

Trish Stott & Alison Pohl

OXFORD

# Highly Recommended **2**

## Student's Book Intermediate

English for the hotel and catering industry



Trish Stott & Alison Pohl

# Highly Recommended

Student's Book Intermediate

English for the hotel and catering industry

**OXFORD**  
UNIVERSITY PRESS

# Unit contents chart

UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
■ 1	Dealing with incoming calls	Receiving incoming calls Taking messages Dealing with requests	Offers: <i>Can/Could, Would you like to, I'll</i> Requests: <i>I'd like to, Can/Could</i>
■ 2	Customer information	Giving information to customers Answering questions about hotel facilities and services	<i>Is there?/Are there?, There's/There are, There isn't/There aren't</i> Prepositions of location
■ 3	Taking reservations	Taking room reservations Confirming details of a booking Changing and cancelling reservations	Prepositions of time
■ 4	Dealing with booking enquiries	Turning down bookings Giving explanations Suggesting alternatives	Present Simple Present Continuous Short forms
■ 5	Correspondence	Writing letters and emails to customers Responding to emails and voicemails	Overview of greetings and endings in correspondence: <i>Dear Madam/Yours faithfully, Best regards, etc.</i>
■ 6	Welcoming guests	Making guests feel welcome Checking guests into their accommodation Giving essential information	Possessive adjectives: <i>my, your, his, her, its; our, your, their</i> Object pronouns: <i>me, you, him, her, it; us, you, them</i>
■ 7	Dealing with check-in problems	Finding solutions for problems Dealing with guests' special needs	Past Simple <i>have got/haven't got</i>
■ 8	Explaining how things work in the hotel room	Helping guests with the room facilities Small talk	Imperatives for instructions Adjectives and adverbs
■ 9	Serving drinks	Service in the bar and restaurant	Question form review
■ 10	Food service	Taking customers' orders Explaining menus and dishes Talking about cheeses and coffee	Talking about quantity: <i>some, one, much, many, few, a little, more, another, enough</i>
■ 11	Know your region	Giving information on visitor attractions Advising guests on what to do	Comparisons: <i>-er than, the -est; more/the most; (not) as ... as, not so ... as</i>
■ 12	Explaining travel options	Talking to guests about travel options Giving advice about local transport and tickets	Recommending, suggesting and advising: <i>It would be a good idea to ..., You can/could ..., Why not ...?, How about ...?, Your best option is to ..., I'd recommend ...</i>
■ 13	Giving directions	Giving directions inside and outside the hotel	Prepositions of direction: <i>up, down, out of, across, past, onto, through, along, to, into, round, straight on</i>
■ 14	Meeting customer needs	Dealing with customer needs Customer care and customer service	<i>need/don't need, need doing, need to do</i>

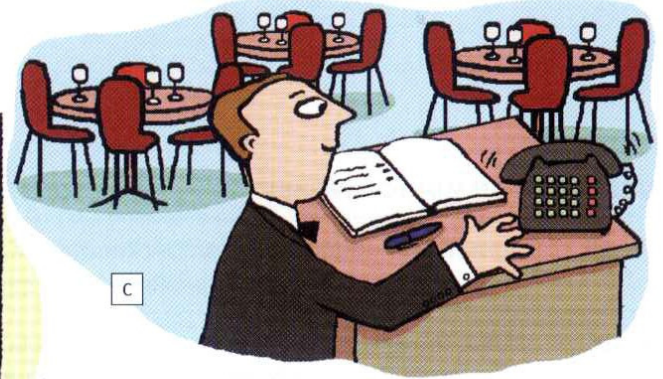
UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
■ 15	Complaints and apologies	Acknowledging and apologizing Promising action	Present Perfect with <i>already, yet, just</i> <i>for</i> and <i>since</i>
■ 16	Mistakes and problems	Checking details Finding a solution Offering compensation	Indirect questions: <i>Could you tell me ...?</i> <i>Can you explain ...? Do you know ...?</i> etc.
■ 17	Giving advice and assistance	Helping with lost luggage and lost passports Emergencies and first aid	First and second conditionals <i>unless</i>
■ 18	Telephone communication problems	Difficult phone calls Clarifying, checking, repeating and spelling	The Passive
■ 19	Conference and meeting enquiries	Talking about facilities and services Explaining conference packages	Managing a conversation: <i>Well, Now, So, Actually</i>
■ 20	Handling payments	Dealing with guests' bills Payment security	Revision of numbers
■ 21	Explaining and training	Kitchen hygiene and safety Following instructions Cooking processes	Obligation: <i>must, have to</i> No obligation: <i>don't have to, needn't</i> Prohibition: <i>mustn't, can't</i>
■ 22	Working in housekeeping	Servicing a room The evening turndown service	<i>have something done: We had the windows cleaned last week.</i>
■ 23	Health, safety and security	Health, safety and emergency procedures Security issues	<i>should/shouldn't</i> <i>ought to</i>
■ 24	Countries and cultures	Making plans Talking about different customs	Verb + <i>-ing</i> Verb + <i>(to)</i> infinitive
■ 25	Exploring different cultures	Differences between cultures Advising on cultural norms	Reporting verbs: <i>ask, warn, offer, advise, refuse, apologize for, assure, blame</i>
■ 26	Working life	Talking about job skills and routines A celebrity chef's career moves	Adjective + preposition: <i>good at, kind to, interested in, pleased with, etc.</i>
■ 27	Job applications	Personal qualities, skills and experience CVs and covering letters	Talking about the future: <i>going to</i> and <i>will</i> Question tags
■ 28	Job interviews	Interview questions and answers Interview tips	Past Simple or Present Perfect?

Activity material	60	More words to use	100
Listening scripts	68	Glossary	102
Language review	86	Irregular verbs	111

# Dealing with incoming calls

**In this unit you will**

- ✦ receive incoming calls
- ✦ take messages
- ✦ deal with requests.



**Starter**

Match the situations with the pictures.

- 1  put calls through for restaurant bookings
- 2  take room bookings
- 3  put calls through to guests
- 4  deal with manager's calls
- 5  take messages

3 Work with a partner to practise the calls. Take turns to be switchboard (S) and caller (C).

**Listening Working in front office**

1 1.1 Listen and underline the correct alternative.

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

- |                              |  |                                  |
|------------------------------|--|----------------------------------|
| 1 S: greet caller            | ➡ C: ask to book room                  | ➡ S: put through to reservations |
| 2 C: ask to speak to manager | ➡ S: line busy / offer to take message | ➡ C: give phone number           |
| 3 C: ask for room 483        | ➡ S: no answer / offer to take message | ➡ C: say you'll call back        |
| 4 S: greet caller            | ➡ C: say you'll call back              | ➡ S: connect to restaurant       |

2 1.1 Listen again and complete the sentences.

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

**Language study**

**! Expressions to learn**

- I'd like to book ...
- Just a moment. I'll put you through to ...
- I'm afraid he's not in his office at the moment.
- Could/Can I take a message?
- Please hold and I'll connect you to ...
- I'm afraid the line's busy.
- There's no answer.
- Would you like to leave a message on voicemail?
- It's ringing for you.

## ! New words to use

answer	extra	reserve
arrange	hold (a room)	ring
book (a room)	hold (the line)	run late
call back	make a note (of)	try
car registration	put (sb) through	voicemail

➤ Glossary page 102

## ! Language check

### Can/Could, Would you like to, I'll

Use *Can/Could, Would you like to, I'll* to offer help.

Examples

**Can** I help you?

**Would you like to** speak to the manager?

**I'll** put you through to reservations.

➤ Language review page 86

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

- 1 ..... leave a message?
- 2 ..... connect you right away.
- 3 ..... I try her room for you?
- 4 ..... tell him you're running late.
- 5 ..... speak to reservations?
- 6 ..... I take a message?
- 7 ..... give her the message.
- 8 ..... book a table for lunch?

### I'd like to, Can/Could

Use *I'd like to* and *Can/Could* for requests.

Examples

**I'd like to** book a room.

**Can** you ask them to call me back?

➤ Language review page 86

2 Match the incoming calls with the responses.

#### Incoming calls

- |  |                                  |
|--|----------------------------------|
| 1 <input checked="" type="checkbox"/> e book / table for dinner    | a try / his office               |
| 2 <input type="checkbox"/> speak / manager                         | b connect / reservations         |
| 3 <input type="checkbox"/> leave / message for Ms Li               | c put through / her room         |
| 4 <input type="checkbox"/> speak / Mrs Barras in 745               | d connect / his voicemail        |
| 5 <input type="checkbox"/> book / room                             | e put through / restaurant       |
| 6 <input type="checkbox"/> leave / voicemail message for Mr Barnes | f have / name and contact number |

#### Responses

Now work with a partner. Use the prompts to make requests and offer help.

Example

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

B *Just a moment. I'll put you through to the restaurant.*

## ■ Listening *Customer requests*

- 1 1.2 Listen to the call. Are the sentences true or false?
  - 1 The guests will arrive tomorrow before nine o'clock. true/false
  - 2 Mrs Carson asks reception to hold the room. true/false
  - 3 She requests an extra bed. true/false
  - 4 The family are travelling by train. true/false
  - 5 Mrs Carson wants to reserve parking. true/false
  - 6 Reception asks for her passport number. true/false
  - 7 The car registration is TR06FKB. true/false
- 2 1.2 Listen again. Number the sentences in the order they're said in the dialogue.
  - a  Would you like to reserve a parking space?
  - b  That's fine ... I've made a note of your late arrival.
  - c  I Could you hold our room?
  - d  Are you arriving by car?
  - e  I'll arrange an extra bed in your room.
  - f  Can I have your car registration?
  - g  What name is it, please?
  - h  Can I help you with anything else?
- 3 Work with a partner. Practise a similar call using these prompts. Take turns to be receptionist and caller.
 

reservation for double and single / late arrival after 10.00 / parking space

## Activity

- A1** Work with a partner. Student A's information is here. Student B's information is on page 60.

You work in front office at the Palace Hotel. Read the information and deal with the four calls.

- 1 Mrs Black, room 534 → line's busy → take a message.
- 2 Mr Ruiz, room 151 → try room → no answer.
- 3 Connect to restaurant.
- 4 Respond to all requests.

Example *Good afternoon, Palace Hotel. ... speaking. Can I help you?*

- A2** Read the information and make four calls to the Hotel Mirador.

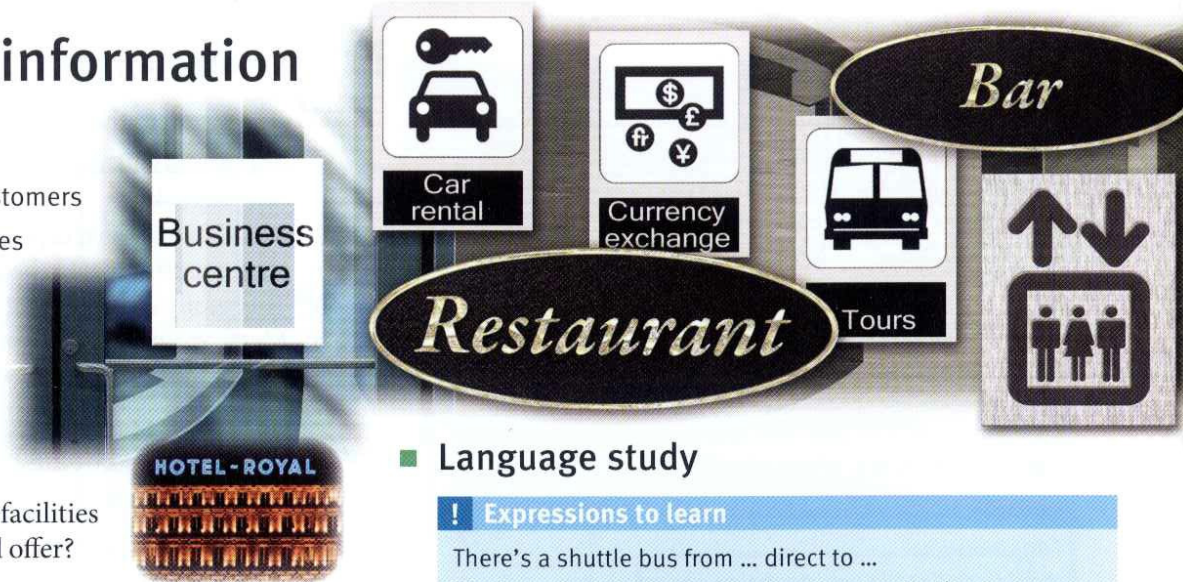
- 1 Ask for hotel manager → you'll call back later.
- 2 Ask for Mrs Clooney, room 382 → leave message to call you back on 07773 6841263.
- 3 You'd like to book a room.
- 4 Ask for Mrs Banks, room 238 → leave a message (late for meeting / arrive in 45 minutes) → ask about parking → ask about booking a table for lunch.

Example *Hello. Could I speak to the hotel manager ...?*

# Customer information

## In this unit you will

- give information to customers
- talk about hotel facilities and services
- tell customers where facilities are.



### Starter

Look at the pictures. What facilities and services does this hotel offer?



### Listening Giving information

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

- |   |  |
|---|--|
| 1 <input type="checkbox"/> airport transfer | 5 <input type="checkbox"/> car park                  |
| 2 <input type="checkbox"/> fitness centre   | 6 <input type="checkbox"/> car rental desk           |
| 3 <input type="checkbox"/> hotel restaurant | 7 <input type="checkbox"/> restaurant recommendation |
| 4 <input type="checkbox"/> business centre  | 8 <input type="checkbox"/> Internet access           |

2 2.1 Listen again and complete the sentences.

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

3 Work with a partner. Look at the hotel information. Take turns to ask and answer about these things.

- get from airport?
- hire a car?
- how long?
- fitness centre?
- charge for bus?
- restaurants near hotel?

#### Hotel Nathale

**FREE AIRPORT TRANSFER** – 50 minutes – shuttle bus direct to hotel – outside Terminal 1, in front of taxi rank

#### Other services

**CAR RENTAL DESK** – opposite reception

**FITNESS CENTRE** – ground floor, next to swimming pool

**RECOMMENDED RESTAURANTS:** Fargo's, Italian – opposite hotel / Comptoir, French – Rue des Bains

### Language study

#### ! Expressions to learn

There's a shuttle bus from ... direct to ...  
 The bus stop is just outside the ... , opposite the ...  
 We offer a free airport transfer to all our guests.  
 It's on the ground floor, opposite ...  
 It's open 24 hours.  
 We'll arrange that for you.  
 Can you recommend a restaurant near the hotel?  
 I can recommend Gino's ... It's very good.

#### ! New words to use

business centre	hire	shuttle bus
car rental	main	taxi rank
client	on site	tourist attraction
direct	roof terrace	transfer
facilities	separate	wheelchair access
gift shop	service	

➤ Glossary page 102

#### ! Language check

#### Is there?/Are there?, There's/There are, There isn't/There aren't

Remember to use the correct form of *be*.

Examples

**Is there** a transfer from the airport?

Yes, **there's** a free bus. / No, **there isn't** a bus to the hotel.

**Are there** ground floor rooms? Yes, **there are**. / No, **there aren't**.

➤ Language review page 86

1 Work with a partner. Look at the pictures on pages 6 and 7 again. Take turns to ask and answer about these things.

Example A *Is there a car rental service?* B *Yes, there is.*

- |                        |                            |
|------------------------|----------------------------|
| 1 a car rental service | 6 business services        |
| 2 a swimming pool      | 7 gift shops               |
| 3 lifts                | 8 a hair salon             |
| 4 parking spaces       | 9 translation services     |
| 5 Internet access      | 10 information about tours |

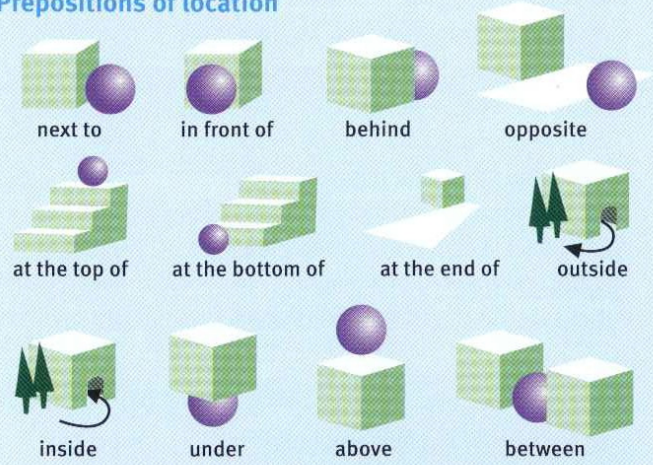


## ■ Listening *Services and facilities*

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

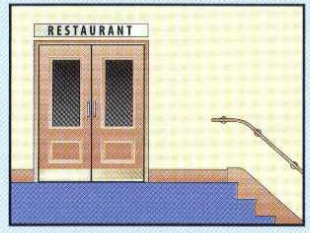
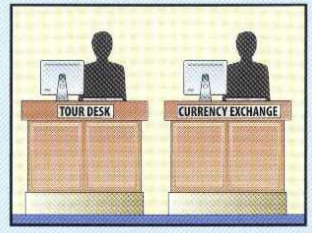
- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| near city ..... <sup>1</sup>        | ..... <sup>9</sup> desk             |
| near ..... <sup>2</sup> mall        | lifts                   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

### Prepositions of location

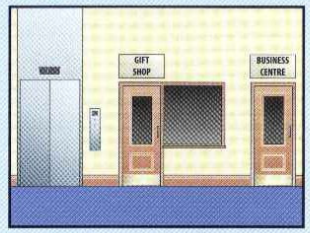
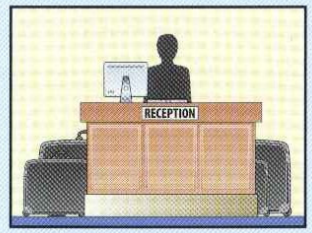


2 Look at the pictures and complete the sentences. Use the correct preposition from the list above.

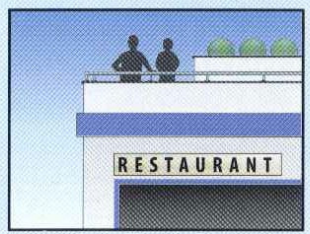
- 1 The tour desk is ...      2 The restaurant is ...



- 3 The luggage is ...      4 The gift shop is ...



- 5 The woman is ...      6 The roof terrace is ...



2 Match the items in 1 to these categories.

- 1 hotel service: .....  
 2 room facility: .....  
 3 location: .....  
 4 hotel facility: .....

3 Work with a partner. Think of five more services and facilities available in a 5-star hotel.

### Activity

You've been asked to give a presentation about your hotel to a company interested in using the hotel for its clients.

Think of a hotel that you know, find out information about a hotel on the Internet, or use the information on page 60. Prepare a short presentation (60 words +) to give to the class using these headings.

- Location    General facilities    Room facilities    Services

#### Example

**LOCATION:** *The Plaza Hotel is in the city centre near the main shopping streets and important tourist attractions.*

**GENERAL FACILITIES:** *There are 140 ensuite rooms with two restaurants and a terrace bar ...*

**ROOM FACILITIES:** *All the rooms have air conditioning with minibars, safe deposit boxes, pay-per-view TV ...*

**SERVICES:** *There is a 24-hour business centre and there are gift shops in the main reception area ...*



# 3 Taking reservations

## In this unit you will

- ❖ take a room reservation
- ❖ confirm the details of a booking
- ❖ change and cancel reservations.



## ■ Starter

When a guest calls to book a hotel room, what information does the receptionist need? Work with a partner and make a list.

## ■ Listening *Taking a room reservation*

1 🎧 3.1 Listen to a receptionist taking a room reservation. Tick (✓) the points on your list that you hear. Make a note of any points not on your list. Compare with your partner.

2 🎧 3.1 Listen again and complete the sentences.

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

3 Work with a partner. Take turns to book a room and take the reservation. Make sure you include the following.

- number of people in the group
- full name of guest (remember to check spelling)
- contact number
- arrival and departure dates and times
- type(s) of room
- room rates
- credit card details

When you've finished, check with your partner that the reservation details are correct.

## ■ Language study

### ! Expressions to learn

- What type of rooms would you like?
- Let me just check our reservations.
- So one double, one twin and ... for ... nights ...
- Can I take your name, please?
- Could you spell your name, please?
- Please make the reservation in my name.
- Can I have a contact number, please?
- Could I take a credit card number to secure the reservation?
- If you wish to cancel your reservation, you must do so before ...

### ! New words to use

accommodation	credit card number	room rate
cancel	deduct	secure
change	double/twin/single room	security number
check	expiry date	type (of rooms)
contact number	locked	

➤ Glossary page 102

### ! Language check

#### Prepositions of time

Look at these examples.

<b>on</b> Saturday	<b>in</b> five minutes	<b>for</b> five nights
<b>during</b> the day	<b>after</b> 10 p.m.	<b>at</b> eleven o'clock
<b>until</b> 10 p.m.	<b>in</b> the morning	<b>before</b> the 9th of May
<b>by</b> midnight	<b>from</b> the 4th to the 7th of May	

➤ Language review page 86

Complete the sentences with the correct prepositions.

- 1 I'd like to book accommodation ..... three nights, ..... Tuesday the 6th ..... Friday the 9th of April.
- 2 We'll arrive ..... Tuesday ..... four o'clock.
- 3 We'll let you know ..... Wednesday at the latest.
- 4 The shop normally closes ..... 6 p.m. but once a month it's open ..... 8 p.m.
- 5 The hotel closes ..... six weeks ..... winter.
- 6 The door is locked ..... 11 p.m. Please ring the bell if you arrive ..... 11 p.m.

## ■ Listening *Changing and cancelling reservations*

Reservation

Main More Fields

Profile

Surname  Country  Profile

Reservation

Arrival

Nights

Departure

Adults  Child

#Rooms  Room Type

Contact Name

Contact No.

Reservation

Main More Fields

Profile

Surname  Country  Profile

Reservation

Arrival

Nights

Departure

Adults  Child

#Rooms  Room Type

Contact Name

Contact No.

Reservation

Main More Fields

Profile

Surname  Country  Profile

Reservation

Arrival

Nights

Departure

Adults  Child

#Rooms  Room Type

Contact Name

Contact No.

Reservation

Main More Fields

Profile

Surname  Country  Profile

Reservation

Arrival

Nights

Departure

Adults  Child

#Rooms  Room Type

Contact Name

Contact No.

- 1 Look at the four hotel reservations. Are the sentences true or false?
  - 1 Mr Feinds is from Germany. true/false
  - 2 Mr Feinds is leaving on 15th May. true/false
  - 3 Mr Feinds would like four single rooms. true/false
  - 4 Mr Marsh is staying for two nights. true/false
  - 5 Mr Marsh would like a double room. true/false
  - 6 Mr Olson is travelling with his wife. true/false
  - 7 Mr Olson is arriving on Thursday 27th May. true/false
  - 8 Ms Wong is staying on Tuesday night. true/false

2 3.2 Listen to the three calls and make a note of any changes to the reservations. Listen again and check.

3 Work with a partner. Take turns to be caller and receptionist. Choose one of the reservations and practise changing it.

**Caller** Decide on two things you need to change and call the hotel.

**Receptionist** Answer the call and make a note of any changes to the reservation.

### Activity

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

**A1** 1 You're going to New York on business with colleagues. Call the Pacific Hotel and reserve rooms. Use this information.

- Names: (your name), Mr and Mrs Mertins, Ms Karin
- Arrival: Wednesday 14th June
- Departure: Friday 16th June
- Rooms: three
- Room types: a single for you, a double for Mr and Mrs Mertins, a single for Ms Karin
- Mobile number: 0885 928 3847
- Credit card details: card number 0088 4848 2323, expiry date 10/13, security numbers 234

Example *I'd like to book accommodation for a group of four, please.*

2 Call the hotel again to change your reservation. You are now arriving on Tuesday 13th June and staying until Friday 16th June. Mr and Mrs Mertins cannot go now.

Example *I'd like to change my reservation, please.*

**A2** 1 You work on reception at the George Hotel. You have rooms available. Answer the call from the guest and take the details for the reservation. Complete the screen on page 63.

