Cashier 10] 13/07/04

Reservations Front Desk Casuering Rooms Management Quick Keys Miscellaneous S Up System Info

Billing Mrs De Canio Room: 0234

Arrival: 13/07/04 Departing: 14/07/04 Persons: 2 Payment: Vsa Balance 502.60

ИРОД Checked In

(I)DeCanio 502.80

Art	Department	Date	Amount	Price	Quantity
100	Aixommodation	13/07/04	320.50	320.50	1
00 300	Restaurant MicaMasl Fies	14/07/04	35.50	35.50	1
00 300	Restaurant Dinner Food	13/07/04	75.00	75.00	1
00 326	Reaurant Dinner Wine	13/07/04	21.00	21.00	1
00 400	Bar Beverage	13/07/04	3.60	3.60	1
00 400	Bar Beverage	13/07/04	3.20	3.20	1
00 4500	Telephone	13/07/04	2.50	2.50	1
24 662	Mining Beverage	13/07/04	8.50	8.50	1
860	(irahitits Restaurant	13/07/04	10.10	10.00	1
520	lfrty-Ptr-View	13/07/04	15.00	15.00	1

## • Starter

Think of some ways in which guests can pay their hotel bills.

## • Listening Could we have our bill, please?

- 1 Listen to the two dialogues and match them to the correct screen.

Dialogue 1 ☐

Dialogue 2 ☐

- 2 Listen again and answer the questions.

Dialogue 1

- Has reception prepared the bill for room 234 yet?
- How is Mrs De Canio paying?

Dialogue 2

- When is the restaurant customer leaving?
- Are the drinks included in the restaurant bill?
- Is service included in the restaurant bill?
- How is the customer paying the bill?
- Does the customer want a VAT receipt?

Point of Sale

Drinks First Course Main Course Dessert

Checked In

Quantity	Item	Amount
1	langoustine	20.50
1	goat's cheese salad	17.00
1	mushroom risotto	22.50
1	fillet steak	34.00
1/2	bottle claret	14.00
1	glass sauvignon blanc	6.50
1	large mineral water	6.20
Jj	Total	Euros 120.70

## ■ Language study

### ! Expressions to learn

- /asked for my bill to be prepared. C
- Your bill's ready for you. S
- How would you like to pay? S
- Could you sign here, please? S
- Is service included? C
- How are you paying? S
- The total in euros is just here. S
- Would you like a VAT receipt? S

### W New words to use

- |             |            |                    |
|-------------|------------|--------------------|
| card (Visa) | debit card | itemized           |
| cash        | directly   | total              |
| change (n)  | hope       | traveller's cheque |
| company     | included   | Visa slip          |
| copy        | invoice    | voucher            |

➤ Wordlist page 97

Structures to practise

Present Continuous

The Present Continuous is used for actions which are happening now.

Look at these examples.

We're **leaving** now.

I'm **paying** in cash.

➤ • Language review page 86



3 Answer these questions about what is happening now.

- 1 What are you doing now?
- 2 Who are you sitting next to?
- 3 Where are you studying?
- 4 What are you wearing?
- 5 What's your teacher doing?
- 6 What are your friends doing?

### Object pronouns

*me, you, him, her, it, (singular) you, us, them (plural)*

Look at these examples.

*Could you bring us the bill, please?*

*I've included them here.*

^^ Language review page 86

4 Complete these sentences with the correct object pronoun.

- 1 A Where's your bag?  
B I gave ..... to the porter.
- 2 A Where did you put the pillows?  
B I put ..... in room 201.
- 3 A Did you tell Mrs Dupont her husband called?  
B Yes. I gave ..... the message.
- 4 A Where's Franco?  
B I saw ..... a moment ago.
- 5 A I hope you and your family enjoyed your stay.  
B We did, thank you. You looked after ..... very well.
- 6 A Goodbye.  
B Goodbye. We hope to see ..... again soon.

### • Listening *How would you like to pay?*

5 Listen to the four dialogues and write the correct methods of payment.

- 1.....
- 2.....
- 3.....
- 4.....

6 Listen again. Are these sentences true or false?

- 1 Mr Badel is paying for his room and meals only. true/false
- 2 The hotel vouchers are for the room and breakfast. true/false
- 3 Ms Kohl is paying for her bar bill and hotel bill separately. true/false
- 4 Mr Popovic gives the cashier the correct money. true/false

Turn to the Listening script on page 74 and practise the dialogues with a partner.

## Activity

Work with a partner. Look at the four bills and the extras in brackets. Choose a different method of payment for each situation and the amount (if any) of the service. Practise and change roles.

- restaurant bill (bar bill)
- hotel bill (room service, restaurant, laundry charges)
- bar bill (drinks, snacks)
- parking bill (4 days)
- car-hire (3 days)

Example A *Excuse me. Could I have the bill now, please?*

B *Yes, it's ready for you. Here you are. It includes your drinks from the bar, one gin and tonic, a vodka and lime...*

### More words to use

Credit cards	Debit cards
American Express	Delta
Diners Club	Switch
Eurocard	
Mastercard	
Visa	

Currencies
Baht Thailand
Dollars Australia
Hong Kong dollars Hong Kong
Krona Sweden
Krone Norway
Pounds sterling UK
Rand South Africa
Ringit Malaysia
Rouble Russia
Rupee India
Yen Japan
Yuan renminbi China

# Payment queries

- ❖ **Acknowledge customers' queries**  
I'm sorry, madam. This isn't your bill.
- ❖ **Provide a solution**  
One moment, I'll get the right bill for you.
- ❖ **Handle queries politely**  
One moment, I'll just check for you.

## ■ Starter

What problems do you think these customers are having with their bills?

## ■ Listening / *think there's a mistake*

- 1 Listen to the two dialogues. Are the sentences true or false?

### Dialogue 1

- 1 The woman queried the bill because it was too much. true/false
- 2 There were a lot of items on the bill. true/false
- 3 The waiter gave her the bill for table sixteen by mistake. true/false

### Dialogue 2

- 4 Mr Badouvas's minibar bill is fourteen euros. true/false
- 5 Mr Badouvas queried the phone bill. true/false
- 6 Mr Badouvas didn't make many calls. true/false

- 2 Listen again and complete these sentences.

- 1 I think there's a .....
- 2 There are a ..... items here.
- 3 I didn't have ..... wine.
- 4 How ..... is the minibar bill?
- 5 How ..... drinks did you have?
- 6 We ..... make many calls.

## ■ Language study

### D Expressions to learn

- Could we have the bill, please? C  
 I think there's a mistake. C  
 I'm sorry, madam. This isn't your bill. S  
 I'll get the right bill for you. S  
 I'd like to settle my bill. C

### ! New words to use

- |             |       |            |
|-------------|-------|------------|
| appear      | extra | issue (v)  |
| charges (n) | grey  | ridiculous |
| click       |       |            |

➡ Wordlist page 97



### Structures to practise

*much, many, a lot of*

Look at these examples.

*I don't have much money.*

*How much time do you have?*

(negative sentences and questions with uncountable nouns)

*There aren't many free tables left.*

*How many rooms are booked tonight?*

(negative sentences and questions with countable nouns)

*We have a lot of guests from Scandinavia.*

*He isn't paid a lot of money in his job.*

*Are there a lot of guests in the hotel?*

(positive and negative sentences, and questions with countable and uncountable nouns)

➡ Language review page 88



- 3 Complete the sentences with *much*, *many* or *a lot of*.  
In some cases more than one answer is possible.
- 1 There aren't ..... people in tonight.
  - 2 There's ..... preparation to do.
  - 3 How ..... single rooms do you have?
  - 4 Is there ..... work to do this morning?
  - 5 There are ..... beds to change.
  - 6 We don't have ..... time.
  - 7 There's ..... information on our website.
  - 8 How ..... money do you have?

## ■ Listening Working with Fidetio Suite 7

Guests	Arrivals	Departures
Mr D.Gadney		
Mr & Mrs G. Hernandez		
Ms J.Marx		
Mr & Mrs Nakamura		
Mr C.Rodrigues		
Mr R.Verwiel		

Departures	Arrivals
Mr C.Rodrigues	
Mr R.Verwiel	

Arr	Department	Amount
(1) Mr C.Rodrigues	Accommodation	260.00
	Breakfast	17.50
	Lunch	25.00
	Dinner	35.00
	Bar Beverage	6.00
	Minibar	14.50
	Telephone	15.00
	Car park	7.50

Arr	Department	Amount
(1) Mr C.Rodrigues	Accommodation	260.00
	Breakfast	17.50
	Lunch	25.00
	Dinner	35.00
	Bar Beverage	6.00
	Minibar	14.50
	Telephone	15.00
	Car park	7.50
	TOTAL	380.50

Method of payment
Visa
Mastercard
American Express
Cheque
Cash
Own Account

- 4 Look at the screens. Listen to the dialogue and answer the questions. Choose the correct alternative.
- 1 What computer system are they using?  
*Galileo/Fidelio*
  - 2 What are they doing?  
*creating an invoice/creating a guest list*
  - 3 Where are they?  
*at reception/in the restaurant*
- 5 Listen again and put the dialogue in the correct order.
- [~} He's paying by Visa, so click on *Visa*.  
Q Then, click on the guest's name, Mr Rodrigues.  
[~} First, look at the guest list here and click on *Departures*.  
[3 Now, his charges all appear on the screen in grey.  
Finally, click and issue an invoice.  
^ You've just checked out a guest.  
[~I All the items for his bill will now appear on the screen.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 61.

- A1 Your hotel bill includes these items but the correct information is in brackets. Complain to your partner who works in reception and explain the mistakes.

### HOTEL BILL

FULL RACK RATE (AGREED 10% DISCOUNT ON RACK RATE)  
CALLS TO PARIS (<NO INTERNATIONAL CALLS)  
TWO DAYS PARKING (DIDN'T USE CAR PARK)  
\$17 MINIBAR CHARGES (DIDN'T DRINK ANY ALCOHOL)  
\$20 SUIT PRESSING (TROUSERS WERE PRESSED)

Example *Excuse me, but there's a mistake. When I booked my room we agreed a 10% discount...*

- A2 You work in a restaurant and have prepared your guest's bill. Listen to your partner's complaints. Apologize and explain.

- wine bill is for a different table (table 4)
- main meal bills are a mistake
- coffees and drinks are correct (one coffee and Armagnac were ordered by the gentleman 20 minutes later)

Example *One moment. I'll check for you.*

### More words to use

Payments	Service	^^
account	deposit	service charge
amount	exchange rate	
balance	sub-total	
credit	supplement	
debit		

**Write your CV**

**Begin and end letters correctly**

Dear Sir/Madam, Yours faithfully

Dear Mrs Ramirez, Yours sincerely

**Answer a job advertisement**

I would like to apply for the job of...



## Curriculum Vitae

Name	Caroline Davros
Address	18 rue de Rousseau 1205 Geneva Switzerland
Tel. no	41 45 67 80
Email	caro.davros@yahoo.com
Date of birth	30.09.80
Education	City College Geneva
Qualifications	..... ..... .....
Work experience	<i>Company</i> ..... <i>Position</i> .....  <i>Company</i> ... ..... <i>Position</i> .....  <i>Company</i> ... ..... <i>Position</i> .....
Personal qualities	..... ..... .....
References	Mr Schultz <i>Position</i> .....

• **Starter**

Work with a partner. Brainstorm some things that you could include on your CV.

• **Listening Writing your CV**

- 1 Listen to the dialogue and complete Caroline's CV.
- 2 Work with a partner. Read the completed CV and ask questions. Take turns to be Caroline and the agent.

Example A *What school*

*qualifications do you have?*

B */ have my baccalaureate professional.*

• **Language study**

**Expressions to learn**

Dear Sir/Madam, Yours faithfully

A

Dear Mr/Mrs/Miss/Ms, Yours sincerely

A

I would like to apply for...

A

With reference to...

A

Would you please send me...?

A

I enclose an a.e. (stamped addressed envelope)

A

A = applicant

**New words to use**

advert	friendly	qualities
advise	hard-working	register
apartment	hospitality	responsibility
catering college	motorbike	skill
driving licence	organized	sociable
experience	qualification	tourism

➤ - Wordlist page 97



Structures to practise

Formal language for business letters and applications

For business letters, polite informality is required. Look at *Expressions to learn* for standard forms to use in business letters and applications.

- 3 Complete this letter using the words and phrases in *Expressions to learn*.

18 rue de Rousseau  
1205 Geneva

Swissotel Metropole  
34 Quai General Guisan  
1204 Geneva

24th May 2003

Dear .....

RE: VACANCY FOR RECEPTIONIST

.....<sup>2</sup> the job of receptionist which you advertised in this month's Hotelkeeper.

.....<sup>3</sup> an application form? I.....<sup>4</sup> an s.a.e.

Yours faithfully  
*Caroline Davros*

### • Listening Writing a covering letter

In addition to a CV, job advertisements often need a covering letter to highlight the applicant's best qualities.

»^ - Language review page 88

- 4 Listen to the biography and complete the information.

NAME	^ ^ ^ ^ ^ ^ ^ ^	AGE	
PROFESSIONAL QUALIFICATION:	S		
WORK EXPERIENCE			
CURRENT JOB			
REASONS FOR ANSWERING ADVERT			



## JUNIOR SOUS CHEF

Fully trained to Michelin Red M standard, with experience, for busy brasserie kitchen.

Live out. Own transport.

Post available immediately.

Apply in writing with CV and covering letter to Sebastian Lescaux at [headchef@lacroixdor.fr](mailto:headchef@lacroixdor.fr)

- 5 Read the job advertisement and listen to the biography again. Write a covering letter to go with the speaker's application. Turn to the Language review on page 88 for a covering letter to refer to.

### Activity

Work with a partner. Write a short biography for yourself. Invent some qualifications and work experience. Then take turns to ask each other questions.

Example A *What professional qualifications do you have?*

B *I have a two-year diploma in hotel management.*

A *What was your first job?*

B *When I left college I worked in the Grande Hotel in Rouen.*

More words to use

Personal details	1 Abbreviations
first name/Christian name	asap as soon as possible
married	CV curriculum vitae
nationality	eg for example
second name/surname	ie that is
single	re regarding

**Talk about yourself**

I've lived in Lyon all my life.

**Talk about your future plans**

I'd like to see more of the world.

**Respond to interview questions**

I'm enthusiastic, hard-working, and a good team member.



## Starter

Number each item in order of importance for good interview technique.

- ☐ speak clearly
- ☐ smile
  - listen
- ☐ prepare questions
- ☐ be confident
- ☐ be relaxed

## Listening Presenting yourself at an interview

1 Listen to the interview and answer the questions.

- 1 Where was Michel born?
- 2 What qualifications does he have?
- 3 Where does he work now?
- 4 Why does he want to leave?
- 5 How many more candidates is the interviewer seeing tomorrow?
- 6 What is the interviewer going to do?

2 Listen again and complete the sentences.

- 1 I've ..... in Lyon all my life.
- 2 I'd ..... to learn some new menus.
- 3 I'm enthusiastic, ....., and a good team member.
- 4 I think I have the right skills and ..... for the job.
- 5 I'm ..... three more candidates tomorrow.
- 6 I'm ..... a shortlist.
- 7 We ..... phone you to arrange a second interview.

Turn to the Listening script on page 75 and practise reading the interview with a partner.

## Language study

### ! Expressions to learn

Tell me something about yourself.  
 I was born in Lyon.  
 I've lived here all my life.  
 I got my chefs certificate eighteen months ago.  
 I think I have the right skills and experience for the job.  
 I'm going to make a shortlist.  
 We'll phone you to arrange a second interview.

i = interviewer

### ! New words to use

candidate	hotel chain	television series
career	team worker	various
enthusiastic		

➤ Wordlist page 97

Structures to practise

### Talking about the future

Look at these examples.

*I'm seeing three more candidates tomorrow.*  
 (arrangement)

*I'm going to make a shortlist.*  
 (intention)

*/ will phone you on Thursday.*  
 (decision at time of speaking)

*A number of applicants will be disappointed.*  
 (prediction)

➤ - Language review page 88



3 Answer these questions about your future using the above forms.

- 1 When are you taking your exams?
- 2 When are you leaving college?
- 3 What are you going to do after college?
- 4 How will you find a job?
- 5 Where will you live?
- 6 Are you going to travel to other countries?

### ■ Listening *A celebrity chef*

4 Read the sentences. Listen to the interview with Jamie Oliver and put his responses in the correct order.



- ☐ I was head pastry chef in a top London restaurant.
- ☒ After that, I went to France and worked in various kitchens.
- ☐ I was born in Essex in May 1975.
- ☐ Definitely. I'm going to be the head chef.
- ☐ I've made three TV series so far.
- ☐ When I was sixteen I left school and went to Westminster Catering College.
- ☐ After that, I worked at the River Cafe for three and a half years.
- ☐ It'll be about my restaurant which opened in October 2002.
- ☐ I've written four books and Hollywood is going to make a film about me!
- ☐ My dad runs a pub and as a child I helped in the kitchens.

5 Work with a partner. Take turns to interview each other. Ask your partner questions about his or her past, and hopes and plans for the future.

### Activity

Work with a partner. Student A's information is here. Student B's information is on page 61.

AI Your partner is interviewing you for this job. Read your biography and think about why you want this position and what qualities you will bring to it.

#### Manager, Front of house, Bristol Hotel, Tinnes

Name	Johan/Johanna Durst
Age	25
Qualifications	One-year Hotel Studies certificate
Experience	Two years as junior receptionist, Hotel Aurora, Manchester Three years as receptionist, Grand Hotel, Nice Three years as assistant front of house manager, Scala Hotel, Hanover
Languages	English, French, German

Example *My name's Johan/Johanna Durst and I'm 25 years old.*

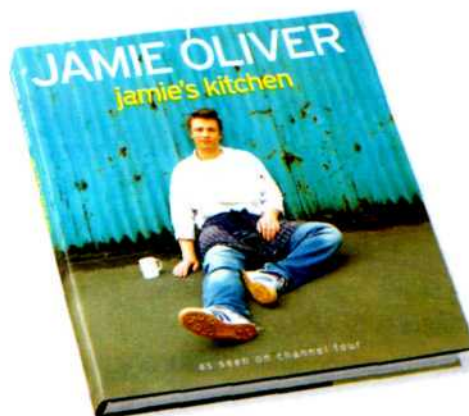
A? Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

#### Head waiter, LeTomate, Lubenham

Example *Tell me something about yourself.*

#### More words to use

Family	1 More interview tips
aunt	be well informed
cousin	concentrate on the questions
grandparents	have a firm handshake
guardian	have a positive attitude
half-brother/sister	have good posture
in-laws	look smart
nephew	make eye contact
niece	use a little humour
step-brother/sister	
uncle	



# Activity material

## From Unit 1, page 5

- B1 Make three calls to the Hotel Canaria. Ask to speak to these people.

<b>Mr Luiz</b>	room 204, leave a message (there's a meeting tomorrow at the Hotel at 2.30 p.m.)
<b>jane Williams</b>	room 48 (no answer, you will call back later)
<b>Mrs Lane</b>	room 469

Example *Good morning, could I speak to..., please?*

- B2 You work at reception in the Hotel Superior. Read the information sheet and answer the calls.

<b>Reservations manager</b>	line is busy (take a message)
<b>Marcello Benito</b>	room 571 (no answer)
<b>Mrs Franklin</b>	room 18 (connect the call)

Example *Good morning. Hotel Superior. How can I help you?*

## From Unit 2, page 7

- B1 Ask questions about the Hyatt hotel and complete the table. Answer questions about the Manor. Use *Is there?/Are there? There is/there are, There isn't/there aren't*.

<b>Hyatt Hotel Barcelona</b>	<b>Manor Hotel Melbourne</b>
a restaurant . . . . .	a restaurant <b>yes</b>
a swimming pool . . . . .	a swimming pool <b>yes</b>
any shops. . . . .	any shops? <b>no</b>
air-conditioning in the rooms. . . . .	air-conditioning in the rooms <b>yes</b>
Internet access in the rooms. . . . .	Internet access in the rooms <b>yes</b>
more than 200 rooms. . . . .	more than 300 rooms <b>no</b>
satellite TV in the rooms. . . . .	satellite TV in the rooms <b>no</b>

Example B *Excuse me, is there a restaurant?*  
A *Yes, there is./No, there isn't.*

## From Unit 3, page 9

- B1 Call the Sonotel Hotel. Book a double room for tonight. Find out if the rooms have air-conditioning and a shower or bath in the bathrooms. Find out if the hotel has a swimming pool, an exchange bureau, and a car park. If so, book a parking space. Your name is Mr/Mrs Pappadopolous and your mobile is 0778 569232.

Example *Good morning, I'd like to book...*

- B2 You work at reception in the Mercury Hotel. Take this phone reservation. Remember to ask for confirmation in writing.

- all rooms have air-conditioning, and Internet access
- all bathrooms have baths and showers
- there is a private car park and restaurant

Example *Good morning, Mercury Hotel. Can I help you?*

## From Unit 6, page 15

- B1 Read the two data files and check in to the Queen's Hotel.

**Name:** Mr Lee/Mrs Lucy Foster  
**Room:** twin bed, one night  
**Address:** Appt 2004, Westward Avenue, Portland, 78054  
**Passport No:** 261501831

**Name:** Ms Paula/Mr Ivan Zanardi  
**Room:** double, three nights  
**Address:** via Roma, Firenze, Italy  
**Passport No:** 823934716

Example *Good morning. My name's Lee/Lucy Foster. I'd like to check in, please.*

- B2 You are a receptionist at the Park Hotel. Check in the guests. Remember these things: name, address, passport, key card, registration card.

Example *Good afternoon. How can I help you?*

## From Unite, page 19

- B1 Here are the instructions for making a cocktail called a Broadway. Tell your partner how to make it. Ask them to take notes and read it back to you.

- 1 First, half fill a shaker with crushed ice.
- 2 Then add a measure of gin.
- 3 Next add half a measure of Italian vermouth.
- 4 Then add a dash of orange bitters.
- 5 Shake well.
- 6 Finally, strain and serve in a small wine glass.

- B2 Ask your partner how to make a cocktail called a Whisky Sour. Take notes on how to make it. Read the notes back to your partner.

## From Unit 17, page 37

- B1 You work in reception. Listen to your partner's requests and make appropriate responses. You may be able to help directly, or need to contact room service or housekeeping.

Example *Certainly, sir/madam. You can send a fax from the business centre. Do you need a directory?*

- B2 You are part of a family of five and have booked a family room. Phone reception and request the things on your list.



Example *Excuse me, we need some clean towels, please. Could you send some up?*

- clean towels
- dinner in hotel room
- babysitting service
- dress / dry cleaning
- more toilet rolls
- fruit juice for the baby
- newspaper

## From Unit 12, page 27

B1 Answer your partner's requests using these notes. Choose the best alternative.

- will send room service up
- will replace it
- will send porter to help change rooms
- will call housekeeping and arrange it
- will send it up straight away

Example *Yes, of course. I'll send a porter to help you change rooms right away.*

B2 Use the notes below to make requests to your partner. Choose the best alternative.

- no red wine in minibar
- people in next room - very noisy
- order a newspaper?
- any messages for me in reception?
- cost of taxi to airport?

Example *Excuse me, but there's no red wine in the minibar. Could you please send some up to our room?*

## From Unit 16, page 35

B1 Listen to your partner's recipe and take notes. Read your notes back to him/her and check them.

B2 Put the instructions for the recipe in the correct order. Explain your recipe to your partner.

### Salsa verde

- [^] Add some olive oil to the mixture until smooth.
- [~] Then chop some anchovies and capers and add to the herbs.
- [ ] First, chop the mint, basil, and parsley.
- [ ] Add salt and pepper and serve.
- [~2] Mix this with some vinegar and mustard.

## From Unit 26, page 55

B1 You work in reception and have prepared your guest's bill. Listen to your partner's complaints. Apologize and explain.

- room rate and telephone bill for a different room
- car park fee is a mistake
- minibar charge is correct (for snacks and soft drinks)
- laundry received jacket **and** trousers on one hanger

Example *I'm sorry, this isn't your bill...*

B2 Your restaurant bill includes these items but the correct information is in brackets. Complain and explain the mistakes to your partner who works in the restaurant.

THREE BOTTLES SAUVIGNON BLANC	(TWO BOTTLES SAUVIGNON BLANC)
FOUR MAIN COURSES	(THREE MAIN COURSES)
FOUR DESSERTS	(THREE DESSERTS)
THREE COFFEES	(TWO COFFEES)
TWO COGNACS AND ONE ARMAGNAC	(TWO COGNACS)

Example *Excuse me, but there's a mistake. My bill includes three bottles of Sauvignon Blanc but we didn't have so many bottles. We had...*

## From Unit 14, page 31

B1 Respond to your partner's complaints. Apologize and say what you will do to put things right.

Example *I'm sorry. I'll look into it straightaway.*

B2 Use these notes to make complaints to your partner. Make notes of their solutions.

- Internet connection doesn't work
- table too noisy
- ordered 30 minutes ago
- fish undercooked
- no snacks minibar
- coffee cold
- biscuits stale
- towels dirty
- bed not made

Example *Excuse me, the Internet connection doesn't work.*

## From Unit 28, page 59

Bi Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

### Manager, Front of house, Bristol Hotel, Tinnis

Example *Tell me something about yourself.*

B2 Your partner is interviewing you for this job. Read your biography and think about why you want this position and what qualities you will bring to it.

### Head waiter, LeTomate, Lubenham

Name	Pascal/Pascale Blanc
Age	24
Qualifications	One-year Restaurant Studies certificate
Experience	Two years as junior waiter, NATO Staff restaurant, Brussels
	Three years as waiter, Four Seasons Hotel, Cambridge, UK
	Two years as senior waiter, Normandy Restaurant, Hong Kong

Example *My name's Pascal/Pascale Blanc and I'm 24 years old.*

## From Unit 10, page 23

- B1** You are the waiter. These are the cheeses and desserts you have. Describe them to your partner. Recommend the ones you prefer and help them to choose.

### Cheese

Dolcelatte (soft, blue, Italy)  
Emmenthal (hard, Switzerland)  
Cambozola (soft, blue, France)  
Edam (finished) (hard, Netherlands)  
Tomme de Savoie (hard, France)

### Desserts

chocolato-soufflé (finished)  
ice cream (chocolate, vanilla, strawberry)  
raspberry tart (with cream or ice cream)  
chocolate cake (with cream)

- Example • *Dolcelatte is a soft, blue cheese from Italy.*  
• *The ... is finished but we have ...*  
• *I recommend the ...*

- B2** You don't know what to have after your meal. Ask your partner if there are any of the following cheeses or desserts. Ask your partner to describe some of them to you and/or to recommend something. Then choose.

### Cheese

Blue Vinney Lancashire  
Gruyère Tallegio  
Chèvre

### Desserts

strawberry meringue pear tart  
lemon sorbet chocolate torte

- Example • *Excuse me, what kind of cheese is Blue Vinney? What's it like?*  
• *Do you have any strawberry meringue? What do you recommend?*  
• *I think I'll have ...*

## From Unit 13, page 29

- B1** Your partner will ask you about these dishes. Tell them what they consist of or what they are made from, how they are eaten and what they are served with.

	Spaghetti Bolognese	Pizza Napolitana	Fish chowder
It consists of ... It's made from ...	minced beef, tomato puree, carrots, celery, onions, oregano, garlic	mozzarella cheese, tomato sauce, black olives, anchovies, capers	sea fish, mussels, prawns, potatoes, garlic, paprika
It's eaten ...	hot	hot	hot
It's served with ...	spaghetti, parmesan cheese, red wine	green salad, garlic bread, red or white wine	bread, white wine

- B2** Complete the table. Ask your partner what these dishes consist of or what they are made from, how they are eaten and what they are served with.

	Paella Valencia	Lasagne	Dolmas (stuffed vine leaves)
It consists of ... It's made from ...	rice		
It's eaten ...			
It's served with ...			

## From Unit 5, page 13

- B1** You work in this hotel and restaurant. Reply to the requests.

**Hotel Palazzo:** You have twin rooms and single rooms but no double rooms for Saturday 29th March. These have bathrooms with baths. The car park has spaces available.

**La Giralda restaurant:** You have four places left on Saturday evening. You are open for lunch on Sunday but closed in the evening and all day Monday.

- Example *Hello, Hotel Palazzo. How can I help you?*

- B2** Your name is Frank/Frances Smith. Call and make these reservations.

**Queen's Hotel:** Twin room for Sunday 5th April with bathrooms with shower, and satellite TV.

**La Rueda restaurant:** table for three for dinner on Saturday evening. Table for two for lunch on Sunday. Table for two for dinner on Tuesday.

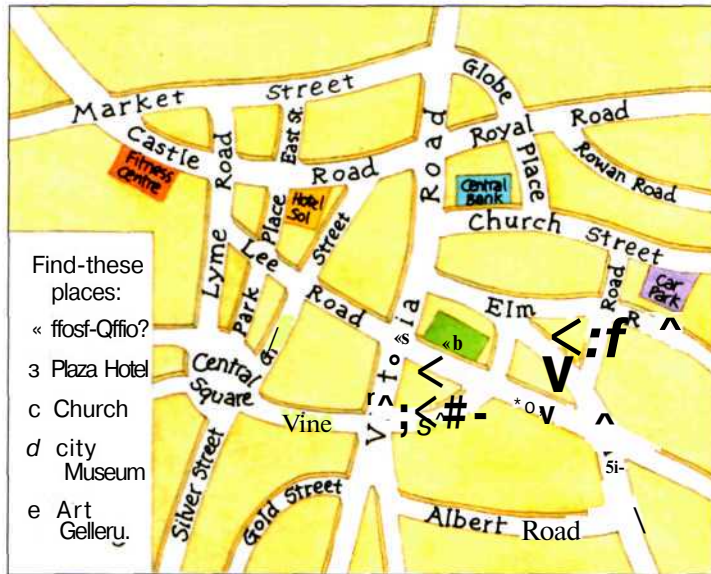
- Example *Hello, I'd like to make a reservation, please.*



## From Unit 21, page 45

- B1 Your partner will ask you for directions. Give directions from Central Square to the five destinations.

Example *Turn right into ... and then ...*



- B2 Work with a partner. Look at the city street map. Ask your partner for directions from Central Square to the five places listed on the map.

Example *Excuse me. How do I get to ...*

## From Unit 18, page 39

- B1 You work at the Windsor Hotel. Take a phone booking, getting all the necessary details. Prices have gone up this year. The rack rate for a double room is €175. Previous guests get a 10% discount. Weekend rates include a 15% discount. A child's bed in the room is €15 per night extra.

Example *Good morning. Windsor Hotel...*

- B2 You work for the Solsken Travel Agency in Karlskrona, Sweden. Call the Gatehouse Hotel. Make a booking for a group of six adults for the weekend of 14/15 September. You want three double rooms. Ask about group rates and weekend rates and try and get a discounted rate.

Example *Hello. I'd like to make a reservation.*

## From Unit 22, page 47

- B1 You work at the Hotel Olympia. Take a conference booking. The hotel facilities include:

- banqueting room, ballroom
- theatre style conference room x 1 (capacity 500)
- boardroom style room x 3 (capacity 60)
- classroom style rooms x 5 (capacity 30)
- Audio-visual equipment (digital projectors, slide projectors, flip charts, Powerpoint)
- Video conferencing facilities, high-speed data lines, secretarial service

Example *Hello. Hotel Olympia. Can I help you?*

- B2 Call the Skyros Hotel and make a booking for a business conference. Use the following information.

**Organization:** Chiang Medical Foundation

**Delegates:** 80

**Rooms needed:** boardroom (capacity 80), four classroom-style rooms (capacity 20)

**Equipment:** slide projectors, flip charts, PowerPoint

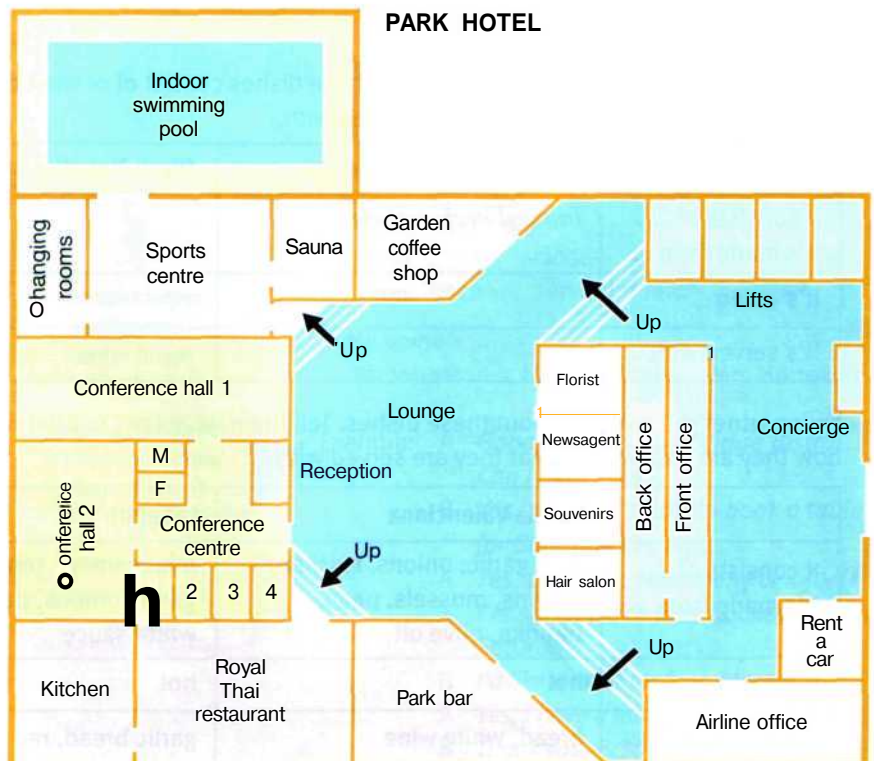
**Office support functions:** photocopying and secretarial services, video conferencing links to Europe and Tokyo

**Accommodation:** full board

**Time:** four days from evening 16 June to midday 20 June

Example *Hello. I'd like to book a business conference, please.*

## From Unit 20, page 43



## From Unit 10, page 23

Work with a partner. Student A's information is here.

Student B's information is on page 62.

- A1** You don't know what to have after your meal. Ask your partner if there are any of the following cheeses or desserts. Ask your partner to describe some of them to you and/or to recommend something. Then choose.

### Cheese

Dolcelatte Edam  
Emmenthal Tomme de Savoie  
Cambozola

### Desserts

chocolate souffle  
ice cream  
raspberry tart  
chocolate cake

- Example**
- Excuse me, what kind of cheese is Emmenthal? What's it like?
  - Do you have any chocolate souffle? What do you recommend?
  - / think I'll have ...

- A2** You are the waiter. These are the cheeses and desserts you have. Describe them to your partner. Recommend the ones you prefer and help them to choose.

### Cheese

Blue Vinney  
(hard, blue, Britain)  
Gruyère (finished)  
(hard, Switzerland)  
Chèvre (soft, France)  
Lancashire (hard, Britain)  
Taleggio (soft, Italy)

### Desserts

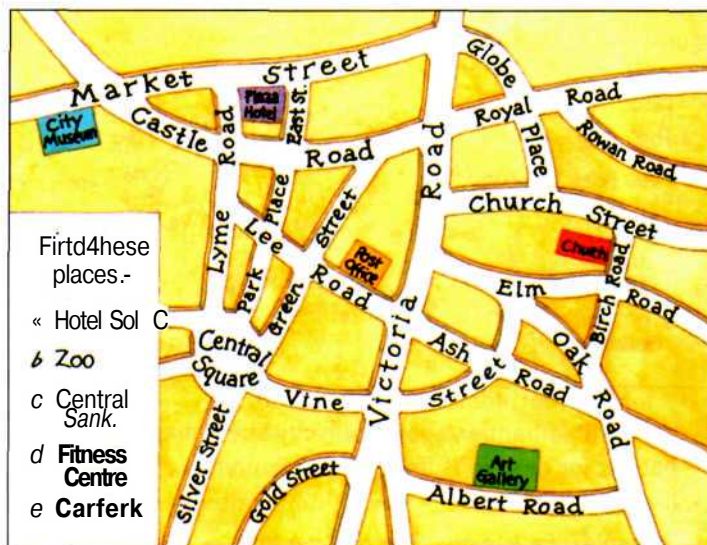
strawberry meringue  
(with cream)  
lemon sorbet  
poor-tort (finished)  
chocolate torte  
(with cream or ice cream)

- Example**
- Blue Vinney is a hard, blue cheese from England.
  - No, we don't have any... but we have strawberry meringue.
  - I recommend the ...

## From Unit 21, page 45

- A1** Work with a partner. Look at the city street map. Ask your partner for directions from Central Square to the five places listed on the map.

**Example** Excuse me. How do I get to ...



- A2** Your partner will ask you for directions. Give directions from Central Square to the five destinations.

**Example** Go down ... and turn left into ...

## From Unit 13, page 29

- A1** Complete the table. Ask your partner what these dishes consist of or what they are made from, how they are eaten, and what they are served with.

	Spaghetti Bolognese	Pizza Napolitana	Fish chowder
It consists of... It's made from ...	minced beef		
It's eaten ...			
It's served with ...			

- A2** Your partner will ask you about these dishes. Tell them what they consist of or what they are made from, how they are eaten, and what they are served with.

	Paella Valenciana	Lasagne	Dolmas (stuffed vine leaves)
It consists of... It's made from ...	rice, garlic, onions, chicken, prawns, mussels, peas, paprika, olive oil	minced beef, tomato purée, garlic, onions, pasta, white sauce	vine leaves, rice, olive oil, lemon juice, herbs
It's eaten ...	hot	hot	cold
It's served with ...	bread, white wine	garlic bread, red wine	bread, white wine



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**SELECCIÓN DEL CASTILLO** 12 (£49.99)  
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A light, fruity Rioja.

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**EAST COKER ESTATE** • • • 12 (£79.99)  
2000 Australia  
Fruity and smooth, a good value Cabernet Shiraz.

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**YURRANGO VALLEY** • • 12 (£59.99)  
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Fruity and easy to drink, an excellent Cabernet Sauvignon.

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**VILLA BAROLO** • • • • 12 (£89.99)  
2000 Italy  
A full-bodied classic, smooth and with lots of fruit

---

**CHATEAU GARDE-RIMBAUD** • • 12 (£109.99)  
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A smooth, crisp Bordeaux from the classic 2000 vintage.

**VILLA FAMOSA** ☀ 12 (£48.99)  
2001 Italy  
Excellent value Italian Frascati, with a crisp dry flavour.

---

**WESTERN CAPE RIESLING** ☀☀☀ 12 (£49.99)  
2002 South Africa  
Refreshing Riesling, crisp and fruity at a good price.

---

**ALBASTRELA SAUVIGNON BLANC** ☀☀☀ 12 (£54.99)  
2001 Moldova  
Very dry, with lots of fruit.

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**CHATEAU DEPAQUET** ☀☀☀☀ 12 (£109.99)  
2001 France  
An excellent Chablis with a crisp, light flavour.

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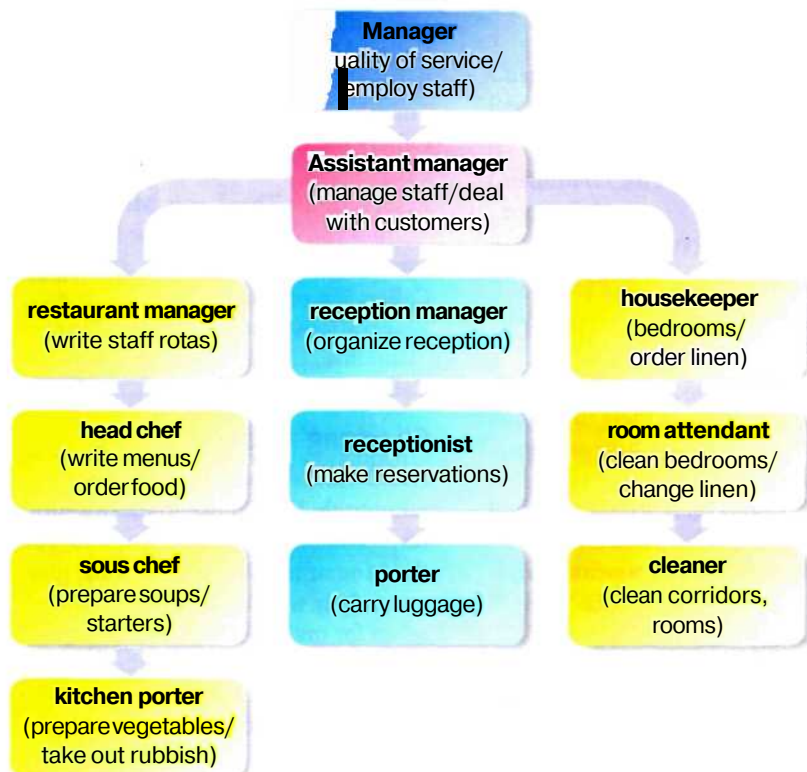
**PATRICK FARMS OAK-AGED CHARDONNAY** ☀ 12 (£119.99)  
2000 Australia  
Rich, smooth, oak-aged Chardonnay. A perfect balance.

65K of 21K (v114K/c, 5 stcs remaining)

## From Unit 15, page 33

Work with a partner. Take it in turns to describe these positions to your partner.

Example *The receptionist is responsible to the reception manager. He's/She's responsible for making reservations.*



## From Unit 4, page 11

BI Practise making table reservations with your partner. Use these notes to help you or invent your own. Then change roles.

*I'd like to book a table for...*

Friday	Friday at 8.30	25th
Saturday	Saturday	Friday 31st
tomorrow	evening	July 2nd
lunch	Sunday	two
this evening	lunchtime	three
dinner	Saturday 2nd	four

*What time do you...*

open	close
serve lunch	serve dinner

*My name's...*

Mr Johnston    Mme Rochelle    Mrs Horowitz

- Example
- A *Good evening, the Bridge Bistro. Can I help you?*
- B *Yes, please. I'd like to book a table for Saturday evening.*
- A *Yes, certainly. How many is it for?/ I'm sorry, we're fully booked on Saturday.*
- B *I'd like a table for four, please.*
- A *Yes, I have a table for four at 8.30.*
- B *Thank you, 8.30 is fine.*

# Listening scripts

## UNIT1

### Taking phone calls

1

**Reception:** Good afternoon, New Palace Hotel. May Lee speaking. How can I help you?

**Caller:** Good afternoon. I'd like to make a room reservation for tomorrow night, please.

**Reception:** Yes, sir. Can I have your name, please?

**Caller:** Phillips. Carl Phillips.

2

**Reception:** Good morning, Sofitel Nice. Matthieu speaking. Can I help you?

**Caller:** I'd like to speak to Mrs Bader in room 329, please.

**Reception:** One moment, and I'll connect you.

**Caller:** Thank you.

3

**Reception:** Rio Parthenon, Isobel speaking. Can I help you?

**Caller:** Could I reserve a parking space for tomorrow, please?

**Reception:** Just one moment. Who's calling, please?

**Caller:** Mr Paolo Falgado.

**Reception:** Thank you, Mr Falgado. You're through now.

4

**Reception:** The London Hilton, James speaking. How can I help you?

**Caller:** I'd like to book a double room for tonight, please.

**Reception:** Yes, sir. Can I have your name, please?

**Caller:** Mr Luke Horowitz.

### Taking messages

**Reception:** Good morning, Athens Palace Hotel. Angela speaking. How can I help you?

**Caller:** Hello. Could I speak to Mr Wollmann in room 502, please?

**Reception:** Just one moment, and I'll connect you. I'm sorry, there's no answer from room 502. Can I take a message for you?

**Caller:** Yes, please. My name's Hans Schmidt. Please tell him there's a meeting tomorrow at ten o'clock.

**Reception:** Certainly, sir.

## UNIT 2

### Where people work

1

**Caroline:** Good morning. My name's Caroline. I'm a receptionist at the Cumberland Hotel in London. There are more than 900 bedrooms on eight floors. There's satellite TV and Internet access in all rooms.

**Interviewer:** Are there any shops?

**Caroline:** Yes, there's one shop.

**Interviewer:** Is there a swimming pool?

**Caroline:** No, there isn't a swimming pool.

2

**Scott:** Hello, I'm Scott. I'm a waiter at the Sydney Tower Restaurant. The restaurant's at the top of a tower in Sydney, Australia. The tower is 300 metres high. There are 200 seats in the restaurant. The Sydney Tower is an à la carte restaurant with international cuisine.

**Interviewer:** Is there a bar in the restaurant?

**Scott:** Yes, there's a cocktail bar.

### What facilities are there?

1

- 1 cloakroom
- 2 car park
- 3 swimming pool
- 4 information desk
- 5 laundry
- 6 disabled facilities
- 7 bar
- 8 exchange bureau
- 9 satellite TV
- 10 Internet access
- 11 air-conditioning
- 12 restaurant

2

**Caller:** What facilities are there in the hotel?

**Reception:** Well, all rooms have satellite TV and air-conditioning.

**Caller:** I see. And is there a restaurant?

**Reception:** Yes, there are two restaurants.

**Caller:** Good. And is there a swimming pool?

**Reception:** No, there isn't.

**Caller:** OK. What about money? Can I change money in the hotel?

**Reception:** Yes, there's an exchange bureau in reception.

**Caller:** And is there an information desk?

**Reception:** Yes, it's in reception too.

**Caller:** Good, and can I park my car?

**Reception:** No, there isn't a car park.

## UNIT3

### Taking a reservation

**Reservations:** Good morning, reservations. Felipe speaking. How can I help you?

**Caller:** Hello. I'd like to book a room for me and my husband, please. Do you have a double room for next Wednesday?

**Reservations:** Yes, we do. How many nights is it for?

**Caller:** Two. Wednesday and Thursday.

**Reservations:** Yes, we have a double room available.

**Caller:** Good. How much is it?

**Reservations:** It's 225 euros per night including breakfast.

**Caller:** Good, that's fine. Does the hotel have a restaurant? You see, we arrive in the evening at about 7.00.

**Reservations:** Yes. Would you like me to book you a table?

**Caller:** Yes, please. Can we have a table for two at 7.30 on Wednesday evening?

**Reservations:** Yes, madam. And your name please?

**Caller:** Mrs Julia Morell.

**Reservations:** Do you have a contact number?

**Caller:** Yes, my mobile number is 07780 161236.

**Reservations:** Thank you, Mrs Morell.

Could you send an email or fax to confirm your reservation?

**Caller:** Yes, of course.

**Reservations:** Thank you for calling. Goodbye.

**Caller:** Goodbye.

### Checking and confirming

Hello. This is Steven Dickson from Edinburgh, UK. I'd like to make a room reservation for five nights from the 18th to the 22nd of June. I'd like a double room for me and my wife, and an adjoining twin room for my two daughters. We arrive in Diisseldorf at 6.00 p.m. on the 18th. Please reserve us a parking space and a table for four for dinner at 7.30. Thank you, goodbye.



## UNIT 4

### I'd like to book a table

**Customer:** Good morning. I'd like to make a reservation, please. What days do you open?

**Manager:** We open from Tuesday to Sunday.

**Customer:** When do you close?

**Manager:** We close on Mondays.

**Customer:** I see. And what time do you serve dinner?

**Manager:** We serve dinner from seven o'clock to 11.00 p.m.

**Customer:** And what time do you serve lunch?

**Manager:** We serve lunch from twelve o'clock to three o'clock.

**Customer:** Hmm ... good. Well, I'd like to book a table for six people at eight o'clock on Saturday the 24th of September, please.

**Manager:** We're always busy on Saturdays. We sometimes have cancellations but I'm afraid we're fully booked on Saturday the 24th. Oh ... but I have a table on the 23rd.

**Customer:** OK. Friday the 23rd is fine. Thank you very much.

**Manager:** So ... that's a table for six at 8.00 on Friday the 23rd of September.

**Customer:** Yes.

**Manager:** What name is it, please?

**Customer:** Kruger... K-R-U-G-E-R.

**Manager:** OK. We look forward to seeing you on Friday the 23rd of September.

### What time is it?

1

1 two thirty

2 eight fifteen

3 five o'clock

4 six forty-five

2

a

A: When does the train leave?

B: At five past eleven.

b

A: What time does the shop close?

B: At five thirty.

c

A: When does the swimming pool open?

B: At eight forty-five.

d

A: What time does the restaurant open?

B: At seven fifteen.

e

A: What time is lunch?

B: At ten past one.

f

A: What's the time?

B: It's six thirty-five.

## UNIT 5

### Making apologies

1

**Customer:** Can I book a double room for Tuesday night?

**Reception:** I'm sorry, the hotel's full on Tuesday.

2

**Customer:** I'd like to reserve a table for Sunday lunch.

**Reception:** Unfortunately, we're closed on Sundays.

3

**Customer:** Could I book a family room for the Christmas weekend?

**Reception:** I'm afraid we're fully booked that weekend.

4

**Customer:** Do you have a table for six tomorrow evening?

**Reception:** I'm sorry, we don't have anything left for tomorrow.

5

**Customer:** Can I reserve a parking space for the weekend?

**Reception:** Unfortunately, the car park's full this weekend.

6

**Customer:** I'd like to book a table for Monday lunch.

**Reception:** I'm sorry, we only open in the evenings.

7

**Customer:** Does the bathroom have a bath?

**Reception:** I'm afraid there's only a shower.

8

**Customer:** Can I speak to Mr Rizzo in room 345?

**Reception:** I'm sorry, there's no answer from room 345.

### Written apologies

a

Good afternoon. My name's Steven Rolls. Could I reserve a table for four on Sunday evening at 8.00 p.m., please?

b

Hello, my name's Sylvia Pilotto. I'd like to reserve a single room with bathroom for Monday night.

c

My name's Simon Lewis. I'd like to book a double room for this evening, please.

d

Good morning. My name's Paul Jones. I'd like to book a table for lunch on Wednesday. Do you have a table for four?

e

Hello. My name's Jane Wells. I'd like to reserve a twin room for this Saturday, please.

## UNIT 6

### Checking into a hotel

**Reception:** Good afternoon, sir. Can I help you?

**Mr Rodrigues:** Good afternoon. My name's Rodrigues. I'd like to check in, please. I have a reservation for a double room.

**Reception:** Yes, Mr Rodrigues, let me see. Yes, today and tomorrow, the 10th and 11th of June. Could you please fill in this registration card?

**Mr Rodrigues:** Yes, of course. Do I fill in my home address?

**Reception:** Yes, please. And could I have your passport? Thank you. Your room number's 361. It's on the third floor. And here's your key card for your room. Would you like to have dinner in the restaurant this evening?

**Mr Rodrigues:** Yes, please. Can you reserve me a table for two at eight o'clock?

**Reception:** Certainly. The porter will help you with your luggage. The lift's just...

### Where is it?

1

A: Excuse me, where's the bar?

B: It's on the ground floor next to the restaurant.

2

A: Would you like to use the hotel fitness centre?

B: Yes, please. How do I get there?

A: It's opposite the swimming pool on the first floor.

3

A: Hello Jane, good to see you. Where's Mike?

B: He's waiting for us in the lounge. Come on. It's next to reception.

4

A: Excuse me, is this the way to the hair salon?

B: Yes, it is. It's over there behind the hotel shop.

5  
A: Could you tell me where the hotel sauna is?  
B: Yes. It's in the fitness centre.

## UNIT 7

### What can I get you?

**Paul:** Let's have a drink here before we go on to the club. Come on, here's a table.  
**Gaby:** Good idea, Paul. What're you going to have Michelle?  
**Michelle:** Hmm ... I think I'll have a cocktail. A Margarita for me. What about you, Gaby?  
**Gaby:** I'll have a gin and tonic.  
**Waiter:** Good evening. What can I get you?  
**Paul:** A Margarita, a gin and tonic, and a large beer for me, please.  
**Waiter:** Would you like draught or bottled?  
**Paul:** I'll have a large, draught Guinness, please. What about you, Kurt?  
**Kurt:** Could I have a bottle of San Miguel?  
**Waiter:** Certainly, sir. And would you like ice and lemon in the gin and tonic, madam?  
**Gaby:** Yes, please.  
**Waiter:** Here you are. Shall I charge this to your room, sir?  
**Paul:** No thanks, I'll pay cash.  
**Waiter:** OK, so that's...

### How much is that?

1  
**Server:** Good evening. What can I get you?  
**Customer:** A large whisky, please. And a rum and Coke.  
2  
**Customer:** Excuse me. Could we have a small beer and a mineral water?  
**Server:** Certainly, madam.