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

2 Answer the second call from the guest and make any changes to the reservation.

Example *What was the name, please?*

# 4 Dealing with booking enquiries

## In this unit you will

- ❖ turn down bookings
- ❖ give explanations
- ❖ suggest alternatives.



Guest Name	Room	Arrival	Departure
Rogers, P	family	18/7	20/7
Janiak, G	single	18/7	19/7
Vasquez, S	double	18/7	20/7
Lang, H	double	18/7	22/7
Garica, R	single	18/7	19/7
Marcos, T	family	18/7	20/7
Evry, J	twin	18/7	23/7
Available	00		

	SUN	MON	TUE	WED	THU	FRI	SAT
WEEK 1							
WEEK 2							
WEEK 3							
WEEK 4							

## Starter

Look at the pictures. Why would a hotel or restaurant turn down a booking?

## Listening Dealing with booking enquiries

1 4.1 Listen to the five calls and complete the table.

The guest would like ...	Why it's not possible
1 a double room for one night	The hotel's fully booked.
2	
3	
4	
5	

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

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

3 Work with a partner. Use the prompts to practise dealing with booking enquiries. Take turns to be caller and receptionist.

### Caller requests

- family room for two nights (12th–14th December)
- table for six
- single room for 7th May
- table for 12 for lunch tomorrow
- table with view of park

### Receptionist

- no family rooms available
- fully booked
- hotel closed
- very busy / wedding party
- no tables with view of park

## Language study

### ! Expressions to learn

I'm looking for a ... room for ...  
 I'm sorry, we don't. We're fully booked that night.  
 I'm afraid we don't have any ... rooms left for those dates.  
 I'm sorry, but unfortunately, the hotel's closed that week ...  
 For how many people?  
 I'm sorry, but we're very busy that day with ...  
 There isn't room for another ten ...  
 I'm afraid all the tables with a view of ... are reserved.  
 Oh, that's a pity/too bad.

### ! New words to use

availability	harbour	reopen
business conference	instead	same
busy	(be) left	squeeze (sb) in
following (week)	partner hotel	unfortunately
graduate	refurbishment	view

➤ Glossary page 102

## ! Language check

### Present Simple

The Present Simple is used for facts or repeated actions (e.g. routines).

Examples

We **have** a nice table in the corner ... (fact)

For groups, we usually **set** a table ... (repeated action)

### Present Continuous

The Present Continuous is used for things happening at the time of speaking or events arranged for a time in the future.

Examples

I'm just **opening** up the reservations screen. (now)

... the hotel's **closed** that week ... We're **decorating** the restaurants ... (future arrangement)

➤ Language review page 86

### Short forms

Remember to use the short forms of verbs in spoken and informal written English.

Examples

I'm sorry. We **don't** have any double rooms left.

The hotel's **closed**.

**Can't** you squeeze us in?

➤ Language review page 86

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

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

## ■ Listening *Suggesting an alternative*

- 1 A lot of hotels suggest alternatives to callers when there are no rooms or tables available. Work in a group.
  - 1 Make a list of alternatives that hotels could suggest to callers, e.g. try another hotel in the same town.
  - 2 What alternatives could the receptionist suggest to the callers in 4.1?
- 2 4.2 Listen and underline the alternatives suggested to the callers in 4.1. How many did you think of?
  - 1 trying the Station Hotel / the caller gives his number
  - 2 two separate rooms / a family room
  - 3 calling a hotel next door / calling a hotel in a different town
  - 4 a table in the Terrace Bar / a table at the end of the Globe Restaurant
  - 5 a bigger table / a table at the window with a different view
- 3 4.2 Listen again. Do the callers accept the alternatives?
  - 1 ..... 2 ..... 3 ..... 4 ..... 5 .....
- 4 Work with a partner. Practise suggesting and responding to alternatives. Use the alternatives in 2 or your own ideas.

Example

A You could try the Station Hotel. They may have a room available.

B Could you give me their number, please?

A Yes, of course. It's 0049 ...

## Activity

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

- A1** Make two calls to the Pines Hotel to make reservations. You want the following.

- 1 double room / sea view / three nights (22nd–25th August)
- 2 table for seven / upstairs / 8 p.m. / Tuesday 14th February

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

- A2** You work on reception at the Keys Hotel. Use this information to deal with two calls.

- 1 dining room full (wedding) / alternative = table in Sunshine Bar – offer same menu as in dining room
- 2 hotel closed in February for holiday / alternative = Lakeside Hotel (0357 666333)

Example Hello, Keys Hotel. How can I help you?

Now do the activity again, but first decide on your own information. Make notes in the charts on page 64.

# Correspondence

## In this unit you will

- ✦ write letters and emails to customers
- ✦ respond to emails and voicemails.

## Starter

What types of correspondence do hotels use to contact customers? Make a list of possible reasons for writing to customers.

Example *to confirm a room reservation*

## Writing Letters and emails

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

1

HOTEL INTERNATIONAL, GRAN VIA, 402, 08007 BARCELONA  
+34 935 526 536 www.hotelinternational.com

Mr P McKinnon  
20 Church Street  
Edinburgh EH4 9HZ  
13 July 20\_\_

Dear Mr McKinnon

..... our hotel brochure for your information.

..... directions for arrival by road.

..... service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Assistant

2

Subject: confirmation of booking

Dear Mrs Tevez

Thank you for your email. ....  
of 1 double room for 3 nights from 30 September.

We also confirm your table booking for 4 on  
1 October at 8 p.m.

..... for the 3 days as requested.

..... to seeing you in September.

Best regards

Toni Fong

Reservations

3

Subject: request to change dates

Dear Ms Parsons

..... change the dates of your  
booking.

..... for 15 and 16 March.

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

..... their brochure for your  
information.

- 4 Read the tips and rewrite the highlighted parts of the email to customer, Carlos Lomo.

## Writing a good business email

- 1 Use the subject line to tell the recipient what the email is about.
- 2 Use greetings and endings as you would in a letter.
- 3 Sentences in emails (and letters) should be short and clear – KISS (keep it short and simple).
- 4 Use spaced paragraphs for different topics.
- 5 You can write numbers 1–10 in emails: 3 nights. In letters, write these in words: three nights.
- 6 Don't SHOUT in capital letters.
- 7 Don't use acronyms or abbreviations for customers, e.g. FYI (for your information).
- 8 Read your email for spelling, punctuation and tone.

Subject: FYI

Dear Carlos

It was very nice to receive your email. We are delighted to cfm your reservation for 3 ngts from Tuesday 4 to Friday 7 December.

All the best

Benita Bellini

Reservations Manager

## ■ Language study

### ! Expressions to learn

Thank you for your email.  
 We are pleased to confirm your reservation.  
 Regarding your request to change the dates of ...  
 We also confirm your table booking for 4 on 1 October at 8 p.m.  
 However, we can offer you accommodation at our partner hotel.  
 We enclose/attach a copy of our brochure.  
 We hope we may be of service to you in the future.

### ! New words to use

abbreviation	correspondence	recipient
acronym	enquire	regarding (re)
amendment	look forward to sth	spaced
brochure	polite	tone

➤ Glossary page 102

### ! Language check

#### Overview of greetings and endings

	letter	email
<i>you don't know the name</i>	Dear Sir or Madam Yours faithfully	Dear Sir or Madam (Kind/Best) Regards
<i>you know the name</i>	Dear Mr/Mrs/ Ms Bono Yours sincerely	Dear Mr/Mrs/ Ms Bono (Kind/Best) Regards
<i>you know person well</i>	Dear Louise Best wishes	Dear Louise or Hi/Hello Louise All the best/Cheers

1 What greetings and endings should you use when writing to the following?

- 1 email – Jacques Dupont (new customer)
- 2 letter – Aldo and Maria Costa (customers you know well)
- 3 email – Tom (colleague)
- 4 email – Veronica Beale (new customer – married status unknown)
- 5 letter – name unknown

2 Business letters and emails should be polite and formal. Rewrite the letter to Hans Wollman to correct the tone.

Dear Hans  
 Thanks for your letter.  
 Here's a copy of the brochure you asked for.  
 See you next week.  
 Cheers  
 James McClaren  
 International Hotel

## ■ Listening *Customer messages*

1 🎧 5.1 Listen to five voicemails. What does each caller want?

Caller 1: .....  
 Caller 2: .....  
 Caller 3: .....  
 Caller 4: .....  
 Caller 5: .....

2 🎧 5.1 Use your answers from 1 and these prompts to write responses to the voicemails. Listen again if necessary.

Example *Dear Mrs Pele*  
*Regarding your booking enquiry, we confirm ...*

- 1 room available / confirm reservation (email)
- 2 rooms are available / confirm amendments (letter)
- 3 confirm booking / double room for 5 nights, 12–17 February (email)
- 4 restaurant fully booked / offer table in Terrace Bar / same menu (email)
- 5 party rooms are available / enclose events brochure and menus (letter)

3 Work with a partner. Check each other's emails and letters for spelling, punctuation and tone.

### Activity

1 You work in front office in Hotel David in Florence, Italy.

Write an email reply to Mary Tan (mary.tan@infotec.ch) confirming the changes to her booking. A double and single room are available for 2 nights from 9–11 June. You have booked her a parking space from 6 p.m. on 9 June to the morning of 11 June as requested. You have also reserved a table for three for dinner on 9 June at 8.30 p.m. You look forward to welcoming her to the hotel.

2 You work in the Events Office of the Crowne Plaza Hotel, rue de la Roi 107, 1040 Brussels.

Write a letter to Piet van Derbilt, Amstel 140, 1017 EZ Amsterdam in reply to his enquiry about organizing a business lunch for 60 people on Friday 30th May. The Grapevine Restaurant is available for his party from 12–3 p.m. Enclose sample menus. Also enclose directions to the venue (five minutes' walk from railway station). Unfortunately, you cannot offer parking. Mention the large public car park three minutes' walk from the hotel. You look forward to hearing from him.

Work with a partner. Compare your correspondence and see if you can improve your writing.

# 6 Welcoming guests

## In this unit you will

- ❖ make guests feel welcome
- ❖ check them into their accommodation
- ❖ give them essential information.

### Starter

What situations do guests dislike at check-in? Look at the pictures. How can a hotel make check-in a positive experience for guests?

### Listening *Dealing with arrivals*

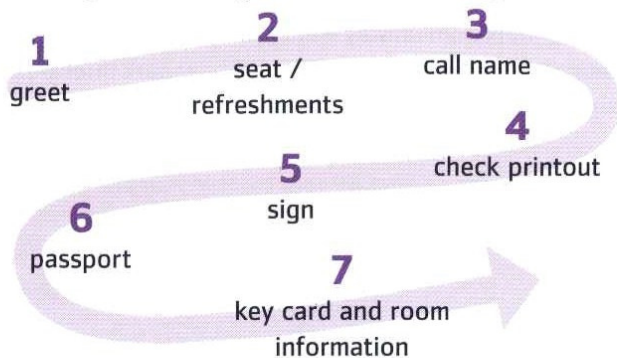
1 6.1 Listen to a receptionist checking in some guests. Tick (✓) the information which is on the registration printout.

- |  |   |
|--|---|
| 1 <input type="checkbox"/> date of birth         | 6 <input type="checkbox"/> flight number  |
| 2 <input type="checkbox"/> name                  | 7 <input type="checkbox"/> departure date |
| 3 <input type="checkbox"/> number of bags        | 8 <input type="checkbox"/> arrival date   |
| 4 <input type="checkbox"/> passport number       | 9 <input type="checkbox"/> home address   |
| 5 <input type="checkbox"/> accommodation voucher |   |

2 6.1 Listen again and complete the sentences.

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

3 Work with a partner. Look at the flow chart. Take turns to be receptionist and guest. Practise dealing with arrivals.



### Language study

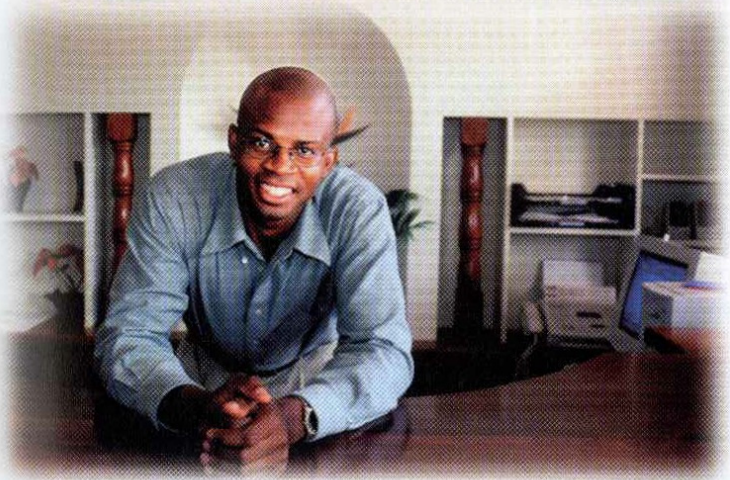
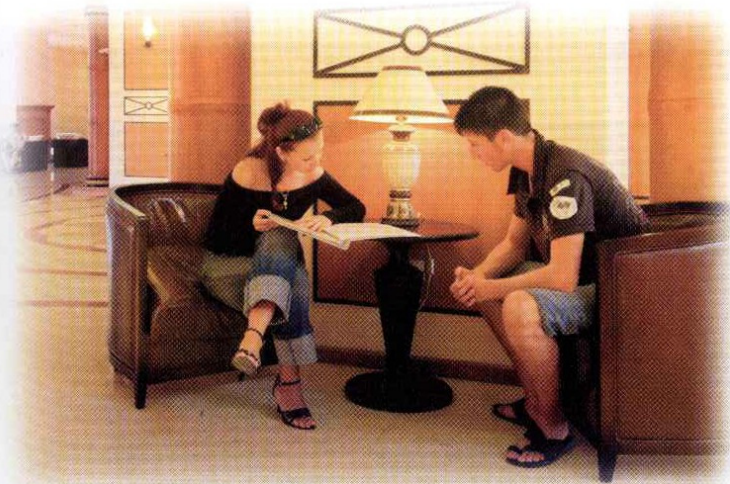
#### ! Expressions to learn

- Good morning, everyone, and welcome.
- We'll do our best to deal with ... as quickly as possible.
- Can you take a seat? And we'll serve you with a welcome drink.
- Could you just check the registration details are correct on this printout?
- Just sign here, please.
- Could you give me your passport(s)?
- You can collect them from reception in the morning.
- Enjoy your stay with us.

#### ! New words to use

collect	(do) our best	ready
correct	patience	registration details
deal with	printout	sign
home address	quickly	voucher

➤ Glossary page 102



### ! Language check

#### Possessive adjectives

SINGULAR *my, your, his, her, its* PLURAL *our, your, their*  
 Examples **your** long flight **our** best **your** reservations

#### Object pronouns

SINGULAR *me, you, him, her, it* PLURAL *us, you, them*

Examples

Could you give **me** your passports?

Collect **them** from reception.

Enjoy your stay with **us**.

➤ Language review page 88

Underline the correct alternative.

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

## ■ Listening *When and where?*

1 🎧 6.2 Listen to the two dialogues and tick (✓) the correct information.

- |                                       |                          |                             |
|---------------------------------------|--------------------------|-----------------------------|
| 1 Breakfast is served in              | <input type="checkbox"/> | the ground floor café.      |
|                                       | <input type="checkbox"/> | the first floor restaurant. |
| 2 Breakfast is served from            | <input type="checkbox"/> | 7.30 to 10.00 a.m.          |
|                                       | <input type="checkbox"/> | 6.30 to 9.00 a.m.           |
| 3 The business centre is open         | <input type="checkbox"/> | in the mornings.            |
|                                       | <input type="checkbox"/> | 24 hours.                   |
| 4 The fitness centre is               | <input type="checkbox"/> | opposite the lift.          |
|                                       | <input type="checkbox"/> | on the top floor.           |
| 5 Dinner is served in                 | <input type="checkbox"/> | the Terrace Restaurant.     |
|                                       | <input type="checkbox"/> | the first floor restaurant. |
| 6 Dinner is served from               | <input type="checkbox"/> | 7.00 to 9.30 p.m.           |
|                                       | <input type="checkbox"/> | 7.30 to 9.00 p.m.           |
| 7 The currency exchange desk opens at | <input type="checkbox"/> | 8.00 a.m.                   |
|                                       | <input type="checkbox"/> | 9.00 a.m.                   |
| 8 You can buy a city map              | <input type="checkbox"/> | from reception.             |
|                                       | <input type="checkbox"/> | in the hotel shop.          |

2 Work with a partner. Practise asking for and giving information using the expressions in 1.

Example A *Where's breakfast served?*

B *Breakfast is served in the first floor restaurant.*

## Activity

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

A1 You work on reception at the Sudari Hotel. Check in your guest. Answer any questions. Use this information.

#### FACILITIES

- Fitness centre (24 hours) / No swimming pool
- Hotel shop (books, newspapers, maps)  
7.00 a.m.–11.00 p.m.
- Currency exchange (next to hotel shop)  
7.00 a.m.–11.00 p.m.

Example *Good afternoon. Welcome to the Sudari Hotel.*

A2 You arrive at the Central Hotel. Go to reception and check in. Use your own name and this information.

- Room: twin, four nights
- Ask about: lifts (partner has wheelchair) / meal times / where restaurant is.
- You'd like a hair cut.

Example *My name's ... I have a reservation for ...*



# 7 Dealing with check-in problems

## In this unit you will

- ❖ manage customers on reception
- ❖ find solutions for problems
- ❖ deal with guests' special needs.

### ■ Starter

Look at the pictures and identify three check-in problems.

### ■ Listening *Problems at check-in*

1 7.1 Listen and match the four dialogues with these problem situations.

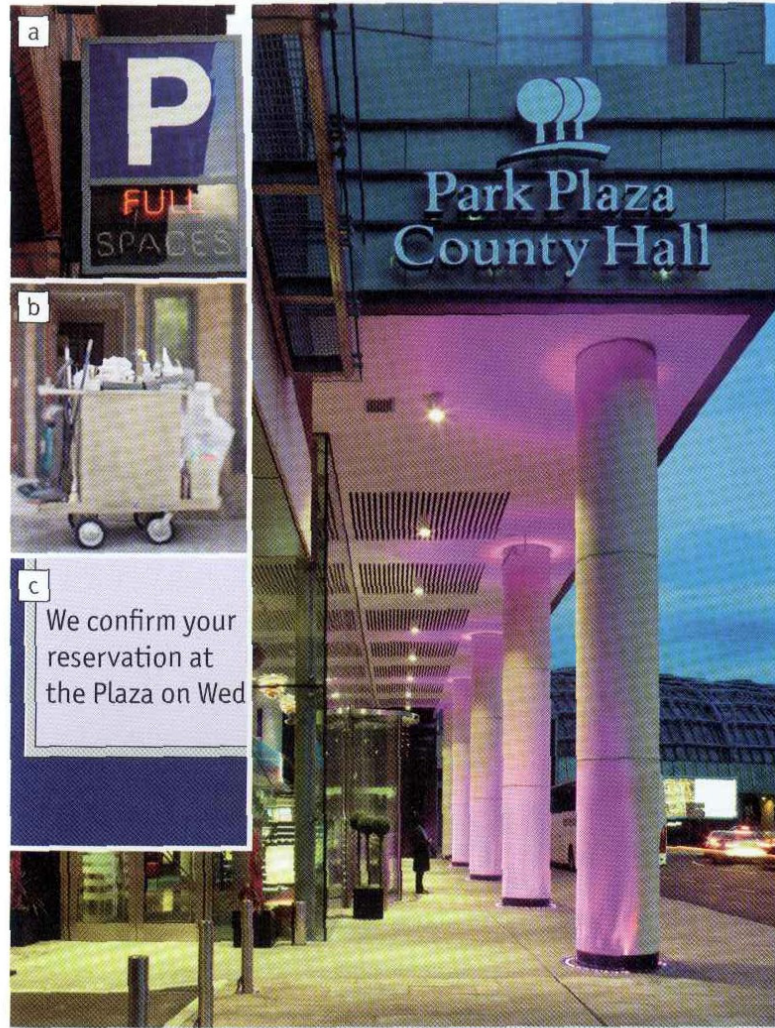
- a  guests arrived at wrong hotel
- b  guest's room isn't ready
- c  car park full
- d  hotel has overbooked rooms

2 7.1 Listen again and complete the sentences.

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

3 Work with a partner. Take turns to be guest and receptionist. Use the prompts to complete the receptionist's part of the dialogue.

- Guest**            *Good afternoon. My name's Robert Colas. I have a reservation for tonight.*
- Receptionist**   *room not ready / offer complimentary tea or coffee in reception*
- Guest**            *I'd like to park my car first.*
- Receptionist**   *pre-book parking?*
- Guest**            *Yes, I did.*
- Receptionist**   *car park at back of hotel / offer help with luggage*
- Guest**            *No, thank you. When will my room be ready?*
- Receptionist**   *rooms ready by 3 p.m. / offer to ask housekeeping about room*



### ■ Language study

#### ! Expressions to learn

- I'm afraid your room isn't ready for you yet ...
- The porter will take care of your luggage ...
- I'll ask housekeeping to inform me as soon as your room is ready.
- I'm really sorry, but we're overbooked tonight.
- I've reserved a room for you at our partner hotel ...
- We don't seem to have your reservation.
- I'm afraid we don't have a parking space tonight.
- What's the best thing to do?

#### ! New words to use

- |                |                  |                  |
|----------------|------------------|------------------|
| adjoining      | free (available) | ramp             |
| allergy        | happen           | service (a room) |
| allergy-tested | high chair       | smoke-free       |
| alternative    | occasionally     | special          |
| complimentary  | overbook         |                  |

Glossary page 102

## ! Language check

### Past Simple

Remember! The Past Simple is used for completed actions and events in the past and is often used with past time expressions like *(two days) ago, yesterday, last night, in 2007*.

Examples You **sent** an email confirmation **last week**.  
We **didn't sleep** on the plane.  
**Did you pre-book** parking? No, I **didn't**.

➤ Language review page 88

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

Last week, Mr and Mrs Bart ..... (fly) to Barbados. They ..... (sleep) badly on the plane so they ..... (feel) very tired when they ..... (get) to the hotel. They ..... (think) they'd be able to go to their rooms, but the receptionist ..... (tell) them their rooms ..... (not be) ready yet. They ..... (sit) in reception and ..... (have) coffee, then they ..... (go) for lunch.

### have got/haven't got

These forms are used more frequently in spoken English than *have/haven't*.

Examples We **haven't got** a free room.  
I **ve got** a space tomorrow.

➤ Language review page 88

2 Work with a partner. Student A's information is here. Student B's information is on page 60. Take turns to ask and answer questions to practise these forms.

Example B *Has the Crowne Plaza got a restaurant?*  
A *Yes. It's got a world-class restaurant.*

A1 Use this information to answer your partner's questions.

#### Crowne Plaza Hotel ★ ★ ★ ★

200 air-conditioned rooms	business centre
world-class restaurant	free shuttle from airport
roof terrace bar	Wi-Fi in public areas
fitness centre with sauna	concierge services
24-hour room service	(until midnight)
conference facilities	

A2 Find out if the Sunset Beach Hotel has got these things.

Internet access	restaurant	sports facilities
swimming pool	terrace bar	air conditioning
concierge services	tours	business centre
gardens	shops	hair salon

## ■ Listening *Dealing with special needs*

1 🎧 7.2 Listen and tick (✓) the three categories dealt with by the receptionist.

- |   |   |
|---|---|
| <input type="checkbox"/> food allergies   | <input type="checkbox"/> vegetarian menus |
| <input type="checkbox"/> disabled access  | <input type="checkbox"/> special diets    |
| <input type="checkbox"/> minibar          | <input type="checkbox"/> allergies        |
| <input type="checkbox"/> children's needs | <input type="checkbox"/> security         |
| <input type="checkbox"/> bottled water    | <input type="checkbox"/> recycling        |

2 🎧 7.2 Listen again. What items were requested in the three categories?

3 Work with a partner. Take turns to be guest and receptionist. Practise requesting and dealing with the items in 2 (or use your own ideas). Use these phrases to begin your requests.

Could we have ...?	I'd like ...	We requested ...
What about ...?	Is there ...?	Do you have ...?
Can I just check with you?		

### Activity

Work with a partner. Student A's information is here. Student B's information is on page 00.

A1 You work on reception. Greet the new guests and deal with them politely and helpfully. Use this information.

- **Guest 1:** It's 10 a.m. Check-in is usually after 2 p.m. Offer drink or breakfast in coffee shop. You'll inform as soon as room is ready.
- **Guest 2:** Hotel smoke-free. Bathrooms only have showers. Bottled water in all rooms.
- **Guest 3:** Family with no reservation (walk-ins). No adjoining rooms. Extra bed no problem. Children's menu. No pool.

Example *Good morning. Can I help you?*

A2 Take the role of three different guests arriving to check in. Use this information.

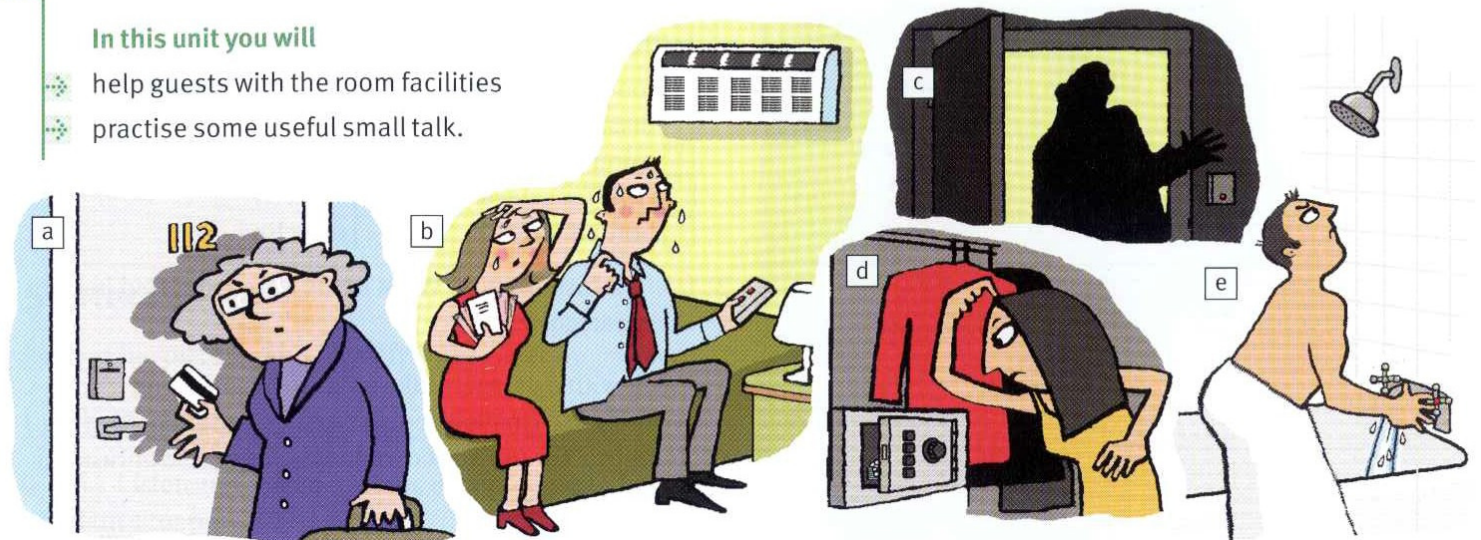
- **Guest 1:** Reservation for two nights. Ask about: disabled access from car park, getting to bar and restaurant by wheelchair.
- **Guest 2:** Reservation for two nights. Show booking confirmation of four weeks ago.
- **Guest 3:** Reservation for three nights. You need car parking but haven't pre-booked. Book parking for next two days.

Example *Hello. We have a reservation ...*

# Explaining how things work in the hotel room

## In this unit you will

- help guests with the room facilities
- practise some useful small talk.



## Starter

Look at the pictures. What problems are the new hotel guests having? Can you think of any other problems hotel guests have with things in their rooms?

## Listening How things work

### 1 8.1 Listen and underline the correct alternative.

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

### 2 8.1 Listen again and complete the sentences.

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

### 3 Work with a partner. Practise explaining how things work using the verbs.

- Explain to the guest how to get into the room and turn on the lights.

insert take out turn open put not remove

- Explain to the guest how to work the safe deposit box.

put close enter turn enter (again) key in

### 4 Work with a partner. Choose one of the other problems you thought of in the Starter. Explain how to deal with the situation.

## Language study

### ! Expressions to learn

When you insert the card, a little green light shows on the lock. Take the card out and turn the handle to open the door. Put your card into the slot there. Don't remove the card until you leave the room. Have you got the remote control to switch the air conditioning on? Use the plus or minus buttons to set the temperature. Put your valuables into the box. Then turn the little knob and enter the same code again.

### ! New words to use

arrow	insert	slot
button	journey	stuffy
control switch	knob	trip
digit	point down	valuables
face	remote control	

▶ Glossary page 102

## ! Language check

### Imperatives

Use the imperative form for giving instructions.

Examples

**Put** your valuables into the box.

**Enter** the code.

**Don't remove** the card until you leave the room.

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

click on   log on   complete   enter   ask

To use the hotel's free wireless network connection:

.....<sup>1</sup> reception for a card with a Wi-Fi access code or network key.

.....<sup>2</sup> to your laptop.

.....<sup>3</sup> Internet Explorer to automatically view the hotel's home page.

.....<sup>4</sup> the guest information screen.

.....<sup>5</sup> the access code.

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

- 2 Work with a partner. Choose one of these activities (or think of your own). Write some instructions for the activity using the imperative.
- operating a coffee machine to make espresso
  - using a computerized booking system
  - welcoming a guest at reception

### Adjectives and adverbs

Look at these examples.

*Do I have the **correct key card**?* (adjective + noun)

*Are you **putting** it into the slot **correctly**?* (verb + adverb)

Note these irregular adverbs: *good/well, hard/hard, fast/fast, late/late*

▶ Language review page 88

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

## ■ Listening *Small talk*

- 1 🎧 8.2 Listen and match 1–9 with a–i to make dialogues.
- How was your journey?
  - Did you find us OK?
  - Is this your first time in Spain?
  - Did you enjoy the trip to the castle?
  - Have you had a nice evening?
  - The river trips are a really good day out.
  - Have you visited the old quarter yet?
  - It's a beautiful morning, isn't it?
  - What's the weather going to be like today?
- a No. We visited the north last year.  
b Are they? We'll book one for later in the week.  
c It was very straightforward, thanks. No hold-ups at all.  
d I'm afraid the forecast isn't very good.  
e Not yet. We're planning to eat there this evening.  
f Well, the one-way system in the city centre is a bit confusing.  
g Yes, so we're off for a long walk.  
h Yes, thanks. It was very interesting.  
i Yes, very nice. We had a meal in the old town.
- 2 🎧 8.2 Listen again carefully to the receptionist's intonation and practise the dialogues with a partner.

## Activity

Work with a partner. Student A's information is here. Student B's information is on pages 61 and 62.

- A1 You work on reception. Use this information to check in the new guest.

- Greet / ask about journey.
- Weather forecast – hot and sunny all week.
- Deal with check-in (sign registration/passport).
- Give key card – room 726. Room is on 7th floor.
- Explain how key card works for door and lights.
- All rooms have air conditioning – remote control.
- Offer help with luggage. Wish guest enjoyable stay.

Example *Good evening. Would you like to check in?*

- A2 You checked in ten minutes ago. Call reception with some queries.

- You don't know how safe deposit box works – instructions aren't clear. Admit you only entered code once.
- You want to know how to operate shower.
- Ask about weather forecast for tomorrow – you're planning trip to national park.

Example *I don't know how the safe deposit box works.*

# Serving drinks

## In this unit you will

- interact with customers in the bar and restaurant
- talk about drinks.



## Starter

Match the words with the drink groups in the table. Some words may be used more than once.

draught	sweet	still	light	single
mixer	red	bitter	sparkling	rosé
full-bodied	lager	soft drink	double	magnum
dry	white	medium	fizzy	

Beers	Wines	Spirits	Non-alcoholic
	<i>sparkling</i>		<i>sparkling</i>

3 Work with a partner. Use the prompts to practise expressions for situations in the bar.

- toilets?
- soft drinks?
- security
- start a tab?
- calm down
- ID
- order from the bar?
- no more drinks

## Language study

### ! Expressions to learn

Can we start a tab behind the bar?  
 Who ordered this?  
 Excuse me. Where are the toilets?  
 Just down the stairs on the right.  
 I can't serve you any more drinks.  
 You've got five minutes to drink up.  
 So that's ... Is that right?  
 Do you have ID?

### ! New words to use

aperitif	half-bottle	security
chilled	house white/red	single malt
corked	ice bucket	sparkling
draught	New World wine	still
flute	popular	tab
full-bodied	room temperature	

▶ Glossary page 102

## Listening A busy night in the bar

1 9.1 Listen and answer the questions.

- What did Stef get for the group on the terrace?
- How did they pay for their drinks?
- Where are the bar's toilets?
- Do customers order drinks from the bar?
- Why did Mario speak to the men in the corner?
- Why did Stef ask for the girl's ID?

2 9.1 Listen again. Match 1–8 with a–h to make sentences.

- |                            |                        |                                       |
|----------------------------|------------------------|---------------------------------------|
| 1 <input type="checkbox"/> | Can we start           | a their ID?                           |
| 2 <input type="checkbox"/> | Can we order           | b call security.                      |
| 3 <input type="checkbox"/> | Take a seat and        | c a tab behind the bar?               |
| 4 <input type="checkbox"/> | I need to ask you      | d have you got?                       |
| 5 <input type="checkbox"/> | I can't serve          | e drinks at the bar?                  |
| 6 <input type="checkbox"/> | I don't want to        | f to calm down.                       |
| 7 <input type="checkbox"/> | Will you check         | g you any more drinks.                |
| 8 <input type="checkbox"/> | What other soft drinks | h I'll send the waitress over to you. |

## ! Language check

### Question forms

Remember the word order in questions. Look at these examples.

Yes/No questions: **Did you say** six glasses?  
(*did*, etc. comes before the subject)

Wh- questions: **What can I get** you?  
(put the question word at the beginning)

Subject questions: **Who ordered** this?  
(don't use *did*, etc. when the question word is the subject)

Prepositions in Wh- questions: **Where's it from**?  
(put the preposition at the end)

▶ Language review page 88

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

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

2 Use the prompts to make questions for the answers.

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

## ■ Listening *Drinks at the table*

1 9.2 Listen to some customers ordering drinks in a restaurant. Answer the questions.

- 1 Is the house white wine from Italy or Spain?
- 2 Is the Chilean Merlot light or full-bodied?
- 3 What does the customer order at room temperature?
- 4 What is the problem with the wine?
- 5 How much dessert wine do they order?

2 9.2 Listen again and tick (✓) the drinks ordered.

## Bon Viveur Restaurant • Drinks list

House white	70cl bottle	by the glass
House red	70cl bottle	by the glass

---

<b>White wines</b>	Australian Chardonnay
	New Zealand Sauvignon Blanc
	Chablis

---

<b>Red wines</b>	Chilean Merlot
	Rioja
	Bordeaux

---

<b>Dessert wines</b>	Moscatel De Valencia
	Royal Tokaji Blue label

---

<b>Cocktails</b>	Champagne cocktail
	Americano
	Whisky sour
	Margarita

---

<b>Liqueurs</b>	Courvoisier
	Grand Marnier
	Baileys
	Drambuie

---

Ask at the bar for our special selection of single malt whiskies

3 Work with a partner. Take turns to be server and customer. Use the Drinks list to practise offering and ordering drinks. Try to make at least four lines of dialogue.

Example

- A *Would you like to order wine with your meal?*  
B *Yes, please. A dry white wine.*  
A *The Chablis is very popular.*  
B *Is it chilled?*

## Activity

Work with a partner. Take turns to be customer and server.

**Customer:** You are in a bar with three friends. Choose a drink for each person from the list on page 62. Decide how each person would like their drink. Ask the server about the different wines and cocktails if necessary. You want to open a tab behind the bar.

**Server:** Take the drinks order and make sure you know exactly what the customer wants. Answer any questions using the information on the list on page 62. Confirm the order. Agree to open a tab.

- Example
- A *Good evening. What can I get you?*  
B *Can we have one mineral water?*  
A *Still or sparkling?*  
B *Sparkling, please. What's in the Screwdriver?*  
A *It's vodka and ...*

## In this unit you will

- ❖ take customers' orders
- ❖ explain what's in dishes
- ❖ talk about cheeses and coffee.



## ■ Starter

Look at the menu.

- 1 Arrange the items into Starters, Main courses and Desserts. Compare your menu with a partner's.
- 2 Do you have any of these dishes in your country?
- 3 What are the most popular dishes in your country?

■ Listening *Are you ready to order?*

- 1 🎧 10.1 Listen and tick (✓) the items on the menu that the guests actually order.
- 2 🎧 10.1 Listen again and complete the sentences.
  - 1 What's the .....
  - 2 ... the seafood salad. Are there ..... in it?
  - 3 It ..... a selection of ..... of seafood on a green salad.
  - 4 ... and our steaks are .....
  - 5 It's ..... onions, tomato and mango with ..... chillies.
  - 6 Could we have ..... of the Chardonnay?
  - 7 Have you ....., madam?
  - 8 We'd like to see the .....

- 3 Work with a partner. Take turns to be customer and server.

**Customer** Order a Starter and a Main course from the menu above. Ask for recommendations, what's in the dishes and what they are made from.

**Server** Take the order and answer the customer's questions.

## Menu

*Chocolate cheesecake*

*Soup of the day*

*Ice cream*

*Fillet steak*

*with choice of pepper or red wine sauce*

*Sea bass*

*served with spicy mango salsa*

*Goat's cheese and red onion tart*

*Breast of chicken*

*with a cream sauce*

*A selection of cheeses*

*Seasonal fruit compote*

*Chicken liver pâté*

*Mushroom risotto*

## ■ Language study

## ! Expressions to learn

It doesn't contain any nuts.  
 It consists of a selection of different types of seafood ...  
 What can you recommend for the main course?  
 The sea bass is fresh in today.  
 It's made from onions, ...  
 Is everything all right with your meal?  
 Could we have another bottle of ...?  
 And a little more bread, please.  
 Certainly. I'll get you some.

## ! New words to use

asparagus	frothy	salsa
breast of chicken	goat's cheese	sea bass
chilli	mango	selection
compote	mix	stewed
fresh	pistachio	tart

➤ Glossary page 102



## ! Language check

### Talking about quantity

Look at the words used to talk about quantity.

*It's made from onions, tomato and mango with **some** chillies.*

*Could we have **another** bottle of Chardonnay?*

***A little** more bread, please.*

*Would you like **more** wine?*

*I've had **enough**.*

*I'll get you **one**.*

The word used can depend on whether the noun it describes is countable or uncountable.

Examples

Countable: **five** dishes, (**a**) **few** customers, **another** bottle, **not many** reservations

Uncountable: **some** bread, (**a**) **little** butter, **not much** time

▶ Language review page 88

Complete the sentences with the correct word or phrase.

few	enough	how many	more	many
a little	another	how much	much	some

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

## ■ Listening *Dessert and coffee*

- 🎧 10.2 Look at the pictures. Then listen to the dialogue. Which of the items did the family order?
- 🎧 10.2 Listen again. Underline the correct alternative.
  - Mango sorbet is a sort of *water ice/ice cream*.
  - Fruit compote is a mix of *fresh/stewed* fruits.
  - Dolcelatte is a *strong/creamy* blue cheese from Italy.
  - Manchego is a *creamy/strong* sheep's milk cheese from Spain.
  - An Americano is a *small/regular* black coffee.
  - A latte is a *black/milky* coffee.
  - An espresso is a small *strong/milky* coffee.
  - A cappuccino is a coffee with *frothy/creamy* milk on top.
- Work with a partner. Take turns to ask and answer about the desserts, cheeses and coffees in 2.

## Activity

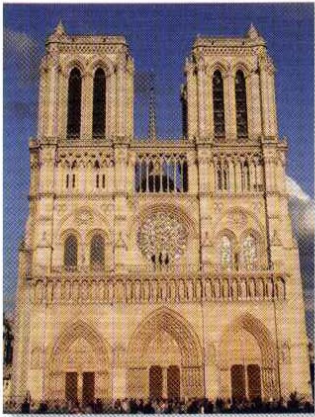
- As a class, brainstorm a list of dishes for a three-course restaurant menu. With the help of your teacher, translate the ingredients into English.
- Work with a partner to design a three-course menu using the ideas from 1. Give a choice of two or three dishes for each course. Make sure you know what's in the dishes. Take turns to be customer and server. Practise explaining the dishes to your partner.
- Work with a different partner. Take turns to be customer and server. Order from each other's menu.



# Know your region

## In this unit you will

- ❖ talk about and compare visitor attractions
- ❖ advise guests on what to do.



## Language study

### ! Expressions to learn

- What about the opera or the English theatre?
- Which is more interesting, the ... or the ...?
- I think the most interesting ... is ...
- The cathedral is definitely worth a visit too.
- It's not so ... as some of the ... , but it's certainly more ...
- Another thing that might interest you is ...
- Which is the best area for restaurants and bars?
- The main tourist places are all around the cathedral.

### ! New words to use

alley	definitely	informative
archaeology	fascinating	period (of history)
architecture	further	traditional
concert season	guidebook	up to date
culture	hiking	

➤ Glossary page 102

### ! Language check

#### Comparisons

Check you know how to make comparisons. Look at these examples.

*The food is ... **cheaper**.*

*The area around the cathedral is **the oldest** part of the city.*  
(add -er/the -est to short adjectives)

*The opera is **more expensive** than the theatre.*

*I think **the most** interesting ... is the National Museum.*  
(use more/the most with longer adjectives)

*The food is **as good as** in the cathedral square. (= the same as)*  
*It's **not so old as** some of the churches. (= some of the churches are older)*

Note these irregular adjectives: *good/better/the best, bad/worse/the worst, little/less/the least, far/further/the furthest.*

➤ Language review page 90

## Starter

What type of visitor attractions do guests often ask about when they're staying in a hotel? Make a list. What are the main visitor attractions in your area or country?

## Listening *Advising tourists*

- 1 11.1 Listen and tick (✓) the visitor attractions you hear that are on your list. Make a note of the attractions not on your list. Compare with a partner.
- 2 11.1 Listen again and complete the sentences.
  - 1 Could ..... something musical for Saturday evening?
  - 2 Well, the ..... is more expensive than the ..... , but ...
  - 3 You can ..... to help you with tickets.
  - 4 The Folk Museum is more ..... the Local.
  - 5 The Local History Museum is more ..... and has ...
  - 6 I think the ..... museum is the National Museum.
  - 7 It's not ..... as some of the churches, but it's ..... more beautiful.
  - 8 Which is the ..... for restaurants and bars?
- 3 Work with a partner. Take turns to be guest and receptionist. Ask and answer questions about attractions in your area or a place that you know well.

Example

- A Which is the best area for good local restaurants?
- B There are lots of good restaurants near the harbour.

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

- 1 *more expensive than* ..... 8 .....
- 2 *more interesting* ..... 9 .....
- 3 ..... 10 .....
- 4 ..... 11 .....
- 5 *the most interesting* ..... 12 .....
- 6 ..... 13 .....
- 7 ..... 14 .....

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

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

### ■ Listening *Things to do in Granada*

1 11.2 Listen and number the places in the order that you hear them.

- a  city centre .....
- b  Alhambra and Generalife .....
- c  Sacromonte .....
- d  Sierra Nevada .....
- e  Albaicin quarter .....

2 11.2 Listen again. Which of these things can be found in the places in 1? Some things can be found in more than one place.

flamenco	gardens	tapas bars	hiking	history
architecture	shopping	museums	Islamic culture	

3 Work with a partner. Take turns to be visitor and resident in Granada. Ask questions about the places and things to do in 1 and 2.

Examples

- A *We'd like to visit some gardens.*
- B *Go to the Generalife. It has beautiful gardens.*
- A *What about trips outside the city?*
- B *I'm sure you'd enjoy a day in the mountains of the Sierra Nevada.*

## Activity

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

**A1** You work on reception in a New York hotel. Use the web page to answer the guests' questions. Where possible, use the information in brackets to compare the tourist attractions.

### New York City attractions

#### Important sights

- ♥ EMPIRE STATE BUILDING – viewpoint on 86th floor (better in evening to avoid queues)
- ♥ STATUE OF LIBERTY from Staten Island ferry (ferry cheaper than a tour)

#### History

- ♥ ELLIS ISLAND IMMIGRATION MUSEUM
- ♥ Walk around the historic Wall Street area
- ♥ SOUTH STREET SEAPORT SAILING SHIP MUSEUM (quieter part of city)

#### Art

- ♥ METROPOLITAN MUSEUM OF ART (covers a longer period than Museum of Modern Art) – spend at least two hours there
- ♥ MUSEUM OF MODERN ART – also wonderful (more special)

#### Theatre

- ♥ Broadway theatres for musical shows and plays (big shows are the most popular)

#### Shopping

- ♥ FIFTH AVENUE for all the big shops (Saks the biggest)

#### Parks

- ♥ CENTRAL PARK – huge park, wonderful zoo, great summer theatre
- ♥ BATTERY PARK – good for free events – music, art, dancing

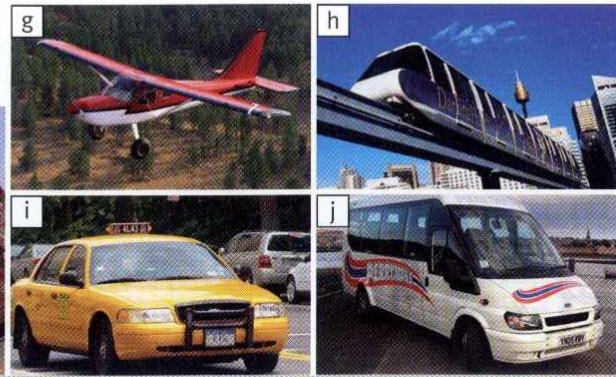
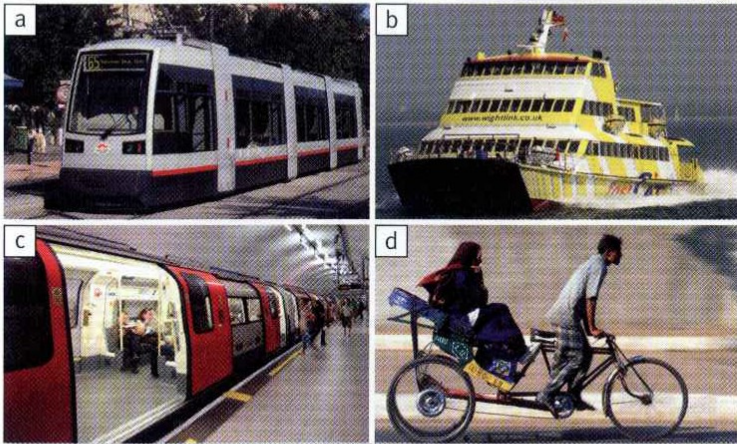
**A2** You've recently arrived in Istanbul. Ask the receptionist for a city map and some tourist information about the city. You want to see the most important sights and you're interested in the following.

- Islamic art
- archaeology
- shopping for nuts and spices
- excursions outside the city

# Explaining travel options

## In this unit you will

- talk to guests about travel options
- give advice about local transport and tickets.



2 12.1 Match 1–9 with a–i to make sentences. Then listen again and check.

- It would be a good idea
- Well, why not take the ferry
- There's a small café, but I'd recommend
- You can take the underground
- Why don't you leave
- Your best option is to
- In my opinion,
- You could take
- How about

- taking a packed lunch from the hotel.
- taking the underground to Richmond, then the boat?
- your car here and use public transport?
- to go on one of the organized cruises from the harbour.
- take bus number 42 from Central Station to the gallery.
- the train from Waterloo.
- from the jetty near the market square?
- to Central Station.
- the best way to get to Hampton Court is by riverboat.