3  
**Server:** What would you like?  
**Customer:** A large vodka and orange, a gin and tonic, and a large glass of red wine, please.

A  
**Customer:** Two large beers, a whisky, and a whisky and soda, please.  
**Server:** Right, sir.

5  
**Server:** What can I get you?  
**Customer:** Two cognacs, and a vodka and tonic with ice and lemon. Oh, and an orange juice too, please.

## UNIT 8

### How do you make a cocktail?

**Trainee:** How do you make a Margarita?  
**Server:** First, take a cocktail shaker and fill it with crushed ice.  
**Trainee:** I see. What next?  
**Server:** Next, pour in one measure of tequila. Then pour in a quarter measure of triple sec.  
**Trainee:** OK.  
**Server:** Then squeeze some fresh lemon juice into the shaker.  
**Trainee:** Right.  
**Server:** Then add a dash of lime juice. Shake well to mix and chill the liquids.  
**Trainee:** OK.  
**Server:** Then put some ice cubes into a salt-rimmed glass. Finally, pour the Margarita into the glass, and serve!  
**Trainee:** What about garnish?  
**Server:** Oh yes. Garnish with a slice of lime.

### Can you make these drinks?

OK. This morning I'm going to show you how to make two cocktails: a Daiquiri and a Manhattan. Let's start with the Daiquiri. First, take the cocktail shaker and fill it with crushed ice. After that, add three measures of light rum, one measure of lemon juice, and a teaspoon of caster sugar. Then shake well and strain into a cocktail glass. Finally, garnish with a slice of lemon, and that's it. Are there any questions?  
Let's move on to our next cocktail, the Manhattan. Half fill a large glass with ice, then add one and a half measures of Canadian whisky and three quarters of a measure of sweet vermouth. Then add a dash of Angostura bitters. Stir it well and strain into a cocktail glass. Finally, add a slice of lemon and garnish with a cherry.

## UNIT 9

### Taking an order

**Waiter:** Good evening, sir. A table for two?  
**Mr Marquez:** Yes, please. The name's Marquez.  
**Waiter:** I'll show you to your table. This way. Can I take your coats?  
**Mr/Mrs Marquez:** Thank you.  
**Waiter:** Here's the menu and wine list. Can I get you an aperitif?  
**Mr Marquez:** Yes, please. A gin and tonic.  
**Mr Marquez:** And the same for me.  
**Waiter:** Thank you.  
**Waiter:** Here you are. Two gin and tonics. Are you ready to order now?  
**Mrs Marquez:** Yes, I think so. What's the soup of the day?

**Waiter:** It's tomato and basil.  
**Mrs Marquez:** Hmm ... I think I'll have the avocado and prawn tart to start with, followed by the salmon.  
**Mr Marquez:** And the goat's cheese salad for me please, followed by the fillet steak.  
**Waiter:** How would you like your steak?  
**Mr Marquez:** Medium rare, please.  
**Waiter:** And would you like to order some wine?  
**Mr Marquez:** Yes. What about the Cabernet Sauvignon, Anna?  
**Mrs Marquez:** I think I'd prefer white. Why don't you have half a bottle of the Cabernet and I'll have a glass of Chablis. And can we have a bottle of mineral water, please?  
**Waiter:** Still or sparkling?  
**Mrs Marquez:** Still, please.

### Are you ready to order?

1  
**Waiter:** What would you like for breakfast, madam?  
**Woman:** Just a coffee and a croissant, please.  
**Man:** I'll have egg and bacon, and a pot of tea. And some toast, please.  
**Waiter:** Thank you, sir. Can I have your room number?

2  
**Waiter:** Are you ready to order, sir?  
**Man:** Yes, please. For a starter I'd like basil and tomato soup. Then to follow I'll have the mushroom risotto.  
**Waiter:** Would you like something to drink?  
**Man:** A glass of dry white wine and some water, please.

3  
**Woman:** I just want a light lunch. I'll have mushroom soup and a toasted sandwich. Cheese and ham, please.  
**Waiter:** And for you, madam?  
**2nd Woman:** Hmm ... the chef's salad, please. And some bread.

## UNIT 10

### What's for dessert?

**Woman:** Thank you. That was very nice.  
**Waiter:** Good. I'm glad you enjoyed it. Would you like the dessert menu?  
**Woman:** Yes, please. Do you have any ice cream?  
**Waiter:** Yes, we do. There's vanilla, raspberry, and chocolate, and there's also blackcurrant sorbet. Here are the menus. We also have a specials board. Today we



have French apple tart, summer pudding, and hazelnut meringue with summer berries.

**Woman:** Oh, I'll have the blackcurrant sorbet, please.

**Man:** Hmm ... I don't know. What do you recommend?

**Waiter:** I recommend the French apple tart. It's delicious. And the summer pudding is very good, too.

**Man:** I think I'll have the French apple tart.

**Waiter:** Would you like it with cream or ice cream?

**Man:** Ice cream, please.

**Waiter:** Would you like coffee now or after your dessert?

**Man:** After, please.

## What about some cheese?

There are three main types of cheese in Europe. The first of these is the hard type. For example, in the north of Europe there's Cheddar from Britain, and Gouda from the Netherlands. Further south you can find Gruyère and Emmenthal in Switzerland, and Manchego in Spain. And in Italy there's a cheese which is harder than all the others, Parmesan.

The next group is soft cheese. Camembert and Brie are two famous French soft cheeses while Mozzarella and Mascarpone are the best known Italian soft cheeses.

Many countries also have blue cheese. In Britain there's Stilton, and in Denmark there's Danish Blue, while in France there's Roquefort, a soft, creamy blue cheese, and in Italy there's Dolcelatte, which is also soft and creamy.

## UNIT 11

Would you like to order some wine?

**Waitress:** Would you like to order some wine with your meal?

**Man:** Yes, please. Which is drier, the Riesling or the Sauvignon Blanc?

**Waitress:** The Sauvignon Blanc is drier than the Riesling but it isn't as dry as the Pinot Grigio.

**Man:** Right. I'll have a glass of Sauvignon Blanc then. Nancy, you prefer something sweeter, don't you?

**Woman:** Yes. A glass of Chardonnay, please.

**Man:** Then we'd like a bottle of red to go with our main course. Which is lighter, the French or the Chilean Merlot?

**Waitress:** Well, they're both full-bodied

wines. I recommend the French. It's more expensive than the Chilean, but it's smoother.

**Woman:** OK then, let's have the French.

**Waitress:** Thank you, madam. Would you like some mineral water?

**Woman:** Yes, a bottle of sparkling water, please.

**Waitress:** OK, so that's a glass of Sauvignon Blanc ...

## Wines around the world

The most famous wine from the old world is Champagne. It comes from a district east of Paris. Also from France, there are the Muscadet and Sancerre wines of the Loire Valley. Further south-west, we have the Medoc, St. Emilion, and Graves wines of the Bordeaux region. In the Rhone Valley, we find the Burgundy wines such as Beaujolais and Macon.

Italy produces around 25% of the world's wine. Two famous wines are Chianti from the Florence region, and crisp, white Frascati produced near Rome.

Portugal is most famous for port, which comes from Oporto in the north. Spain is well known for sherry, a fortified wine, from the south. Rioja comes from an area north of Madrid and is very popular too.

New world wines are improving all the time. South Africa produces wine in the Stellenbosch and Paarl vineyards in the south of the country. Australia is now famous for its Chardonnay and Shiraz. New Zealand's Sauvignon Blanc is becoming very popular. California now produces some of the world's finest Cabernet, Merlot, and Zinfandel. The Merlot and Shiraz wines from Chile and Argentina are also very good.

## UNIT 12

I'll get you some now

1

A: Can you order a taxi for room 145, please?

B: Yes sir, I'll order you one now.

2

A: I'd like a glass of wine, please.

B: Certainly. I'll get you one right away.

3

A: Could we have some more bread?

B: Of course, I'll get you some now.

4

A: Can you send laundry service up to room 467, please?

B: I'll send someone up, right away.

5

A: We'd like a table on the terrace.

B: I'll see if there's one free.

6

A: What time does the exchange bureau open?

B: One moment, I'll check for you.

7

A: Excuse me, this glass is dirty.

B: I'm sorry. I'll bring you another.

## Customer care

**Trainer:** At reception, always welcome customers with a warm smile. Be polite and friendly at all times.

**Trainee:** What do you do when people make a telephone reservation?

**Trainer:** Always answer the call within three rings or apologize for the delay when you answer. When you know the customer's name, use it in conversation.

**Trainee:** Yes. I see.

**Trainer:** Take special care of customers with particular needs, for example, older clients or women business travellers.

**Trainee:** And disabled customers?

**Trainer:** Yes, of course. Find out what they would like and be patient and helpful.

**Trainee:** Sometimes reception is very busy.

**Trainer:** Yes, don't keep people waiting long. Smile at guests while they're waiting but don't keep them waiting long ...

## UNIT 13

What's it made from?

**Woman:** Excuse me, could you explain the menu to us, please?

**Waiter:** Yes, of course.

**Woman:** What's in the penne arrabbiata?

**Waiter:** Well, this is a pasta dish. It consists of penne, a type of pasta, in a chilli and tomato sauce. It's made from chilli, tomato, garlic, and basil with pine nuts.

**Woman:** Hmm ... sounds good. And what's the salmon coulbiac?

**Waiter:** This is made from layers of rice mixed with onions and mushrooms, fresh salmon, and hard boiled eggs. It's wrapped in puff pastry and baked in the oven.

**Woman:** And what's the seafood dish?

**Waiter:** This is a dish for two people. It contains half a lobster, king prawns, scallops, and mussels. And it's served warm with a crisp, green salad.

## Do you know how to lay a table?

**Instructor:** This morning I want to check that you all know the standard restaurant place setting. So, Tina, can you start, please?

**Tina:** Well, first place a clean tablecloth and napkin on the table, and make sure that the napkin is correctly folded and placed on the side plate to the left of the plate position. Then put the butter knife on top of the napkin. For each cover, work from the inside out. Place a main course knife and fork to the right and left of the plate position, and then a first course knife and fork outside them.

**Instructor:** Good. What else?

**Tina:** Finally, a soup spoon is placed to the right of the first course knife. Oh, and put a wine glass above the soup spoon.

**Instructor:** Good. Is there anything else, Neeta?

**Neeta:** Yes. Don't forget the salt and pepper, a flower arrangement, and if it's the evening, a candle.

**Instructor:** Yes, that's right. Put them in the middle of the table. And what if the customer orders fish, Tomas?

**Tomas:** If the customer orders fish, the main course knife and fork are replaced with a fish knife and fork before you bring the main order.

**Instructor:** Good. Carry on, Tomas. What about the dessert cutlery?

**Tomas:** When the customer finishes the first course, clear the table. Take away the cutlery, dishes, and salt and pepper. Just leave the wine glasses. Then bring the dessert menu, a clean napkin, and a dessert spoon and fork. These are placed on top of the clean napkin, to the right of the plate position.

## UNIT 14

### What is there to complain about?

1

**Guest:** We asked you to reserve a parking space but the car park attendant says the car park's full.

**Reception:** I'm sorry, we overbooked the car park yesterday and today. I'll reserve you a space for tomorrow.

2

**Customer:** Excuse me, we ordered our drinks twenty minutes ago.

**Waiter:** I'm sorry, madam. I'll be with you in a moment. The restaurant is short-staffed tonight. I'll check with the wine waiter.

3

**Guest:** We reserved adjoining rooms but these are on different floors.

**Reception:** I'm sorry. I'll change your rooms straightaway.

4

**Customer:** This steak is really overcooked. I asked for it medium rare.

**Waiter:** I'm sorry, sir. I'll speak to the chef and bring you another one.

5

**Guest:** A colleague left a message for me at reception last night but nobody gave it to me.

**Reception:** I'm so sorry. I'll look into it.

### I'll look into it for you

1

A: Excuse me, this beer's flat.

B: I'm sorry, sir. I'll get you another.

2

A: My room isn't ready.

B: I'll send up someone from housekeeping straightaway.

3

A: The people in the room next door are making a lot of noise.

B: I'm sorry. I'll look into it for you.

4

A: Excuse me, this fish is undercooked.

B: I'm sorry, madam. I'll talk to the chef and bring you another.

5

A: Excuse me, this table is too small. There are six of us.

B: I'm sorry. I'll change your table straightaway.

6

A: Excuse me, this fork is dirty.

B: I'm so sorry. I'll get you a clean one.

## UNIT 15

### Let's start at front office

**Personnel:** Here's front office. This is Louise, our reception manager.

**Trainee 1:** Hello ... (Hello ...)

**Personnel:** Louise is responsible for six staff: a cashier, two receptionists, a reservations clerk and two porters. In reception they handle all the reservations, arrivals, payments, and departures, and there's always a receptionist here to deal with any questions or requests.

**Trainee 1:** What about phone calls?

**Personnel:** Yes. Phone calls too. That's the phone area over there. If guests want

services like laundry or dry cleaning, front office staff tell the housekeeper. She's responsible to the assistant manager.

**Trainee 2:** Is there much computer work?

**Personnel:** Yes. These are the computers and those are the printers over there. All reservations, check-ins, payments, and in-room services are processed on these. We use the Fidelio system.

**Trainee 2:** Oh, I see.

**Personnel:** We also use the Sabre system for travel arrangements as most travel agencies use this system. So everybody here is trained on these systems. Now, if you'd like to come through here ...

### ... and in the kitchen

**Personnel:** These are the kitchens. Paul's our head chef. He writes the menus and he's responsible for the main courses, all the meat and fish. Hello Hello. Melanie is the sous chef and that's her station over there. She prepares all the soups, hot starters, and the side orders like chips and vegetables.

**Trainee:** She has a lot to do.

**Personnel:** Yes. But two commis chefs are responsible to the sous chef, so they help her. The chefs de partie handle all the cold dishes, the sauces, and mayonnaise, things like that. The pastry chef works over there. He bakes all the bread, rolls, and croissants, and he prepares the hot desserts. The kitchen porters have lots of duties. They prepare the vegetables, sharpen the knives, and clean the ovens. And they're responsible for taking out the rubbish. Now, let's go into ...

## UNIT 16

### How to do it right

1

**Robbie:** Right. This morning we have to prepare the lunch vegetables, so I'll show you what to do. First, you must wash your hands over there in the hand basin. Let's start with the carrots. Peel them like this.

**Dirk:** Is this OK?

**Robbie:** Fine. Then we have to julienne the carrots. Cut them into little sticks, like this. I'll do that. You sort and wash the new potatoes. Slice the big ones in half.

**Dirk:** Do we have to scrape them?

**Robbie:** No, we don't. We boil them with the skins on.

**Dirk:** Good.

**Robbie:** Then I'll chop the onions and you can do the broccoli. You have to break it into florets and wash it well in cold water.



It mustn't cook for long, only four or five minutes. Then strain it into a colander.

**Dirk:** OK, I'll start...

2

**Lyn:** Hi Petra, my name's Lyn. First, we have to strip the beds - sheets, pillow cases, everything. Put the dirty linen in the laundry bag, here. You do that, and I'll clean the bathroom. Everything must be spotless.

**Petra:** Fine. Do we have to change the towels every day?

**Lyn:** No, only if guests leave them on the floor. But we have to replace the complimentary toiletries every day. They're all on the trolley - soap, shampoo, bath/shower gel, and body lotion.

**Petra:** Hmm ... they look nice.

**Lyn:** Yes. They're really very good ...

## Kitchen hygiene

This morning I would just like to say a few words about kitchen hygiene. Remember that all kitchen staff must always wash their hands in the hand basin. You mustn't wash your hands in the food preparation sinks. You must clean all kitchen work surfaces regularly, and wash and dry all the utensils after use. It's important that the kitchen is clean, so you must sweep and wash the floors every day. The kitchen porters are responsible for the rubbish and they have to clean the bins regularly. So, the chefs don't have to do this, but they must put the rubbish in the correct bins. Food in one, and general rubbish in the other. This is very important...

## UNIT 17

### Room service. Can I help you?

1

**Room Service:** Room service, can I help you?

**Man:** Hello, could I have a bottle of champagne, please?

**Room Service:** Certainly, what room number, please?

**Man:** Room 352.

**Room Service:** And how many glasses do you need?

**Man:** We need four, please.

**Room Service:** Right away, sir.

2

**Housekeeping:** Housekeeping. Valerie speaking. Can I help you?

**Woman:** Yes, please. My husband's suit needs dry cleaning and I have a dress that needs ironing. Shall I leave them at reception?

**Housekeeping:** No, you don't need to do that. I'll send someone up for them right away. What's your room number?

3

**Room service:** Good morning. Room service.

**Man:** Good morning. Could we have a continental breakfast for two? With orange juice and coffee, please.

**Room service:** Certainly. A continental for two. Which room number, please?

**Man:** 697. How long will it be? We need to leave in half an hour.

**Room service:** It'll be with you in fifteen minutes.

**Man:** Great. Thank you very much.

4

**Housekeeping:** Hello, housekeeping. Can I help you?

**Man:** Yes, please. Can you put a new zip in a pair of trousers? I need them this afternoon.

**Housekeeping:** We can do that for you by lunchtime, sir. Do they need pressing?

**Man:** Oh ... yes, please.

**Housekeeping:** I'll send someone up to your room.

## Facilities and services

**Guest:** Hi, can you tell me where I can change some American dollars?

**Reception:** Yes, there's an exchange bureau in the foyer.

**Guest:** Do you know if it's open now?

**Reception:** Yes. It's open from 8.00 a.m. to 11.00 p.m., every day. So you have plenty of time.

**Guest:** Great. And I need a haircut. Is there someplace I can get one?

**Reception:** Yes, sir. The hair salon is on the other side of the foyer and it's open from 9.00 a.m. to 5.00 p.m. every day.

**Guest:** Good ... oh, and I need to change my plane ticket.

**Reception:** There's a travel agent next to the hotel. It's open from 9.00 a.m. to 5.00 p.m.

**Guest:** And I'd like a coffee. Is there a coffee shop around here?

**Reception:** Yes, the coffee shop's over there, behind the lifts. It's open 24 hours a day.

**Guest:** The lifts? You mean the elevators?

**Reception:** Yes, that's right. Behind the elevators.

## UNIT 18

### Could you repeat that, please?

**Reservations:** Park Hotel reservations, Gabriella speaking. Can I help you? Hello? The line is very bad. Can you speak up a little, please?

**Man:** I'd like to make a room reservation.

**Reservations:** When is it for?

**Man:** For three nights from September the...

**Reservations:** I'm sorry, I didn't catch the date. September... ?

**Man:** September the 4th. A double room for three nights.

**Reservations:** What name is it, please?

**Man:** Alimoglu. Mr Alimoglu from Istanbul.

**Reservations:** Could you spell that for me?

**Man:** A-L-I-M ...

**Reservations:** Did you say N for November?

**Man:** No, no I didn't. M, M for Mike.

**Reservations:** Right. A-L-I-M ...

**Man:**... O-G-L-U.

**Reservations:** Thank you, sir. And can I have a contact number for you?

**Man:** The country code is 90. Then 216 8 ...

**Reservations:** Could you repeat that, please?

**Man:** 90 216 877 03 43.

**Reservations:** Thank you very much. I've made that reservation for you. Three nights from the 4th of September. Would you please confirm in writing by fax or email... ?

## Negotiating room rates

**Reservations:**... that will be 260 euros. That's for a double room with breakfast included.

**Woman:** Isn't there some sort of weekend discount you can give me?

**Reservations:** Well, madam, the room rate I've given you is the standard rack rate. But we can give you a special weekend rate if you stay Saturday and Sunday nights.

**Woman:** How much is that?

**Reservations:** That's 200 euros per night for a double room, including breakfast.

**Woman:** I'm afraid that's still too much.

**Reservations:** What's your budget? Maybe one of our sister hotels can help.

**Woman:** We need to find a room for less than 120 euros a night.

**Reservations:** Well, I can do you a special weekend mini-break offer of 320 euros.

**Woman:** Hmm ... 160 a night. What if we don't have breakfast?

**Reservations:** That's 280 euros for the two nights.

**Woman:** OK. I'll take it.

**Reservations:** Thank you very much. What name is it, please?

## UNIT 19

### Your health and safety is important to us

I'd like to say a few words on the hotel's health and safety regulations. Now, this is a serious subject, so please listen carefully.

Firstly, fire. The hotel has regular fire drills so please find out where the assembly points are for your area. We test the alarms regularly, and you must keep the fire exits clear at all times so please check them carefully.

Secondly, accidents. We must keep the hotel clean and tidy at all times, as guests could trip on torn carpets or slip on dirty floors. If you see an accident, find a first aider immediately. We have several members of staff who are trained first aiders, and their names are at reception. Please read the list carefully.

Thirdly, the kitchen area. Many cleaning products are poisonous so these must be marked clearly and kept away from food. When lifting heavy objects, bend your knees and don't strain your back. And finally, when using the food slicer all staff must put the guard in place. Now are there any questions? Yes...

### Sound the alarm!

**Mary:** It's the fire alarm. Is it a test drill or is it real?

**Jo:** I don't know ... Hello?

**Pat:** Mary, there's a fire in the kitchen. One of the ovens is on fire. Evacuate the guests from the rooms.

**Mary:** Can **I** send anyone to help you in the kitchen, Pat?

**Pat:** No, it's OK. Tom and Mark are here using the fire extinguishers, and the fire brigade's coming.

**Mary:** Right. I'll make an announcement. This is an announcement. We have an emergency situation in the hotel. Would all guests please leave the building by the nearest exit. Please go to the assembly point, in front of the hotel.

**Jo,** here's the guest list. Go to the assembly point and take a roll call. Check all the names and room numbers as the guests come out. Take the mobile with you. I'll call in a few minutes with the names of any guests who checked out this morning, or who haven't checked in yet.

## UNIT 20

### Excuse me, where's the bar?

1

**Visitor:** Excuse me, how do I find room 102?

**Reception:** Take the lift to the first floor.

Turn left when you come out of the lift, walk along the corridor and it's on the left.

2

**Guest:** Excuse me. Where's the hair salon?

**Porter:** It's here on the ground floor. Go across the lobby and through that doorway. Turn right and it's at the end of the corridor.

3

**Guest:** Where's the hotel shop?

**Attendant:** It's on the ground floor, next to the lift.

4

**Guest:** I'm looking for conference suite A.

**Attendant:** Yes, madam. It's on the top floor. When you come out of the lift, turn left and then turn immediately right into the corridor. Go past conference suite B, and conference suite A is on your right.

5

**Guest:** Where's the fitness centre, please?

**Reception:** It's in the basement. Go through the door past the exchange bureau and down the stairs. Go along the corridor and turn right. And the fitness centre is in front of you.

### Is the room ready?

**Housekeeper:** Did you check that the hangers and spare bedding were all in place in the wardrobe?

**Petra:** Yes. **I** did.

**Housekeeper:** And the cabinet. Did you look in all the drawers?

**Petra:** Yes.

**Housekeeper:** Good. So now, light bulbs.

Check all the lights and the table lamp.

**Petra:** The bulb in the table lamp isn't working.

**Housekeeper:** Right, here's a new bulb. What about the air-conditioning? See if that's set correctly.

**Petra:** It's fine. Erica said we must check the welcome folder as well.

**Housekeeper:** Yes. **It** has all the information in it about the hotel. Guests can access all the information on the TV but some people prefer to read the folder. Then, most important of all, the minibar. You must check it every day and replace the snacks and drinks. Check them on this list. Finally, the turn-down service. Pull the curtains and fold the bedspread back like this...

## UNIT 21

### Can you direct me to the theatre?

1

**Woman:** Excuse me, can you direct me to the Dona Maria theatre?

**Reception:** Yes. It's quite near here. You can go on foot. Turn left outside the hotel and walk towards Rossio square. The theatre is on the other side of the square.

2

**Man:** We want to go and look at the Nucleo Arqueológico this afternoon. Can you tell us how to get there?

**Reception:** Yes, it's easy to find from here. Turn right outside the hotel. Then take the first right down Rua dos Correeiros. Keep straight on down that street for 700 metres. You'll see the museum on your right. You can't miss it.

3

**Woman:** Can you tell us how to get to the Oceanarium?

**Reception:** Yes. The best way is to take the metro from Rossio. Get a ticket for Oriente. Change lines at Alameda and then get off at Oriente. The Oceanarium is in the Park of Nations about five minutes on foot from the station.

### Travel in the city

1

**Tourist:** Excuse me. Can you tell me how to get to Harrods?

**Londoner:** Yes. Take the tube from here, Oxford Circus, to Knightsbridge. First, take the Victoria line to Green Park. Then change onto the Piccadilly line and it's just two stops to Knightsbridge.

2

**Tourist:** Can **I** get to the Tower of London on the subway from here?

**Londoner:** Yes, take the Northern line to Embankment. It's only two stops. Then take the Circle line or District line east to Tower Hill station. Get off there and it's next to the river.

3

**Tourist:** Can you tell me how to get to the National Gallery from here?

**Londoner:** Hmm ... yes. The nearest tube station is Charing Cross. Take the Central line from Marble Arch here to Tottenham Court Road. Then change onto the Northern line. That'll take you south to Charing Cross ... Get off there and the National Gallery is just across Trafalgar Square from the station.



**Tourist:** How do I get to King's Cross?

**Londoner:** That's no problem. Take the Central line from here, Bond Street, three stops to Holborn. Then change onto the Piccadilly line. Take the train marked Cockfosters. From there it's only two stops to King's Cross. It'll take you about fifteen minutes ...

## UNIT 22

### What can you offer the business traveller?

**Woman:** Can you tell me about your in-room facilities?

**Reception:** Of course. All rooms have satellite TV with pay-per-view facilities so that you can watch films, play games, and listen to music. There's Internet access for sending emails, accessing websites, and for finding out information about the hotel, for example, services, facilities, and car hire. Both the minibar and the electronic safe are standard in all rooms. We have 24-hour room service and a babysitting service...

**Woman:** What about facilities for business travellers?

**Reception:** All the rooms have multi-line phones. But the printer, photocopier, and fax facilities are in the business centre just opposite reception. The centre's fully equipped and offers broadband Internet access.

### We're planning a conference

**Woman:** We're planning a conference for one thousand people in Barcelona. Can you tell me a little about your conference facilities?