3 Work with a partner. Take turns to be guest and receptionist. The guest uses these prompts. The receptionist responds with the correct sentences from 2.

- Island** how to get there? / you want to stay longer on the island / food on the island?
- City centre** how to get there? / parking at art gallery? / how to get to gallery?
- Hampton Court** how to get there? / you want a shorter route / you don't want to take train

## Language study

### ! Expressions to learn

- Could you tell us how to get there?
- It would be a good idea to go on ...
- Why don't you leave your car here?
- It's much more convenient.
- Avoid travelling between ... and ... in the afternoon.
- You could take the train from ...
- How about taking the underground to ... , then the ...?
- Take the District line to ... then change to the ...

## Starter

Work with a partner.

- Name the forms of public transport in the pictures. Which of these are available in your town, city or country? Are there any other forms of transport where you live?
- How often do you use public transport? Which forms do you prefer? Why?

## Listening Giving advice about local travel

1 12.1 Listen to the dialogues and complete the notes the guests made.

1 Cruise from harbour - leaves .....<sup>1</sup>  
 Ferry from jetty near .....<sup>2</sup> - leaves 7.30 and 11.00 - returns 3.30 and .....<sup>3</sup>  
 Take .....<sup>4</sup> from hotel

3 Boat from Westminster Pier - .....<sup>10</sup> hours  
 Or .....<sup>11</sup> from Waterloo  
 Or .....<sup>12</sup> to Richmond, then .....<sup>13</sup>

2 Take .....<sup>5</sup> to Central Station or bus number .....<sup>6</sup>  
 Art gallery - bus number 42 from .....<sup>7</sup> but not between .....<sup>8</sup> and .....<sup>9</sup> o'clock

**! New words to use**

congested	in advance	ticket machine
credit	jetty	top up (a card)
cruise	organized	underground
deposit	refundable	valid
ferry	stamp (a ticket)	zone
heavy (traffic)	strip (of tickets)	

➤ Glossary page 102

**! Language check**

**Recommending, suggesting and advising**

Look at these examples showing the form of the verb which follows expressions used to recommend, suggest and advise.

*It would be a good idea to (take) ...*

*Why not (take) the ferry ...?*

*I'd (strongly) recommend (taking) ...*

*Your best option is to (take) ...*

*You can/could (take) ...*

*How about (taking) ...?*

*In my opinion, the best way to (get to) ...*

➤ Language review page 90

Underline the correct alternative.

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

3 12.2 Listen again and answer the questions.

**Dialogue 1**

1 What does the receptionist advise the guests to do?

**Dialogue 2**

2 Where can the guests buy the strip of tickets?

**Dialogue 3**

3 How much does the card cost?

4 Can you get money back if you don't use it all?

5 How long is it valid?

**Dialogue 4**

6 What kind of ticket does the receptionist recommend?

7 Why should the guest go to the Hauptbahnhof?

8 Why doesn't the receptionist say how much it costs?

4 Work with a partner. Take turns to be guest and receptionist. Use your answers from 2 and 3 to give advice about tickets and travel cards.

**Guest**

ferry tickets?  
bus tickets?  
travel in Hong Kong?  
travel in Hamburg?

**Receptionist**

tickets in advance  
strip of ten tickets  
Octopus card  
travel card

**Activity**

Work with a partner. Student A's information is here. Student B's information is on page 65.

**A1** You are the guest. Ask the receptionist how you can get to

- the beach – you don't want to stay there for more than three hours
- the City Museum.

Example *Can you tell me how to get to ...?*

**A2** You work on reception. Give the guest advice on travel and tickets to these places. There are two travel options for each place.

**ANIMAL WILDLIFE PARK**

Option 1: car (car parking expensive)

Option 2: underground → Park station → shuttle bus to park (shuttle bus every 12 minutes) / combined ticket for underground, bus and shuttle bus – buy at underground station

**AIRPORT**

Option 1: taxi (most convenient, but expensive)

Option 2: taxi → Brighthouse → new monorail to airport (quick, comfortable – monorail ends in airport) / 3-day travel card includes all public transport + monorail to airport

Example *In my opinion, the best way to get to ... is ...*

■ **Listening Giving advice about tickets**

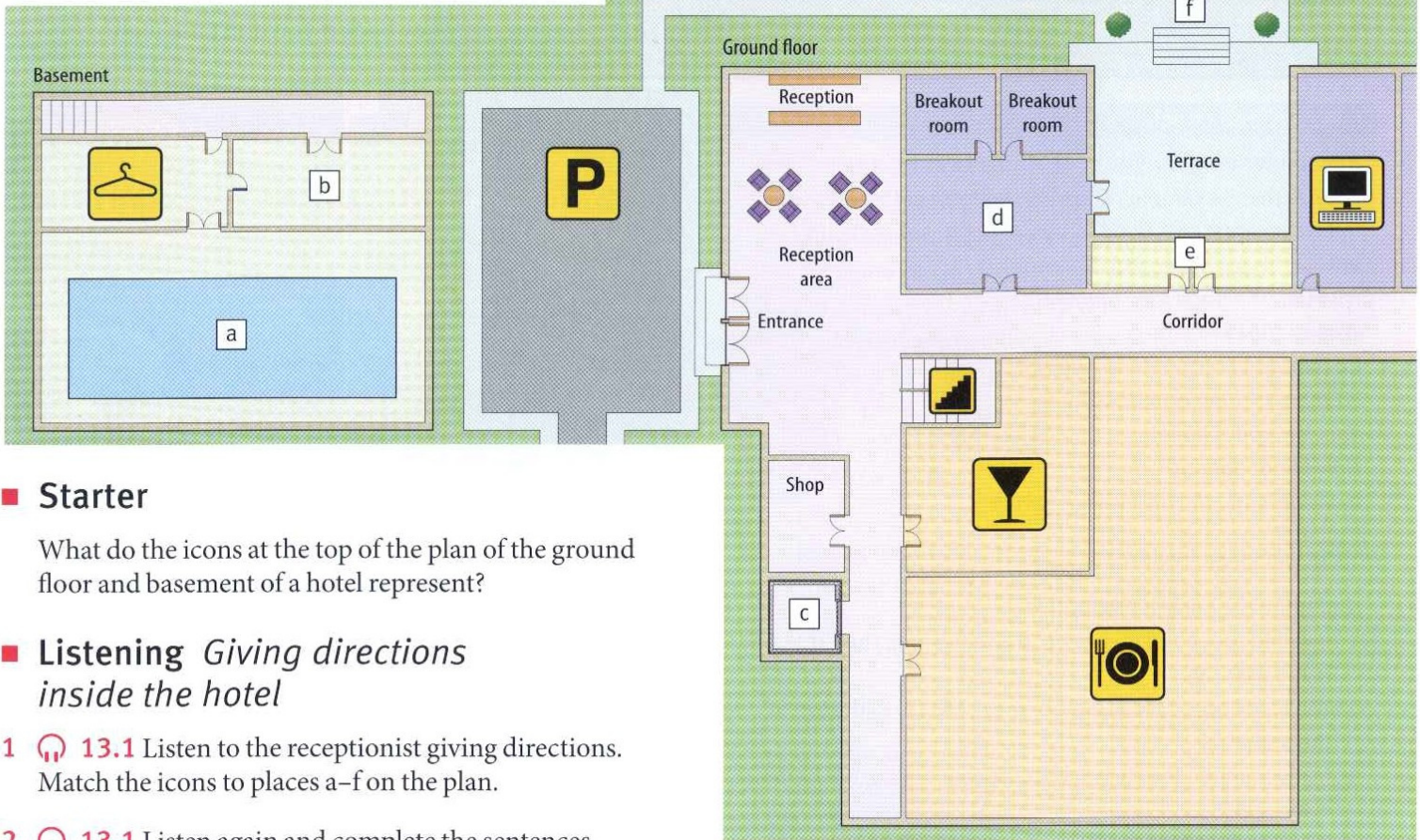
1 What payment systems are used for public transport in your city or a city you've visited? Can you buy a ticket for use on all forms of transport?

2 12.2 Listen to a receptionist giving advice about tickets to four guests. Which forms of transport are discussed in each dialogue?

- 1 .....
- 2 .....
- 3 ..... and other forms of public transport
- 4 S-bahn, ....., buses, ..... in the harbour and on the river Elbe

## In this unit you will

- give directions to areas in the hotel
- give directions to places outside the hotel.



## Starter

What do the icons at the top of the plan of the ground floor and basement of a hotel represent?

## Listening *Giving directions inside the hotel*

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

- 3 Work with a partner. Take turns to be guest and receptionist. Use the plan to ask for and give directions to places in the hotel.

## Language study

### ! Expressions to learn

You can take the lift to the ...  
 Go down the stairs, along the corridor and then into ...  
 Continue along the corridor, past the ...  
 Take the next door on the right.  
 Follow the sign for the business centre.  
 As you come out of the ... , they're on the left.  
 When you leave the hotel, turn left ...  
 Take the second road on your left.  
 You'll see ... on your right.  
 Continue until you come to ...

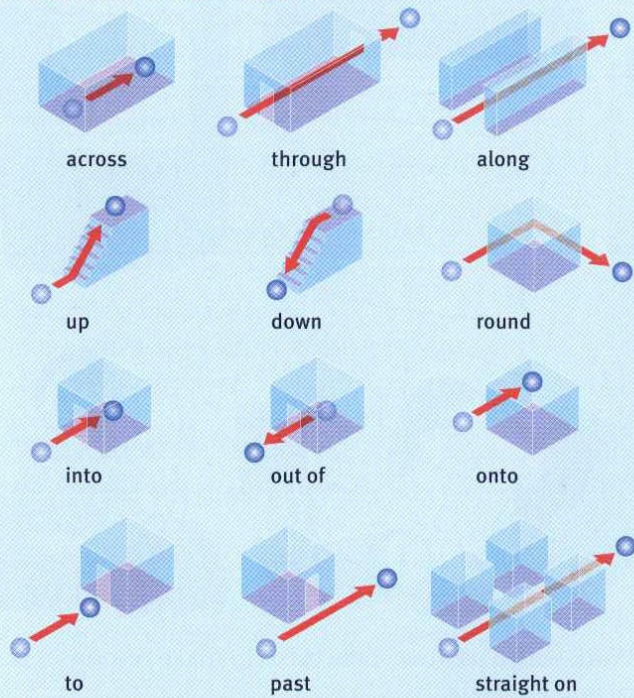
### ! New words to use

changing room	corridor	footpath	steps
coast	either	library	town hall
continue	follow	reception area	track

▶ Glossary page 102

**! Language check**

**Prepositions of direction**



Underline the correct alternative.

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

**■ Listening Giving directions to places outside the hotel**

1 **13.2** Listen to the directions to places of interest. Find the places on the map below.

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

2 **13.2** Listen again. Correct the false information in the sentences.

- 1 There are art shops and tearooms in King Street.
- 2 You can see the harbour from the top of the art gallery.
- 3 The school is an old building.
- 4 You should leave your car on the beach.
- 5 You can drive from the library to the windmill.
- 6 The old cottages are on the right.

**Activity**

Work with a partner. Student A's information is here. Student B's information is on page 62. Use the hotel plan and the map in this unit.

**A1** You are the guest. Ask the receptionist for directions to:  
 the lifts      the terrace      the business centre

Example *Can you tell me where the lifts are, please?*

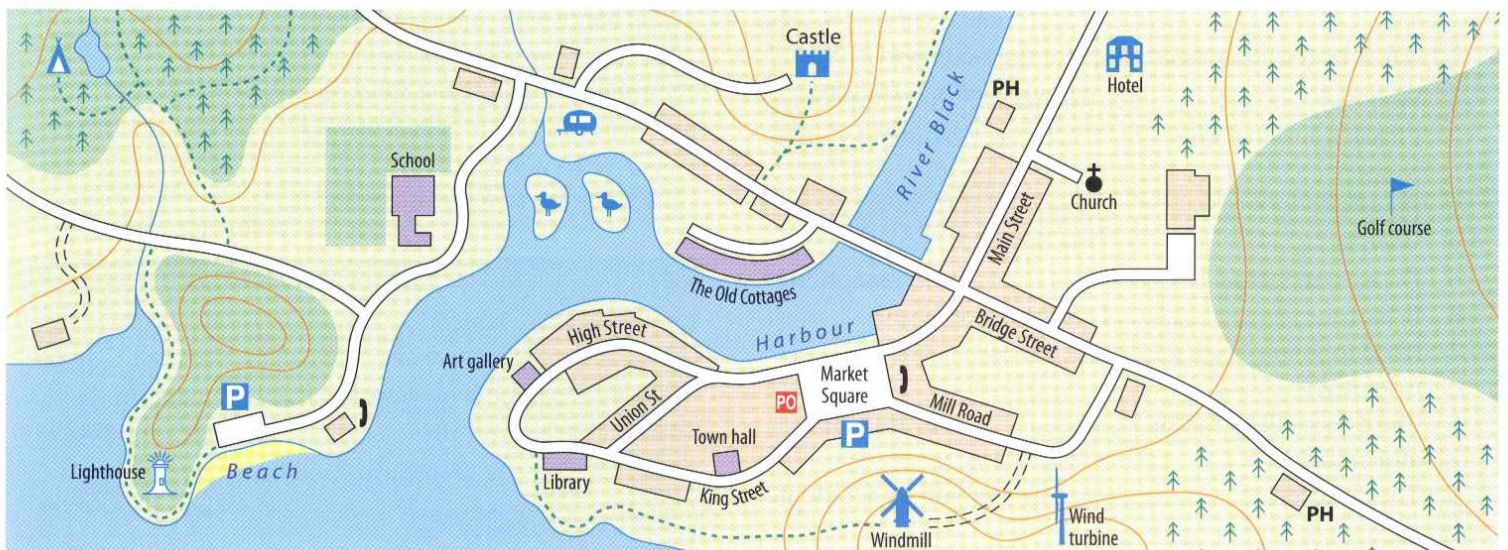
**A2** You work on reception. Give the guest directions.

**A3** You are the guest. Ask the receptionist for directions to:

- the harbour      the school      the golf course

Example *Go along the corridor past the shop.*

**A4** You work on reception. Give the guest directions.



# Meeting customer needs

## In this unit you will

- ❖ deal with customer needs
- ❖ talk about customer care and customer service.



### Starter

What customer needs and requests are suggested in the pictures? What other customer needs and requests can you think of?

### Listening We're here to help you

1 14.1 Listen to three dialogues. What do the customers need? Use the information on the left to help.

Reason	Need
1 no shampoo	more toiletries in bathroom
early flight	.....
reception party	.....
2 driving to hotel	.....
get out of car park	.....
3 party dress	.....
bathroom towels	.....

2 14.1 Listen again and complete the sentences.

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

3 Work with a partner. Take turns to make responses to the customer needs.

#### Example

- A We need more toiletries in room 439, please.  
 B I'll ask housekeeping to put some in your room.
- 1 We need a wake-up call for 6 a.m. tomorrow.
  - 2 We need a babysitter for Wednesday evening.
  - 3 I need directions to the hotel from the motorway.
  - 4 Do I need a parking permit?
  - 5 My husband's shirt needs pressing.
  - 6 The bathroom towels need changing.

### Language study

#### ! Expressions to learn

I'll ask housekeeping to put some in your room.  
 I'll book a wake-up call for you now.  
 What time would you like to be called?  
 I'll see if we've someone available.  
 You need to come off the motorway at exit 33.  
 You'll need a card to get out of the car park in the morning.  
 My ... needs pressing.  
 The bathroom towels need changing.

#### ! New words to use

birthday	log (vb)	slip road
budget	motorway	succeed
exceed	roundabout (US circle)	successful
expectations	satisfied	wedding reception
improve		

➤ Glossary page 102

## ! Language check

### need

Look at these examples of how *need* is used.

- *need* meaning 'require'

*We need some more toiletries.*

*I don't need a babysitter.*

*Do you need a wake-up call? Yes, I do. / No, I don't.*

(*need* + noun)

*My husband's suit needs dry cleaning.*

(*need* + -ing)

- *need* meaning 'have to'

*You need to come off the motorway at exit 33.*


(*need* + to infinitive)

▶ Language review page 90


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

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

## ■ Listening *Customer care and customer service*

- 1  14.2 Listen to the presentation and underline the correct alternative.

- 1 The hospitality industry is all about the *staff/customer*.
- 2 A business must try to meet and even *succeed/exceed* customer needs and expectations ...
- 3 A successful business is always working to *improve/increase* customer service.
- 4 A 5-star hotel has a *laundry/porter* service, but a 3-star doesn't.
- 5 *Leisure/Business* travellers at the weekend are on a budget.
- 6 Guests may have *certain/specific* needs because of disability or diet.
- 7 A *satisfied/dissatisfied* customer will come back.
- 8 They'll *suggest/recommend* the hotel to new customers.

- 2  14.2 Listen again. Match 1–8 with a–h to make phrases. Then practise saying the phrases.

- |   |                     |
|---|---------------------|
| 1 <input type="checkbox"/> exceed       | a travellers        |
| 2 <input type="checkbox"/> a successful | b expectations      |
| 3 <input type="checkbox"/> improve      | c needs             |
| 4 <input type="checkbox"/> different    | d customer          |
| 5 <input type="checkbox"/> leisure      | e services          |
| 6 <input type="checkbox"/> basic        | f business          |
| 7 <input type="checkbox"/> specific     | g customer service  |
| 8 <input type="checkbox"/> a satisfied  | h levels of service |

- 3 How does the star system work in your country? For example, what level of service do customers expect in a 3-star hotel and in a 5-star hotel?

## Activity

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

- A1 A customer calls about holding a reception at your hotel. Find out information about the reception and what the customer needs. Use this information.

- date and time
- number of guests
- programme for day (arrival of guests, type of menu, etc.)
- accommodation?
- parking?
- flowers?

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

- A2 You want to hold an 80th birthday party for a relative on 16th March at 6 p.m. Call the hotel to discuss what you need. Use this information.

- 30 guests
- room with a bar
- buffet meal
- birthday cake
- accommodation – three family rooms for one night
- parking spaces for ten cars
- You're making your own invitations.

Example *I'd like to enquire about holding an 80th birthday party ...*



# Complaints and apologies

## In this unit you will

- ❖ accept and apologize for complaints
- ❖ promise action to help customers.

## ■ Starter

Work with a partner. Make a list of common complaints made by hotel and restaurant customers.

## ■ Listening *This is unacceptable*

1 🎧 15.1 Listen to the customer's complaint and underline the correct alternative.

- 1 The woman has been waiting for *four/two* hours.
- 2 Housekeeping *has/hasn't* finished servicing the rooms.
- 3 The guests have been travelling for *12/15* hours.
- 4 The hotel needs several hours for *transfer/changeover* of guests.
- 5 The courtesy room is on the *second/ground* floor.
- 6 The manager offers a *breakfast/late lunch* menu.

2 🎧 15.1 Listen again and complete the sentences.

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

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

Example 1 *What seems to be the problem?*

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



4 Work with a partner. Take turns to be manager and guest.

Example A *What seems to be the problem?*  
B *I want to complain about ...*

**Manager** Find out what the problem is and promise action, using the expressions you noted in 3.

**Guest** room not ready / been at hotel three hours / long drive from ferry / hungry / have a headache

## ■ Language study

### ! Expressions to learn

What seems to be the problem?  
I want to complain about the delay in checking into our rooms.  
This really is unacceptable.  
I understand. I'll speak to housekeeping straightaway.  
Your rooms won't be ready for another two hours.  
You're quite right.  
I do understand. I'm very sorry that you've had to wait.  
I'm sure we can do something to make your wait easier.

### ! New words to use

apologize	maintenance	surrounding area
changeover	page (vb)	sympathize
courtesy room	priority	transfer (vb)
exhausted	reassure	unacceptable
freshen up	resort	
high season	short-staffed	

▶ Glossary page 102

## ! Language check

### Present Perfect

Remember! The Present Perfect (*have* + past participle of the verb) is used for

- actions that happened in the past at no specific time, but have important results now
- recent past actions
- actions not yet completed.

Look out for key words *already*, *just* and *yet* which are usually used with the Present Perfect.

Examples

*We've had a long flight.* (so we're exhausted now)

*I've just checked.*

*We've already had coffee.*

*They haven't finished yet.*

➤ Language review page 90

1 Use the prompts to make sentences with the Present Perfect and *already*, *just* or *yet*.

- 1 housekeeping / finish / the rooms – no  
*Housekeeping hasn't finished the rooms yet.*
- 2 pay / his bill – yes  
*He's already paid his bill.*
- 3 the guests / complete / the registration card – yes
- 4 they / book / table for dinner – no
- 5 porter / take / the luggage to room 43 – just
- 6 Mr and Mrs Laval / have / their lunch – no
- 7 he / call / to say they'll be late – just
- 8 the guest / talk / to the tour rep – yes

### for and since

When the Present Perfect is used for actions that started in the past and continue in the present (unfinished time), use *for* or *since* + time phrase to say how long the action has continued.

Examples

*We've been here for two hours.*


*We haven't eaten since yesterday evening.*

➤ Language review page 90

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

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

## ■ Listening *I'm really very sorry*

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

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

- a I do apologize. I'll get you a fresh glass.
- b I'm sorry about that. I'll ask maintenance to come and check your connection.
- c I'm sorry. Would you like me to try and change you to a room away from the road?
- d You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.
- e I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.
- f Oh, I'm sorry. I'll ask housekeeping to do it now.
- g I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.
- h I do apologize. I'll bring them straightaway.

2 Now work with a partner and practise the dialogues in 1.

## Activity

Work with a partner.

- 1 Choose two of the complaints you thought of in the Starter.
- 2 Brainstorm the details of the complaint(s) and what the hotel or restaurant could do to put things right.
- 3 Take turns to be customer and member of staff. Practise making and responding to the complaints. When you are the member of staff, remember to follow the six steps for dealing with a complaint from 3 on page 32.

Example A *I want to complain about ...*  
B *Could you tell me exactly what the problem is?*

Alternatively, Student A, use the customer complaint on page 63. Student B, use the customer complaint on page 66.

# 16 Mistakes and problems

## In this unit you will

- ❖ check details
- ❖ find a solution
- ❖ offer compensation.

### ■ Starter

Look at the pictures. Tell the story of the problem these hotel guests had and how it was sorted out. Do you know any similar stories from your own experience?

### ■ Listening *Sorry, it's our mistake*

- 1 16.1 Listen to the receptionist dealing with the problem and tick (✓) the correct information.