**Man:** Certainly. The hotel has a total of twenty-eight meeting rooms. The theatre-style room is the largest and holds 1,200 people, then there's the boardroom-style, and finally the classroom-style which is the smallest. The 19th floor has a rooftop banqueting room with panoramic views of the city.

**Woman:** Fine. What about audio-visual equipment?

**Man:** We can organize digital projectors, slide projectors and screens, PowerPoint facilities ...

**Woman:** Good. And what about business services?

**Man:** We have high-speed data lines, and full secretarial services, and we can also arrange video conferencing facilities for you.

**Woman:** Excellent. Can you send me your information pack? I'll contact you next week.

## UNIT 23

### Emergency first aid needed

**Porter:** Anna, one of the guests has just fallen over and cut his head badly. It's Mr Schmidt from room 397.

**Anna:** Right. I'll get the first aid equipment and come straight up. Don't move him. We should call an ambulance.

**Porter:** Yes. I've just called one.

**Anna:** Here, Mr Schmidt. You shouldn't move. Drink some water. I think you fainted in the heat. It's very hot today. Have you eaten anything today?

**Mr Schmidt:** No, no. I haven't had lunch yet. I didn't feel well this morning.

**Anna:** How are you feeling now? Are you in pain?

**Mr Schmidt:** I feel better now but my head ...

**Anna:** You should see a doctor so we've called an ambulance. They'll be here soon.

**Mr Schmidt:** Oh ... yes. Thank you. Thank you.

**Anna:** You've cut your head so I'll put a plaster on it to stop the bleeding ...

### Can you call a doctor, please?

1

**Mrs Spiros:** Reception, it's Mrs Spiros in room 542 here. Can you call a doctor please for my little boy? He's very hot and has been sick all morning.

**Reception:** Yes, Mrs Spiros. We have a doctor on call, Doctor Fong. I'll call him immediately.

2

**Man:** My wife has a terrible toothache. Can you give me the number of an emergency dentist?

**Reception:** Yes, of course. It's 652 3974. There's a pharmacy across the road. I'm sure the pharmacist will give you something for the pain.

3

**Porter:** Louise, quick. One of the waiters needs first aid. He's burnt his hand badly on the coffee machine.

**Louise:** Right. Tell him to put his hand in cold water. I'll be right there. Nick, get an accident report form out. Put the date and time on the top of it, please.

4

**Porter:** Anna, one of the guests has fallen down the stairs. I think she's broken her arm.

**Anna:** Right. I'll call an ambulance. Tell her

she shouldn't move. Then, call Louise in reception. She's a first aider and will know what to do.

## UNIT 24

### Are we service-minded enough?

1

**Guest:** Reception, I requested a non-smoking room, but this room really smells of smoke.

**Reception:** I'm very sorry. Your request should have been registered. I'll change your room immediately.

2

**Guest:** Excuse me, but my room hasn't been serviced. The bed hasn't been made and the bathroom hasn't been cleaned.

**Reception:** I'm very sorry. It should have been done this morning. I'll call the housekeeper straightaway.

3

**Guest:** Reception, there's still no hot water in our room. This should have been mended yesterday.

**Reception:** I'm very sorry. I'll call maintenance right away.

4

**Guest:** I didn't have a wake-up call this morning, but I asked for one for 6.30.

**Reception:** Room 152. Yes, you should have had a call. I'm very sorry, I'll look into it.

5

**Guest:** I asked for your overnight laundry service but my shirts haven't arrived back yet.

**Reception:** I'll chase up housekeeping right away, sir, to see what's happened to your shirts. They should have been ready before 8.00 a.m.

6

**Guest:** Excuse me, we still don't have any air-conditioning in our room. It hasn't been fixed yet. I told you about it yesterday.

**Reception:** I'm sorry, sir. This should have been dealt with. I'll send up a service engineer immediately.

### Did you enjoy your stay?

**Personnel:** Hello, Mrs White. My name's Roger Scales from the personnel department at the Bay Hotel, and I'm just calling you about your recent visit. I know there were problems when you stayed with us and I wanted to check that we dealt with them properly.

**Mrs White:** Oh ... yes... OK.

**Personnel:** I see there were problems with the disabled facilities.

**Mrs White:** Well, the disabled access in the hotel was very good really. You know, to the bars and the restaurants, but the main lift wasn't working when we arrived. So, that's why we needed a room on the ground floor.

**Personnel:** I see, and did we give you a room on the ground floor?

**Mrs White:** Yes, you did, but the room you gave us was very noisy. That first night, we couldn't sleep at all.

**Personnel:** Oh dear. That shouldn't have happened. Did we give you a different room on the ground floor?

**Mrs White:** Yes, you did. The next day you gave us a beautiful room next to the gardens. It was very quiet, and the manager sent us some flowers and a complimentary bottle of champagne. So, in the end we had a very pleasant stay.

**Personnel:** Good. I'm glad you enjoyed it.

Well, we look forward to seeing you again.

**Mrs White:** Yes, thank you very much. Goodbye.

**Personnel:** Goodbye.

## UNIT 25

### Could we have our bill, please?

1

**Mrs De Canio:** Hello. We're checking out now. Could we have the bill for room 234, please? I asked for it to be prepared.

**Reception:** Yes, your bill's ready for you, Mrs De Canio. Here you are. Everything is itemized: your room, meals, telephone calls, pay-per-view, and the minibar. Service and VAT are included. How would you like to pay?

**Mrs De Canio:** With Visa. Here's my card.

**Reception:** Could you sign here, please?

Thank you. Here's your receipt and your Visa slip copy. Thank you very much. We hope to see you again.

**Mrs De Canio:** Thank you.

2

**Woman:** Excuse me, we're leaving now.

Could you bring us the bill, please?

**Waiter:** Certainly, madam.

**Woman:** Have you included the drinks from the bar?

**Waiter:** Yes. I've included them here.

**Woman:** Ah. And is service included?

**Waiter:** No, madam. How are you paying?

**Woman:** I'm paying in cash. Do you accept euros?

**Waiter:** Yes, we do. The total in euros is just there. Would you like a VAT receipt?

**Woman:** No thanks. This is fine.

### How would you like to pay?

1

**Cashier:** The invoice for your room and meals goes directly to your company.

**Mr Badel:** Yes, that's right.

**Cashier:** So, here's your bill for the extras. How are you paying, Mr Badel?

**Mr Badel:** With Mastercard.

2

**Cashier:** Your hotel vouchers are for room and breakfast, Mr Franks. Your bill for the other meals and drinks comes to 230 dollars. How would you like to pay?

**Mr Franks:** With US dollar traveller's cheques, please.

3

**Ms Kohl:** Can I pay my bar bill separately, please?

**Reception:** Yes, certainly Ms Kohl.

**Ms Kohl:** I'll pay by credit card. Do you take Visa?

**Waiter:** Yes, Visa is fine.

4

**Waiter:** That's £17.50 altogether Mr Popovic. How would you like to pay?

**Mr Popovic:** In cash, please. Here you are, £20.

**Waiter:** One moment, and I'll get your change.

**Mr Popovic:** No, that's alright. Keep the change.

**Waiter:** Thank you very much.

## UNIT 26

### I think there's a mistake

1

**Woman:** Could I have the bill, please?

**Waiter:** Thank you, madam.

**Woman:** Excuse me, I think there's a mistake. There are a lot of items here but I didn't have much wine or any extra dishes. This looks too much.

**Waiter:** I'm sorry, madam. This isn't your bill. It's table seventeen's. One moment, I'll get the right bill for you. Here we are. I'm sorry about that.

**Woman:** Ah. That's better. Here's my Visa card.

**Waiter:** Thank you, madam ...

2

**Mr Badouvas:** Hello. I'm in room 532 and I'd like to settle my bill.

**Reception:** 532. Here we are, Mr Badouvas. Are you paying by American Express?

**Mr Badouvas:** Yes, but just a moment.

What are all these items? How much is the minibar bill?

**Reception:** Forty euros.

**Mr Badouvas:** Forty euros! Alex, how many drinks did you have?

**Alex:** Oh, just a few ... and some snacks ...

**Mr Badouvas:** And look at the phone calls! We didn't make many calls. This amount is ridiculous.

**Reception:** One moment, I'll just check for you. No, you didn't make many calls but there was one very expensive call to Athens on Tuesday evening.

**Mr Badouvas:** Tuesday evening? Alex ...

## Working with Fidelio Suite 7

We use the Fidelio system for checking out our guests. Let's check out Mr Rodrigues. First, look at the guest list here ... and click on *Departures*. Then click on the guest's name: *Mr Rodrigues*. All the items for his bill will now appear on the screen, for example, accommodation, breakfast, and so on. He's paying by Visa, so click on *Visa*. Now, his charges all appear on the screen in grey. Finally, click and issue an invoice. That's it. You've just checked out a guest. See, it's quite easy.

## UNIT 27

### Writing your CV

**Agent:** Hello, thank you for coming in to register with the agency. Can you tell me a little bit about yourself?

**Caroline:** Well, my name's Caroline Davros. I was born in 1980. I'm single. I live in Geneva with my parents. I left school in 1998 with my baccalaureate professionnelle.

**Agent:** And what professional qualifications do you have?

**Caroline:** I have my BEP certificate in Tourism and Hospitality from City College.

**Agent:** And work experience?

**Caroline:** During my college holidays I worked in the Hotel Central as a receptionist. It's a small hotel in Geneva. I took reservations and ran the reception desk during the daytime. When I left college, I worked in the Sun Hotel which is part of the Triad group. This is where I learnt how to use the Fidelio System. After a year, I applied for a job at a larger hotel in the same group. I'm now a receptionist at the Sofitel.



**Agent:** I see. And what qualities do you bring to your work?

**Caroline:** I love my work. I'm sociable and friendly, and I enjoy helping and advising people. I'm well organized and hard-working.

**Agent:** Do you have any references?

**Caroline:** Yes, Mr Schultz, the manager of the Sofitel.

## Writing a covering letter

My name's Michel Laval. I'm 21 years old and I was born in Lyon, in south-east France. When I finished school, I went to catering college for three years where I got my chef's certificate. While I was at college, I worked in various hotel and restaurant kitchens as a kitchen porter and commis chef. It was very good experience and I learnt a lot about people as well as cooking. Last year I started work at the busy Grand Hotel Mercure in the city centre. It's a good job but I would really like to have more responsibility and use my cooking skills more. I have my own apartment in Lyon and I have a clean driving licence.

## UNIT 28

### Presenting yourself at an interview

**Personnel:** So, Michel, tell me something about yourself.

**Michel:** Well, I'm 21 years old and I was born in Lyon. I've lived in Lyon all my life. I got my chef's certificate eighteen months

ago and since then I've worked at the Mercure Hotel.

**Personnel:** Why do you want to leave?

**Michel:** Well, I really like working there but I'd like to learn some new menus and work with a new head chef.

**Personnel:** And what do you know about our company?

**Michel:** You're part of one of the biggest hotel chains in the world with some of the top chefs.

**Personnel:** Why do you want to work for us?

**Michel:** I've spent all my life in Lyon and I'd like to see more of the world. I think I'd learn a lot and it would be good for my career.

**Personnel:** What could you offer us if we gave you a job?

**Michel:** Well, I'm enthusiastic, hard-working, and a good team worker. I learn quickly, and I think I have the right skills and experience for the job ...

**Personnel:** Right. Well, I'm seeing three more candidates tomorrow, Michel. Then I'm going to make a shortlist to discuss with chef. If you're shortlisted, we'll phone you to arrange a second interview ...

### A celebrity chef

**Interviewer:** So Jamie, tell us a little bit about yourself.

**Jamie:** Well, I was born in Essex in May 1975. My dad runs a pub and as a child I helped in the kitchens. I just loved cooking.

**Interviewer:** Were you a good student at school?

**Jamie:** No, not really. But I knew I wanted to be a chef. When I was sixteen, I left school and went to Westminster Catering College. After that, I went to France and worked in various kitchens.

**Interviewer:** What was your first really good job?

**Jamie:** I was head pastry chef in a top London restaurant. I learnt a lot there. The head chef taught me how to make the best pasta and focaccia bread. After that, I worked at the River Café for three and a half years.

**Interviewer:** How many television series have you made?

**Jamie:** I've made three TV series so far but I'll probably make another.

**Interviewer:** And how many books have you written?

**Jamie:** I've written four books and Hollywood is going to make a film about me! It'll be about my restaurant which opened in October 2002.

**Interviewer:** Are you going to work in the restaurant too?

**Jamie:** Definitely, I'm going to be the head chef.

# Language review

## • Units 1-5

### Can/Could, I'd like to

- Use questions with *Can/Could* to make requests or offers. *Could* is more polite than *Can*.  
*Can/Could I reserve a parking space?* (request)  
*Can I help you?* (offer)  
*Can/Could I take your coat?* (offer)
- Use *I'd like to/I'd like* to make requests. It is a more polite way of saying / *want*.  
*I'd like to book a room.* (*I'd like to* + verb)  
*I'd like a coffee, please.* (*I'd like* + noun)

### Is there?/Are there?, There is/There are, There isn't/There aren't

- Use *Is there?/Are there?* to ask questions about singular nouns or plural nouns.  
*Is there a TV in the room?* (singular)  
*Are there any restaurants?* (plural)
- Use *There's/There isn't* to give information about singular nouns and uncountable nouns.  
*There's a TV in all the rooms.* (positive sentence)  
*There isn't any air-conditioning.* (negative sentence)
- Use *There are/There aren't* to give information about plural nouns.  
*There are three restaurants.* (positive sentence)  
*There aren't any disabled facilities.* (negative sentence)

### Do/Does

- Use questions in the Present Simple to ask about general situations. Use *Do/Does* + the base form of the verb to make questions for all verbs except *be*. Use *do/does, don't/doesn't* to make short answers.

A: *Do you speak English?*

B: *Yes, I do./No, I don't.*

A: *Does the room have air-conditioning?*

B: *Yes, it does./No, it doesn't.*

## Prepositions of time

- Use the following prepositions when talking about periods of time.

preposition	time
<i>on</i>	days, dates
<i>at</i>	clock times, <i>the weekend, night</i> , festivals
<i>in</i>	periods of time, months, a certain year, seasons, parts of the day
<i>from ... to</i>	clock times, days, dates, months, years

## Dates

- In British English, write and say the day first, then the month, and finally the year (if necessary).  
write: *21/10/06* or *21 October 2006* or *21st October 2006*  
say: *the twenty-first of October, two thousand and six*
- In American English, write and say the month first, then the day, and finally the year (if necessary).  
write: *10/21/06* or *October 21, 2006* or *October 21st 2006*  
say: *October (the) twenty-first, two thousand (and) six*

## Adverbs of frequency

- Use adverbs of frequency to describe how often you do something. Put them after the verb *be*, but before other verbs.  
*She is sometimes late for work.*  
*I never work on Sundays.*



## Times

- Use the 12-hour clock in spoken English and informal written English. In British English, there are two different ways:  
6.10 *six ten* or *ten past six*  
8.25 *eight twenty-five* or *twenty-five past eight*  
12.50 *twelve fifty* or *ten to one*
- Use *a.m.* after the time to indicate the morning, and *p.m.* to indicate afternoon, evening, or night. Use *quarter past/half past/quarter to* as an alternative to *fifteen/thirty/forty-five*.  
6.15 a.m. *quarter past six (in the morning)*  
6.30 p.m. *halfpast six (in the evening)*  
10.45 p.m. *quarter to eleven (at night)*
- Use *o'clock* to describe the hour.  
7.00 *seven* or *seven o'clock*
- Use the 24-hour clock for timetables and schedules, but not in spoken English.  
*Dinner: 19.00-22.00*



## Present Simple (short forms)

- Use the short forms (in brackets) in spoken English and informal written English.

### *be* (Irregular verb)

#### POSITIVE

##### singular

I am (I'm) Scott.

You are (You're) Mr Phillips.

He is (He's) Matthieu.

She is (She's) May Lee.

The hotel/It is (It's) expensive.

##### plural

We are (We're) the guests.

You are (You're) the guests.

They are (They're) the guests.

#### NEGATIVE

##### singular

I am not (I'm not) Scott.

You are not (aren't) Caroline.

He is not (isn't) Matthieu.

She is not (isn't) May Lee.

The hotel/It is not (isn't) expensive.

##### plural

We are not (aren't) the guests.

You are not (aren't) the guests.

They are not (aren't) the guests.

#### QUESTION

##### singular

Am I late?

Are you Mr Phillips?

Is he Matthieu?

Is she May Lee?

Is the hotel/it expensive?

##### plural

Are we late?

Are you the guests?

Are they the guests?

### *have* (Irregular verb)

#### POSITIVE

##### singular

I have a reservation.

You have a reservation.

He has a reservation.

She has a reservation.

The hotel/It has a restaurant.

##### plural

We have a reservation.

You have a reservation.

They have a reservation.

#### NEGATIVE

##### singular

I do not (don't) have a reservation.

You do not (don't) have a reservation.

He does not (doesn't) have a reservation.

She does not (doesn't) have a reservation.

The hotel/It does not (doesn't) have a restaurant. •

##### plural

We do not (don't) have a reservation.

You do not (don't) have a reservation.

They do not (don't) have a reservation.

## QUESTION

### singular

Do I have a reservation?

Do you have a reservation?

Does he have a reservation?

Does she have a reservation?

Does the hotel/it have a restaurant?

### plural

Do we have a reservation?

Do you have a reservation?

Do they have a reservation?

### *arrive* (Regular verb)

#### POSITIVE

##### singular

I arrive at 9.00.

You arrive at 9.00.

He arrives at 9.00.

She arrives at 9.00.

The flight/It arrives at 9.00.

##### plural

We arrive at 9.00.

You arrive at 9.00.

They arrive at 9.00.

#### NEGATIVE

##### singular

I do not (don't) arrive at 9.00.

You do not (don't) arrive at 9.00.

He does not (doesn't) arrive at 9.00.

She does not (doesn't) arrive at 9.00.

The flight/It does not (doesn't) arrive at 9.00.

##### plural

We do not (don't) arrive at 9.00.

You do not (don't) arrive at 9.00.

They do not (don't) arrive at 9.00.

## QUESTION

### singular

Do I arrive at 9.00?

Do you arrive at 9.00?

Does he arrive at 9.00?

Does she arrive at 9.00?

Does the flight/it arrive at 9.00?

### plural

Do we arrive at 9.00?

Do you arrive at 9.00?

Do they arrive at 9.00?

# Test yourself 1

## 1 Rearrange the words to make requests and offers.

- 1 name / I / your / Could / have / ? *Could I have your name?*
- 2 meet / at / like / to / I'd / 6.00 p.m. ....
- 3 Can / take / you / message / for / I / a / ? .....
- 4 manager / I'd / to / speak / the / to / like .....
- 5 help / you / I / Can / ? .....
- 6 your / have / Can / passport / I / ? .....
- 7 a / I'd / room / like / double .....
- 8 me / tell / you / Could / number / my / room / ? .....

## 2 Correct the sentences.

- 1 Are there Internet access? *Is there Internet access?*
- 2 There aren't a car park. ....
- 3 There's 300 rooms. ....
- 4 Is there any disabled facilities? .....
- 5 There are an exchange bureau. ....
- 6 Are there a minibar in the room? .....
- 7 There isn't any shops. ....
- 8 Is there any cloakrooms? .....

## 3 Make questions and short answers with *Do/Does, do/does, don't/doesn't*.

- |   |                              |
|---|------------------------------|
| 1 ..... <i>P.</i> ..... you have any luggage? | Yes, I ..... <i>P.</i> ..... |
| 2 ..... the hotel have a laundry?             | No, it .....                 |
| 3 ..... she want to book a room?              | Yes, she .....               |
| 4 ..... you work in reception?                | No, I .....                  |
| 5 ..... he speak English?                     | Yes, he .....                |
| 6 ..... we have a parking space?              | Yes, you .....               |
| 7 ..... she know the city?                    | No, she .....                |
| 8 ..... they have any children?               | Yes, they .....              |

## 4 Complete the sentences with prepositions of time *on, at, in, from... to*.

- 1 Is the bar open ..... *Q.* ..... Sundays?
- 2 I work ..... 7.00 a.m. .... 4.00 p.m.
- 3 The swimming pool closes ..... the evening.
- 4 We serve breakfast ..... 8.00 a.m. .... 9.30 a.m. .... the weekend.
- 5 The new hotel opens ..... two months.
- 6 The autumn season starts ..... September.
- 7 I'd like to book a table for three ..... 3rd January.
- 8 Do you close ..... Christmas?

## 5 Write the dates in British English.

- |   |                    |
|---|--------------------|
| 1 07/03 ..... <i>the seventh of March</i> ..... | 5 10/09/08 .....   |
| 2 23 May .....                                  | 6 3 December ..... |
| 3 08/10 .....                                   | 7 12/02 .....      |
| 4 16th January .....                            | 8 22nd July .....  |



## 6 Now write the dates in American English.

- 1 07/03 ..... *July (the) third* .....
- 2 23 May .....
- 3 08/10 .....
- 4 16th January .....
- 5 10/09/08 .....
- 6 3 December .....
- 7 12/02 .....
- 8 22nd July .....

## 7 Complete the sentences with adverbs of frequency.

- 1 I ..... *never* ..... (50%) eat ..... *at work* .....
- 2 The car park is ..... (75%) full.
- 3 She ..... (0%) works on Wednesday.
- 4 We ..... (25%) leave a tip.
- 5 The food is ..... (75%) very good.
- 6 They ..... (50%) visit Spain.
- 7 The manager ..... (75%) speaks English.
- 8 He ..... (100%) stays in the same hotel.



## 8 Write the times in the two different ways.

- 1 7.20 ..... *seven twenty* ..... *twenty past seven* .....
- 2 5.55 ..... / .....
- 3 12.10 ..... / .....
- 4 3.45 ..... / .....
- 5 8.30 ..... / .....
- 6 1.00 ..... / .....
- 7 9.15 ..... / .....
- 8 11.40 ..... / .....

## 9 Complete the sentences with *am*, *is*, or *are*. Use short forms if appropriate.

- 1 My name ..... *'s* ..... Anne.
- 2 We ..... in a hotel in Bangkok.
- 3 I ..... a receptionist.
- 4 ..... you in room 302?
- 5 John ..... in the restaurant.
- 6 ..... the room on the ground floor?
- 7 They ..... in the lounge.
- 8 ..... they in the restaurant?

## 10 Complete the sentences and questions with the correct form of the Present Simple.

- 1 The bar ..... *opens* ..... (open) at 7.00.
- 2 ..... they often ..... (visit) Chicago?
- 3 Scott ..... (not work) in Sydney.
- 4 ..... you ..... (live) in Tokyo?
- 5 The hotel ..... (have) 250 rooms.
- 6 ..... the restaurant ..... (seat) 85 people?
- 7 The restaurant ..... (serve) over 200 customers a day.
- 8 I ..... (not go) to London every week.

# Language review

## • Units 6-10

### Possessive adjectives

- Use possessive adjectives before a noun. They stay the same if the noun is singular or plural, e.g. *my room, my rooms*.

singular	plural
Here's <i>my</i> room.	Here's <i>our</i> room.
Here's <i>your</i> room.	Here's <i>your</i> room.
Here's <i>his</i> room.	Here's <i>their</i> room.
Here's <i>her</i> room.	
What's <i>its</i> number?	

### Requests and offers

- Use *Can/Could* to make requests. *Could* is more polite than *Can*. Use *Shall I* and *Would you like* to make offers. *Would you like* is a more polite way of asking *Do you want*.
- |  |           |
|--|-----------|
| <i>Can I order?</i>                      | (request) |
| <i>Could I have the beer in a glass?</i> | (request) |
| <i>Shall I open the wine?</i>            | (offer)   |
| <i>Would you like another bottle?</i>    | (offer)   |

### *a/an, the*

- Use *a/an* before singular nouns when you first talk about something. Use *an* before words beginning with a vowel.
- Use *the* when you talk about something for the second time, or when it's clear what you're talking about. Use *the* before singular or plural nouns.

A: *I'd like a table for two, please.*

B: *Certainly, sir. Would you like the table near the window?*

### *a/an, some*

- Use *a/an* instead of *one* to talk about singular countable nouns.

*I'd like a menu.*

*Can I have an aperitif?*

- Use *some* to talk about plural countable nouns and uncountable nouns.

*Can we have some aperitifs, please?*

*I'd like some information.*

### *some, any*

- Use *some* in positive sentences, and polite offers and requests.

*I'd like some wine.* (positive sentence)

*Would you like some wine, sir?* (offer)

*Could I have some coffee, please?* (request)

- Use *any* in questions and negative sentences.

A: *Do you have any Australian Chardonnay?* (question)

B: *I'm afraid we don't have any Australian wines.* (negative sentence)



# Test yourself 2

## 1 Complete the sentences with the correct possessive adjective.

- 1 Jack Green is the hotel manager. He's in . . . . *his*, . . . . office.
- 2 We can't help you at the moment because . . . . . computer system isn't working.
- 3 I'm afraid I can't . . . . . find . . . . . key card. Do you have another?
- 4 The guests from Japan would like . . . . . luggage now.
- 5 What time is . . . . . train? Do you have the ticket?
- 6 Mrs Bell would like lunch in . . . . . room.
- 7 Can I contact the hotel? Do you have . . . . . email address?

## 2 Put the words in the correct order to make requests and offers.

- 1 lemon / you / like / ice / Would / and / ? ***Would you like ice and lemon?***
- 2 smoke / in / Can / here / I / ? . . . . .
- 3 reservation / Shall / check / I / your / ? . . . . .
- 4 menu / I / a / have / Could / ? . . . . .
- 5 like / more / Would / some / you / ? . . . . .
- 6 Could / the / pool / I / swimming / use / ? . . . . .

## 3 Complete the sentences with *a/an* or *the*.

- 1 Is there . . . . . *an* . . . . . exchange bureau in the hotel?
- 2 A: Can I leave . . . . . message in reception?  
B: Certainly, sir. Is this . . . . . message?
- 3 This is . . . . . bar I like.
- 4 A: I'd like to have . . . . . sauna.  
B: Of course. . . . . sauna is open from 8.00 a.m. to 8.00 p.m.
- 5 Would you like . . . . . aperitif?
- 6 A: There's . . . . . key card on the desk.  
B: Yes, but it isn't . . . . . key card for Mr Nagy's room.