#### The problem

- 1  wrong hotel
- wrong rooms
- 2  rooms not adjoining
- rooms on different floors
- 3  no lifts
- no disabled facilities
- 4  no balcony
- no sea view

#### The mistake

- 5  wrong name given
- wrong name keyed in by reception

#### The solution

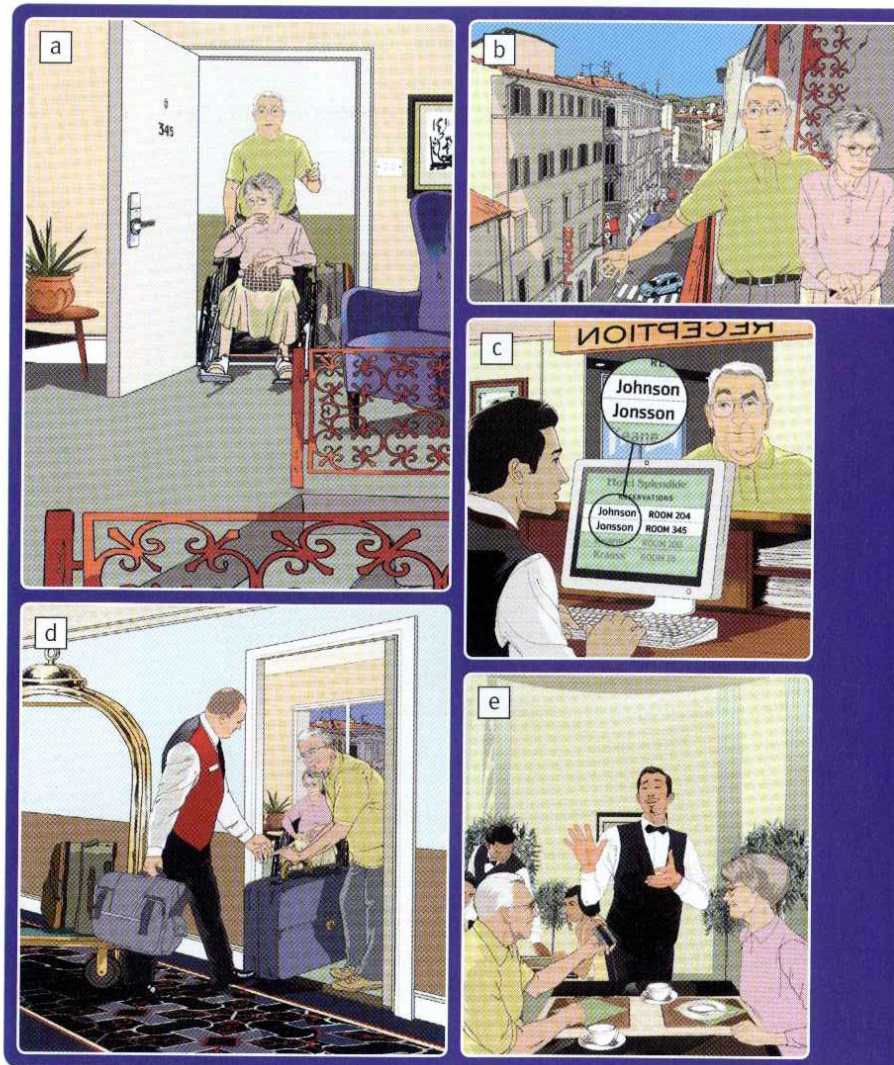
- 6  move guests out of wrong rooms
- move guests to another hotel
- 7  move Jonssons out of sea view rooms
- transfer Johnsons' luggage into right rooms

#### The compensation

- 8  champagne and flowers in the rooms
- voucher for another stay
- free meal in the restaurant

- 2 16.1 Listen again and complete the sentences.

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



- 3 Work with a partner. Take turns to be receptionist and guest. Use the phrases in 2 and *Expressions to learn* to practise the situation in the listening.

Example *Could you explain exactly what the problem is?*

Find out the problem ➡ Apologize ➡

Promise action ➡ Explain the mistake ➡

Tell guests the solution ➡ Offer compensation

### ■ Language study

#### ! Expressions to learn

Could you explain exactly what the problem is?

I do apologize.

I understand how you feel.

I'm sure we can find a solution.

I'll look into this at once.

I'll check what's happened and come back to you straightaway.

Please accept a complimentary dinner ... to make up for the inconvenience.

## ! New words to use

balcony	inconvenience	upset
come back	solution	worry
confuse	sort out	
delay	terminal (computer)	

➤ Glossary page 102

## ! Language check

### Indirect questions

Indirect questions are often used to sound 'softer' and more polite or formal than direct questions.

Look at how the word order changes in the indirect form.

Direct: **What exactly is the problem?**

(question word + verb + subject)

Indirect: *Could you explain exactly **what the problem is?***

(polite phrase + question word + subject + verb)

The auxiliaries *do/does/did* are not necessary in the indirect form.

Direct: *What type of rooms **did you book?***

Indirect: *Can you tell me what type of rooms **you booked?***

Use *if* or *whether* when there's no question word.

Direct: *Has the other family arrived?*

Indirect: *Do you know **if/whether** the other family has arrived?*

Use these phrases to introduce the indirect form.

**Could you tell me** what your home address is?

**Do you know** what time your flight leaves?

**Can you explain** what the problem is?

**Do you remember** who checked you in?

**Would you mind telling me** what advice the airline gave you?

**Do you know** if your bags are on the coach?

**Could you let me know** when you're arriving?

Change the questions into the indirect form using the phrases above.

- 1 Where's the nearest post office?
- 2 What's your name?
- 3 How many nights are you staying?
- 4 Does the tour rep come to the hotel in the morning or the evening?
- 5 Did you check the time of the flight?
- 6 What time would you like lunch?
- 7 Where did you last see your passport?
- 8 What are you going to do today?
- 9 What's your tour rep's name?
- 10 Do you want dinner tonight?

## ■ Listening *I'm sure we can sort something out*

1 🎧 16.2 Listen to the two dialogues and answer the questions.

- 1 What is the problem situation in each dialogue?
- 2 What two things does the member of staff do in each dialogue to sort the situation out?

2 🎧 16.2 Match 1–10 with a–j to make sentences. Then listen again and check.

- |                             |                                 |                                |
|-----------------------------|---------------------------------|--------------------------------|
| 1 <input type="checkbox"/>  | Try not to                      | a again what's happened?       |
| 2 <input type="checkbox"/>  | I'm sure we can                 | b it straightaway.             |
| 3 <input type="checkbox"/>  | Could you just tell me          | c through to the bar?          |
| 4 <input type="checkbox"/>  | I'll see to                     | d your table won't be long.    |
| 5 <input type="checkbox"/>  | You could email your office     | e and explain what's happened. |
| 6 <input type="checkbox"/>  | Would you like to come          | f quite understand.            |
| 7 <input type="checkbox"/>  | Of course, sir, I               | g and take your order.         |
| 8 <input type="checkbox"/>  | I'm sure                        | h sort something out.          |
| 9 <input type="checkbox"/>  | I'll bring some menus           | i worry.                       |
| 10 <input type="checkbox"/> | I'll come back in a few minutes | j through to you in the bar.   |

3 Work with a partner. Use the phrases in 2 to practise sorting out the situations in the listening.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 64. Read your information carefully.

A1 You're a guest (part of an elderly couple) checking in to a hotel you've stayed in several times. Use this information.

- When you booked, you requested your usual room – 123 on the ground floor. You don't want another room.
- Your partner is nearly blind, so you prefer the ground floor.
- You don't want another hotel.
- You're not happy with the level of service.
- Eventually accept the receptionist's offer.

Example *Good afternoon, we have a reservation ...*

A1 You're a server in a restaurant. Use this information.

- Customers you see every week arrive for their table.
- No table available for 30 minutes.
- Their table booking has been cancelled in your book.
- Apologize. Admit to restaurant's mistake.
- Suggest drink in bar. Offer to bring menus through.
- Offer to serve starters in bar.
- Offer free bottle of wine as apology.

Example *Good evening. Do you have a reservation?*

### In this unit you will

- ❖ give reassurance and advice
- ❖ assist with problems and emergencies
- ❖ talk about first-aid procedures.

## ■ Starter

Travellers sometimes lose things or have property stolen. What items do you think are missing for the new arrivals in the pictures? Have guests reported lost or stolen property to you? How did you deal with it?

## ■ Listening *Lost property*

1 🎧 17.1 Listen to the two dialogues and answer the questions.

- 1 What is the woman's problem?
- 2 What does the receptionist offer to do?
- 3 What does the woman decide to do in the end?
- 4 What has the man lost?
- 5 What does the receptionist think could have happened to the lost item (two things)?
- 6 What does the man remember about the lost item?

2 🎧 17.1 Listen again and complete the sentences.

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

3 Work with a partner. Use the prompts to make dialogues to advise and reassure the two guests.

**Guest 1** *My suitcase hasn't arrived.*

**Receptionist** sympathize → labelled? → contact airport for update?

**Guest 1** *I'd like to buy some things before the shops close.*

**Receptionist** local store → unless urgent → ask tour rep

**Guest 2** *I've lost my passport.*

**Receptionist** check belongings? → fall out of rucksack?

**Guest 2** *If I spoke Turkish, I'd call the airport.*

**Receptionist** I call → contact consulate

Practise the dialogues. Take turns to be guest and receptionist.



## ■ Language study

### ! Expressions to learn

I'm sorry to hear that.  
 If they find the luggage this evening, they'll send it to the hotel.  
 I could contact the airport for an update.  
 Don't buy anything unless it's urgent.  
 If you ask your tour rep, she'll advise you.  
 When did you last see it?  
 Have you checked all your belongings?  
 If I spoke Turkish, I'd call them.  
 I can call them for you.

### ! New words to use

airline	collapse	nauseous
baggage carousel	faint	recovery position
belongings	heart attack	rucksack
breathe	label	steal
chest	lost property	unless

▶ Glossary page 102

## ! Language check

### First and second conditionals

Use the first conditional for likely or possible situations in the future.

Examples

**If you ask your tour rep, she'll advise you.**

(if + Present Simple + 'll)

**I'll contact the consulate if lost property hasn't got it.**

('ll + if + Present Simple)

Use the second conditional for unlikely or unreal situations now or in the future.

**If the shops were still open, we'd be able to buy a few things.**

(if + Past Simple + 'd) (But they're not open, so we can't!)

**They'd call if they had any information.** ('d + if + Past Simple)

(But there's no information, so they haven't called.)

You can use *unless* instead of *if ... not*.

**Don't buy anything if it isn't / unless it's urgent.**

▶ Language review page 92

1 Underline the correct alternative.

1 If the room is ready before 2 p.m., we *will/would* tell you.

2 I *contact/would contact* the police if my wallet was stolen.

3 If guests notify us of late arrival, we *will/would* hold their rooms.

4 Reception would call an ambulance if a guest *would have/had* a heart attack.

5 If they visit the castle, they *would/will* see the old walls.

6 If I lost my passport in London, I *will/would* go to my embassy for a replacement.

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

1 If they find (find) the luggage this evening, they 'll send it to the hotel. (likely)

2 I wouldn't check in (not check in) my luggage unless it was (be) clearly labelled. (unlikely)

3 We ..... (not call) home unless we ..... (have) an emergency. (likely)

4 If I ..... (speak) their language, I ..... (ask) them. (unlikely)

5 The driver ..... (not contact) the hotel unless he ..... (find) the passport. (likely)


6 If they ..... (go) travelling, they ..... (visit) India and Thailand. (unlikely)

7 Unless you ..... (close) the zip of your rucksack, your passport ..... (fall out). (likely)


8 I ..... (not know) what to do if someone ..... (steal) all my belongings. (unlikely)

## ■ Listening *Can you call a doctor?*

1 What do you know about first aid? Have you had to give emergency help? What did you have to do?

2  17.2 Listen and tick (✓) the first-aid procedures carried out.

call ambulance	lie patient flat
apply ice	loosen clothing
keep patient warm	put in recovery position
cover with a dressing	raise legs
calm and reassure patient	apply firm pressure

3  17.2 Listen again and number the sentences in the correct order of the story.

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

4 Work with a partner. Use the information in 3 to write a short version of the dialogue from the point when David arrives in the room. Then practise the dialogue.

Example David *How are you feeling, Mr Yamamoto?*  
Mr Y *A bit weak ...*

## Activity

1 Work with a partner. Take turns to ask and answer questions about the situations using *What would you do if ...?*

- you won the lottery
- you lost your job
- your friend broke his/her arm
- you found someone's wallet in the street
- a guest fell down the stairs
- a guest reported money missing from their room
- your pet went missing
- your colleague didn't arrive to take your place at work
- you had a nose bleed

Example A *What would you do if someone stole your bike?*  
B *If someone stole my bike, I'd report it to the police.*

2 Write six *What would you do if ...?* situations of your own. Then ask a partner.

# 18 Telephone communication problems

## In this unit you will

- focus on customer care
- deal with difficult communications.

### Starter



Good customer care means that we keep smiling, even during difficult phone calls. Tick (✓) the things you find difficult (or think you would find difficult) when communicating in English on the phone. Compare with a partner.

- I don't know what to say.
- I have to respond quickly to questions.
- People speak with different accents.
- Some people speak very fast.
- Some people speak very quietly.
- Sometimes there is a bad line.
- I get calls in several foreign languages.
- There are lots of names and numbers to understand.

### Listening A difficult call

- 18.1 Listen to the call. Do you think the receptionist continued to smile? Which of the difficult things above did she and the caller have to deal with during the call?
- 18.1 Listen again and complete the extracts from the call.

1 Reception I'm sorry. This is a very .....  
Could ..... your name, please?

Guest Kraus. From Berlin.

2 Reception K-R-A-U-F ..... for Foxtrot?

Guest No, no. .... Sierra.

3 Guest I called earlier ... Our plane ..... delayed.

Reception Yes, Mr Kraus. Your call .....

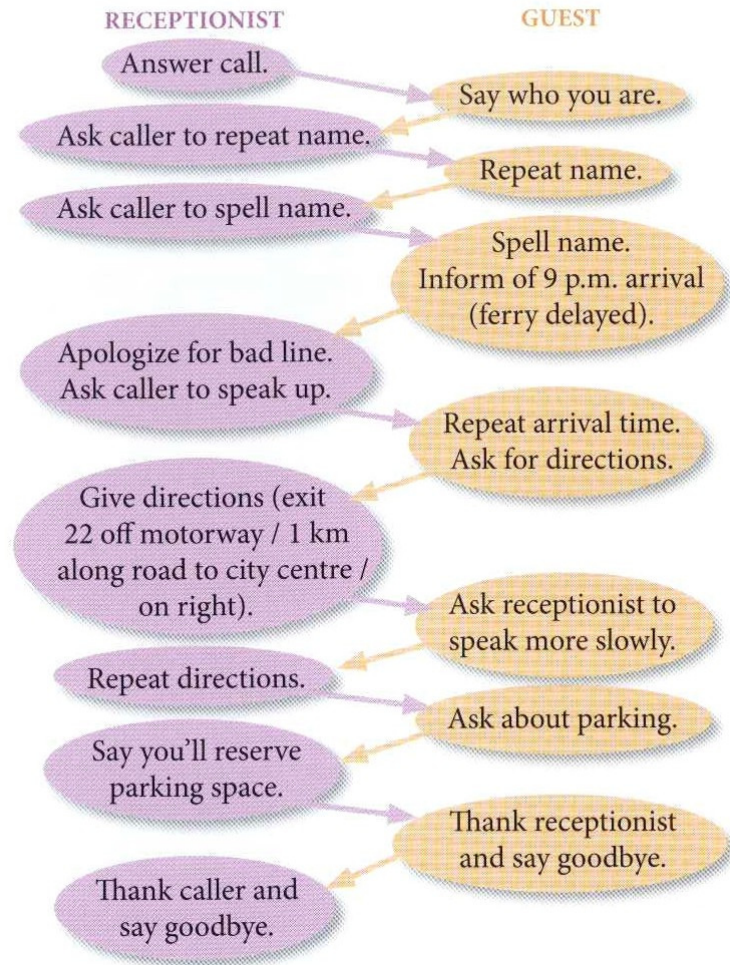
4 Guest We'll arrive very late – probably .....

Reception Sorry, but I didn't quite ..... that.

5 Guest Can you ..... directions to the hotel?

Reception I'm sorry. You're very ..... Could you ..... a bit?

- Work with a partner. Use the flow chart to practise a call between receptionist and guest.



Now sit back to back and practise the call again. Take turns to be receptionist and guest.

### Language study

#### Expressions to learn

- I'm sorry. This is a very bad line.
- Could you repeat ... , please?
- Can you spell ... , please?
- Is that F for Foxtrot?
- Don't worry. Your rooms have been held.
- Can you speak more slowly, please?
- Sorry, but I didn't quite catch that.
- Thanks for letting us know.
- You're very faint. Could you speak up a bit?

## ! New words to use

break down	event	landline	product launch
break up	faint (adj)	let sb know	signal
catch	get cut off	lower case	speak up
delay (vb)			

➤ Glossary page 102

## ! Language check

### The Passive

The Passive (*be* + past participle) is used when we're more interested in the person or thing affected by the action than who or what did the action.

#### Examples

*Our plane **was delayed**.* (Something delayed the plane but it's not really important what.)

*Your rooms **have been held**.* (The hotel has held the rooms. It's obvious it's the hotel holding them.)

To say who or what did the action, use *by*.

*We're waiting for another car **to be delivered** (by the car rental company).*

Tip: Don't use *by* if the subject of the active sentence is a pronoun or a general word (*people, guests, etc.*).

➤ Language review page 92

Change these sentences into the Passive. Use *by* where appropriate.

- 1 They will pay Mr Black's bill tomorrow.  
*Mr Black's bill will be paid tomorrow.*
- 2 The receptionist noted the woman's request.  
*The woman's request was noted (by the receptionist).*
- 3 You spell Kraus with an S not an F.
- 4 The hotel held the adjoining rooms for Mr Kraus.
- 5 Guests normally book parking spaces in advance.
- 6 Bad weather has delayed the ferry.
- 7 The switchboard logged the call at 6 p.m.
- 8 He's delivering the car in half an hour.
- 9 The receptionist is going to send the directions in an email attachment.
- 10 They will provide a car park exit code at check-in.



## ■ Listening *Communication on the move*

- 1 🎧 18.2 Listen to the conversation and complete Karin's notes.

Called: Mrs .....<sup>1</sup>  
Company: .....<sup>2</sup>  
Date/Time of call: 12th April, 10.30 a.m.  
Event: .....<sup>3</sup>  
Numbers planned: .....<sup>4</sup>  
Date of event: .....<sup>5</sup>  
Customer's email: .....<sup>6</sup>  
Information sent: .....<sup>7</sup>

- 2 🎧 18.2 Listen again and answer the questions.

- 1 Why does Karin call Mrs Dekko?
- 2 Why is Mrs Dekko afraid they might get cut off?
- 3 What does Karin suggest if they do get cut off?
- 4 What information does Mrs Dekko want Karin to send?
- 5 How will Karin send the information?
- 6 What happens at the end of the call?

- 3 Write a follow-up email to Mrs Dekko. Refer to the information in the call and attach the pdf.

Example *Dear Mrs Dekko*

*Thank you for your enquiry about holding ...*

### Activity

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

- A1 You are the caller. Use this information.

- Call the Plaza to confirm your reservation for three nights.
- The line is really bad.
- By mistake you say you're arriving on Tuesday not Thursday.
- Book a table for dinner for two on the Thursday evening.

Example *Good evening. My name is .... I have a reservation ...*

- A2 You work in the corporate events office at the Crown Hotel. Deal with the call. Use this information.

- Find out what the caller wants.
- It's difficult to hear. Check the day and date are correct.
- The dates are fine. Find out more information.
- Offer to send information via email immediately.
- Ask for email address. Check it's correct.

Example *I'm sorry, I lost you there for a moment. What date did ...?*



# Conference and meeting enquiries

**In this unit you will**

- ❖ talk about facilities and services for businesses
- ❖ describe room layouts and seating capacities
- ❖ explain conference packages.



2 19.1 Listen again and complete the sentences with the correct word or phrase.

breakout plenary sliding doors capacity  
delegates purpose-built comfortably programme

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

3 Work with a partner. Take turns to talk about the rooms in the pictures on this page. Estimate the seating capacity and describe the equipment included in the room hire.

■ **Starter**

Which of the facilities do you think are essential for a large international conference venue and why?

- |                              |                               |
|------------------------------|-------------------------------|
| multimedia equipment         | large lecture theatre         |
| modern meeting rooms         | indoor heated swimming pool   |
| full-service business centre | car park for delegates        |
| restaurant and bars          | air conditioning              |
| golf course                  | Wi-Fi and high speed Internet |

■ **Listening** *A tour of the conference suite*

- 1 19.1 Listen to the dialogue and complete the information.
  - Number of rooms in conference centre: .....<sup>1</sup>
  - Seating capacity of main hall: 200
  - Seating capacity of large breakout rooms (boardroom style): .....<sup>2</sup>
  - Possible layouts of breakout rooms: *boardroom*, .....<sup>3</sup>, .....<sup>4</sup>
  - Seating capacity of small breakout rooms (boardroom style): .....<sup>5</sup>
  - Option with two final rooms: .....<sup>6</sup>
  - Seating capacity of two large meeting rooms (classroom style): .....<sup>7</sup>

■ **Language study**

**! Expressions to learn**

I'll take you over to the conference suite and show you round.  
 We can discuss any details over the phone or by email.  
 So, this is the conference reception.  
 How many can it seat?  
 Seating capacity depends on layout.  
 Boardroom style they seat 30 comfortably.  
 All the breakout rooms have flipcharts and whiteboards.  
 The big rooms easily seat 50 classroom style.

**! New words to use**

breakout room	multimedia	refreshments
capacity	partition (vb)	show sb round
comfortably	plenary	sliding door
delegate	purpose-built	various
layout	quote	

Glossary page 102

**! Language check**

**Managing conversation**

In conversation we often use words like *well, so, now, actually* to introduce new information, to get someone's attention before a change of topic or to emphasize a point.

Examples

**Well**, it's a purpose-built centre with a full-time service team. (introduce new information)

**So**, this is the conference reception. (introduce new information)

**Good. Now**, what about the breakout rooms? (change topic)

**Actually**, we might want to change the layout for different sessions. (emphasize point)

When someone is giving information, we make responses like *OK, Right, Good, I see, Mm, Ah* to show our interest and indicate that we're listening. This encourages the speaker to continue.

Examples

A They seat around 15 boardroom style.

B Mm ... OK.

A All the breakout rooms have flipcharts ...

B Right.

▶ Language review page 92

Look at the listening script for **19.1** on page 78.

- 1 Underline all the examples of *well, so, now, actually*.
- 2 Find all the responses the woman makes to show that she's listening.

**■ Listening Planning an event**

**1** **19.2** Listen to the dialogue and complete the information.

**The Meeting Place**

- Main lecture theatre fitted with .....<sup>1</sup> equipment
- 12 .....<sup>2</sup> rooms fitted with .....<sup>3</sup>, screens, .....<sup>4</sup>, LCD projectors
- Free .....<sup>5</sup>
- Full-time service team
- Day delegate rate – €.....<sup>6</sup>  
This includes:
  - .....<sup>7</sup> lunch
  - .....<sup>8</sup> evening meal
  - refreshments during the day
- .....<sup>9</sup> rate – €.....<sup>10</sup>
- As above plus:
  - overnight accommodation including breakfast
- Free parking for up to 200 cars

**2** Work with a partner. Take turns to be customer and conference organizer. Use the information in **1** (or make up your own). Describe the following to your customer.

- the facilities and equipment offered
- the details of the different delegate packages

**Activity**

Work with a partner. Student A's information is here. Student B's information is on pages 64 and 65.

**A1** Call the conference office to confirm the dates you've booked for your company's non-residential training on 11th–13th February next year. Discuss rooms and equipment needed, and the cost. You need the following.

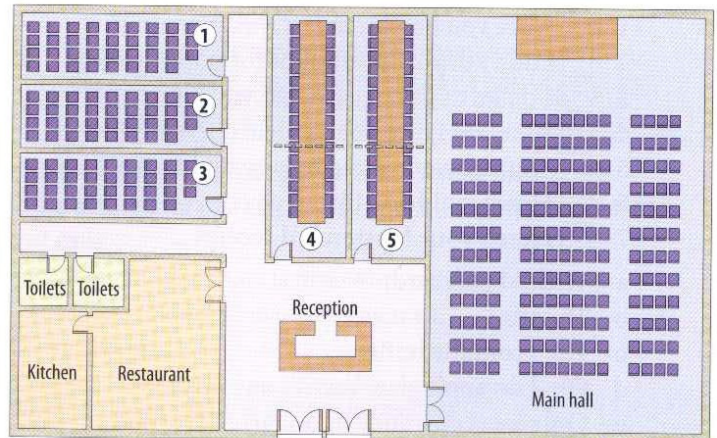
- a room to seat 250 people
- multimedia equipment in main hall
- ten breakout rooms arranged classroom style to seat 25
- air conditioning, flipcharts and whiteboards
- refreshments for the mid-morning and mid-afternoon breaks + lunch

Example *I'm calling about an event at your hotel ...*

**A2** You're meeting a customer to show them round your conference centre. Give the customer a general description and then show them round room by room.

**THE CONFERENCE CENTRE**

- six rooms (main hall + five meeting rooms) on ground floor with adjoining restaurant
- all rooms have air conditioning
- main hall seats 180 or has capacity of 350 for receptions
- meeting rooms 1–3 seat 35 classroom style – layout can be classroom, U-shaped or boardroom
- meeting rooms 4–5 seat 30 boardroom style – partition with sliding doors to make smaller rooms
- buffet or sit-down lunches and evening meals
- Rates: Day = €70 24-hour residential = €160



Example *I'll take you over to the conference centre ...*

# Handling payments

## In this unit you will

- ❖ handle bill payments
- ❖ deal with queries
- ❖ talk about numbers.