## 4 Complete the sentences with *a/an* or *some*.

- 1 There's . . . . . *some* . . . . . ice in the minibar.
- 2 Could I have . . . . . aperitif?
- 3 We have . . . . . group from Sweden here at the moment.
- 4 Can I give you . . . . . advice?
- 5 Would you like . . . . . large whisky or . . . . . small one?
- 6 . . . . . Japanese businessmen are in reception.

## 5 Complete the sentences with *some* or *any*.

- 1 Would you like . . . . . *some* . . . . . wine with your meal?
- 2 Are there . . . . . guests from Thailand in the hotel?
- 3 Table 5 wants . . . . . water.
- 4 Excuse me, but there isn't . . . . . hot water in my room.
- 5 I'd like . . . . . dessert, please.
- 6 Do you have . . . . . euros?

# Language review

## Units 11-15

### Comparisons

- Use *-er than, more ... than, not as ... as* to compare things.

*The Sauvignon Blanc is drier than the Riesling.*

*The Sauvignon Blanc is more expensive than the Riesling.*

*The Riesling isn't as dry as the Sauvignon Blanc.*

adjective	comparative	spelling
old	older than	1 syllable + <i>-er</i>
cheap	cheaper than	
big	bigger than	1 vowel + 1 consonant =
hot	hotter than	double consonant
dry	drier than	consonant + <i>y</i> = <i>-ier</i>
heavy	heavier than	
tasteless	more tasteless than	2 or more syllables =
expensive	more expensive than	<i>more</i> + adjective
	not as dry as	1, 2, or more syllables =
	not as tasteless as	<i>not as</i> + adjective + <i>as</i>
	not as expensive as	
good	better than	irregular
bad	worse than	

### Offering help

#### *I'll... one/some/another/some more*

- Use *I'll* + the base form of the verb to make an offer. Use *one* instead of repeating a singular noun. Use *some* instead of repeating a plural countable noun or an uncountable noun.

A: *I don't have a knife.*

B: *I'll bring you one.*

A: *There isn't any milk.*

B: *I'll get you some.*

- Use *another* with singular countable nouns. Use *some more* with plural countable nouns or uncountable nouns.

A: *This cup of coffee is cold.*

B: *I'll send up another.*

A: *The toilet paper is almost finished.*

B: *I'll see if there's some more.*

### Present Simple Passive

- Use the Passive to say how things are made or done. For the Present Simple Passive, use the verb *be* + the past participle of the verb. Go to the irregular verbs list on page 111 for a list of past participles.

active: *The waiter opens the wine at the table.*

passive: *The wine is opened at the table,* (singular verb)

active: *First, the chef adds the tomatoes.*

passive: *First, the tomatoes are added.* (plural verb)

### Past Simple

- Use the Past Simple for completed actions in the past. Use the same form of the verb with all pronouns.

#### Regular verbs

verb + *-ed* (verbs ending in a consonant)

visit + *-ed*

*She visited New York last month.*

verb + *-d* (verbs ending in *-e*)

arrive + *-d*

*The guests arrived last night.*

#### Irregular verbs

Some verbs have irregular Past Simple forms, e.g.

*go I went*

*have I had*

*I went to Paris last week.*

*I had a meeting in the Georges V Hotel.*

#### *this/that, these/those, here/there*

- Use *this* or *that* for singular nouns near or at a distance from the speaker. Use *these* or *those* for plural nouns near or at a distance from the speaker.

A: */5 this your hotel?*

B: *No, that's my hotel across the street.*

A: *Are these your friends in reception?*

B: *No, those are my friends outside.*

- Use *here* for the place where the speaker is. Use *there* for a place at a distance from the speaker.

*Here's your key card, sir.*

*There's your taxi in front of the hotel.*

# Test yourself 3

## 1 Complete the sentences using the comparative form of the adjective in brackets.

- 1 The chicken is ..... (cheap) than the fillet steak.
- 2 The rooms on the second floor are ..... (comfortable) than those on the ground floor.
- 3 City hotels are often ..... (big) than country hotels.
- 4 Onions have a ..... (strong) smell than carrots.
- 5 This room is ..... (good) for a family than that one.
- 6 The Chilean Merlot isn't as ..... (smooth) as the French Merlot.

## 2 Match the requests and complaints with the best answers.

- |   |   |
|---|---|
| 1 <input checked="" type="checkbox"/> There isn't any soap in the bathroom.   | a I'm sorry, I'll get you one.                    |
| 2 <input checked="" type="checkbox"/> Excuse me, I don't have a fork.         | b Would you like some more with your main course? |
| 3 <input checked="" type="checkbox"/> I asked for white wine, not red.        | c I'll tell the wine waiter to bring you some.    |
| 4 <input checked="" type="checkbox"/> Do you have any milk?                   | d Four? Of course. I'll get you another.          |
| 5 <input type="checkbox"/> We ordered four coffees.                           | e Certainly, madam. I'll bring some.              |
| 6 <input checked="" type="checkbox"/> We finished the bread with our starter. | f I'm sorry, I'll send some up straight away.     |

## 3 Complete the sentences with the Present Simple active or passive of the verbs in brackets.

- 1 We ..... *open* ..... (open) the restaurant every day at 12.00.
- 2 The rooms ..... (clean) every morning.
- 3 First, you ..... (chop) the onions.
- 4 Champagne ..... (produce) in France.
- 5 You ..... (not cook) smoked salmon.
- 6 The dish ..... (not serve) hot. It ..... (serve) cold.

## 4 Check the Past Simple of the verbs.

prepare    know    take    leave    fill    in    order

Now complete the sentences with one of the verbs.

- 1 I filled in the registration card when I checked in.
- 2 The chef ..... a special meal for the child's birthday.
- 3 He ..... that something was wrong.
- 4 Table 24 ..... three bottles of champagne last night.
- 5 They ..... their bags at reception.
- 6 The porter ..... the bags up to their room.

## 5 Complete the dialogue between a manager and a new receptionist with *this/that, these/those, here/there*.

- A: OK, so. .... *Is that* ..... ' we are in reception. Now, where's Simone? She's the other receptionist. Ah, ..... 's<sup>2</sup> Simone, outside with the group from Poland. .... 's<sup>3</sup> their bus. Anyway, back to reception.
- B: Is .....<sup>4</sup> my computer?
- A: Yes, it is.
- B: And are .....<sup>5</sup> the names of the guests checking out this morning?
- A: Yes, they are. Ask me or Simone if you have any problems. My office is over. ....<sup>6</sup> through .....<sup>7</sup> double doors. OK?



# Language review

## Units 16-20

### *must, have to, don't have to, mustn't*

- Use *must* or *have to* for talking about an obligation. Use *must* or *have to* + the base form of the verb.

- Use *must* for a situation when the speaker thinks something is important.

/ *must finish before lunch.*

(I want to because it's important.)

- Use *have to/has to* when there is an obligation from a rule or situation.

*We have to check the minibar every day.*

(It's part of the job.)

- Use *don't/doesn't have to* when there isn't an obligation from a rule or situation.

/ *don't have to clean the windows every day.*

(It isn't a rule of the job.)

- Use *mustn't* when there is a negative obligation or prohibition.

*Guests mustn't smoke in the non-smoking lounge.*

(Don't do it!)

- Use *had to* (the Past Simple of *have to*) to express an obligation in the past.

*We had to work late yesterday.*

### *need*

- Use *need* in the following ways:

1 as a main verb {*need* + noun}

A: *When do they need their luggage?* (*need* = *require*)

B: *They need it as soon as possible.*

2 as an auxiliary verb {*need* + *-ing*}

A: *I think the room needs cleaning,* (passive meaning)

B: *No, it's OK. It doesn't need cleaning.*

3 as an auxiliary verb {*need* + full infinitive}

A: *Do I need to show anything?* (*need* = *have to*)

B: *You need to show your passport.*

### Past Simple: questions, short answers and negative statements

- Use *Did* + the base form of the verb to make questions in the Past Simple. Use *didn't* + the base form of the verb to make negative sentences in the Past Simple. Use *did* or *didn't* to make positive or negative short answers.

A: *Did they arrive yesterday?*

B: *Yes, they did./No, they didn't.*

A: *Did they check in to a hotel?*

B: *No, they didn't have a reservation.*

### Adjectives and adverbs

- Use adjectives to describe nouns, and use adverbs to describe verbs. Most adverbs are made by adding *-ly* to the adjective.

adjective	adverb
slow	slowly
quick	quickly
polite	politely

*The waiter was polite to the guests.* (adjective)

*The waiter spoke politely to the guests,* (adverb)

However, some adjectives and adverbs have the same form.

adjectives/adverbs	
daily	early
weekly	late
monthly	fast
yearly	hard

*The flight was early.* (adjective)

*The flight arrived early.* (adverb)

The adjective *good* has a completely different form.

adjective	adverb
good	well

*She's a good receptionist.* (adjective)

*She works well in reception.* (adverb)

# Test yourself 4

## 1 Complete the sentences with the correct form of *must* or *have to/has to*.

- 1 One of the guests is ill. We ..... ~~W~~<sup>h</sup>~~?~~<sup>f</sup> ..... call a doctor.
- 2 Receptionists ..... dress smartly. It's a hotel rule.
- 3 The air-conditioning broke down so we ..... call an electrician.
- 4 Do you ..... work in the kitchen?
- 5 We ..... remember to say thank you to the manager.
- 6 Philippe ..... clean the tables before breakfast.

## 2 Complete the sentences with the correct form of *mustn't* or *don't/doesn't have to*.

- 1 I promised to arrive before nine. I ..... ~~W~~<sup>h</sup>~~S~~<sup>f</sup>~~t ..... be late.~~
- 2 You ..... change the towels every day. Twice a week is OK.
- 3 The restaurant was closed at the weekend so we ..... work on Sunday.
- 4 You ..... overcook the vegetables.
- 5 Akemi ..... wear her uniform every day.
- 6 Fabien and Pascal ..... work behind the bar. That's Adam's job.

## 3 Complete the sentences with the correct form of *need*.

- 1 She says her jacket... *needs cleaning* .. (need/clean).
- 2 We ..... (need/buy) a map of the city centre.
- 3 The minibar is empty. You ..... (need/fill) it.
- 4 The TV ..... (need/change) in Room 22.
- 5 My trousers ..... (need/press).
- 6 The kitchen ..... (need/have) the vegetables as soon as possible.
- 7 Their taxi ..... (need/order) for 8.00 p.m.
- 8 Do I ..... (need/come) to the staff meeting tomorrow?

## 4 Complete the dialogue between two guests using *did/didn't*.

- A: ..... <sup>1</sup> PM. .... ' you check in OK this morning?
- B: Yes, I ..... <sup>2</sup> ..... <sup>3</sup> you have to fill in a registration card?
- A: Yes, I ..... <sup>4</sup> . Actually, my wife filled it in.
- B: ..... <sup>5</sup> she leave your passports at reception?
- A: No, she ..... <sup>6</sup> . The receptionist took the numbers and gave them back.
- ..... <sup>7</sup> you get your passport back?
- B: No, I ..... <sup>8</sup> . I must remember to pick it up.

## 5 Underline the correct alternative.

- 1 The night porter always walks *quiet/quietly* along the corridors.
- 2 The service here is too *slow/slowly*.
- 3 Make sure you clean the room *careful/carefully*.
- 4 He works *quick/quickly*.
- 5 Security in the car park is *important/importantly*.
- 6 There's a *regular/regularly* test of the fire alarms.
- 7 The manager speaks English very *good/well*.
- 8 Bollinger is an *expensive/expensively* Champagne.

# Language review

## Units 21-25

### Present Perfect

- Use the Present Perfect to talk about actions in the past that are not completed. Use the Past Simple (see page 82), to talk about actions in the past that are completed.

*He hasn't finished his breakfast.* (not completed)

*He finished his breakfast at 10.00 a.m.* (completed)

- Use *just* with the Present Perfect to show that an action is recently completed.

*The group from New Zealand has just arrived. They're in reception.*

- Use *yet* with the Present Perfect to mean *up to now*.

*I haven't met the manager yet. Maybe tomorrow.*

- Make the Present Perfect with *have/has* + the past participle of the verb. Go to page 111 for the irregular verbs list with past participles. Use the short forms (in brackets) in spoken English and informal written English.

#### POSITIVE

##### singular

I have (I've) arrived.

You have (You've) arrived.

He has (He's) arrived.

She has (She's) arrived.

The flight/It has (It's) arrived.

##### plural

We have (We've) arrived.

You have (You've) arrived.

They have (They've) arrived.

#### NEGATIVE

##### singular

I have not (haven't) arrived.

You have not (haven't) arrived.

He has not (hasn't) arrived.

She has not (hasn't) arrived.

The flight/it has not (hasn't) arrived.

##### plural

We have not (haven't) arrived.

You have not (haven't) arrived.

They have not (haven't) arrived.

#### QUESTION

##### singular

Have I arrived?

Have you arrived?

Has he arrived?

Has she arrived?

Has the flight/it arrived?

##### plural

Have we arrived?

Have you arrived?

Have they arrived?

### *should* + Present Perfect Passive

Use *should* + Present Perfect Passive to apologize and to make explanations. Use *should* + *have been* + the past

participle of the verb. Go to page 111 for the irregular verbs list with the past participles.

*I'm sorry. The minibar should have been refilled.*

### Present Continuous

- Use the Present Continuous to describe something that is happening at the time of speaking, or for something that is temporary. Use the Present Simple for something that is generally true, or happens regularly, or is permanent (see page 77).

*She's working on the computer.* (at the time of speaking)

*She's working from home this week.* (temporary)

*She works hard.* (generally true)

*She often works with Pierre.* (happens regularly)

*She works in Paris.* (permanent)

- Make the Present Continuous with *am/are/is* + *-ing*. Use the short forms (in brackets) in spoken English and informal written English.

#### POSITIVE

##### singular

I am (I'm) staying here.

You are (You're) staying here.

He is (He's) staying here.

She is (She's) staying here.

The weather/It is (It's) getting hot.

##### plural

We are (We're) staying here.

You are (You're) staying here.

They are (They're) staying here.

#### NEGATIVE

##### singular

I am not (I'm not) staying here.

You are not (aren't) staying here.

He is not (isn't) staying here.

She is not (isn't) staying here.

The weather/It is not (isn't) getting hot.

##### plural

We are not (aren't) staying here.

You are not (aren't) staying here.

They are not (aren't) staying here.

#### QUESTION

##### singular

Am I staying here?

Are you staying here?

Is he staying here?

Is she staying here?

Is the weather/it getting hot?

##### plural

Are we staying here?

Are you staying here?

Are they staying here?

### Object pronouns

- Use object pronouns after the verb.

##### singular

The porter took *me/you/him/her* *lit* to the room.

##### plural

The porter took *us/you/them* to the room.



# Test yourself 5

1 Complete the sentences with the Present Perfect of the verbs in brackets. Use short forms if appropriate.

- 1 I .....*'ve* .....*j\_u*s t .....*spoken* ..... (speak) to Mr Souliman on the phone.
- 2 They ..... (not see) the new restaurant yet.
- 3 I ..... (write) the manager a letter. Here it is.
- 4 Mary ..... just ..... (go) to work.
- 5 The wine waiter ..... (not take) our order yet.
- 6 We ..... (not have) lunch yet.

2 Complete the sentences with the Present Perfect or Past Simple of the verbs in brackets. Use short forms if appropriate.

- 1 A: ..... Have ..... you .....*whisked* ..... (whisk) the cream yet?  
B: Yes, I ..... (whisk) it after I chopped the fruit.
- 2 A: ..... the Malaysian group ..... (check in) yet?  
B: They ..... (arrive) about an hour ago. They ..... (be) in their rooms for half an hour.
- 3 A: ..... Mr and Mrs Smith ..... (come) back yet?  
B: No, they ..... (not). They ..... (say) they would be back late.

3 Complete the sentences with the correct form of *should* + Present Perfect Passive of the verb in brackets.

- 1 The sheets *ЯБРИЫ.Б^.РЛ^.ФЯШ^*. (change).
- 2 The reservation ..... (cancel).
- 3 The guests ..... (tell).
- 4 The passports ..... (put) in the safe.
- 5 The wine ..... (bring).
- 6 The fire extinguisher ..... (check).

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

- 1 Our front of house manager .....*с^т^h^s* ..... (speak) four languages.
- 2 I usually ..... (work) in housekeeping but this week I ..... (work) in room service.
- 3 The airport bus is never late. It always ..... (leave) on time.
- 4 Excuse me ..... you ..... (work) here?
- 5 At the moment, the chef ..... (prepare) dinner.
- 6 ..... you ..... (work) in the restaurant today?

5 Complete the sentences with object pronouns.

- 1 We'd like to pay. Could you bring .....*III* ..... the bill?
- 2 I'm meeting two colleagues in reception. Have you seen .....?
- 3 A: Has Mrs Bell arrived yet? B: Yes, that's ..... in the lobby.
- 4 Good evening, sir. What can I get .....?
- 5 A: Table 8 ordered a bottle of the French Merlot. B: I've just taken ..... to them.
- 6 A: Have you met Mr Garcia? B: Yes, I met ..... yesterday.
- 7 I'm sorry, did you give ..... my passport back?

# Language review

## ■ Units 26-28

### *much, many, a lot of*

• Use *much, many, a lot of* to talk about an amount or number of something.

• Use *much* in negative sentences and questions with uncountable nouns.

*/ don't have **much** time.*

*How **much** money do you have?*

• Use *many* in negative sentences and questions with countable nouns.

*There aren't **many** free rooms tonight.*

*How **many** bottles did you order?*

• Use *a lot of* in positive and negative sentences, and questions with uncountable and countable nouns.

*We have **a lot of** time/guests.*

*We don't have **a lot of** time/guests.*

*Do you have **a lot of** time/guests?*

### A covering letter

• Write a covering letter to send with a CV or application form. Use certain key phrases and standard forms as shown in bold. Use the letter to focus on your best qualities.

Dear Sir/Madam

**I am writing to apply for** the position of senior receptionist **as advertised in** this month's *Hotel Review*.

**I am** a fully trained receptionist **with a diploma in** Leisure and Tourism Studies, and I have three years' work experience. **I currently work as a** receptionist **at** the Excelsior Hotel **in** Leeds.

**I would like to apply for the position advertised as**  
**I feel I have the necessary experience for the job.**  
**I have experience using** the Fidelio and Galileo systems and excellent computer skills. **I am** sociable and well organized, **and I enjoy** working with people.

**I enclose a copy of my CV and a completed application form. I look forward to hearing from you.**

Yours faithfully

### Talking about the future

• Use the Present Continuous, or *be going to*, or *will* to talk about the future. Use the Present Simple for timetables.

• Use the Present Continuous for things you have arranged to do or happen.

***I'm meeting** my friends after work.*

*The guests **are arriving** at 10.00 tomorrow morning.*

• Use *be going to* + verb for something you have decided to do, or you intend to do but have not yet arranged.

***I'm going to learn** French next year.*

*She doesn't enjoy her job. She's **going to** get a new one.*

• Use *will* when you decide to do something at the time of speaking,

***I'll have** a gin and tonic, please.*

or when you forecast or predict something,

***It'll rain** this afternoon.*

or when you offer to do something,

***I'll fill in** the other parts of the form for you.*

or when you promise or agree to do something.

***I'll send it straight up to** your room.*

• Use the Present Simple for timetables or programmes.

*The plane **leaves** at 21.15 and **arrives** at 23.00.*

*The film **begins** at 20.35.*

# Test yourself 6

## 1 Underline the correct alternative.

- 1 I don't have much/many work to do today.
- 2 There are much/a lot of guests waiting to pay.
- 3 Is the manager responsible for much/a lot of staff?
- 4 We don't have much/many rooms available.
- 5 I spent a many/a lot of money in Madrid.
- 6 How much/many time do we have before the taxi arrives?
- 7 There are much/a lot of drinks on the menu.
- 8 How many/a lot of languages do you speak?

## 2 Correct the five mistakes in the covering letter.

Dear Mr Kim

I write to apply for the position of manager as advertised in the November edition of *Hotel & Catering Monthly*.

I am fully trained manager with a diploma in Hotel and Restaurant Management, and I have three years' work experience. I currently worked as assistant manager at Hotel Torre in Pisa.

I would like to apply for the position advertised as I feel I have the necessary experience for the job. I have experience managing a busy hotel with twenty staff. I am sociable and well organized, and I enjoy dealing with customers.

I enclose a copy of my CV and a completed application form. I look forward to hear from you.

Yours faithfully

## 3 Complete the sentences with the correct future form of the verbs in brackets. Use short forms if appropriate.

- 1 I ..... (meet) the head chef tomorrow at 9.00.
- 2 OK. I ..... (be) there in 15 minutes.
- 3 Do you think it ..... (rain) tomorrow?
- 4 The bus to the airport ..... (leave) in ten minutes.
- 5 I ..... (replace) that bottle immediately, sir.
- 6 What ..... you ..... (do) this weekend?
- 7 I want a new job so I ..... (look) for one soon.
- 8 I ..... (take) your coat for you.



# Test yourself answer key

## Test yourself 1

- 1 2 I'd like to meet at 6.00 p.m.  
3 Can I take a message for you?  
4 I'd like to speak to the manager.  
5 Can I help you?  
6 Can I have your passport?  
7 I'd like a double room.  
8 Could you tell me my room number?
- 2 2 There isn't a car park.  
3 There are 300 rooms.  
4 Are there any disabled facilities?  
5 There's an exchange bureau.  
6 Is there a minibar in the room?  
7 There aren't any shops.  
8 Are there any cloakrooms?
- 3 2 Does, doesn't 3 Does, does 4 Do, don't  
5 Does, does 6 Do, do 7 Does, doesn't 8 Do, do
- 4 2 from, to 3 in 4 from, to, at 5 in 6 in 7 on 8 at
- 5 2 the twenty-third of May  
3 the eighth of October  
4 the sixteenth of January  
5 the tenth of September, two thousand and eight  
6 the third of December  
7 the twelfth of February  
8 the twenty-second of July
- 6 2 May (the) twenty-third  
3 August (the) tenth  
4 January (the) sixteenth  
5 October (the) ninth, two thousand (and) eight  
6 December (the) third  
7 December (the) second  
8 July (the) twenty-second
- 7 2 often 3 never 4 rarely 5 often 6 sometimes 7 often 8 always
- 8 2 five fifty-five/five to six  
3 twelve ten/ten past twelve  
4 three forty-five/quarter to four  
5 eight thirty/half past eight  
6 one/one o'clock  
7 nine fifteen/quarter past nine  
8 eleven forty/twenty to twelve
- 9 2 're 3 'm 4 Are 5 's 6 Is 7 're 8 Are
- 10 2 Do, visit 3 doesn't work 4 Do, live 5 has 6 Does, seat  
7 serves 8 don't go

## Test yourself 2

- 1 2 our 3 my 4 their 5 your 6 her 7 its
- 2 2 Can I smoke in here?  
3 Shall I check your reservation?  
4 Could I have a menu?  
5 Would you like some more?  
6 Could I use the swimming pool?
- 3 2 a, the 3 the 4 a, The 5 an 6 a, the
- 4 2 an 3 a 4 some 5 a, a 6 Some
- 5 2 any 3 some 4 any 5 some 6 any

## Test yourself 3

- 1 2 more comfortable 3 bigger 4 stronger  
5 better 6 smooth
- 2 2a 3c 4e 5d 6b
- 3 2 are cleaned 3 chop 4 is produced 5 don't cook  
6 is not (isn't) served, is ('s) served
- 4 2 prepared 3 knew 4 ordered 5 left 6 took
- 5 2 there 3 That 4 this 5 these 6 there 7 those

## Test yourself 4

- 1 2 have to 3 had to 4 have to 5 must 6 has to
- 2 2 don't have to 3 didn't have to 4 mustn't  
5 doesn't have to 6 don't have to
- 3 2 need to buy 3 need to fill 4 needs changing 5 need pressing  
6 needs to have 7 needs ordering 8 need to come
- 4 2 did 3 Did 4 did 5 Did 6 didn't 7 Did 8 didn't
- 5 2 slow 3 carefully 4 quickly 5 important 6 regular 7 well  
8 expensive

## Test yourself 5

- 1 2 haven't seen 3 've written 4 's just gone  
5 hasn't taken 6 haven't had
- 2 1 whisked  
2 Have, checked in, arrived, 've been  
3 Have, come, haven't, said
- 3 2 should have been cancelled  
3 should have been told  
4 should have been put  
5 should have been brought  
6 should have been checked
- 4 2 work, 'm working 3 leaves 4 Do, work 5 's preparing  
6 Are, working
- 5 2 them 3 her 4 you 5 it 6 him 7 me

## Test yourself 6

- 1 2 a lot of 3 a lot of 4 many 5 a lot of 6 much  
7 a lot of 8 many  
2

Dear Mr Kim

I write I'm writing to apply for the position of manager as advertised in the November edition of *Hotel & Catering Monthly*.

I am a fully trained manager with a diploma in Hotel and Restaurant Management and I have three years' work experience. I currently worked work as assistant manager at Hotel Torre in Pisa.

I would like to apply for the position advertised as I feel I have the necessary experience for the job. I have experience managing a busy hotel with twenty staff. I am sociable and well organized and I enjoy dealing with customers.

I enclose a copy of my CV and a completed application form. I look forward to ~~hear~~ hearing from you.

Yours-faithfully Yours sincerely

- 3 2 'll be 3 'll rain 4 leaves 5 'll replace 6 are, doing  
7 'm going to look 8 'll take

From Unit 19, page 41 (Answers)



# Help yourself 1



## Front office

This is your chance to personalize the English you have studied.

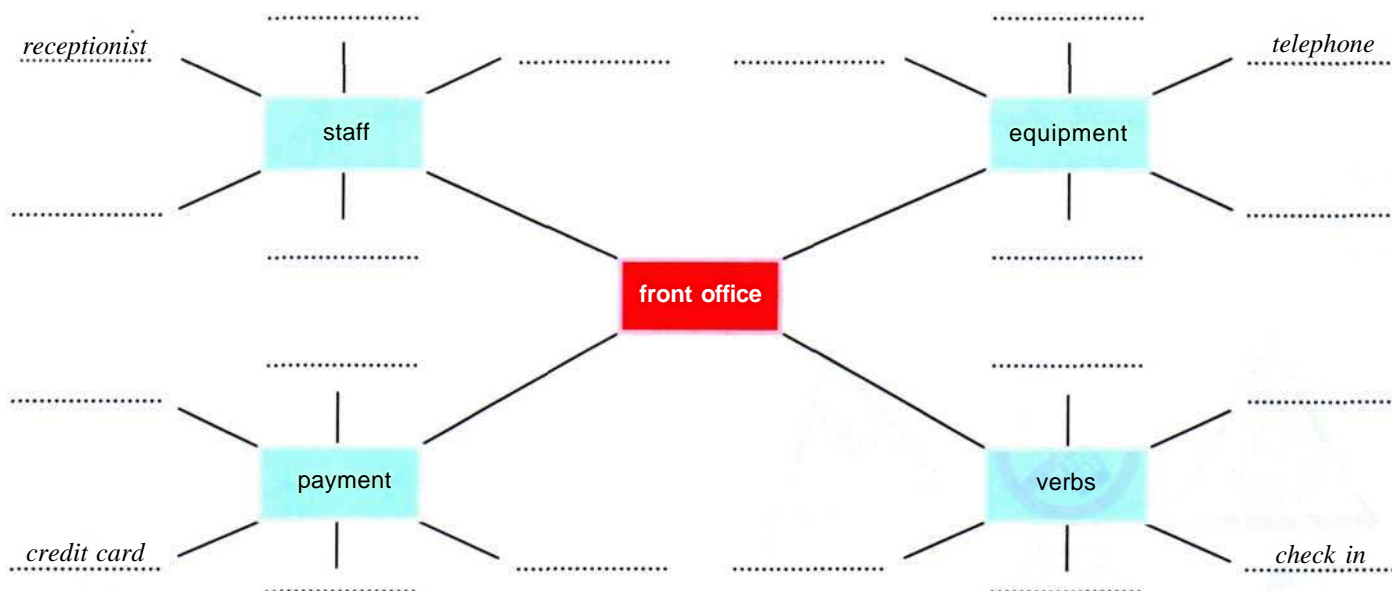
### Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for front office staff.  
Then translate them into your language.

English	My language
1.....	1.....
2.....	2.....
3.....	3.....
4.....	4.....
5.....	5.....

### Key words

Look back through the book and complete the diagram with the most useful words for front office staff.



### Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
availability	.....
cancellation	.....
deluxe	.....
expiry date	.....
signature	.....



# Help yourself 2



Bar

This is your chance to personalize the English you have studied.

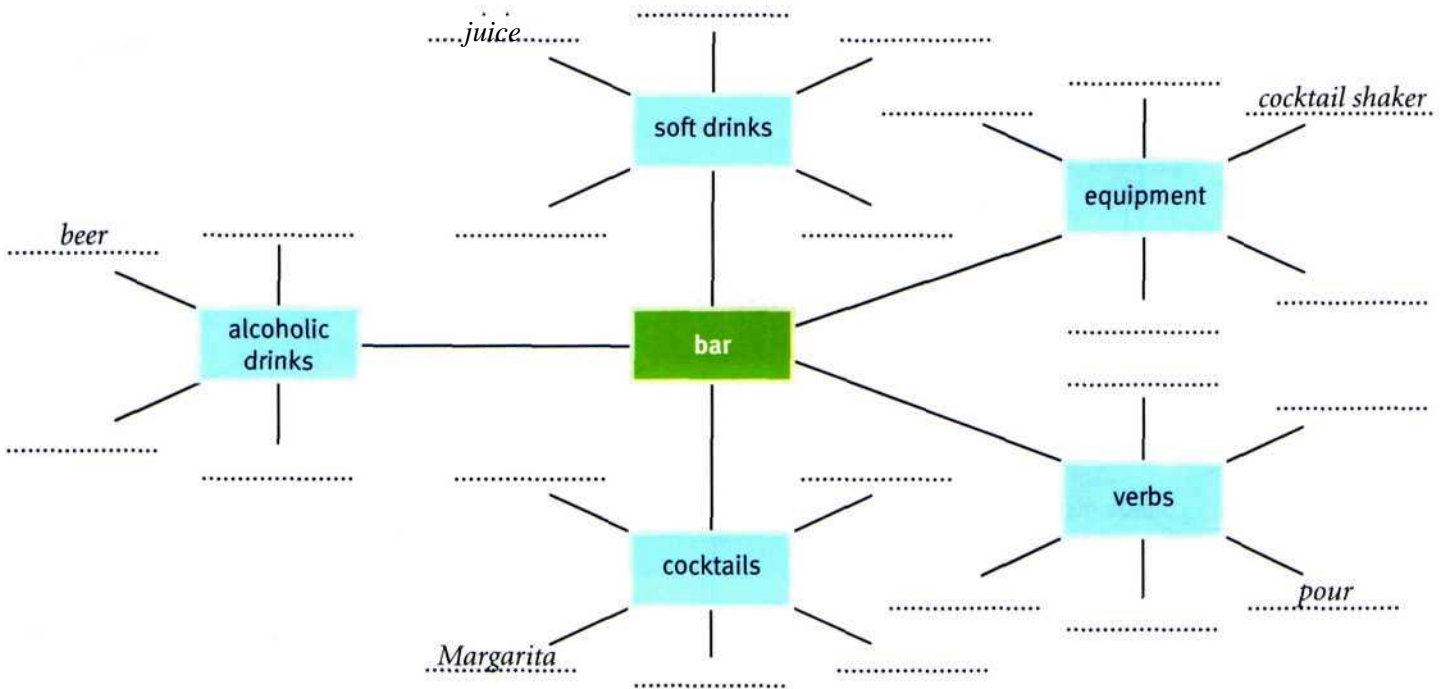
## Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for bar staff.  
Then translate them into your language.

English	My language
1.....	1.....
2.....	2.....
3.....	3.....
4.....	4.....
5.....	5.....

## Key words

Look back through the book and complete the diagram with the most useful words for bar staff.



## Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
barrel	.....
coaster	.....
drip tray	.....
optic	.....
pump	.....

This is your chance to personalize the English you have studied.

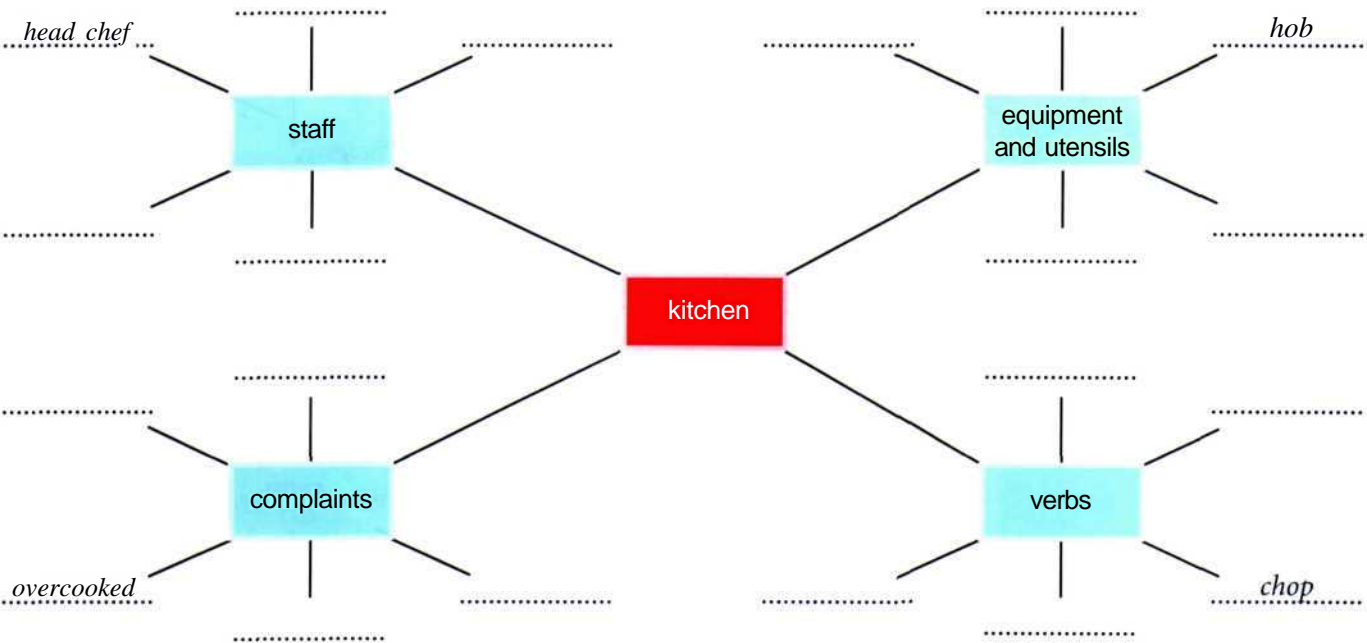
Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for kitchen staff.  
Then translate them into your language.

English	My language
1.....	1.....
2.....	2.....
3.....	3.....
4.....	4.....
5.....	5.....

Key words

Look back through the book and complete the diagram with the most useful words for kitchen staff.



Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
chopping board	.....
oven gloves	.....
stir fry	.....
tap (n)	.....
uniform	.....

# Help yourself 4

This is your chance to personalize the English you have studied.

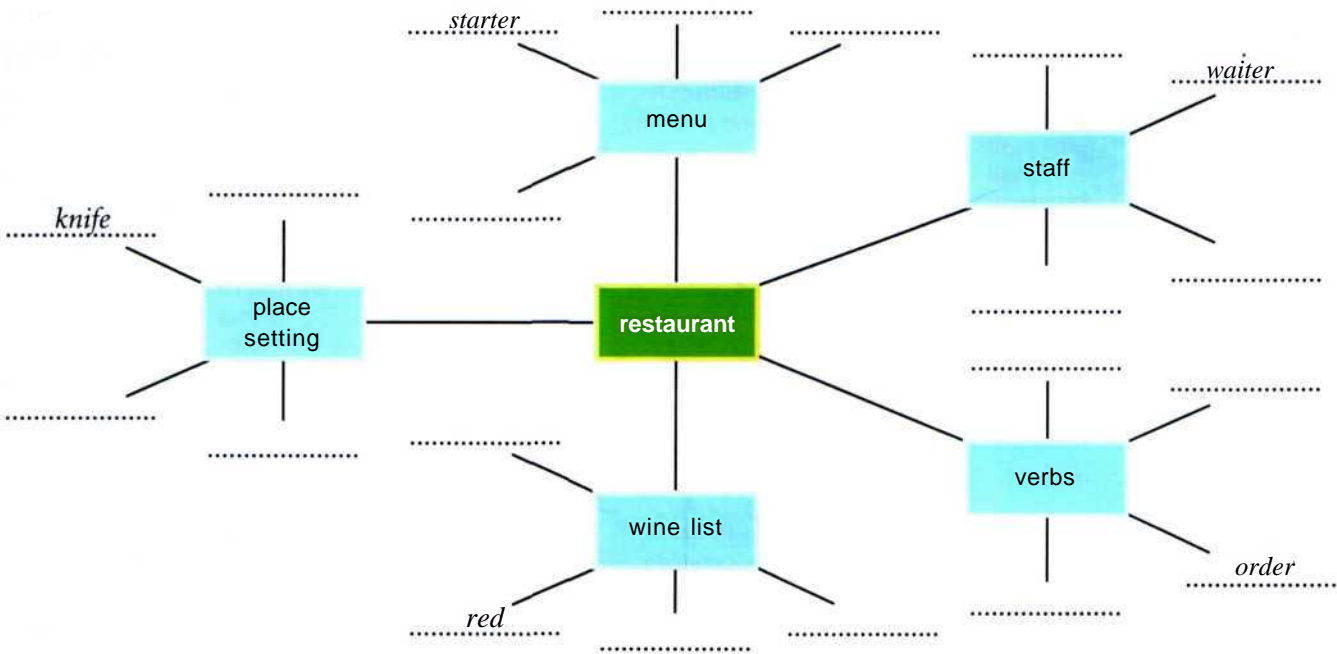
## Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for restaurant staff.  
Then translate them into your language.

English	My language
1.....	1.....
2.....	2.....
3.....	3.....
4.....	4.....
5.....	5.....

## Key words

Look back through the book and complete the diagram with the most useful words for restaurant staff.



## Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
bistro	.....
chopsticks	.....
house wine	.....
restroom	.....
tip	.....



# Help yourself 5



## Rooms

This is your chance to personalize the English you have studied.

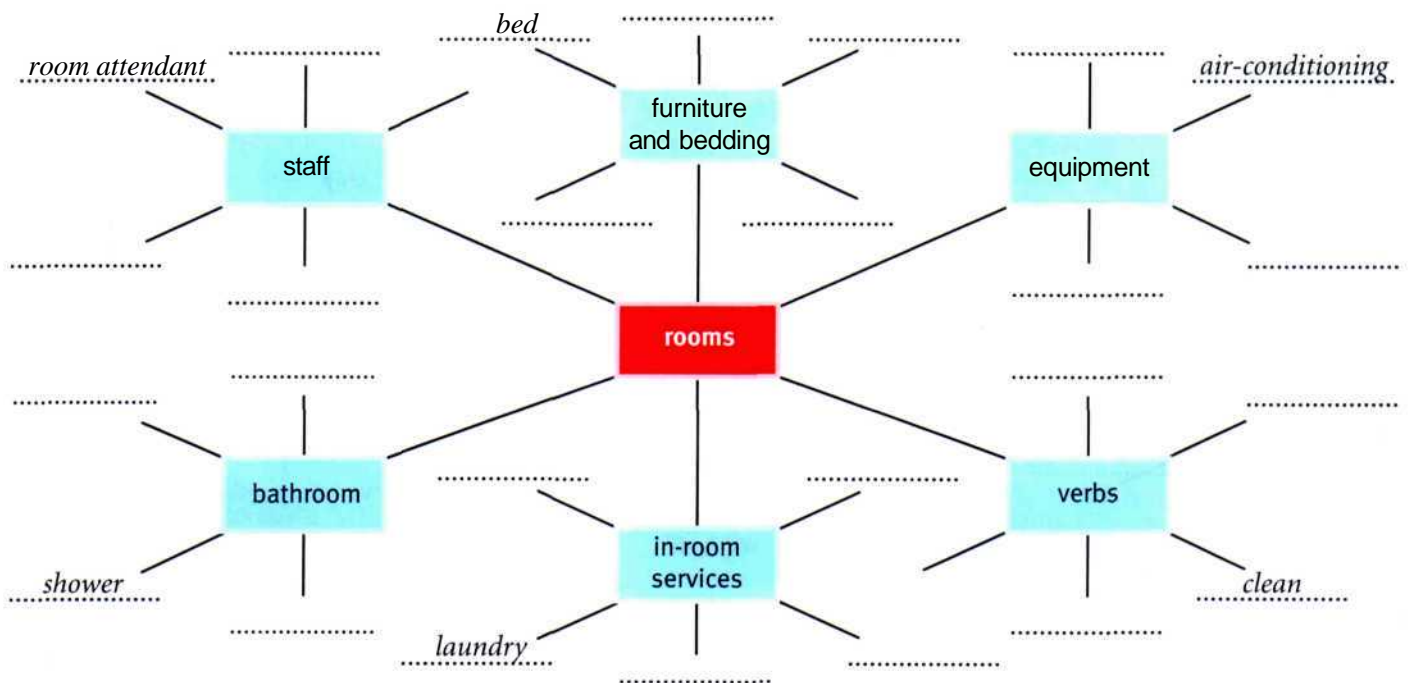
### Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for housekeeping staff.  
Then translate them into your language.

English	My language
1. ....	1. ....
2. ....	2. ....
3. ....	3. ....
4. ....	4. ....
5. ....	5. ....

### Key words

Look back through the book and complete the diagram with the most useful words for housekeeping staff.



### Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
balcony	.....
Do not disturb	.....
en suite	.....
locked	.....
remote control	.....

# Wordlist

English	French	German	Italian	Spanish	Japanese
accept 5 access 24 Access Only 21	accepter accès Accès réservé aux riverains	akzeptieren Zugang Nur für Anlieger	accettare accesso solo accesso	aceptar acceso Sólo entrada	受け取る 通路、アクセス 関係車両のみ通行可
accident report 23 account 26 adjoining 3	declaration d'accident compte voisin	Unfallbericht Konto Neben-	verbale deU'incidente conto attiguo, vicino	parte de accidente cuenta contiguo, de al lado	事故報告書 #ft. <b>HE</b> 隣り合った、 つながっている
advert 27 advice 12 advise 27 age5 air-conditioning 2 airport transfer 22	annonce conseils conseiller âge climatisation navette	Anzeige Rat (be)raten Alter Klimaanlage Flughafenbus	inserzione consiglio consigliare, informare età aria condizionata servizio navetta da e per l'aeroporto	anuncio consejo aconsejar edad aire acondicionado traslados al/desde el aeropuerto	広告、募集広告 アドバイス <b>room</b> エアコン（冷暖房装置） 空港からの乗り継ぎ
a.m. 4 (morning) ambulance 23 amount 26 Angostura bitters 8 announcement 19 anything 5 apartment 27 appear 26 apple pie 10 arrival 15 arrive 3 ask24 assembly point 19 asthma 23 at the top of 2 attendant 14 attitude 28 audio-visual 22 aunt 28 autumn 6	du matin ambulance montant Angostura amer annonce rien appartement appareTtre tourte aux pommes arrivée arriver demander lieu de rassemblement asthme en haut de gardien attitude audio-visuel tante automne	morgens Krankenwagen Betrag Angosturabitter Durchsage etwas; (verneint) nichts Wohnung scheinen Apfelpastete Ankunft ankommen bitten urn Sammelplatz Asthma oben auf Aufseher(in) Einstellung audiovisuell Tante Herbst	di mattina ambulanza importo amaro all'Angostura annuncio niente appartamento sembrare, apparire torta di mela arrivo arrivare chiedere punto di raduno asma in cima a custode atteggiamento audio-visivo zia autunno	por la mafiana ambulancia importe bfter de angostura aviso nada apartamento aparecer tarta de manzana llegada llegar preguntar punto de encuentro asma en la parte de arriba de guarda, encargado actitud audiovisual tfa otoño	午前 <b>M*</b> 総額 アンゴストラ・ビター アナウンス 何か、何も マンション 現れる アップルパイ 到着 到着する 尋ねる 集合場所 喘息 ～の一番上にある 添乗員 <b>U</b> 視聴覚 <b>mm</b>
babysitting 22  back 19 bacon 9 bake 13 baked 13 baking tin 15 balance 26 balloon whisk 16 banqueting 22  bar2 bar spoon 8 barbecue 13 barber 22 basil 9 bath3 bath mat 20 bath/shower gel 16  battery 18	baby-sitting  Idos ard cuire au four cuit au four plat à four solde fouet (salle) des banquets  bar cuillère à cocktail barbecue coiffeur pour hommes basilic bain tapis de bain gel de douche  pile	Babysitten  Riicken Speck backen gebacken Backform Saldo Schneebesen Bankett-  Bar Cocktailöffel Barbecue (Herren)friseur Basilikum Bad Badematte Bade-, Duschgel  Batterie	sorveglianza di bambini schiena pancetta (affumicata) cuocere al forno cotto al forno teglia saldo frusta sala di convivio  bar cucchiaio da cocktail barbecue barbiere, parrucchiere basilico bagno stuoia da bagno doccia schiuma, bagno schiuma batteria	guardería, cuidado de niños espalda tocino cocer (en el horno) cocido (en el horno) bandeja de homo saldo batidora de/para banquetes  bar cuchara para cócteles barbacoa barbero albahaca bafio alfombra de baño gel de baño/ducha  baterfa	子守り、子供の世話  背中 ベーコン <b>III</b> < 焼いてある 焼き皿 差額 泡たて器 宴会場、バンケット ハf-A バー バースプーン バーベキュー <b>屋</b> <b>U</b> シル 風S バスマット バス/シャワージェル  バッテリー

English	French	German	Italian	Spanish	Japanese
beat 16	battre	schlagen	battere	batir	～の状態になる
become 11	devenir	werden	diventare	convertirse en, volverse	«A
bedding 20	literie	Bettzeug	biancheria da letto	ropa de cama	寝室
bedroom 2	chambre	Schlafzimmer	camera da letto	dormitorio	枕元のライト
bedside light 20	lampe de chevet	Nachttischlampe	lume	lámpara de mesilla	ベッドカバー
bedspread 20	dessusde lit	Tagesdecke	coprilletto	colcha	牛肉
beef 9	boeuf	Rindfleisch	manzo	vaca	ビーフハンバーガー
beefburger 17	hamburger	Hamburger	hamburger	hamburguesa	tf-JI/
beer 7	bière	Bier	birra	cerveza	ビデ
bend 19	plier	beugen	piegare	doblar, agacharse	ゴミ箱
bidet 20	bidet	Bidet/Sitzbad	bidet	bidet	クロスグリ、カシス
bin 16	poubelle	Mülleimer	cestino portarifiuti	cubo	
blackcurrant 10	cassis	schwarze johannisbeere	mora	mora negra	
blanket 20	couverture	Decke	coperta	manta	毛布
bleeding 23	saignement	Blutung	emorragia	hemorragia	出血
blend 16	mélanger	vermischen	mescolare	mezclar	Ï-tf-S
blender 15	mixeur	Mixer	frullatore	licuadora	ミキサー
blouse 17	chemisier	Bluse	camicetta	blusa	ブラウス
blue 10	bleu	blau	blu	azul	青
boardroom 22	salle du conseil	Sitzungssaal	sala consiglio	sala de juntas	(重役向け) 大会議室
boat 21	bateau	Boot	barca	barco	ボート
body lotion 16	lait corporel	Kbrperlotion	crema per il corpo	loción corporal	ボディローション
boil 13	(faire) bouillir	kochen	bollire	hervir	煮る
book 1	réserver	reservieren	prenotare	reservar	予約する
booking 3	reservation	Reservierung	prenotazione	reserva	予約
brandy 7	cognac	Weinbrand	cognac	coñac	ブランディー
bread 9	pain	Brot	pane	pan	パン
break 16 (v)	casser	zerbrechen	rompere	romper	ちぎる、ばらばらにする
breakfast 3	petit déjeuner	Frühstück	prima colazione	desayuno	朝食
broadband 22	broadband, haut débit	Breitband	a banda larga	banda ancha, tarifa plana	ブロードバンド
brother 3	frère	Bruder	fratello	hermano	兄弟
budget 18	budget	Budget	bilancio	presupuesto	予算
burn 23 (v)	brûler	sich verbrennen	bruciare	quemar(se)	やけどさせる
bus 21	bus	Bus	autobus	autobús	バス
Bus Lane 21	couloir de bus	Busspur	corsia autobus	carril bus	バス専用車線
business traveller 12	voyageur d'affaires	Geschäftsmann.-frau	viaggiatore d'affari	viajero de negocios	ビジネス目的の 旅行者、出張者
busy 1	occupé	besetzt	occupato	comunicando	話し中 (JN)
butter knife 13	couteau à beurre	Buttermesser	coltello per il burro	cuchillo para mantequilla	バターナイフ
by air 21	par avion	auf dem Luftweg	via aerea	porvfa aérea	ЯНТ«T'
cabaret/floor show 22	spectacle de cabaret	Kabarett, Nachtklub-Show	spettacolo di cabaret	cabaret/espectáculo	キャバレー/フロワー
cabinet 20	commode	Schrank	mobiletto, armadietto	armano	飾り棚、キャビネット
candidate 28	candidat	Bewerber(in)	candidato	candidato/candidata	候補者
candle 13	bougie	Kerze	candela	vela	ろうソク
car 21	voiture	Wagen	automobile	coche	車
card 25 (Visa)	carte (de credit)	Kreditkarte	carta di credito	tarjeta	if I/if y h-J-K
car hire 22	location de voiture	Autovermietung	noleggio auto	alquiler de coches	レンタカー
car park 2	parking	Parkplatz	parcheggio	aparcamiento	駐車場
cardigan 17	gilet	Strickjacke	giacca di lana	chaqueta (de punto)	ti- ディHY
career 28	carrière	berufliche Laufbahn	carriera	carrera profesional	経歴
carpet 20	moquette	Teppich	tappeto	alfombra	カーペット
cash 25	liquide	Bargeld	contante	dinero en metálico	H #
cashier 15	caissier	Kassierer(in)	cassiere	cajero	会計
caster sugar 8	sucre en poudre	Sandzucker	zucchero raffinato	azucar blanco de grano fino	グラニュー糖
catering college 27	école de restauration	Hotelfachschule	scuola alberghiera	escuela de cocina	飲食サービス専門学 校、学部