## Starter

Identify the payment methods in the picture. Which method do you think is the most common in hotels and restaurants?

## Listening Settling hotel bills

1 20.1 Listen to the two dialogues and answer the questions.

- 1 Does the man have to pay for the minibar drinks?
- 2 What amount does he query on the bill?
- 3 Is the itemized list of calls for Room 234 correct?
- 4 How does the man pay for his room and breakfasts, and how does he pay for the extras?
- 5 What supplement does Mrs Costa have to pay?
- 6 What two things does the hotel try to charge her twice for?
- 7 How does she pay her bill?
- 8 What receipts does the receptionist give her?

2 20.1 Match 1–7 with a–g to make dialogues. Then listen again and check.

- 1  Have you had breakfast this morning?
  - 2  I don't think the amount for phone calls is right.
  - 3  I'd like to pay in cash. Do you take euros?
  - 4  What do I owe you in local currency?
  - 5  You've overcharged by one night.
  - 6  How would you like to pay?
  - 7  Here's your Mastercard receipt ...
- a With Mastercard.  
b Thanks.  
c Yes. From the buffet.  
d Oh, I do apologize. Yes, it's our mistake.  
e Only local currency or dollars, I'm afraid.  
f One moment. I'll just check your calls.  
g That comes to 1,026 dinars.

3 Work with a partner. Complete the bill printout with prices in your local currency. Take turns to be receptionist and guest. Use the prompts.

### Receptionist

Talk through the printout. Deal with any queries. The hotel is right. Take payment.

### Guest

You didn't use the car park. You think the amount for phone calls is incorrect. Pay by Visa card.

GRAND HOTEL 24 rue de Rivoli Paris	
*****	
2 nights accommodation	.....
2 breakfasts	.....
2 newspapers	.....
2 days parking	.....
5 international phone calls	.....
bar items	.....
<b>TOTAL</b>	.....

## Language study

### ! Expressions to learn

I'll just do a printout for you.  
Here's an itemized list of calls from ...  
That comes to ...  
Do you know what the exchange rate is?  
Oh, I do apologize. Yes, it's our mistake.  
The total now is ...  
Can you put your card into the machine?  
Now enter your PIN.  
That's gone through. You can remove your card.

### ! New words to use

account	handle	query
amount	itemized	single room supplement
currency	overcharge	swipe
exchange rate	owe	worth
forgery	PIN	

➤ Glossary page 102

## ! Language check

### REVISION OF NUMBERS

Study the table to prepare for the number activity.

#### Tens

13–19	13 thirTEEN
	14 fourTEEN (main stress on second syllable)
30–90	30 THIRTy
	40 FORTy (main stress on first syllable)

#### Hundreds and thousands

101	a/one hundred and one
573	five hundred and seventy-three
(room numbers – one-oh-one and five-seven-three is more usual)	
2,045	two thousand and forty-five
8,723	eight thousand, seven hundred and twenty-three
324,752	three hundred and twenty-four thousand, seven hundred and fifty-two

#### Millions

1,000,000 (6 zeros)	one million
1,000,000,000 (9 zeros)	one billion
1,428,938	one million, four hundred and twenty-eight thousand, nine hundred and thirty-eight

#### Money

€8.50	eight euros fifty (cents)
€420	four hundred and twenty euros / four-two-oh euros
\$95.65	ninety-five dollars, sixty-five cents
\$2,330	two thousand, three hundred and thirty dollars / two-three-three-oh dollars

#### Exchange rates

US\$1 = ¥98.49	one US dollar is worth ninety-eight-point-four-nine Japanese yen
€1 = US \$1.3083	one euro is worth one-point-three-oh-eight-three US dollars

## ■ Listening *Payment security*

1 20.2 Listen to the dialogue. What problems can occur when taking payments?

Bank notes (cash)	.....	1
Bill items	.....	2
Cards	.....	3
	.....	4
Traveller's cheques	.....	5
	.....	6

2 20.2 Listen again. What advice is given for dealing with the situations? Make notes.

- 1 a banknote looks like a forgery
- 2 a customer queries a bill item
- 3 taking the details of a guest's debit or credit card on arrival
- 4 checks when taking a card payment over the phone
- 5 accepting a traveller's cheque

3 Work with a partner. Use your notes from 1 and 2. Take turns to explain the procedures for the situations in 2. Compare them with the procedures in your country.

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 65.

**A1** You are the guest. Ask to settle your bill below.

- Query the number of nights charged and the bar bill.
- Pay with a credit card.

Example *I'd like to settle my bill.*

Room	342	
ARRIVAL:	21/7	DEPARTURE: 23/7
ROOM RATE:	119	
-----		
Accommodation	3 nights	476
Breakfast	x3	48
Bar	21/7	46
	22/7	61
Telephone	21/7	25
Car park	2 days	15
-----		
TOTAL		671
-----		
Method of payment	.....	

**A2** You are the receptionist. Deal with the guest's bill on page 65. Use this information.

- The hotel has overcharged for one evening meal.
- The amount for phone calls is correct. Show itemized list of calls.
- Payment in US dollars is fine. Work out new total.
- Accept payment in traveller's cheques.
- Give receipt.

Example *I do apologize. It's our mistake.*

**In this unit you will**

- ❖ review kitchen hygiene and safety rules
- ❖ follow instructions for a recipe.

! This sink for food wash only



- 3 Work with a partner. Give each other prompts to practise the kitchen rules.

Example

A *Work surfaces ...*

B *At the end of each shift, all work surfaces have to be scrubbed and cleaned.*

- work surfaces
- meat slicer
- illness and infection
- clothing
- hand washing
- hair
- cap
- raw, cooked, fresh food
- jewellery
- cuts and open wounds

## ■ Starter

Work in a group. Make a list of kitchen hygiene and food safety rules. Compare your list with the rest of the class.

## ■ Listening *Kitchen rules and regulations*

1 🎧 21.1 Listen to a chef talking to his trainees. Tick (✓) the rules on your list that you hear. Make a note of any rules not on your list.

2 🎧 21.1 Put the words in the correct order to make kitchen hygiene and food safety guidelines. Then listen again and check.

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

## ■ Language study

### ! Expressions to learn

You must always follow the rules and regulations ...  
 Infection and contamination can spread in lots of ways.  
 Do we have to wear clean whites every day?  
 Wearing a cap in the kitchen is compulsory.  
 It's important to report all illnesses and infections to Chef.  
 You mustn't handle food if you've got open cuts or wounds.  
 First wash your hands in the hand-washing basin over there.  
 Never wash hands in the food preparation areas.

### ! New words to use

compulsory	hygiene	roll out	whites
contamination	infection	roughly	zero tolerance
glaze	overlapping	stiff	
hazard	prick	trim	

➤ Glossary page 102

**! Language check**

**Obligation and prohibition**

Look at these examples.

Obligation: *must, have to*

You **must** remember to use the correct bins.

Helen **has to** tie back her hair.

No obligation: *don't have to, needn't*

You **don't have to** clean the bins.

You **needn't** tie it back.

Prohibition: *mustn't, can't*

You **mustn't** use it without the guard in place.

You **can't** wear them in the kitchen.

▶ Language review page 94

Underline the correct alternative.

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

**■ Listening Following a recipe**

1 21.2 Listen to Chef giving instructions for making a French apple flan. Number the stages in the correct order.

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

2 21.2 Listen again and complete the phrases with the correct word.

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

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

3 Work in groups of four. Each person chooses one of the stages below. Turn to the listening script for 21.2 on page 80. Make notes about your stage. Then take turns to give instructions to the rest of the group. Don't forget to use *First, Next, Then*, etc.

- Make pastry dough and pastry case
- Make apple puree and spoon on flan
- Prepare dessert apple slices and arrange on flan
- Make glaze and brush on flan

**Activity**

Choose one of the recipes on page 66 (or use them as models for writing your own recipe). Read the recipe carefully. Then work with a partner. Student A's information is here. Student B's information is on page 63.

**A1** You are a kitchen sous chef in charge of a trainee.

- Talk through the basic kitchen rules on work clothes, hand washing and reporting illnesses and infections.
- Answer any questions the trainee has.
- Give instructions for the recipe you've chosen.

Examples *You have to wear clean whites every day.*  
*First, slice ...*

**A2** You are a kitchen trainee. Listen carefully to the sous chef.

- Ask questions about the rules on work clothes, hand washing and reporting illnesses and infections.
- Tell the chef if you don't understand any of the instructions for the recipe.

Example *Do we have to tell Chef if we're ill?*

# Working in housekeeping

In this unit you will talk about

- ❖ servicing rooms
- ❖ the order in which tasks are done
- ❖ an added value service.

## Starter

Look at the picture. Identify the items on the room attendant's trolley. Use a dictionary to check any words you don't know.

## Listening *Servicing a room*

- 1 22.1 Listen to the room attendant talking to a trainee. Number the tasks in the correct order.

### Order of work in servicing a room

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

- 2 22.1 Listen again and complete the sentences.

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



- 3 Work with a partner. Take turns to be experienced room attendant and trainee. Use the prompts to talk through the different stages of the tasks.
- 1 **stripping and remaking a bed**  
strip → blanket, pillows, etc. → soiled linen bag  
→ remake bed → bedspread
  - 2 **servicing the bathroom**  
cleaner → toilet bowl → tiles and shower door → hand basin → toiletries → fresh towels → floor

## Language study

### ! Expressions to learn

Let's air the room first.  
 The hotel's having all the upholstery replaced soon.  
 We have to strip the bed.  
 Be careful in case there's anything sharp.  
 Now just smooth the bedspread so it's straight.  
 Can you wipe all the tiles and the shower door with the blue cloth?  
 Always throw away anything that looks like it's been used.  
 Start here and damp wipe all the surfaces, working your way around the room.  
 Dust the inside of all the drawers and the wardrobe shelf.

# ROYAL HOTEL

## ! New words to use

air (vb)	(re)fold	replenish	tile (bathroom)
bedspread	knot	sanitize	upholstery
dust (vb)	linen	soiled	wedge
fluff up	liner	spray	wipe
flush	polish (vb)	squirt	

➤ Glossary page 102

## ! Language check

### have something done

Use *have something done* to say that someone is doing something for you. Often it's a service that you pay an outside person or company for. Use the appropriate tense of *have* + object + past participle.

Examples

The hotel's **having** all the upholstery **replaced** soon.

We **have** the outside windows **done** once a month.

The housekeeper **had** all the carpets on this floor **shampooed** last week.

Note the negative and question form.

We **haven't had** the upholstery **replaced** yet.

**Are you having** the windows **done** today?

➤ Language review page 94

Use the prompts to make sentences with the correct form of *have something done*.

Example we / windows / clean / last week

We **had** the windows **cleaned** last week.

- the hotel / first floor / refurbish / last year
- Mr Banks / hair / cut / in the hotel salon / later today
- the housekeeper / carpets / not clean / for several months
- the conference office / its multimedia equipment / update / next month
- Chef / always / fresh salmon / deliver / from Scotland
- you / fire alarms / test / recently?
- we / air conditioning / service / twice a year
- the manager / new hotel stationery / printed / last month

## ■ Listening Providing added value

- 🔊 22.2 Listen to the room attendant and trainee doing the turndown service. Which of the tasks in the Turndown Service instructions above do they do in Suite 2 (S2)? Which do they do in Suite 3 (S3)?
- Work in a group. Discuss the questions.
  - If you were in charge of housekeeping, which of the tasks in 1 would you include in your turndown service?
  - Would you provide anything else?

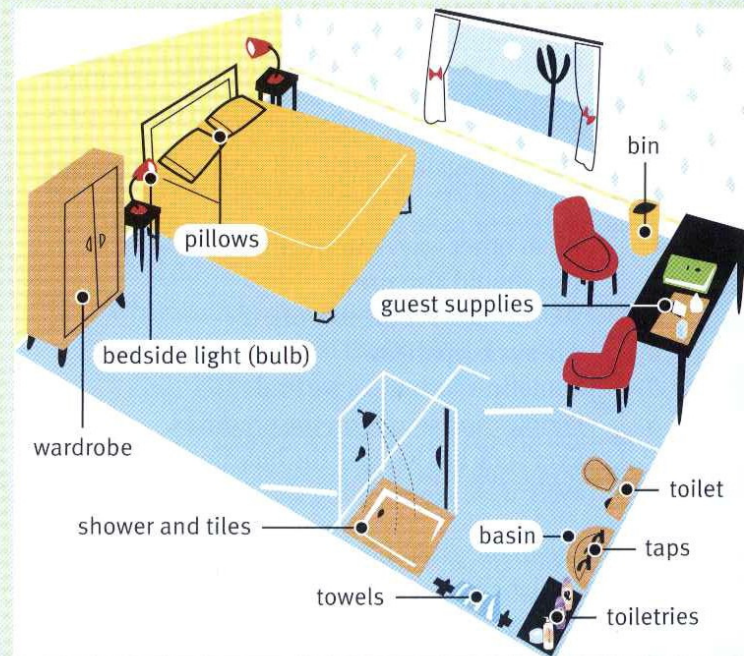
## Turndown service instructions

- \* remove any room service trays
- \* replace cups, glasses, etc. if used
- \* empty bins
- \* replenish tea and coffee, etc.
- \* remove bedspread
- \* fluff up pillows
- \* turn bed(s) down
- \* place chocolate and card on pillow
- \* close curtains if dark
- \* clean toilet if necessary
- \* wipe bath, basin, shower door if wet
- \* polish mirror
- \* replace towels if wet or refold and hang up
- \* wipe bathroom floor
- \* check/replace toiletries
- \* put folded bathrobe(s) on bed
- \* turn out all lights except one bedside lamp
- \* make sure door locks when you leave

## Activity

Work with a partner. Student A's information is here. Student B's information is on page 65.

- A1** You're an experienced room attendant. Refer to the labelled items in the picture and talk through the servicing of a room with your trainee. Comment on the cleaning of the carpets and windows.



- A2** You're a trainee room attendant. Look at the picture on page 65. Listen to the room attendant explaining the turndown service for the room. Ask questions if anything is unclear.



## In this unit you will

- talk about procedures
- learn key words and phrases.



## Starter

Look at the picture. What do the signs mean? Where might you see them in a hotel?

Listening *Minimizing risks*

- 1 23.1 Check you understand the meaning of the words and phrases. Use them to complete the sentences. Then listen and check.

worn	unattended	slip	fire alarm
trip	security	toxic	germs and bacteria

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

- 2 23.1 Listen again. Match 1–8 with a–h to make sentences.

- What other ways can we minimize
  - You should also use
  - We shouldn't come to work if
  - Always keep them
  - Sometimes when ... , we find
  - People can't smoke on the premises,
  - Everyone has to leave the building
  - Well, if we see anything suspicious,
- a and go to the assembly point immediately.  
 b clearly labelled and locked away.  
 c faulty electrical equipment or worn flexes.  
 d so fire risk is minimized.  
 e the risk of contamination?  
 f we ought to let the duty manager know.  
 g we're feeling unwell.  
 h the anti-bacterial hand gel.

- 3 Work with a partner. Use the words and phrases in 1, 2 and *Expressions to learn*. Discuss how hotel management and staff can do the following. (If you work in a hotel, use your own experience.)

- protect hands when dealing with waste
- protect room attendants from germs and toxic chemicals
- help prevent accidents on wet floors
- minimize fire risk in buildings
- respond to a fire in the kitchen and make sure guests are safe
- keep the hotel and car park secure

## Language study

## ! Expressions to learn

You should also use the anti-bacterial hand gel.  
 You ought to let your supervisor know and stay at home.  
 Always keep them clearly labelled and locked away.  
 Remember to put up a warning sign.  
 Someone will sound the fire alarm.  
 Everyone has to ... go to the assembly point.  
 We ought to let the duty manager know.  
 Inform security so they can monitor ...

## ! New words to use

assembly point	monitor	threat
bacteria	no-show (n)	toxic
germs	roll call	unattended package
infestation	security guard	worn
minimize	suffocation	

▶ Glossary page 102

## ! Language check

### should, ought to

Use *should* and *ought to* + infinitive to ask for or give advice about health and safety.

Examples

You **should** also use the anti-bacterial hand gel.

You **ought to** let your supervisor know.

*Should* is more common in questions and negatives.

What **should** you do if you see unattended luggage?

We **shouldn't** come to work if we're feeling unwell.


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

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

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

- 2 Work with a partner. Take turns to give advice about what you *should/ought to* and *shouldn't* do in one of these situations.
- studying for exams
  - travelling home late at night on your own

## ■ Listening Key words: health, safety and security

- 1  23.2 Listen to the key words and definitions. Number the words and phrases in the order that you hear them.

- |   |   |
|---|---|
| <input type="checkbox"/> infestation    | <input type="checkbox"/> emergency procedures   |
| <input type="checkbox"/> evacuation     | <input type="checkbox"/> warning sign           |
| <input type="checkbox"/> fire drill     | <input type="checkbox"/> bacteria               |
| <input type="checkbox"/> suffocation    | <input type="checkbox"/> unauthorized personnel |
| <input type="checkbox"/> assembly point | <input type="checkbox"/> roll call              |
| <input type="checkbox"/> bomb threat    | <input type="checkbox"/> fire extinguisher      |

- 2 Play the CHALLENGE game to check you know the words and phrases in 1.

- 1 Look at the table on page 66. The beginning three letters of each word or phrase have been given in random order.
- 2 Listen to your teacher read the definitions. Find the correct three beginning letters in the table and complete the word or phrase.

## Activity

Work in small groups. Answer the quiz questions. Your teacher will check the answers with you.

## Quiz!

- 1 What would you do if
  - a) you saw a mouse in the kitchen?
  - b) you found a bottle of toxic cleaning spray in a corridor?
  - c) you saw an unauthorized person acting suspiciously in the staff rest room?
  - d) you saw a small fire in reception?
- 2 What advice would you give to a guest who called reception about the ringing of the fire alarm?
- 3 Would you open or close the doors and windows if you smelt smoke in the building?
- 4 What does the receptionist have to do at the emergency assembly point after an evacuation?
- 5 What would you wear if you were asked to take the kitchen waste to the bins?
- 6 Which is more important in an emergency – to evacuate the building or to save guest property?
- 7 Why is personal hygiene so important in the hospitality industry?
- 8 Why is it important to inform security about unauthorized personnel on the premises?

## In this unit you will

- ❖ discuss plans for travelling abroad
- ❖ describe festivals from different countries.

## Starter

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

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

- a check passengers aren't carrying dangerous weapons
- b receive a boarding card
- c check official documents
- d wait before boarding the aircraft

2 Work in a group. Discuss what other things happen at each of the places.

## Listening Work experience abroad

1 24.1 Listen to Part A and Part B. Underline the correct alternative.

**Part A:** Emil and Alena are discussing trips abroad.

- 1 Alena and Emil are going *on holiday/to work* abroad.
- 2 Alena thinks *they'll have lots of/they won't have much* free time.
- 3 Emil will use *English/Croatian* when he's in Croatia.
- 4 *Emil/Alena* hasn't got flight tickets yet.

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

- 5 Emil checks in *two/three* pieces of luggage.
- 6 The straps on Emil's rucksack *may be a problem/should be tied* on the conveyor belt.
- 7 Emil doesn't know *where to sit/the departure gate number*.
- 8 Emil should put metal objects *in the tray/in his pocket*.
- 9 Emil lifted his arms because the security person *wanted to search him/thought he was dangerous*.
- 10 Emil's shoes had to be *taken away/scanned*.
- 11 Emil *has/doesn't have* permission to work in Croatia.
- 12 In Dubrovnik, Emil will get a room in *the hotel/a hostel*.



2 24.1 Listen to both parts again and complete the sentences.

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

3 Work on your own and then in a group of three or four.

- 1 Decide where you'd like to spend six months working abroad and why.
- 2 Talk to the group about your ideas.
- 3 As a group, decide where you are going to go and why.
- 4 Explain your decision to the class.

## Language study

### ! Expressions to learn

I'm really looking forward to ...  
 In the hotels, it's mainly English, Italian and a little German.  
 I plan to ... and I'd love to ...  
 I've decided to fly direct to ...  
 I managed to find some really good websites for ...  
 Have you got any hand luggage?  
 Did you pack your bags yourself?  
 Have you left them unattended at any time?

### ! New words to use

abroad	conveyor belt	hostel
aisle	departure lounge	shift
boarding card	gate	straps
cabin luggage	hand luggage	work permit
contract of employment		

Glossary page 102

## ! Language check

### Verb + *-ing* or *(to)* infinitive

When a verb follows another verb, the first verb sets the rule for the form of the second verb: verb + *-ing* or verb + infinitive, with or without *to*.

Examples

- verb + *-ing*  
... after I **finish working** at the hotel.
- verb + *to* + infinitive  
The hotel's **promised to give** us a few days off.
- verb + object + infinitive  
I hope it'll **help me improve** my English.

▶ Language review page 94

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

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

## ■ Reading *Festivals around the world*

- 1 Read the names of the six different festivals. Have you heard of them? Do you know when or where they are held, and why they are celebrated?

Santa Lucia	Carnival	Hanami
Carnival of Viareggio	Up Helly Ae	Loy Krathong

- 2 Work with a partner. Student A's texts are opposite. Student B's texts are on page 66. Read your three texts quickly and find out where and when the festivals are celebrated. Share this information with your partner.
- 3 Read your texts again more carefully.
- 4 Work with your partner to answer the questions. Discuss and share the information from your texts (don't read your partner's texts).
  - 1 Which festivals are religious?
  - 2 In which festivals does light play an important role? How?
  - 3 Which festivals are full of energy and noisy? How?
  - 4 Which festivals are calm and peaceful? How?
  - 5 Which texts mention eating as part of the festival?
  - 6 Which is probably the oldest festival?

## Santa Lucia

THE PEOPLE OF SWEDEN have celebrated the Santa Lucia festival for over 400 years. It is held on 13th December, which was the longest night of the year according to the old Swedish calendar. St Lucia was born in Sicily and lived in Rome. She was a very kind person and a Christian but when she refused to marry a non-Christian, she was killed. In Sweden, people said she went out early in the morning to bring food and drink to the poor. Nowadays, a young girl is chosen to wear a long white dress and a headdress of green leaves and burning candles. She takes food to her parents, friends and neighbours, and her sisters and brothers follow her. They also dress in white and the boys wear a tall pointed hat with stars on it. There are special biscuits and drinks for all.

## CARNIVAL

IN MANY COUNTRIES AND CITIES throughout the world, people celebrate Carnival during February and March, immediately before Lent. It is mainly a Roman Catholic tradition but is also celebrated by other religious groups. Traditionally during Lent, parties should not be held and certain food, such as meat, is forbidden, so people celebrate before this period begins. In Brazil, millions of tourists watch parades of people wearing fantastic costumes and enjoy the music and dance of South America.

## Loy Krathong

THIS FESTIVAL is celebrated in Thailand on the full moon of the 12th month in the traditional Thai calendar, usually in November in the western calendar. People prepare rafts made of banana leaves with flowers, candles and incense sticks and float them on the river. The festival is to honour Buddha with light, but as the raft floats away on the water, it signifies letting old habits go so one can make a clean start.

## Activity

- 1 Choose a festival that you've heard about or have experience of. Find out the following.
  - when and where it originated and why it's celebrated
  - when and where it's celebrated today
  - if there's any special food associated with the festival
  - what people wear and do during the festival
- 2 Prepare a presentation on what you've found out about your festival. Illustrate it with pictures, maps or diagrams.
- 3 Give your presentation to the class.

# Exploring different cultures

**In this unit you will**

- ❖ think about differences between cultures
- ❖ report what someone has said
- ❖ provide advice for someone coming to live in a new culture.

■ **Starter**

How do people greet each other in your culture?

- Bow?
- Touch or no touch?
- Direct eye contact or look at the floor?
- Hand shake? Which hand?
- Words of greeting?