English	French	German	Italian	Spanish	Japanese
change 25 (n)	petite monnaie	Kleingeld	resto	cambio	手数料 チーズ シェフサラダ
charges 26 (n)	frais	Rechnung	spese	gastos	
cheese 10	fromage	Käse	formaggio	queso	
chef's salad 9	salade composée du chef	Salat des Hauses	insalata dello chef	ensalada del chef	さくらんぼ <b>mm</b> 子供 冷やす チョコレートソース 骨付きの切り身、 チョップ 叩き切る クリスマス きれいな、清潔な クリックする (コンピ ュータのマウスを) 手荷物預かり所 カクテル カクテルグラス 3-fc- ざる 風邪 会社 無料の コンピュータ 集中する
cherry 8	cerise	Kirsche	ciliegia	cereza	
chicken 9	poulet	Hühnchen	polio	polio	
children 3	enfants	Kinder	bambini	niños/niñas	click 26
chill 8	refroidir	kühlen	raffreddare	enfriar	
chocolate sauce 10	sauce au chocolat	Schokoladensoße	crema di cioccolato	salsa de chocolate	
chop 9 (n)	côtelette	Kotelett	braciola	chuleta	click 26
chop 16 (v)	hacher	klein schneiden	tagliare a pezzetti	cortar/picar	
Christmas 5	Noël	Weihnachten	Natale	Navidad(es)	
clean 15	nettoyer	reinigen	pulire	limpiar	click 26
click 26	diquer	(an)klicken	clickare	hacer click	
click 26					
cloakroom 2	vestiaire	Garderobe	guardaroba	guardarropa	click 26
cocktail 7	cocktail	Cocktail	cocktail	cóctel	
cocktail glass 8	verre à cocktail	Cocktailglas	bicchiere da cocktail	copa de cóctel	
coffee 17	café	Kaffee	caffè	café	click 26
colander 16	passoire	Durchschlag	colino	colador	
cold 23 (n)	rhume	Erkältung	raffreddore	catarro	
company 25	société	Gesellschaft	compagnia	compañia	click 26
complimentary 16	à titre gracieux, gratuit	Frei-	in omaggio	de regalo	
computer 1	ordinateur	Computer	computer	ordenador	
concentrate 28	concentrer / se concentrer	sich konzentrieren	concentrare	concentrarse	click 26
conference room 20	salle de conférences	Konferenzzimmer	sala di convegno	sala de juntas/ reuniones	
confirm 3	confirmer	bestätigen	confermare	confirmar	
continental breakfast 17	petit déjeuner	kleines Frühstück	prima colazione leggera	desayuno continental	click 26
conversation 12	conversation	Gespräch	conversazione	conversación	
copy 25	copie	Kopie	copia	copia	
cordless phone 18	téléphone sans fils	schnurloses Telefon	telefono portatile	telefono inalámbrico	click 26
cork 11	bouchon	Kork	tappo	co'cho	
corked 11	bouchonne	korkig	dal sapore di tappo	que sabe al corcho	
corkscrew 11	tire-bouchon	Korkenzieher	cavatappi	sacacorchos	click 26
country code 18	indicatif du pays	Landesvorwahl	prefisso del paese	código del país	
courier service 22	coursier / messagerie rapide	Eilbotenservice	servizio di un agente turistico	servicio de mensajería	
cousin 28	cousin	Cousin, Kusine	cugino	primo/prima	click 26
covered garage 22	garage fermé	tüberdachte Garage	garage coperto	garaje cubierto	
cow's cheese 10	fromage de lait de vache	Käse (aus Kuhmilch)	formaggio di mucca	queso de vaca	
crab 9	crabe	Krabbe	granchio	cangrejo de mar	click 26
cream 16	travailler	cremig rühren	far diventare cremoso, scremare	mezclar con crema	
credit 26	credit	Kredit/Guthaben	credito	credito	
crème caramel 10	crème caramel	Karamellcreme	crème caramel	crema catalana	click 26
crepes 10	crepes	dünne Pfannkuchen	crêpe	creps	
croissant 9	croissant	Hörnchen	croissant	croissant/cruasán	
cross 21 (v)	traverser	überqueren	attraversare	cruzar	click 26
cuisine 2	cuisine, gastronomie	Küche	modo di cucinare, cucina	cocina	
curtain 20	rideau	Vorhang	tenda	cortina	
customer 4	client	Kunde, Kundin	cliente	cliente/clienta	click 26
cut 23 (n)	coupure	Schnittwunde	taglio	corte / herida	
cutlery 12	couverts	Besteck	posate	cuberteria	
cutlet 9	côtelette	Kotelett	cotoletta	chuletila	click 26
CV 27	CV (curriculum vitae)	Lebenslauf	curriculum vitae	curriculum vitae	
CV 27					

English	French	German	Italian	Spanish	Japanese
cycle path 21	piste cyclable	Radweg	pista ciclabile	carril bici	自転車用道路
daughter 3	filie	Tochter	figlia	hija	娘
debit 26	débit	Schuld/Last	debito	debito	口座引き落としをする
debit card 25	carte bancaire (sans paiement différé)	Debitkarte	carta di addebito	tarjeta de cobro automático / debito	7t7 bJ-ド
deep fry 13	faire frire	frittieren	friggere	freír	<<If* フライ用の深鍋
deep fat fryer 15	friteuse	Friteuse	friggitrice	freidora	jltU 山&
delay 12	retard	Verzögerung	ritardo	retraso	とても美味しい
delicious 10	délicieux	köstlich	squisito	delicioso	歯医者
dentist 23	dentiste	Zahnarzt, -ärztin	dentista	dentista	出発
departure 3	depart	Abflug	partenza	salida	1山Y. 手付金
deposit 26	acompte	Anzahlung	acconto	depósito	デザートフォーク
dessert fork 13	fourchette à dessert	Dessertgabel	forchetta da dessert	tenedor de postre	デザートスプーン
dessert spoon 13	cuillère à dessert	Dessertlöffel	cucchiaino da dessert	cucharilla de postre	ダイヤルを回す、番号を押す
dial/key in 18	faire/composer un numéro (de téléphone)	wählen	comporre	marcar	
dialling tone 18	tonalité	Amtszeichen	segnale acustico di linea libera	tono de llamada	発信音
diarrhoea 23	diarrhée	Durchfall	diarrea	diarrea	T山
digital 22	numérique	digital	digitale	digital	コンピュータ化された
dinner jacket 17	smoking	Smokingjacke	smoking	smoking	ディナージャケット
direct (v) 21	indiquer le chemin	den Weg zeigen	indicare la strada	indicar cómo ir a un sitio	道を教える
directly 25	directement	direkt	direttamente	directamente	DiEelC, まっすぐに
dirty 12	sale	schmutzig	sporco	sucio	汚い、不潔
disabled 12	handicapé	behindert	invalido	discapacitado	身体障害のある
disabled facilities 2	installations pour handicapés	Behinderten-einrichtungen	facilitazioni per disabili	servicios para minusválidos	身体障害者用設備
discount 18	remise/rabais	Diskont/Rabatt	sconto	descuento	山山
dishwasher 15	lave-vaisselle	Geschirrspülmaschine	lavastoviglie	lavavajillas	IS. 洗浄機
district 11	region	Gegend	regione	distrito	ifttE
doctor 23	docteur	Arzt, Ärztin	medico	doctor/doctora	E#
double room 1	chambre double	Doppelzimmer	doppia	habitación doble	ダブルベ-; K© 二人用部屋
Dr I	docteur	Doktor	dottore	Dr. / Dra.	~博士
drawer 20	tiroir	Schublade	cassetto	cajón	引出し
dressing gown 24 (US bathrobe)	robe de chambre	Bademantel	accappatoio	bata	/UP- Y
driving licence 27	permis de conduire	Führerschein	patente di guida	permiso de conducir	M山&山山
dry 7 (wine)	sec	trocken	secco	seco	辛口の (ワイン)
dry cleaning 15	nettoyage à sec	chemische Reinigung	lavatura a secco	limpieza en seco	ドライクリーニング
dual carriageway 21	route à quatre voies	Schnellstrafie	strada a due corsie	vía de dos carriles	中央分離帯のある幹線道路
duck 9	canard	Ente	anatra	pato	II
dusty 14	poussiereux	staubig	polveroso	polvoriento	15 d Y っぽい
duty 15	devoir	Aufgabe	servizio, mansione	tarea / guardia	ISC Y
duvet/quilt 20	couette	Daunenbett	piumone	edredón	羽ぶとん
earache 23	mal à l'oreille	Ohrenschmerzen	mal d'orecchio	dolor de oídos	耳の痛み
east 11	est	Osten	est	este	山
eastern 11	de l'est	östlich	dell'est	del este	III O
egg 9	oeuf	Ei	uovo	huevo	たまご
emergency 19	urgence	Notfall	emergenza	emergencia	非常事態
engaged/busy tone 18	occupé	Besetztzeichen	linea occupata	seriale de comunicando	通話中の音
enjoy 10	apprécier	genießen	gustare	disfrutar	楽しむ
enthusiastic 28	enthousiaste	engagiert	entusiasta	entusiasta	熱心な
envelopes 24	enveloppes	Briefumschläge	buste	sobres	HWi
equipment 22	ustensiles (de cuisine)	Küchengeräte	attrezzatura	utensilios	山J
evacuate 19	évacuer	evakuieren	evacuare	evacuar	避難する
excellent 11	excellent	ausgezeichnet	eccellente	excelente	非常に優れた
exchange bureau 2	bureau de change	Wechselstube	cambio	oficina de cambio	M山山山



English	French	German	Italian	Spanish	Japanese
exchange rate 26	taux de change	Umtauschrate	tasso di cambio	tipo de cambio de divisas	通貨両替レート
excursions 22	excursions	Ausflüge	escursioni, gite	excursiones	ⅢB
experience 27	expérience	Erfahrung	esperienza	experiencia	経験
express checkout 22	caisse rapide	Express-Auschecken	cassa veloce	salida exprés	迅速チェックアウトサービス
extra 26	en supplément	zusätzlich	in più	extra	割増の、特別の
eye contact 12	échange de regard	Blickkontakt	negli occhi	contacto visual	目を合わせる
faint 23	s'évanouir	in Ohnmacht fallen	svenire	desmayarse	失神する
family 3	famille	Familie	famiglia	familia	家族
father 3	père	Vater	padre	padre	父
filet steak 9	filet de boeuf	Filetsteak	bistecca di filetto	filete, solomillo de ternera	7-T レステーキ
filthy 14	crasseux	schmutzig	sporco	muy sucio	不潔な
fine 11	excellent	gut	di qualità	de calidad	すばらしい、見事な
fire alarm 19	alarme d'incendie	Feuermelder	allarme antincendio	alarma de incendios	火災報知器
fire axe 19	hache d'incendie	Feuerbeil	ascia antincendio	martillo de incendios	非常用の斧
fire blanket 19	couverture contre le feu	Feuerdecke	coperta antincendio	manta para apagar incendios	防火用毛布
fire brigade 19	pompiers	Feuerwehr	pompieri	bomberos	消防士
fire door 19	porte coupe-feu	Feuertür	porta antincendio	puerta contra incendios	防火扉
fire drill 19	exercice d'évacuation en cas d'incendie	Probealarm	esercitazione antincendio	simulacra de incendio	火災避難訓練
fire extinguisher 19	extincteur d'incendie	Feuerlöscher	estintore	extintor	消火器
firm 28	ferme	fest	deciso	firme / fuerte	固い
first name/Christian name 27	prénom	Vorname	nome	nombre de pila	名前（苗字でない方）
fish fork 13	fourchette à poisson	Fischgabel	forchetta da pesce	tenedor para pescado	魚料理用フォーク
fish knife 13	couteau à poisson	Fischmesser	coltello da pesce	cuchillo para pescado	unum-t-y
flan/tartdish 15	plat à tarte / à flan	Kuchen-, Tortenblech	timballo	plato para tartas	パイ/タルト用皿
flat 14 (beer)	éventé	schal	stantio	sin gas	気が抜けた（ビール）
floor 2	étage	Stock/Etage	piano	piso	階
floret 16	fleurette	(Broccoli)röschen	cime di broccoli	cogollito	（ブロッコリー）
florist 22	fleuriste	Blumengeschäft	fiorista	floristería	花屋
flower arrangement 13	composition florale	Blumengesteck	composizione di fiori, arte di disporre i fiori	centra de flores	フラワーアレンジメント
flu 23	grippe	Grippe	influenza	gripe	風邪（インフルエンザ）
fold 16	plier	falten	piegare	doblar	折りたたむ
followed by 9	suivi de	und dann	seguito da	seguido de	次に～が続く
food processor 15	robot ménager	Kitchenmaschine	frullatore	robot de cocina	フードプロセッサー
food slicer 19	éminceur	Küchenschneidemaschine	affettatrice	máquina para cortar o rebanar alimentos	フードスライサー
footpath 21	sentier pédestre	Fußweg	sentiero	sendero	小道、歩道
foyer 17	hall	Eingangshalle	atrio	vestíbulo	ptf-
French fries 17 (US)	pommes frites	Pommes frites	patate fritte	patatas fritas	フライドポテト
fresh 8	frais	frisch	fresco	fresco	新鮮な
friendly 27	amical / aimable	freundlich	amichevole	amable	親しみやすい
front office 15	reception	Empfang	ricezione	zona de recepción	フロント、受付
fruit salad 10	salade de fruits	Obstsalat	macedonia	macedonia de fruta	フルーツサラダ
fry 13	frire	braten	friggere	freír	揚げる
frying pan 15	poêle	Bratpfanne	padella	sartén	フライパン
fully booked 4	complet	ausgebucht	al completo	completo	満室、満席
garlic bread 17	pain chaud tartiné de beurre et d'ail	Knoblauchbrot	bruschetta	pan con mantequilla y ajo	ガーリックブレッド
gin 7	gin	Gin	gin	ginebra	ジン
give 18	donner	geben	dare	dar	与える
Give Way 21	Priorité	Vorfahrt	dare la precedenza	Ceda el paso	対向車優先
goat's cheese 9	fromage de chèvre	Ziegenkäse	formaggio di capra	queso de cabra	山羊乳が原料のチーズ



English	French	German	Italian	Spanish	Japanese
good afternoon 1	bonjour	guten Tag	buon giorno (detto dopo mezzogiorno)	buenas tardes	C/uIC*bIJ
good evening 1	bonsoir	guten Abend	buona sera	buenas tardes	CAiUA/12
good morning 1	bonjour	guten Morgen	buon giorno	buenos dfas	fclicfc O C ございます
good night 1	bonne nuit	gute Nacht	buona notte	buenas noches	fcA't~<%& さい
goodbye 1	au revoir	auf Wiedersehen	arrivederci/la nonni	adiós	'e. ^oti.b
grandparents 28	grands-parents	Großeltern		abuelos (abuelay abuelo)	山^'山
grey 26	gris	grau	grigio	gris	Kfe
grill 13 (US broil)	griller	grillen	cuocere alia griglia	asar a la parrilla	山山山let"る
grilled 9	grille	gegrillt	alia griglia	a la parrilla	Wffi.i*<D
guard 19	carter	Schutzvorrichtung	schermo di protezione	mampara de seguridad	bl-山山, &全装置
guardian 28	tuteur	Vormund	custode	guarda	%山山
haircut 17	coupe de cheveux	Haarschnitt	taglio di capelli	corte de pelo	tStH
hair salon 6	salon de coiffure	Friseursalon	parucchiere	(salón de) peluquería	山山山
half 8	moitié	klein (Getränke)	mezzo	mitad	¥#
half-brother/half-sister 28	demi-frère /demi-sœur	Halbbruder.-schwester	fratellastro/sorellastra	hemanastro/hermanastra	ЯЗШФЯ.弟・mm
ham 9	jambon	Schinken	prosciutto	jamón	AΔ
handshake 28	poignée de main	Händedruck	stretta di mano	apretón de manos	山¥
hanger 20	ceinture	Kleiderbügel	gruccia	percha	/\ > Л —
hard 10	dur	hart	duro	duro	EH^N
hard-boiled egg 13	œuf dur	hartgekochtes Ei	uovo sodo	huevo duro	ΦΤ'ΘΡ
hard-working 27	travailleur	fleißig	diligente	trabajador	Wli&ti
headache 23	mal de tête	Kopfschmerzen	mal di testa	dolor de cabeza	山山
heat lamp 15	lampe chauffante	Heizlampe	lampada che mantiene caldo il cibo	lámpara infrarroja	PUIffIA—ナー
heating 20	chauffage	Heizung	riscaldamento	calefacción	山山山山.
high-speed 22	rapide	Hochgeschwindigkeits-	alta velocità	de alta velocidad	高速の
high temperature 23	temperature élevée	hohes Fieber	febbre	fiebre	Γ^ ^n^δbō
hob 15	plaque (chauffante)	Kochfeld	piastra	placa	73 7,3 > n の天板
home address 6	adresse personnelle	Heimatadresse	indirizzo	domicilio	S-^Miffiff
homework 12	devoirs	Hausaufgaben	compiti per casa	deberes	山山
hope 25	espérer	hoffen	sperare	esperar	山. O, Site
hospital 23	hôpital	Krankenhaus	ospedale	hospital	ffiffi.
hospitality 27	hospitalité	Gastfreundschaft	ospitalità	hospitalidad	t > T & L
hotel chain 28	chaîne d'hôtel	Hotellkette	catena alberghiera	cadena hotelera	71^ ^xJl'f'i—ン
housekeeper 15	intendant(e)	Haushälterin	governante	ama de Haues	山山山^ ハウスキーパー
humour 28	humour	Humor	senso dell'umorismo	humor	-3— "E7
hurt 23 (v)	faire mal	(sich) verletzen	fare male	hacerdaño	%~ΘN^b
husband 3	mari	Ehemann	marito	marido	夫
hygiene 16	hygiène	Hygiene	igiene	higiene	iSi^E
ice cream 17	glace (à manger)	Speiseeis	gelato	helado	7 - fX ^ U—ム
Important 14	important	wichtig	importante	importante	山山
improve 11	améliorer	verbessern	migliorare	mejorar	Zk&~\$~£>
include 18	comprendre/inclure	einschließen	comprendere	incluir	atf
Included 25	compris	inbegriffen	compreso	incluido	a\$it./c
information 2	renseignement	Informationen	informazioni	información	山山, 山山
in-laws 28	beaux-parents	Schwiegereltern	parenti acquisiti con il matrimonio	familia política	山3C0> 山威の
in-room services 15	prestations dans la chambre	Zimmerservice	servizio in camera	servicios dentro de la habitación	£—/—山客室備え ttlit—I—ス
international 2	international	international	internazionale	internacional	BI^WTi
international call 18	appel de l'étranger / international	Auslandsgespräch	chiamata internazionale	conferencia / llamada internacional	SPS^iS
Internet access 2	accès à l'internet	Anschluss ans Internet	accesso a Internet	acceso a Internet	- f > ^ — 山^ットアク セス
invoice 25	facture	Warenrechnung	fattura	factura	tttjj^, -f ンボイス
issue 26 (v)	fournir	ausstellen	dare, consegnare	expedir	Wtt~?%>
itemized 25	détaillé	spezifiziert	dettagliato	detallado	Rfi^ffl^IE\$ れた

English	French	German	Italian	Spanish	Japanese
julienne 16	julienne	in feine Streifen schneiden	tagliare a bastoncini	Juliana	千切り
jumper/sweater 17	pull	Pullover	maglione	jersey	セーター
knee 19	genou	Knie	ginocchio	rodilla	ひざ
label 11	etiquette	Etikett/Aufschrift	etichetta	etiqueta	ラベル
ladle 16	louche	Schöpfkelle	mestolo	cucharón	玉杓子、レードル
lamb 9	agneau	Lamm	agnello	cordero	子羊
late 14	en retard	spät	in ritardo	con retraso	遅い
laundry 2	blanchissage	Wäscherei	lavanderia	lavanderfa	洗濯物、洗濯
layer 13	couche	Schicht	strato	capa	層、重ね
left 5 (remaining)	qui reste, restant	iibrig	rimasto	quedar	残り
leg 23	jambe	Bein	gamba	pierna	脚
less 18	moins	weniger	meno	menos	より少ない
lift 17 (US elevator)	ascenseur	Fahstuhl	ascensore	ascensor	エレベーター
light 11 (wine)	leger	leicht	leggero	ligero / suave	軽めの (ワイン)
light bulb 20	ampoule	Glühbime	lampadina	bombilla	電球
liquid 8	liquide	Flüssigkeit	liquido	liquido	液体
liquor (US) 7	alcohol	Spirituosen	alcolici	alcohol / bebidas alcohólicas	リキュール - 酒
local call 18	appel local	Ortsgespräch	chiamata urbana	llamada local/urbana	市内通話
look 28	sembler	aussehen	sembrare	parecer	～に見える
lounge 6	salon	Gesellschaftsraum	salotto	salón	ラウンジ
luggage 6 (US baggage)	bagages	Gepäck	bagagli	equipaje	荷物
lunch 4	dejeuner	Mittagstisch	pranzo	almuerzo / comida	昼食
madam 1	Madame	gnädige Frau	Signora	Señora	～夫人
madeira 7	Madère	Madeira	vino di Madeira	vino de Madeira	マデイラ
main road 21	route principale	Hauptstrafse	strada principale	carretera principal	主要道路
make 1	faire	machen/zubereiten	fare	hacer	作る
manager 1	directeur	Geschäftsführer (in)	direttore	director	支配人、マネージャー
married 27	marié	verheiratet	sposato	casado	既婚の
mattress 20	matelas	Matratze	materasso	colchón	マット
meat 9	viande	Fleisch	came	came	肉
medium dry 7 (wine)	demi-sec	halbtrocken	secco	semiseco	中辛ロ (ワイン)
medium rare 9	à point	rosa, englisch	al sangue	poco hecho	ミディアムレア
meet 4	rencontrer	(sich) treffen	incontrare	ver / reunirse con (alguien)	合う
meeting 1	réunion/rendezvous	Treffen	riunione	reunión	会合
mend 24	réparer	reparieren	aggiustare	arreglar	修理する
menu 9	menu	Menü/Speisekarte	menu	menú	メニュー
meringue 10	meringue	Baiser	meringa	merengue	メレンゲ
message 1	message	Nachricht	messaggio	mensaje	メッセージ
microphone 22	microphone	Mikrofon	microfono	micrófono	マイク
mid-afternoon 5	milieu de l'après-midi	Nachmittag	a metà pomeriggio	a media tarde	午後3時～
mid-morning 5	milieu de la matinee	Vormittag	a metà mattina	a media mañana	午前11時～
mineral water 7	eau minérale	Mineralwasser	acqua minerale	agua mineral	ミネラルウォーター
mini-break 18	cours séjour	Kurzurlaub	vacanza breve	escapada / descanso breve	短い休暇
mirror 20	miroir	Spiegel	specchio	espejo	鏡
Miss 1	Mademoiselle	Fräulein	Signorina	Señorita	独身女性の敬称
miss 21 (v)	rater	übersehen	sfuggire	pasar por alto	見逃す
mix 8	mélanger	mixen	mischiare	mezclar	混ぜる
mixing bowl 15	bol à mixer	Rührschüssel	terrina	cuenca para mezclar ingredientes	ミキシングボール
mobile phone 18 (US cell phone)	téléphone portable	Handy	cellulare	teléfono móvil	携帯電話
money 2	argent	Geld	soldi	dinero	お金
monkfish 9	lotte	Seeteufel	squadro, pesce angelo	rape	アンコウ
more 12	plus	mehr	più	más	より多くの
mother 3	mère	Mutter	madre	madre	母



English	French	German	Italian	Spanish	Japanese
motorway 21 МП	autoroute M.	Autobahn Herr	autostrada Signore	autopista Sr.	高速道路 男性の敬称
Mrs 1	Mme	Frau	Signora	Sra.	既婚女性の敬称
Ms 1	Mme	Fräulein	Signorina/Signora	Sra.	女性の敬称
museum 21	musée	Museum	museo	museo	博物館
mushroom 9	champignon	Pilz/Champignon	fungo	champiñón	マッシュルーム
mussels 13	moules	Muscheln	cozze	mejillones	ムール貝
napkin 13	serviette	Serviette	tovagliolo	servilleta	ナプキン
nationality 7	nationalité	Nationalität	nazionalità	nacionalidad	an
needs 12 (n)	besoins	Bedürfnisse	bisogni	necesidades	必要なもの
nephew 28	neveu	Neffe	nipote	sobrino	甥
news 12	nouvelles	Nachrichten	notizie	noticias	ニ. —X
next door 14	à côté	nebenan	vicino	al lado	隣
next to 20	près de	neben	accanto a	junto a	
niece 28	nièce	Nichte	nipote	sobrina	姪
night 6	nuit	Nacht	notte	noche	夜
No Entry 21	Accès interdit	Keine Einfahrt	vietato l'accesso	Prohibido el paso	立ち入り禁止
No Parking 21	Stationnement interdit	Parkverbot	vietato parcheggiare	Prohibido aparcar	駐車禁止
no through road 21	voie sans issue	Durchfahrt verboten	strada senza uscita	calle sin salida	通り抜け不可
No U-turns 21	Defense de faire demi-tour	Wenden verboten	divieto di inversione	Prohibido girar	Uターン禁止
nobody 14	personne	niemand	nessuno	nadie	誰も～ない
noise 14	bruit	Lärm	rumore	ruido	騒音
north 11	nord	Norden	nord	norte	北
northern 11	du nord	nördlich	a, del nord	del norte	北の
note pad 24	bloc-notes	Notizblock	blocco degli appunti	libreta	メモ用紙とじ
nurse 23	infirmiere	Krankenschwester	infermiera	enfermero(a)	看 mm
o'clock 4	heure	Uhr(zeit)	l'ora	en punto	～時
off 14	pas frais/pourri	schlecht	avariato	malo / pasado	
olive 8	olive	Olive	oliva	aceituna	ЙоТИ-5 オリーブ
omelette 17	omelette	Omelett	frittata, omelette	tortilla	オムレツ
on call 23 (doctor)	de garde	in Bereitschaft	in servizio	de guardia (medico)	待機している
One Way 21	A sens unique	Einbahn	senso unico	Sentido único	一方通行
on foot 21	à pied	zu Fuß	a piedi	a pie	歩いて
onion 13	oignon	Zwiebel	cipolla	cebolla	玉ねぎ
open 4	ouvert	geöffnet	aperto	abierto	開店中
operator 18	standardiste	Vermittlung	centralista	operadora	交換手、オペレーター
opposite 20	en face	gegenüber	di fronte a	enfrente de	向かい側の
optician 23	opticien	Optiker(in)	ottico	óptico	眼鏡屋
organized 27	organise	diszipliniert	organizzato	organizado	有能な、几帳面な
osteopath 23	ostéopathe	Osteopath(in)	osteologo	osteópata	整骨医
outside 21	à l'extérieur	draußen	fuori	fuera	屋外
overbooked 14	surréservé	iiberbucht	prenotati più posti di quanti ne siano disponibili	sobrecontratado	定員オーバーの予約
overcooked 14	trop cuit	verköcht	scotto	pasado/demasiado hecho	焼き過ぎた、 煮過ぎた
overnight 24	de nuit	über Nacht	per la notte	de un día para otro	一晩中
paper 12	papier	Papier	carta	papel	HI
paramedic 23	auxiliaire medical	Sanitäter(in)	paramedico	paramedico/ paramédica	医療補助員
parking space 1	place ou se garer	Parkplatz	parcheggio	plaza de aparcamiento	駐車スペース
pastis 7	pastis	französischer Anisschnaps	Pernod, liquore al sapore di anice	pastis	バ스티ス
pastries 17	gâteaux	Gebäck	pasticcini	bolos dulces	菓子類、ペストリー
pastry 15	pâtisserie	Teig/Gebäck	pasta (per pasticceria)	pastelería	ペストリー、ケーキ
patient 12	patient	geduldig	paziente	paciente	忍耐強い
pavement 21 (US sidewalk)	trottoir	Bürgersteig/Gehweg	marciapiede	acera	歩道