How do people greet each other in other cultures that you know?



■ **Listening** *Unexpected experiences*

- 1 25.1 Listen to five guests talking about their experiences in foreign hotels. What surprised them?
  - 1 *The receptionist blamed herself for the accident but it wasn't her fault.* .....
  - 2 .....
  - 3 .....
  - 4 .....
  - 5 .....
- 2 Work in a group. Discuss what happened in each situation in 1 and try to think of an explanation for it.

**a** ■ It's a sign of respect in Japanese culture for people to lower their eyes when speaking to someone. When handing something like a business card to someone, it's important to present it with both hands and not drop it in front of the person.

**b** ■ In Spain, families usually eat late in the evening, often after nine o'clock. In contrast, in Scandinavia, families usually eat between five and six o'clock.

**c** ■ In some Asian countries, it's important to help someone save face when something embarrassing happens. The best way is to take the blame from them.

**d** ■ In Singapore, people should be aware that it's against the law to drop litter and chew chewing gum. It's also considered wrong to accept tips.

**e** ■ In many countries, including Iran, it's polite to leave a little food on your plate when you've finished eating to indicate that you've had enough to eat.

- 3 Read the notes above on different cultures. Match each note with one of the situations in 1.
- 4 Work in a group. Discuss how you think people from your culture would react to the situations in 1.

■ **Language study**

**! Expressions to learn**

- Families/People usually ...
- The best way is to ...
- People should be aware that ...
- It's against the law to ...
- It's a sign of respect in (Japanese) culture for people to ...
- It's important (not) to (present) ...
- It's considered wrong/rude/polite (not) to ...

**! New words to use**

accept	eye contact	litter	save face
blame	fault	respect	sensitive to
embarrassing	indicate	rude	suspicious

➤ Glossary page 102

## ! Language check

### Reporting verbs

- 1 Listen to 25.1 again and complete the sentences with the correct verb.
  - 1 I ..... for making a mess.
  - 2 She ..... herself for putting the vase in such a position.
  - 3 The waiter ..... us that the restaurant was open and ..... to take us to our table.
  - 4 The receptionist ran over to me and ..... me not to drop any litter.
  - 5 Then he also ..... me not to chew gum.
  - 6 Later I gave him a tip ... , but he ..... to accept it and ..... us not to tip staff in the hotel.

The verbs in the sentences above can be used instead of *say* and *tell* to report what someone has said. They are normally used in the past tense when reporting.

Look at the different patterns that can follow these reporting verbs.

<b>+ to + infinitive</b>	<b>+ person + to + infinitive</b>
offer   to do	warn
refuse	advise   me (not) to do
	ask
<b>+ person + that</b>	<b>+ -ing</b>
assure   us that	apologize for   (not) doing
	blame (sb) for

▶ Language review page 94

- 2 Complete the reported statements using the verbs in brackets. Make all the necessary changes.
  - 1 'I'm very sorry. I've broken the plate.'  
She apologized for breaking the plate. (apologize for / break).
  - 2 'It would be a good idea to call the laundry and find out what's happened to the sheets.'  
He ..... the laundry. (advise her / call)
  - 3 'It's always cooler in September.'  
The holiday rep ..... it's always cooler in September. (assure me)
  - 4 'I'll show you to the restaurant. Just follow me.'  
The waiter ..... to the restaurant. (offer / take us)
  - 5 'Please don't drop litter here. It isn't allowed. You could be arrested.'  
He ..... litter. (warn them / not drop)
  - 6 'No thank you. I can't accept any money from you.'  
He ..... the tip. (refuse / accept)

## ■ Listening *Cultural differences*

- 1 25.2 Listen to a trainee talking to an experienced hotelier about what makes cultures different. Are the sentences true or false?
  - 1 The trainee says that guests usually don't want to talk to her. true/false
  - 2 It may be impolite to laugh loudly. true/false
  - 3 The weather may influence a culture. true/false
  - 4 In China, old people don't get any respect from their grandchildren. true/false
  - 5 In Chinese hotels, people often die on the fourth floor. true/false
  - 6 European hotels usually have room number 13. true/false
  - 7 The image of a hotel tells us something about its culture. true/false
  - 8 Receptionists should notice if a guest is uncomfortable or frightened. true/false
- 2 Work in a group. Discuss the questions and then present your ideas to the class.
  - 1 Colours and numbers have a special meaning in some cultures. Do the colours red, white, grey or pink (or any other colour) have a special meaning in your culture or a culture you know?
  - 2 Are there any numbers that are lucky or unlucky, or have a special meaning in your culture?
  - 3 Are there any other superstitions in your culture?

### Activity

- 1 Work with a partner. Choose a culture that you know well. It could be a country or an organization such as a hotel chain or a college. Discuss and make notes on any helpful information for someone who is coming to live or work in this culture for a short time. Use some of the ideas below or add your own.

Tipping in the restaurant	Alcohol
Greetings/Shaking hands	Religion
Respect for elderly people	Weather
Paying restaurant bills or drinks	Eye contact
Important colours and numbers	Meal times
The importance of the family	Laughing loudly
Titles: Mr, Dr, Mrs, Ms, etc.	Dress
Public transport	Punctuality

- 2 Work in a group of six (three pairs). Present your ideas to the group. Listen to the other students carefully. Do you want to make any changes to your information?

# Working life

## In this unit you will

- ❖ talk about people's jobs
- ❖ discuss the world of work.



### Starter

Look at the people in the pictures. What tasks do they do each day at work? What do you think they enjoy most? What do you think they like least? Would you like to do their jobs?

### Listening About my job

1 26.1 Listen to three people talking about their jobs and complete the information.

Previous job	small city centre hotel	 <b>Sylvie</b>
Time in present job	..... <sup>1</sup>	
Enjoys most	..... <sup>2</sup>	
Enjoys least	rude customers	
	good: ..... <sup>3</sup> not so good: ..... <sup>4</sup>	
Manager	nice/serious + professional/ sense of humour	
Goal	travel + ..... <sup>5</sup>	

Previous job	(don't know)	 <b>Carl</b>
Time in present job	six months	
Enjoys most	..... <sup>6</sup>	
Enjoys least	working extra hours	
Conditions	good: alternate early/ late shifts not so good: extra shifts	
Manager	first-class chef/tough/ really ..... <sup>7</sup>	
Goal	..... <sup>8</sup>	

Previous job	(don't know)	 <b>Natasha</b>
Time in present job	..... <sup>9</sup>	
Enjoys most	..... <sup>10</sup>	
Enjoys least	working at weekends	
Conditions	good: pay not so good: long hours	
Manager	..... <sup>11</sup> /kind	
Goal	college	

2 26.1 Can you correct the mistakes in *italics* in the sentences? Listen again and check.

- 1 The thing *most I enjoy* is meeting people.
- 2 I'm busy *doing the check-in* guests every day.
- 3 He's a bit serious but he'll have a laugh *at* us when reception is quiet.
- 4 Chef's organized that we do early or late shifts *every* weeks.
- 5 I came to Frankfurt to *better* my German before going to college.
- 6 She's very strict *for* everything.

3 Work with a partner. Take turns to ask and answer questions about the three people. Use the information in 1.

Example

- A *What was Sylvie's previous job?*  
B *She worked in a small hotel in the city centre.*

4 Work with a partner. Ask and answer questions about your own work experience (or about school/college if you've never had a job).

### Language study

#### ! Expressions to learn

I really love my new job ...  
I've worked in reception for two years – since ...  
The thing I enjoy most is ...  
... we do early or late shifts alternate weeks.  
I've been here for ... now.  
I'd really like to have my own restaurant one day.  
I was a bit frightened of making mistakes ...  
I don't enjoy working at weekends.

#### ! New words to use

alternate	goal	memorable	previous
campaign	involve	motivate	time-consuming
conditions	junk food	ongoing	tough
dropout			

Glossary page 102



**! Language check**

**Adjective + preposition**

Many adjectives are followed by a particular preposition.

Examples

*aware of, capable of, excited about, famous for, fond of, frightened of, full of, in charge of, interested in, keen on, kind to, pleased with, proud of, satisfied with, suitable for, tired of, used to, worried about*

These adjective + preposition phrases can be followed by a noun or pronoun,

*She's really **kind to staff**.*

*He seems **pleased with me** now though.*

or a verb in the *-ing* form.

*I was a bit **frightened of making** mistakes at first.*

Some adjectives can be followed by two or more different prepositions and there is a change of meaning.

*It's been really **good for** my German.*

*I'm getting **good at** the job.*

*I'm already **responsible for** the bread making.*

*I'm **responsible to** the housekeeper.*

▶ Language review page 96

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

good	famous
responsible	proud
excited	aware
good	interested
responsible	good
suitable	

for	at
of	about
to	for
of	in
at	for
for	

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

**■ Listening** *The story of success*

1 26.2 Listen to the interview with Jamie Oliver. Underline the correct alternative.

- Jamie went to catering college in London/France.
- He worked as head chef/head pastry chef at the top Neal Street Restaurant.
- Jamie's Kitchen was a project to train young students/dropouts as chefs.
- The restaurant Fifteen, in London, is a great success/no longer open.
- Before Jamie's School Dinners project, English school children often ate junk food/no lunch.
- The UK Government is probably interested in/spending a lot of money on the School Dinners project.
- Jamie Oliver travels a lot for his work/usually works from home.
- Free-range chickens are fresher/more expensive to eat than non free-range.
- He's still teaching people to prepare healthy/fast food in the TV series Ministry of Food.
- Currently he's travelling across Australia/the US on another cooking trip.

2 Find out information about a popular chef or hotelier in your country. Share this information with a partner or in a group.

**Activity**

What is your dream job in the hospitality industry?

1 Work with a partner. Ask and answer questions to try and guess each other's dream jobs.

- Does the job involve working with other people?
- Is it well-paid?
- Do you have to wear special clothes?
- Do you have to work in shifts in this job?
- Does the job require a lot of training or experience?
- Does the job involve travel?
- Do you need to speak foreign languages to do this job?
- Is the job physically hard?
- Does the job involve working with food?
- Does the job involve working in the same place every day?

2 When you've guessed each other's jobs, find out why your partner would like this job. Is there anything they wouldn't like about the job?



# Job applications

## In this unit you will

- ❖ talk about personal qualities
- ❖ talk about your skills and experience
- ❖ write a covering letter.



## ■ Starter

Check the meaning of these words and phrases. Circle five which best describe yourself and five which best describe your partner. Compare with your partner and discuss your choices.

reliable	conscientious
responsible	enthusiastic
hard-working	sense of humour
flexible	ambitious
committed	good team worker
well organized	good communication skills
punctual	can work under pressure
confident	can use own initiative
loyal	leadership skills

## ■ Listening *What are my strengths?*

- 1 27.1 Listen to three students talking about applying for jobs. What strengths and special interests can they each include in their job applications?

Eva .....  
 Chris .....  
 Sophie .....

- 2 Work with a partner. Brainstorm each other's skills, qualifications, strengths and special interests.
- things you're good at
  - work activities you like doing (meeting people, making bread)
  - skills you already have (IT skills, a foreign language)
  - qualifications
  - personal strengths
  - skills you would like to develop
  - clubs or groups you belong to
  - interests outside of work/your studies
- 3 If you would like to work on your CV, turn to page 67 and look at the *Writing your CV* tips. Ask your teacher for a CV template. Complete your CV then exchange it with a partner's. Discuss suggestions for improving each other's CV.

## ■ Language study

### ! Expressions to learn

What are you going to do when you leave college?  
 Joanne's really good at writing.  
 Then there's your interest in first aid.  
 It shows you've got leadership skills.  
 You're a good team worker ...  
 You're a confident sort of person ...  
 You get on well with people, don't you?  
 You like being well organized.

### ! New words to use

ambitious	enthusiastic	punctual
committed	flexible	reliable
communication skills	initiative	responsible
confident	leadership skills	under pressure
conscientious	loyal	well organized

➤ Glossary page 102

### ! Language check

#### Talking about the future: *going to and will*

Look at these examples.

Future actions

***I'm going to start*** applying for jobs soon.

(intention – you've already decided)

***OK. I'll start*** writing something down tonight.

(decision at time of speaking)

Future situations (prediction)

***There's a lot of competition*** for the good jobs. ***It's going to***

***be*** quite difficult to find something.

(prediction based on evidence)

***Hopefully, after that, I'll get*** a job!

(prediction based on what you think will be true)

➤ Language review page 96

- 1 Are these sentences from the listening predictions (P), intentions (I) or decisions just made (D)?
- Well, I'm definitely going to have a holiday.
  - Sure. I'll help you if you like.
  - There'll be lots of things you can include.
  - I didn't do a lot of revision, so I'm not sure I'm going to do very well.
  - OK. I'll put it down.
  - I'm going to do it tonight.
  - I think our results will be here tomorrow.
  - I sound quite good! It's going to be easy to get a job!

### Question tags

Question tags are very useful in spoken English to keep a conversation going.

Look at these examples. Note that if the first verb is negative, the question tag is positive and vice versa.

*It's going to be quite difficult to find something, isn't it?*

*You'll help me, won't you?*

*I haven't got anything like that, have I?*

*You got us all working together as a team, didn't you?*

*You're captain of the rugby team, aren't you?*

*You get on well with people, don't you?*

▶ Language review page 96

- 2 Complete the questions with the correct question tag.
- You will come to the party, .....
  - He's been to the USA, .....
  - You weren't in any sports teams, .....
  - You went to college in Rio, .....
  - She hasn't applied for any jobs yet, .....
  - You're going to accept the job, .....
  - He didn't do very well in his exams, .....
  - You can't drive, .....

## Covering letter tips

- Include any advertised job title or reference number and where you saw the ad.
- Say what attracted you to the ad or to the company – check out their website.
- Describe how your skills and experience make you suitable for the job or a possible job in that company.
- Sell yourself and emphasize your enthusiasm and commitment.
- Be clear and concise so the reader can pick out the main points quickly – use bullet points if appropriate.
- Sign your letter by hand and type your name below your signature.
- Check your spelling, grammar and punctuation – ask someone to read your letter.

Dear Mr Perez

- Please find enclosed a copy of my CV for more information.
- I am available for interview at any time and could start work after I have completed a month's notice in my present job.
- My present job involves all the usual reception duties of a busy international hotel. As my CV shows:
  - I am familiar with Fidelio Opera.
  - I currently use the international Central Reservations system.
  - I speak fluent Spanish and English.
- This has been a valuable experience for me but I would like the opportunity to work abroad and to use my language skills. The advertised job offers this opportunity. I would also value the chance to work in a hotel with an excellent international reputation like The Rialto.
- Since I finished at college in June 20 \_ \_ , I have worked as a receptionist at the Picasso Hotel in Marseille.
- I look forward to hearing from you.
- I enjoy meeting people and working as part of a team. I think my languages and good communication skills, my training and previous experience will be an asset to the Hotel Rialto.
- I would like to apply for the job of receptionist which was advertised on the hotelsearch.com website.
- Yours sincerely
- Naseem Patel
- Naseem Patel
- Re: Job reference 234

## Writing Covering letters

Covering letters are not easy to write. It will take time and practice if you want yours to stand out when read by a prospective employer. Read the tips. Then work with a partner. Number the parts of the letter in the best order.

### Activity

- Write a description of your dream job from Unit 26 in the form of a job advertisement.
- Write notes for a covering letter to accompany your CV for this job, and discuss them with a partner.
- Write a formal covering letter to apply for the job, paying attention to layout and structure as well as language.
- Discuss any suggestions for improvements with a partner. Then write a final draft and give it to your teacher.

# Job interviews

## In this unit you will

- ✔ practise interview questions and answers
- ✔ discuss tips for successful interviews.



## Starter

Look at the pictures. This candidate has not made the best start to his job interview. What advice would you give him?

## Listening Interview questions and answers

- 1 28.1 Listen to two students being interviewed for a hotel receptionist's job.
  - 1 Which student do you think will get the job and why?
  - 2 Which key questions did the less successful candidate answer badly?
- 2 28.1 Listen again and complete the sentences.
  - 1 I've ..... my dad most of the time.
  - 2 I want to ..... that ..... my qualifications.
  - 3 I ..... music. I ..... reading. I go ..... with my sister.
  - 4 We moved to London eight years ....., when I was eleven.
  - 5 They said they'd ..... at the end of the week.
  - 6 Last summer I worked ..... him ..... for two months.
  - 7 I hope there'll be career opportunities for me if I .....
  - 8 ... about training. .... a training scheme for new employees ...?

- 3 Work with a partner. To prepare yourself for future job interviews, study the questions in *Expressions to learn*.
  - 1 Choose six questions each. Take turns to ask your questions, and answer using your own situation and experience.
  - 2 Work together to make suggestions for the final question: *Are there any questions you'd like to ask me?*

## Language study

### ! Expressions to learn

- Can you tell me a little bit about yourself first?
- What grade do you hope to get in your final exams?
- What have you done since then?
- Why do you want this job?
- What qualities do you think will be required for the job?
- Do you enjoy working with other people?
- Do you think you work better on your own or as part of a team?
- What things are you best at?
- How many job interviews have you had?
- Have you ever been abroad?
- What sort of job would you like in five years' time?
- What do you do in your free time?
- Are there any questions you'd like to ask me?

### ! New words to use

appearance	grade	reputation
boring	handshake	results
career	keep to the point	retire
criticize	limp	slouch
enthusiasm	neat	

▶ Glossary page 102

## ! Language check

### Past Simple or Present Perfect?

Use the Past Simple for completed actions in the past when the time period is finished.

Examples

I **left** college in June.

We **moved** to London eight years ago.

**Did** you **have** any problems finding us?

Use the Present Perfect for events and situations which started in the past and include **now** (the time period is not finished yet).

Examples

What **have** you **done** since you finished college?

I **'ve lived** in the city since then.

How many job interviews **have** you **had**?

Use the Present Perfect (with *ever* and *never*) for general life experience.

A *Have you ever been abroad?*

B *I've been to Turkey. But I've never been outside Europe.*

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

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

## ■ Reading Interview tips

### INTERVIEW TIPS



- 1 Find out about the employer and the job.
- 2 Think about the answers to standard questions.
- 3 Have a neat, smart appearance – appearances count.
- 4 Arrive ahead of time, so you don't feel rushed.
- 5 Don't give a poor/limp handshake.
- 6 Sit comfortably in the chair – not slouched or on the edge.
- 7 Speak clearly and confidently.
- 8 Be positive about yourself and your abilities.
- 9 Show enthusiasm in your voice, and smile.
- 10 Don't criticize previous employers.
- 11 Give full answers but keep to the point.
- 12 Ask about career development and opportunities, not just money and holidays.

- 1 Read the interview tips. Write the number of each tip in the correct category a–d. Compare with a partner.
  - a preparation .....
  - b answers .....
  - c body language .....
  - d appearance and personality .....
- 2 Work in a group. Discuss the tips.
  - 1 Are there any tips you would have a problem with?
  - 2 Are there any tips you think are unnecessary? Why?
  - 3 Are there any points you would add to the list?
  - 4 If you are not successful at an interview, is it a good idea to get feedback from the people who interviewed you? Why?

### Activity

You are going to interview and be interviewed.

- 1 Choose one of the advertised jobs on page 67.
- 2 Work with a partner. Say which job you've chosen and practise interview questions and answers for that job.
- 3 Work in a group of four. Take turns to be the interviewee and to be on the interview panel (three students).
  - Before starting the interviews, the panel should agree on a list of interview questions for each person to ask.
  - Each interview should last for ten minutes.
  - The members of the interview panel take turns to ask questions. They should make notes as the person is being interviewed and feed back after the interview.

# Activity material

From Unit 2, page 7

## From Unit 1, page 5

**B1** Read the information and make four calls to the Palace Hotel.

- 1 Ask for Mrs Black, room 534 → leave message (meet her in lobby at eight this evening).
- 2 Ask for Bruno Ruiz, room 151 → you'll call back later.
- 3 You want to book a table for dinner.
- 4 You have a reservation for tonight (one double room) → you want hotel to hold room (arrive after seven) → ask for child's bed in room → reserve parking space → you want to book a table for three for dinner.

Example *Hello. Could I speak to Mrs Black ...*

**B2** You work in front office at the Hotel Mirador. Read the information and deal with the four calls.

- 1 Hotel manager → no answer → offer voicemail.
- 2 Mrs Clooney, room 382 → line's busy → take message.
- 3 Put through to reservations.
- 4 Mrs Banks, Room 238 → no answer → offer voicemail → take message and offer to look for Mrs Banks in reception → respond to any other requests.

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

## From Unit 6, page 15

**B1** You arrive at the Sudari Hotel. Go to reception and check in. Use your own name and this information.

- Room: single, two nights
- Ask about: fitness centre / swimming pool / return of passport.
- You'd like a map of the city and to exchange money.

Example *Hi. My name's ... I have a reservation for ...*

**B2** You work on reception at the Central Hotel. Check in your guest. Answer any questions. Use this information.

### FACILITIES

- Lifts and stairs to all floors
- Breakfast 7.30–9.30 a.m. in Green Room, next to lift
- Dinner 6.30–10.00 p.m. in Blue Room, top floor
- Hair salon 10.00 a.m.–6.00 p.m., first floor

Example *Good afternoon. Welcome to the Central Hotel.*

## Hotel Plaza

**LOCATION:** The Plaza is a luxurious, modern hotel perfectly located in the city centre for both the business and leisure traveller. It's just a few minutes from the main shopping streets and near many important tourist attractions. The business district is a short walk from the hotel.

**GENERAL FACILITIES:** The hotel has 140 ensuite rooms plus ten luxury suites on seven floors. There are two restaurants and a terrace bar above the gardens. There are lifts to all floors with disabled access to all amenities. There is a roof garden, swimming pool and fitness centre free for all guests.

**ROOM FACILITIES:** All rooms have air conditioning with minibars, pay-per-view TV, safe deposit boxes, and bathrooms with showers and separate bath tubs.

Extra beds and baby cots are available on request.

**SERVICES:** Reception is open 24 hours. Check-in from 14.00. Checkout before 12.00.

Car rental, currency exchange, tour bookings and gift shops are located inside the reception area. Also there is a 24-hour business centre on the first floor. High-speed, wireless Internet is available throughout the hotel.

It's easy to get to the Plaza – a 20-minute transfer on our free shuttle bus from the airport or a 5-minute taxi ride from the railway station. Free car parking is available on site – contact us to make a reservation.

Room service is 24-hour. Laundry, dry cleaning and babysitting services are available.

## From Unit 7, page 17

**B1** Find out if the Crowne Plaza hotel has got these things.

meeting rooms	shuttle bus	concierge
swimming pool	air conditioning	room service
beach bar	business centre	fitness centre
restaurant	shops	Internet access

**B2** Use this information to answer your partner's questions.

### Sunset Beach Hotel ★ ★ ★ ★

- 140 air-conditioned rooms
- two restaurants: international cuisine / Italian
- shopping arcade
- beach bar
- 15-metre swimming pool
- delightful gardens
- Wi-Fi in lounges and reception area
- beauty salon
- tour programmes
- water sports on hotel lake

## From Unit 3, page 9

- B1** 1 You work on reception at the Pacific Hotel. You have rooms available. Answer the call from the guest and take the details for the reservation. Complete the screen on page 63.

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

- 2 Answer the second call from the guest and make any changes to the reservation.

Example *What was the name, please?*

- B2** 1 You're going on a sightseeing holiday with a group of friends to Edinburgh in Scotland. Call the George Hotel and reserve rooms. Use this information.

- Names: (your name + partner), Mr and Mrs Hemery, Oliver and Paul (children), Gail and Liz Clark
- Arrival: Tuesday 1st July
- Departure: Saturday 5th July
- Rooms: three
- Room types: a twin for you, a twin for the Clarks, a family for the Hemerys
- Mobile number: 0889 743 8234
- Credit card details: card number 0011 2233 4445, expiry date 08/13, security numbers 897

Example *I'd like to book accommodation for a group of eight, please.*

- 2 Call the hotel again to change your reservation. The Clarks now want to stay for only two nights from Tuesday 1st to Thursday 3rd July.

Example *I'd like to change my reservation, please.*

## From Unit 4, page 11

- B1** You work on reception at the Pines Hotel. Use this information to deal with two calls.