English	French	German	Italian	Spanish	Japanese
payment 15	paiement	Bezahlung	pagamento	Pago	支払い
pay-per-view 22	pay per view (paiement parvisionnage)	Pay-per-View	visione a pagamento	pago por visión	有料のテレビ番組
payphone 18	téléphone publique	Münztelefon	telefono pubblico	telefono público	公衆電話
pedestrian street 21	rue piétonne/ piétonnière	FuRgängerstrafie	strada pedonale	calle peatonal	歩 <sup>ホ</sup> ^ <sup>ハ</sup> ヅ <sup>ヅ</sup> U
pen 24	stylo	Kugelschreiber	penna	bolgrafo	ペン
peppe 13	poivre	Pfeffer	pepe	pimienta	コショウ
pepper mill 13	poivrier	Pfeffermiihle	macinapepe	molinillo de pimienta	コショウひき
pharmacist 23	pharmacien	Apotheker(in)	farmacista	farmacéutico(a)	umm
pharmacy 23	pharmacie	Apotheke	farmacia	farmacia	ΠΚ * y O 7s
phonebox (US callbox) 18	cabine téléphonique	Telefonzelle	cabina telefonica	cabina telefónica	
photographer 22	photographe	Fotograf(in)	fotografo	fotógrafo/fotógrafa	理学療法士
physiotherapist 23	kinésithérapeute	Physiotherapeut(in)	psicoterapista	fisioterapeuta(a)	枕
pillow 20	oreiller	Kissen	guanciale	almohada	枕カバー
pillow case 16	taie d'oreiller	Kissenbezug	federa	funda de almohada	松の実
pine nut 13	pignon de pin	Pinienkern	pinoli	piñón	ЯНЯ
plane 21	avion	Flugzeug	aereo	avión	うこう
plaster 23 (first aid)	pansement, sparadrap	Pflaster	cerotto	tirita	я/и-е 皿
plate 13	assiette	Teller	piatto	plato	上映する、作動する
play 22	jouer	spielen	giocare	obra de teatro	午後
p.m. 4 (afternoon/ evening)	de l'après-midi/du soir	nachmittags/abends	di pomeriggio o di sera	por la tarde	
poach 13	pocher	diinsten/pochieren	cuocere 'in camicia'	escalfar	ゆでる
poisonous 19	toxique	giftig	velenoso	venenoso	有毒な
police 23	police	Polizei	polizia	policfa	警察
popular 11	qui a du succès	beliebt	popolare	popular	人気のある、 評判のよい
pork 9	pore	Schweinefleisch	came di maiale	cerdo	豚肉
port 7 (wine)	porto	Portwein	Porto	vino de Oporto	ポートワイン
positive 28	positif	positiv	affermativo	positivo	積極的な、前向きな
post cards 24	cartes postales	Ansichtskarten	cartoline	tarjetas postales	絵葉書
posture 28	posture	Haltung	posa, posizione	postura	
prepare 16	préparer	vorbereiten	preparare	preparar	mu2b
printer 15	imprimante	Drucker	stampante	impresora	プリンター
process 15	traiter	bearbeiten	inoltrare	procesar	処理する
produce 11	produire	produzieren	presentare, mostrare	producir	生産する
projector 22 (digital)	projecteur	Projektor	proiettore	proyector	プロジェクター
properly 24	convenablement	zufriedenstellend	bene, correttamente	debidamente	きちんと、完全に
public holiday 6	jour férié	Feiertag	festa nazionale	fiesta oficial	ИИВ
puff pastry 13	pâte feuilletée	Blätterteig	pasta sfoglia	pastel de hojaldre	パイ生地、 /O'4-Xh
pull 20	tirer	zuziehen	tirare	abrir/cerrar, correr/ descorrer	
qualification 27	qualification	Qualifikation	qualifka	tftulos, preparación	資格
qualities 27	qualités	Eigenschaften	qualità	cualidades	品質
quarter 8	quart	Viertel	quarto	cuarto	4分の1
questions 28	questions	Fragen	domande	preguntas	質問
rack rate 18	tarif standard	Zimmerpreis	tariffa media giornaliera	precio normal	通常の室料
raspberry 10	framboise	Himbeere	lampone	frambuesa	ラズベリー
ready 9	prêt	bereit	pronto	preparado	準備が整って
receipt 25	rec.u	Quittung	ricevuta	recibo	
receiver/handset 18	combine	Hörer	ricevitore	auricular	イヤ55
reception 2	reception	Empfang	banco dell'hotel	recepción	受付、レセプション
recharge 18	recharger	aufladen	caricare	recargar	充電、リチャージ
recommend 11	recommander	empfehlen	consigliare	recomendar	勧める
red 7	rouge	rot	rosso	rojo	赤
refrigerator 15	réfrigérateur, frigo	Kiihlschrank	frigorifero	frigorffico	ИИВ
register 27	enregistrer	(sich) anmelden	dare il proprio nome	registrar(se)	登録する

English	French	German	Italian	Spanish	Japanese
regularly 19	régulièrement	regelmäßig	regolarmente	con regularidad	定期的に、いつも
reservation 1	reservation	Reservierung	prenotazione	reserva	予約
reserve 1	reserver	reservieren	riservare	reservar	WT-5
responsibility 27	responsabilité	Verantwortung	responsabilità	responsabilidad	責任
reversed charges 18 (US collect call)	en pcv	R-Gespräch	telefonata addebitata al ricevente	(a) cobro revertido	コレクトコール、 受信人払い
ridiculous 26	ridicule	lächerlich	assurdo	ridfculo	ばかばかしい、 途方もない
ring 12 (n)	sonnerie	Klingeln	suonare	llamada	(«8<Z» 鳴る音
roast 9	rôtir	braten	arrostire	asar	オープンで焼く
roasting tin 15	plat à rôtir	Bräter	teglia per arrosti	fuelle de homo	ロースト用の型
rocket salad 9	roquette	Rucola Salat	insalata a base di rucola	ensalada de lechuga	ルッコラのサラダ
roll call 19	appel	Namensaufruf	appello	(pasar) lista	点呼
rolling pin 16	rouleau à pâtisserie	Teigrolle	matterello	rodillo	mm 庭園
roof garden 20	jardin aménagé sur le toit	Dachgarten	giardino pensile	jardín en la azotea	庭園
room rate 18	prix de la chambre	Zimmerpreis	costo delta stanza	precio por habitación	室
room temperature 11	temperatura ambiente	Zimmertemperatur	temperatura ambiente	temperatura ambiente	室温
roulade 10	roulade	Roulade	rotolo	rollito (comida)	ルーラード (料理名)
rubbish 15	ordures	Müll	spazzatura	basura	ゴミ
rude 14	malpoli	unhöflich	scortese, maleducato	maleducado	無礼な、無作法な
rum 7	rhum	Rum	rum, liquore	ron	7J
salmon 9	saumon	Lachs	salmone	salmón	サーモン
salt 13	sel	Salz	sale	sal	塩
salt cellar 13	salière	Salzfässchen	saliera	salero	塩入れ
salty 14	salé	salzig	salato	salado	塩っぱい
sand bucket 19	seau de sable	Sandeimer	secchiello	cubo de arena	非常用の砂バケツ
sandwich 9	sandwich	Sandwich/Butterbrot	tramezzino	bocadillo/sandwich	サンドイッチ
saucepan 15	casserole	Kochtopf	pentola	cazuela	シチュー鍋、深鍋
sauna 3	sauna	Sauna	sauna	sauna	サウナ
scallops 13	coquilles Saint-Jacques	Kammuscheln	cappe sante	vieiras	ホタテガイ
scrape 16	gratter	schaben	raschiare	limpiar	こすり取る
screen 22	écran	Schirm	schermo	pantalla	スクリーン、画面
second name/ surname 27	nom de famille	Familienname	cognome	apellido	», 苗字
serious 19	grave	ernst	serio	grave	重大な、 容易ならない
service charge 26	service	Bedienung	servizio	servicio	サービス料金
sewing kit 24	nécessaire à couture	Näh-Set	il necessario per cucire	costurero	裁縫道具
sharpen 15	éguiser	schärfen	affilare	afilare	研ぐ、鋭くする
shaver point 20	prise rasoir	Steckdose für Rasierapparate	presa per il rasoio	enchufe para máquina de afeitar	電気かみそり用 ソケット
sheep's cheese 10	fromage de lait de brebis	Schafskäse	formaggio di pecora	queso de oveja	羊乳が原料のチーズ
sheet 16	drap	Laken	lenzuolo	sábana	シーツ
shelf 20	rayonnage/étagère	Regal	ripiano	estante	棚
sherry 7	sherry/xérès	Sherry	sherry	Jerez	シェリー
shirt 17	chemise	Hemd	camicia	camisa	ワイシャツ
shoe cleaning kit 24	trousse de cirage à chaussures	Schuhputzzeug	occorrente per lucidare le scarpe	kit de limpieza de calzado	靴磨きセット
short-staffed 14	à court de personnel	knapp an Arbeitskräften	a corto di personale	corto de personal	従業員不足
shower 20	douche	Dusche	doccia	ducha	シャワー
shower cap 20	bonnet de douche	Duschkappe	cuffia per la doccia	gorro de baño/ducha	シャワーキャップ
sick 23	malade	krank	malato	enfermo	病気
side order 15	plat d'accompagnement	Beilage	contorno	guarnición	付け合せ料理の注文
side plate 13	petite assiette	Nebengedeck	piattino per il pane	plato del pan	添え皿
sieve 16	tamis/passoire	Sieb	colino	tamiz	こしき、ふるい
single 3 (room)	pour une personne	Einzel-	singola	individual	1人部屋
single 27 (person)	célibataire	ledig	celibe (M), nubile (F)	soltero(a)	独身



English	French	German	Italian	Spanish	Japanese
sirl	Monsieur	(mein) Herr	Signor	Señor	男性の敬称
sirloin 9	aloyau	Lendenfilet	lombo di manzo, filetto	came de vaca	f—D-f>
sister 3	sceur	Schwester	sorella	hermana	姉
sister hotel 18	hôtel sceur	Schwesterhotel	albergo gemello	hotel asociado	姉妹ホテル
skill 27	<b>competence</b>	Fertigkeit	abilità	capacidad / habilidad	能力
skin 16	peau	Schale	buccia	piel	皮膚
skirt 17	jupe	Rock	gonna	falda	スカート
sleep 24 (v)	dormir	schlafen	dormire	dormir	眠る
slice 16	couper en tranches	schneiden	affettare	cortar en rodajas	スライス
slippers 24	chaussons	Hausschuhe	pantofole	zapatillas de casa	スリッパ
smart 28	élégant	gepflegt	elegante	elegante	洗練された、 きちんとした
smell 24	sentir	riechen	sentire odore di	oler	匂
smile 12	sourire	lächeln	sorridere	sonrisa	笑顔
smoke alarm 19	detecteur de fumée	Rauchmelder	allarme antifumo	detector de humo	煙報知器
smoked 9	fumé	geräuchert	affumicato	ahumado	煙を吸った
smooth 11 (wine)	moelleux	lieblich	vellutato	suave	滑らかな
Slow 21	Ralentissez	Langsam	rallentare	Despacio	徐行運転
soap 16	savon	Seife	sapone	jabón	石鹸
sociable 27	sociable	umgänglich	socievole	sociable	社交的な
socks 17	chaussettes	Socken	calzini	calcetines	ソックス
soda 7	<b>eau</b> de seltz	Sodawasser	acqua di seltz	agua de seltz	ソーダ
soft 10	à pâte molle	weich	morbido	blando	柔らかい
soft drink 7 (US soda)	boisson non alcoolisée	alkoholfreies Getränk	bevande non alcoliche	refresco	ソフトドリンク、 清涼飲料
son 3	fills	Sohn	figlio	hijo	息子
sorbet 10	sorbet	Fruchteis	sorbetto	sorbete	アイス
souffle dish 15	plat à soufflé	Souffléschiissel	pirofila per soufflé	plato para suflé	シュー
soup 9	soupe	Suppe	zuppa, minestra	sopa	スープ
south 11	sud	Siiden	sud	sur	南
southern 11	du sud	stidlich	a, del sud	del sur	南の
spare 20	de rechange	iiberzählig	d'avanzo, disponibile	sobrante / de repuesto	予備の
sparkling 7 (water)	gazéifiée	kohlensäurehaltig	gassata	con gas	発泡性の(水)
spicy 13	épicé/piquant	wiirzig	piccante	picante	スパイシー、 香りのきいた
spirit 7	spiritueux	Branntwein	superalcoolico	licor	蒸留酒
spoon 13	cuillère	Löffel	cucchiaino	cuchara	スプーン
spotless 16	impeccable	blitzsauber	pulito	impecable / limpiísimo	しみのない、清潔な
spring 6	printemps	Friihling	primavera	primavera	春
squeeze 8	presser	pressen	spremere, schiacciare	exprimir	搾る
stained 14	taché	schmutzig	macchiato	manchado	汚れている
stale 14	qui n'est pas frais	schal/alt	stantio	pasado/revenido	新鮮でない
standard 18	standard	Standard	normale	estándar / normal	標準
starter 15	entree	Vorspeise	antipasto	entrante/primer plato	前菜
station 21 (train)	gare	Bahnhof	stazione ferroviaria	estación	駅
station 15 (work)	poste	Arbeitsplatz	posto	lugar / puesto	場所
stationery 22	papeterie	Briefpapier	articoli di cartoleria	papelena	文房具
steam 13	cuire à la vapeur	ausdinsten	cuocere a vapore	coceral vapor	蒸す、ふかす
step-brother/ step-sister 28	beau-frere / belle-sceur	Stiefbruder, -schwester	sorellastra/fratellastro	hermanastro/ hermanastra	異父母の兄弟/姉妹
stew 13	ragoût	Eintopfgericht	spezzatino	guiso	煮込む
still 7 (water)	non gazeuse	ohne Kohlensäure	non gassato	sin gas	発泡性でない(水)
still 18 (adv)	toujours, encore	noch immer	ancora	aún / todavfa	ずっと、まだ
stir 8	remuer	rtihren	rimescolare	darvueltas/revolver	かき混ぜる
stockpot 15	marmite à bouillon	Suppentopf	marmitta	olla	鍋
stomach ache 23	mal de ventre	Magenschmerzen	mal di stomaco	dolor de estómago	胃痛
stop 21 (n)	arrêt	Haltestelle	fermata	parada	止まり
Stop 21	Stop	Stoppschild	stop	Stop	止まれ
straightaway 14	tout de suite	sofort	subito	en seguida	直ぐ
strain 8 (v)	passer	abgiefien	scolare	colar	濾す
strain 19 (n)	muscle froissé	Zerrung	slogatura	esguince	捻挫、筋違い
stringy 14	filandreux	zäh	filamentoso	con hebras	筋の多い
subject 19	sujet	Thema	argomento	tema	主題



English	French	German	Italian	Spanish	Japanese
sub-total 26	sous-total	Teilsumme	totale parziale	total parcial	ふさわしい、適した スイートルーム Ж 山山4頁 外科医 胃の(ワイン)
suitable 24	approprié	geeignet	adatto	adecuado	
suite 3	suite	Hotelsuite	suite	suite	
summer 6	été	Sommer	estate	verano	
supplement 26	supplement	Ergänzung/Nachtrag	supplemento	suplemento	
surgeon 23	chirurgien	Chirurg(in)	chirurgo	cirujano/cirujana	
sweep 16	balayer	kehren	spazzare	barrer	胃の(ワイン)
sweet 7 (wine)	doux	süß	dolce	dulce	
tablecloth 13	nappe	Tischtuch	tovaglia	mantel	テーブルクロス テーブルランプ タルト まずい タクシー ティーボーンステーク 紅茶 チームワーク、 共同作業 電話 fi/t'y-J-X テキーラ テラス 避難訓練
table lamp 20	lampe de table	Tischlampe	lume	lamparita	
tart 9	tarte	(Obst)kuchen	torta, crostata	tarta / tartaleta	
tasteless 14	insipide	geschmacklos	insipido	soso/insfpido	
taxi 21	taxi	Taxi	tassi	taxi	
T-bone steak 9	steak américain	T-bone-Steak	fiorentina	chuleta de vaca	
tea 17	thé	Tee	tè	tè	チームワーク、 共同作業 電話 fi/t'y-J-X テキーラ テラス 避難訓練
team worker 28	travailleur d'équipe	Teamarbeiter(in)	operario che lavora in squadra	miembro de un grupo de trabajo	
telephone 3	téléphone	Telefon	telefono	telefono	
television series 28	feuilleton	Fernsehserie	serie televisiva	teleserie	
tequila 7	tequila	Tequila	tequila	tequila	
terrace 12	terrasse	Terrasse	terrazza	terrazza	
test drill 19	exercice d'évacuation en cas d'incendie	Probealarm	prova di esercitazione	simulacra de incendio	3分の1 今日の午後 今晚 今朝 4分の3 ネクタイ 時間 ティッシュ b-Xb h-;スター トマト BYB トニックウォーター 今夜 多すぎる 歯痛 裂けている、 破れている 合計、総計 ブッシュホン式電話
(a) third 8	troisième	(ein) Drittel	un terzo	(un) tercio	
this afternoon 5	cet après-midi	heute Nachmittag	questo pomeriggio	esta tarde	
this evening 5	ce soir	heute Abend	questa sera	esta tarde-noche	
this morning 5	ce matin	heute Morgen	questa mattina	esta mañana	
three quarters 8	trois quarts	drei Viertel	tre quarti	tres cuartos	
tie 17	cravate	Krawatte	cravatta	corbata	ネクタイ 時間 ティッシュ b-Xb h-;スター トマト BYB トニックウォーター 今夜 多すぎる 歯痛 裂けている、 破れている 合計、総計 ブッシュホン式電話
time 12	temps	Zeit	tempo	hora / tiempo	
tissues 24	mouchoirs en papier	Papiertaschentücher	fazzoletti di carta	pafuelos de papel	
toast 9	toast	Toast	pane tostato	tostada(s)	
toaster 15	grille-pain	Toaster	tostapane	tostadora	
tomato 9	tomate	Tomate	pomodoro	tomate	
tomorrow 1	demain	morgen	domani	mañana	BYB トニックウォーター 今夜 多すぎる 歯痛 裂けている、 破れている 合計、総計 ブッシュホン式電話
tonic 7	tonique	Tonic	tonico	tónica	
tonight 1	ce soir	heute Abend	stasera	esta noche	
too much 18	trop	zu viel	troppo	demasiado	
toothache 23	mal de dent	Zahnschmerzen	mal di denti	dolor de muelas	
torn 14	déchiré	zerrissen	strappato	roto	
total 25	total	Gesamtsumme	totale	total	合計、総計 ブッシュホン式電話
touch-tone phone 18	téléphone à touches	Tonwahltelefon	telefono a toni	telefono de sistema electrónico	
tough 14	dur (viande)	zäh	duro	duro	II II 塔、タワー 電車 訓練された、 練達された 旅行の手配
tourism 27	tourisme	Tourismus	turismo	turismo	
tower 2	tour	Hochhaus	torre	torre	
train 4 (n)	train	Zug	treno	tren	
trained 19	qualifié	ausgebildet	preparato	preparado / formado	
travel arrangement 15	preparatifs de voyage	Organisation, Buchung etc. einer Reise	piano, disposizione di viaggio	planes de viaje	
traveller's cheque 25	cheque de voyage	Reisescheck	travellers cheque	cheques de viaje	トラベラーズチェック III トリプル・セック ズボンプレスサー
trip 19	voyage	Reise	viaggio	viaje	
triple sec 8	triple sec	Triple Sec	secco	triple seco	
trouser press 20	presse-pantalon	Hosenpresse	stiracalzoni	prensa plancha-pantalones	
trousers 17	pantalon	Hose	pantaloni	pantalones	
T-shirt 17	T-shirt	T-Shirt	maglietta	camiseta	
tube/underground 21 (US subway)	métro	U-Bahn	metropolitana	metro	地下鉄

English	French	German	Italian	Spanish	Japanese
twin 3 (room)	(chambre) pour deux personnes à deux lits	Doppel (-zimmer)	doppia con due letti	habitación doble (dos camas)	ツインベッドの 二人用部屋
uncle 28 undercooked 14 underwear 17 utensil 16	oncle pas assez cuit sous-vêtement utensile	Onkel nicht gar Unterwäsche Gerät	zio poco cotto biancheria intima utensile	tío poco hecho/sin hacer ropa interior utensilio	叔父 生煮えの、生焼けの <b>TW</b> 台所用具
vanilla 10 various 28 vegetable 15 venue 22	vanille varié legume lieu	Vanille verschiedene Gemüse Veranstaltungsort	vaniglia svariato, diverso verdura luogo per un appuntamento	vainilla diversos verdura lugar / local	バニラ さまざまな <b>&amp;W</b> 開催地
vermouth 7 video conferencing 22	vermouth vidéoconférence	Wermut Video- Konferenzschaltung	vermut videoconferenza	vermut videoconferencia	ベルモット テレビ会議
vinegary 14	acide/qui a un goût de vinaigre	wie Essig	che sa di aceto	avinagrado	酸っぱい
Visa slip 25	reçu de carte de credit	Quittung	ricevuta di pagamento con Visa	recibo de la Visa	(ビザカードの) Uv - K IIIЯ.
vodka 7 voucher 25	vodka bon	Wodka Gutschein	vodka tagliando	vodka vale	ウォッカ クーポン券
waiter 2 wake-up call 24	serveur veille par téléphone	Kellner(in) Weckruf	cameriere servizio sveglia	camarero llamada para despertar a un huésped	ウエーター モーニングコール
wardrobe 20 wash 16 wash basin 20 watercress 9 water sprinkler 19	armoire laver lavabo cresson système d'extinction automatique à eau, type sprinkleur	Kleiderschrank waschen Waschbecken Brunnenkresse Sprinkler	armadio lavare lavabo crescione spruzzatore	guardarropa lavar(se) lavabo berros aspersor de agua	衣装戸棚、衣裳部屋 )%O 洗面台 クレソン スプリンクラー
watery 14 welcome folder 20	plein d'eau dossier d'accueil	wässrig Informationsmappe	annacquato cartella /opuscolo di benvenuto	aguado carpeta de bienvenida	水っぽい 部屋備え付けの宿泊案内帖
well informed 28	bien informé	gut informiert	ben informato	bien informado	見聞の広い、 精通している
west 11 western 11 wheelchair 24 whip 16 whisk 16 whisky 7 white 7 wife 3 wine 7 winter 6 women 12 work 12 writing paper 24	ouest de l'ouest fauteuil roulant fouetter battre whisky blanc ferme vin hiver femmes travail papier à lettres	Westen westlich Rollstuhl schlagen verquirlen Whisky weifi Ehefrau Wein Winter Frauen Arbeit Schreibpapier	ovest occidentale sedia a rotelle montare, sbattere sbattere con il frullino whisky bianco moglie vino inverno donne lavoro carta da lettere	oeste occidental silla de ruedas batir (claras) batir whisky bianco mujer/ esposa vino invierno mujeres trabajo papel de carta	<b>W</b> 西の <b>WY-</b> クリーム状に泡立てる 泡立てる ウイスキー & 妻  冬  7-f > 便箋、筆記用紙
zip 17	fermeture éclair	Reißverschluss	cerniera	cremallera	..  <b>•yy/t-</b>



# Useful vocabulary

## Food

Meat	
beef	fig
chicken	grapefruit
duck	grapes
goose	kiwi
lamb	lemon
pork	lime
turkey	mango
	melon
	olives
	orange
	peach
	pear
	pineapple
	plums
	raspberries
	redcurrants
	strawberries
Fish	
cod	
haddock	
monkfish	
octopus	
plaice	
salmon	
sardine	
shark	
sole	
squid	
swordfish	
trout	
tuna	
turbot	
Shellfish	
crab	
crayfish	
king prawn	
langoustine	
lobster	
mussels	
oysters	
scallops	
shrimps	
Game	
grouse	
guinea fowl	
partridge	
pheasant	
quail	
rabbit	
venison	
Fruit	
apple	
apricot	
avocado	
banana	
blackcurrants	
blueberries	
cherries	
cranberries	

## Ordinal numbers

1st	first
2nd	second
3rd	third
4th	fourth
5th	fifth
6th	sixth
7th	seventh
8th	eighth
9th	ninth
10th	tenth
11th	eleventh
12th	twelfth
13th	thirteenth
14th	fourteenth
15th	fifteenth
16th	sixteenth
17th	seventeenth
18th	eighteenth
19th	nineteenth
20th	twentieth
21st	twenty-first
22nd	twenty-second
23rd	twenty-third
24th	twenty-fourth
25th	twenty-fifth
30th	thirtieth
31st	thirty-first

## Telephone alphabet

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whisky
X	X-ray
Y	Yankee
Z	Zulu



# Irregular verbs

Infinitive	Past tense	Past participle
be	was/were	been
beat	beat	beaten
become	became	become
begin	began	begun
bend	bent	bent
bite	bit	bitten
blow	blew	blown
break	broke	broken
bring	brought	brought
build	built	built
burn	burnt	burnt
buy	bought	bought
catch	caught	caught
choose	chose	chosen
come	came	come
cost	cost	cost
cut	cut	cut
dig	dug	dug
do	did	done
draw	drew	drawn
dream	dreamt	dreamt
drink	drank	drunk
drive	drove	driven
eat	ate	eaten
fall	fell	fallen
feed	fed	fed
feel	felt	felt
fight	fought	fought
find	found	found
fly	flew	flown
forget	forgot	forgotten
freeze	froze	frozen
get	got	got
give	gave	given
go	went	gone
hang	hung	hung
have	had	had
hear	heard	heard
hide	hid	hidden
hit	hit	hit
hold	held	held
hurt	hurt	hurt
keep	kept	kept
know	knew	known
lay	laid	laid
lead	led	led
lean	leant	leant
learn	learnt	learnt
leave	left	left

Infinitive	Past tense	Past participle
lend	lent	lent
let	let	let
lie	lay	lain
light	lit	lit
lose	lost	lost
make	made	made
mean	meant	meant
meet	met	met
pay	paid	paid
put	put	put
read	read	read
ride	rode	ridden
ring	rang	rung
rise	rose	risen
run	ran	run
say	said	said
see	saw	seen
sell	sold	sold
send	sent	sent
set	set	set
shake	shook	shaken
shine	shone	shone
shoot	shot	shot
shut	shut	shut
sing	sang	sung
sink	sank	sunk
sit	sat	sat
sleep	slept	slept
slide	slid	slid
smell	smelt	smelt
speak	spoke	spoken
spend	spent	spent
stand	stood	stood
steal	stole	stolen
stick	stuck	stuck
strike	struck	struck
swear	swore	sworn
swim	swam	swum
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
wake	woke	woken
wear	wore	worn
win	won	won
write	wrote	written

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