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

- 1 no double room left / alternative = two twin rooms (twin = same price as double) or suite (\$30 more than double)
- 2 no tables upstairs (closed this time of year) / alternative = table at window downstairs

- B2** Make two calls to the Keys Hotel to make reservations. You want the following.

- 1 table for 20 (sister's 21st birthday) / restaurant dining room / 7.30 p.m. / Saturday 3rd September
- 2 family room / two weeks / 10th–24th February

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

## From Unit 7, page 17

- B1** Take the role of three different guests arriving to check in. Use this information.

- **Guest 1:** You're tired and want your room as soon as possible.
- **Guest 2:** You want a non-smoking room and bathroom with bath tub. Ask about drinking water in rooms.
- **Guest 3:** You don't have a reservation. You want: adjoining double and twin-bedded rooms, an extra child's bed in double room, children's menus, swimming pool.

Example *Good morning. We have a reservation ...*

- B2** You work on reception. Greet the new guests and deal with them politely and helpfully. Use this information.

- **Guest 1:** There's a lift from basement car park to all floors. Restaurant and bar on Floor 7. Short ramp to restaurant – no problem for wheelchair user.
- **Guest 2:** No reservation. Ask to see booking confirmation. Guest has booked partner hotel outside city. Other hotel has beautiful garden and pool plus a free shuttle bus to city centre every 30 minutes. Offer taxi.
- **Guest 3:** No parking available tonight. Public car park two minutes away. Offer to take care of luggage. Hotel parking is available for nights 2 and 3.

Example *Hello. Can I help you?*

## From Unit 8, page 19

- B1** You arrive as a guest at the hotel. Use this information.

- Give your name and reservation details (single room/ three nights).
- Journey – long and tiring / directions from airport confusing.
- Ask about weather.
- Ask which floor room is on.
- Ask how key card works.
- Ask if room is air conditioned.
- Ask how you can control air conditioning.
- Refuse help with luggage politely.

Example *Hello. My name's ... I have a reservation ...*

**B2** You work on reception. Use this information to answer the guest's queries.

- Greet and ask how you can help.
- Instructions are next to box.
- Talk through instructions (enter code twice).
- Ask if there's anything else you can help with.
- Explain how to change from bath to shower water.
- Forecast for tomorrow is good – sunny and warm.
- Wish guest goodnight and enjoyable stay.

Example *Hello. How can I help?*

## From Unit 9, page 21

# Drinks list

### Beers

- Large draught
- Small draught

### Bottled Beers (30 cl, 60 cl)

- Becks
- San Miguel

### Cocktails

- Champagne cocktail (champagne with brandy)
- Screwdriver (vodka and orange juice on ice)
- Whisky sour (whisky and fresh lemon juice on ice)

### Wines (by the glass)

#### RED

- Merlot – a full-bodied wine from Chile
- Shiraz – a dry red from Australia

#### WHITE

- Sauvignon Blanc – a crisp, fresh wine from New Zealand

#### ROSÉ

- Pinot Grigio – a light, dry wine from Italy
- Pinot Grigio Blush – a refreshing, easy-drinking wine from Italy

### Champagne

- Bollinger (bottle only)

### Spirits

- Scotch
- Gin
- Highland Park single malt whisky
- Vodka
- Rum

### Soft drinks and mixers

- Fruit juice (orange, pineapple, mango)
- Coca-Cola
- Fanta (orange, lemon)
- Mineral water (sparkling / still)
- Soda water
- Tonic water
- Ginger ale

## From Unit 13, page 29

**B1** You work on reception. Give the guest directions.

Example *Go along the corridor past the shop.*

**B2** You are the guest. Ask the receptionist for directions to:

- the car park
- the group rooms
- the toilets

Example *Can you tell me where the car park is, please?*

**B3** You work on reception. Give the guest directions.

**B4** You are the guest. Ask the receptionist for directions to:

- the beach
- the library
- the wind turbine

## From Unit 14, page 31

**B1** You want to hold a wedding reception on 10th June at 1.30 p.m. Call the hotel to discuss what you need. Use this information.

- 100 guests
- champagne reception as guests arrive
- sit-down meal
- dancing in evening
- accommodation – six double rooms for two nights
- parking not needed
- fresh flowers already ordered

Example *I'd like to enquire about holding a wedding reception ...*

**B2** A customer calls about holding a party at your hotel. Find out information about the party and what the customer needs. Use this information.

- date and time of party
- number of guests
- type of menu
- printed invitations? (You can offer this service.)
- birthday cake?
- bar service?
- parking?

Example *Good morning, can I help you?*

## From Unit 11, page 25

**B1** You've recently arrived in New York. Ask the receptionist for a city map and some tourist information about the city. You want to see the most important sights and you're interested in the following.

- history
- art
- local culture – music and dancing
- theatre
- shopping

**B2** You work on reception in an Istanbul hotel. Use the web page to answer the guests' questions. Where possible, use the information in brackets to compare the tourist attractions.

## Istanbul attractions

### Important sights

- ✦ HAGIA SOPHIA – huge, now a museum (older/bigger dome than Blue Mosque)
- ✦ BLUE MOSQUE (not so old as Hagia Sophia, but many more domes and minarets – six)
- ✦ TOPKAPI PALACE (old Sultan's Palace) – hundreds of rooms
- ✦ UNDERGROUND CISTERN – huge well, built by Romans 1,500 years ago
- ✦ GALATA TOWER – the best views over Istanbul

### Archaeology

- ✦ ISTANBUL ARCHAEOLOGY MUSEUM

### Art

- ✦ TURKISH AND ISLAMIC ART MUSEUM (bigger collection than Istanbul Modern)
- ✦ ISTANBUL MODERN – Turkish artists of past 200 years

### Trips

- ✦ THE BOSPHOROUS FERRY – six-hour round trip – several stops – traditional ferry boats
- ✦ TURKISH BOATS – 1.5-hour round trip (faster, smaller boats, more modern – boats stay closer to shore so you see more)

### Shopping

- ✦ THE GRAND BAZAAR – biggest market, more than 4,000 shops
- ✦ SPICE MARKET – for spices, nuts and dried fruits



## From Unit 15, page 33

You are the guest. Use this information.

- It's 11 a.m. and you've just arrived at your 5-star hotel.
- You've had a long flight including a short stopover in Hong Kong.
- You try to check in but your room isn't ready.
- You're very tired, hungry and thirsty, and you want to freshen up.
- Insist on some customer service.

Example *I want to complain about the delay in checking into my room.*

## From Unit 21, page 45

**B1** You are a kitchen trainee. Listen carefully to the sous chef.

- Ask questions about the rules for hair, wearing jewellery and food storage.
- Tell the chef if you don't understand any of the instructions for the recipe.

Example *Do we have to take off our earrings?*

**B2** You are a kitchen sous chef in charge of a trainee.

- Talk through the basic kitchen rules for hair, wearing jewellery and food storage with the trainee.
- Answer any questions the trainee has.
- Give instructions for the recipe you've chosen.

Examples *You must tie your hair back.*  
*First, slice ...*

## From Unit 3, page 9

SURNAME	<input style="width: 100%;" type="text"/>		
ARRIVAL	<input style="width: 50%;" type="text"/>	NIGHTS	<input style="width: 50%;" type="text"/>
DEPARTURE	<input style="width: 100%;" type="text"/>		
ADULTS	<input style="width: 50%;" type="text"/>	ROOMS	<input style="width: 50%;" type="text"/>
ROOM TYPE	<input style="width: 100%;" type="text"/>		
CONTACT NAME	<input style="width: 100%;" type="text"/>		
CONTACT NUMBER	<input style="width: 100%;" type="text"/>		
CREDIT CARD DETAILS	<input style="width: 100%;" type="text"/>		



## From Unit 16, page 35

**B1** You work on reception. Use this information.

- You are checking in an elderly couple (frequent guests). When you give them their key card for room 323, they protest.
- The room they booked is unavailable tonight. The bathroom has problems/needs maintenance.
- Apologize and offer a suite on second floor.
- Sympathize and offer to find another hotel.
- Offer free night in 323. Promise transfer to 123 tomorrow.

Example *Could I have your name, please?*

**B2** You're a restaurant customer. Use this information.

- You arrive at your favourite restaurant, where you booked a table for 7.30.
- You always book for 7.30.
- There's no table available.
- You don't want to wait 30 minutes.
- You're not happy with the service.
- Eventually agree to server's proposals.

Example *Yes, the name is ... . We booked a table for 7.30.*

## From Unit 4, page 11

Make two calls to the Pines/Keys Hotel to make reservations. Decide what you require first.

### Call 1

Type of room(s): .....

Number of nights: .....

Dates: .....

Special requirement, e.g. sea view: .....

### Call 2

Day and date of meal: .....

Number of people: .....

Time: .....

Position in restaurant: .....

You work on reception at the Keys/Pines Hotel. You can't give the customer what he/she wants. Decide why and think of an alternative.

### Call 1 (customer wants a room/rooms)

Reason not possible: .....

Alternative suggestion: .....

### Call 2 (customer wants to book a table in the restaurant)

Reason not possible: .....

Alternative suggestion: .....

## From Unit 18, page 39

**B1** You work on reception at the Plaza. Deal with the call. Use this information.

- Find out what the caller wants.
- The line is really bad and they have a strong accent. Check the name and days are correct.
- You don't have a booking for Tuesday. You do have a double room for three nights in their name from Thursday.
- You don't understand the request for the restaurant. The restaurant is not fully booked.

Example *I'm sorry, I didn't quite catch that.*

**B2** You are the caller. Use this information.

- You're in a busy airport. Your mobile phone signal is poor.
- Call the Crown Hotel to enquire about holding a corporate reception for 250 people on Saturday 6th June.
- Event to start at 6 p.m. with cocktails.
- Large room needed for sit-down dinner.
- You'd like to read about the Crown's facilities on the plane.

Example *Hello. Is that the Crown Hotel?*

## From Unit 19, page 41

**B1** You work in the conference and events office of a large hotel. A customer calls to confirm their booking and ask some questions. Use this information.

- main hall seats 300
- hall fully equipped with multimedia equipment
- ten breakout rooms (seat 30 people) – can be arranged as customer prefers
- all rooms have air conditioning
- breakout rooms have flipcharts and whiteboards
- free wireless broadband in centre
- refreshments for breaks and lunch served in adjoining cafeteria
- cold buffet for lunch

Rates: Day = €65 24-hour residential = €155

Example *The main hall seats 300 people, theatre-style.*

**B2** You have an appointment to look round a conference suite. You're planning a two-day conference for 150 people. You'd like a quote for the event. You need the following.

- a main hall for the plenary sessions
- at least four breakout rooms
- advice about layout and seating capacity
- a room for party on final day
- catering suggestions

Example *We'd like to have a main hall for ...*

## From Unit 20, page 43

**B1** You are the receptionist. Deal with the guest's bill on page 43. Use this information.

- The hotel has overcharged by one night.
- Check the bar bill. It is correct.
- Ask how guest would like to pay.
- Accept payment by credit card.
- Give hotel and card receipts.

Example *I do apologize. It's our mistake.*

**B2** You are the guest. Ask to settle your bill below.

- Query the amount for phone calls and the number of evening meals charged for.
- Ask to pay in US dollars.
- Pay by dollar traveller's cheques.

Example *Could I have my bill, please?*

Room 659		
ARRIVAL 3/10	DEPARTURE 8/10	
ROOM RATE INCL. BREAKFAST:	200	
Accommodation		1,000
Restaurant	3/10	42
	4/10	42
	6/10	103
Bar	6/10	34
Room service	5/10	26
Telephone	3/10	10
	4/10	14
	5/10	22
	6/10	18
Newspapers		12
<b>TOTAL</b>		<b>1,323</b>
Method of payment	.....	

## From Unit 12, page 27

**B1** You work on reception. Give the guest advice on travel and tickets to these places. There are two travel options for each place.

### BEACH

Option 1: hotel bus to beach 9.30 + 10.30, return 4.00 + 5.00 / hotel barbeque on beach – book in advance (€10)  
 Option 2: local bus (15) every 20 minutes / hotel packed lunch – order in advance / strip of 10 bus tickets at bus stop

### CITY MUSEUM

Option 1: bus (6) to Central station → city underground to museum / about 25 minutes / travel card for zones 1 + 2 – includes bus, underground + ferries on river  
 Option 2: walk hotel to tram stop (5 minutes) → tram (2) to museum / about 20 minutes / ticket on tram

Example *In my opinion, the best way to get to ... is ...*

**B2** You are the guest. Ask the receptionist how you can get to

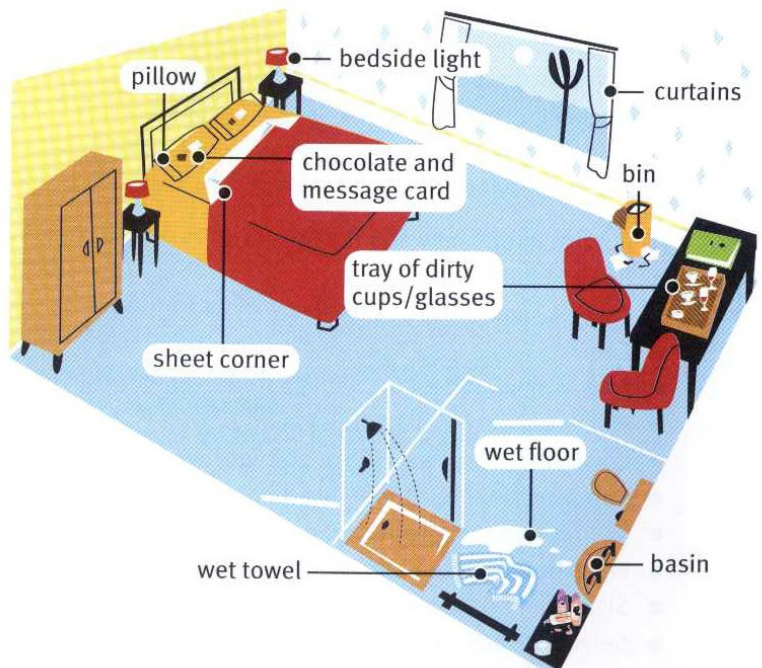
- the animal wildlife park – you have a car
- the airport.

Example *Can you tell me how to get to ...?*

## From Unit 22, page 47

**B1** You're a trainee room attendant. Look at the picture on page 47. Listen to the room attendant explaining how to service a room. Ask questions if anything is unclear.

**B2** You're an experienced room attendant. Refer to the labelled items in the picture and talk through the turndown service for this room with your trainee.



**Challenge! Challenge!**

Challenge! Challenge!

INF .....

FIR .....

ASS .....

EME .....

BAC .....

UNA .....

FIR .....

SUF .....

BOM .....

WAR .....

ROL .....

EVA .....

From Unit 21, page 45

**Mexican guacamole**

2–3 fresh green chillies      large bunch fresh coriander  
 2 limes                              salt + black pepper  
 3 ripe avocados

- Remove seeds from chillies
- Squeeze juice from limes
- Peel avocado + remove stone
- Chop avocado + coriander
- Mash or liquidize chillies, lime juice, avocado + coriander
- Season

**Maki roll sushi**

500 g sushi rice                      smoked salmon  
 sushi seasoning                      pickled cucumber  
 piece nori seaweed                  wasabi

- Put rice in 600 ml water in large pan
- Bring to boil quickly
- Cover + simmer for 15 minutes
- Cool
- Fold in sushi seasoning with spatula – do not stir
- Place nori seaweed on rolling mat
- Cover with rice – leave 3 cm strip uncovered at bottom
- Spread wasabi on strip – add salmon and cucumber
- Roll nori with fingers to make tight roll
- Press border to seal
- Slice roll into 30 pieces
- Serve with soy sauce

From Unit 15, page 33

You've spent one bad night as a hotel guest. You have the following complaints.

- Room service took 40 minutes to serve breakfast – eggs were cold.
- Internet connection in room hasn't worked since you arrived.
- Shower has dripped all night.
- People in next room very noisy late at night.

Example *I want to complain about the service in this hotel.*

From Unit 24, page 51

*Hanami*

In Japan, people eagerly await the flowering of the cherry trees between the end of March and the beginning of May. The custom of looking at the cherry blossom began in the Imperial Court in Japan, where they believed God existed in the tree. Today, people get together under the flowering trees in parks and gardens and eat and drink until late at night. The trees are often lit with colourful lanterns and people walk below the blossom and think quietly to themselves.

*Carnival of Viareggio*

The Carnival of Viareggio in the Italian city of Viareggio originated over 700 years ago and is celebrated between January and February every year with large processions of floats (decorated vehicles). The biggest of these papier-mâché floats weigh over 40 tons and most take a whole year to build. They carry amusing caricatures of famous people with moving arms and legs, opening and closing mouths, and moving eyes. From the floats, children and young people throw confetti and shooting stars into the crowd while performers, folk music and fascinating masks add more fun.

*Up Helly Ae*

Over 1,000 years ago, the Viking people from Scandinavia arrived on the most northerly islands of Britain, the Shetland Islands. Every year on the last Tuesday of January, a large fire festival celebrates this Viking connection. Up to 1,000 'Vikings' march through the streets, before ceremonially burning a copy of a Viking Longship. Afterwards, people celebrate with eating, drinking and dancing.

## Writing your CV

### Make sure your CV is

- \* word processed
- \* clear (black print on white paper, easy-to-read font)
- \* accurate (proof read – make sure it makes sense and there are no spelling mistakes)
- \* concise (keep it short – one page if possible, but no more than two)
- \* honest (remember you'll have to support anything you've written if you get an interview)
- \* logical.

### The following is a good order for your CV.

- \* your name and contact details
- \* a short profile of yourself
- \* work experience/career history – starting with the most recent
- \* responsibilities and achievements
- \* education
- \* interests
- \* references



## Room attendant

Full-time Permanent

We require a full-time room attendant for our busy housekeeping team.

7 a.m.–3 p.m. 5 days a week

The room attendant is responsible for ensuring standards of cleanliness are achieved and maintained.

We are looking for

- friendly and energetic people
- previous experience of working within housekeeping, ideally in a hotel of a similar size and quality
- a good level of spoken English.

We offer excellent career opportunities with the largest hotel group in the world.

Other benefits include: free meals on duty, discounted hotel rooms worldwide, discounts in many high street shops (after 3 months of service).

Job ref: LON-FL-JJF-PAD 1008

## WAITING STAFF

Full-time Permanent

**Waiting staff required for fine dine restaurants in the Manchester area**

Excellent rate of pay Shift work

We are looking for experienced hospitality workers who have

- a good level of spoken English
- the ability to work in a fast-paced environment
- the right to work in the UK.

Please send your CV and letter of application to:  
Staffing Manager, PO BOX 290,  
Manchester

## Chefs wanted

*for our award-winning Japanese restaurant*

Do you want to work in a creative multicultural environment?

We are looking for keen and hard-working commis, chefs and chefs de partie to work in our global company. Enthusiasm and the desire to learn new skills are essential.

Catering qualifications and experience desirable but not essential. Appropriate training for all successful applicants.

Ideal candidates must have minimum of one year's experience in a busy kitchen.

Excellent salaries and performance-related bonuses after a successful probation.

For applications, go to our website: [japanrestaurant.com](http://japanrestaurant.com)

Closing date for applications 17 February 20 --

## Hotel receptionist

**Benefits: Accommodation plus bonus scheme**

Full-time Permanent

Newly refurbished hotel and restaurant in village location require a receptionist to work as part of a team

Suitable for someone with experience of reception work but full training will be given. You will work on the busy main reception desk and will be the first contact for all guests including checking guests in and out, taking reservations, dealing with telephone enquiries.

Shifts – 5 of 7 days working mix of early (6.30 a.m.–3.00 p.m.), late (2.30-11 p.m.) and mids which can be hours in between.

Ideal candidates will have previous hotel experience and be well presented with excellent communication skills.

# Listening scripts

## UNIT 1

### 1.1 Working in front office

1

**Reception:** Hotel Grand Marina, Anita speaking. Can I help you?

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

**Reception:** Just a moment. I'll put you through to reservations.

**Caller:** Thanks.

2

**Caller:** I'd like to speak to the hotel manager.

**Reception:** Who's calling, please?

**Caller:** Robert Cole.

**Reception:** I'm afraid he's not in his office at the moment. Could I take a message?

**Caller:** Yes, please. Could you tell him I'm running about 30 minutes late for our meeting?

**Reception:** OK. I'll give him the message, Mr Cole.

3

**Caller:** Hello. I'd like to book a table for dinner.

**Reception:** Certainly. Please hold and I'll connect you to the restaurant.

**Caller:** Thank you ...

4

**Caller:** Can you try room 256, please?

**Reception:** I'm afraid the line's busy. Can I take a message?

**Caller:** Yes ... er ... Can you ask them to call me back on 07789 364071?

5

**Reception:** Room 745. ... There's no answer. Would you like to leave a message on voicemail?

**Caller:** Umm ... No, thanks. I'll call back later.

6

**Caller:** I'd like to speak to one of your guests, Silvia Perez. I think she's in room 292.

**Reception:** Mrs Perez. ... That's room 293. I'll put you through. ... It's ringing for you.

**Caller:** Thank you.

### 1.2 Customer requests

**Reception:** Good evening, Hotel Sofia. How can I help you?

**Caller:** Hello. We have a reservation for tomorrow night, but we'll probably arrive late – after nine o'clock. Could you hold our room?

**Reception:** What name is it, please?

**Caller:** Carson. Mr and Mrs Carson.

**Reception:** Carson. Double room. That's fine, Mrs Carson. I've made a note of your late arrival.

**Caller:** Also our young daughter is now travelling with us. Could we have a child bed, please?

**Reception:** Yes, of course. I'll arrange an extra bed in your room. Can I help you with anything else?

**Caller:** No, I don't think so ...

**Reception:** Are you arriving by car?

**Caller:** Oh ... Yes, we are.

**Reception:** Would you like to reserve a parking space?

**Caller:** Yes, please.

**Reception:** Can I have your car registration?

**Caller:** It's PR07FCB.

**Reception:** Thank you. Is there anything else?

**Caller:** No. Thanks for all your help.

**Reception:** You're welcome. We look forward to seeing you tomorrow evening. Have a good trip.

## UNIT 2

### 2.1 Giving information

**Reception:** Good morning, Hotel Grand Marina. Can I help you?

**Caller:** Oh, hello ... We have a reservation for tonight. Um ... How do you get from the airport to the Grand Marina?

**Reception:** There's a shuttle bus from the airport direct to the hotel.

**Caller:** Oh, good. Where does it leave from?

**Reception:** The bus stop is just outside the arrivals area, opposite the taxi rank.

**Caller:** Is there a charge?

**Reception:** No. We offer a free airport transfer to all our guests.

**Caller:** And how long does it take?

**Reception:** About 40 minutes.

**Caller:** Great. Um ... What about business services? Is there a business centre?

**Reception:** Yes. It's on the ground floor, opposite reception. It's open 24 hours.

**Caller:** OK. And I'd like to hire a car for a few days. Can you help with that?

**Reception:** Yes ... Just come to the car rental desk, next to reception, when you arrive and we'll arrange that for you.

**Caller:** Just one more thing ... I'm meeting a client this evening. Can you recommend a restaurant near the hotel?

**Reception:** Mm ... I can recommend Gino's – in the same street. It's very good – international cuisine. They have music on the roof terrace above the restaurant, but inside it's quiet.

**Caller:** Great. Thanks for your help.

### 2.2 Services and facilities

The Sofia is a 5-star hotel located very near the city centre, the indoor shopping mall and the city's main tourist attractions.

We have a 24-hour front desk with express checkout, airport shuttle service and free parking on site. There's a business centre and currency exchange, and a car rental and tour desk in reception. There are lifts and wheelchair access to all floors.

The 60 rooms all have air conditioning, high-speed Internet access and pay-per-view movies on TV. Bathrooms have a separate bath tub and shower.

There's an exercise gym and sauna on the first floor ...

## UNIT 3

### 3.1 Taking a room reservation

**Reception:** Good afternoon, Four Seasons Hotel. Marek speaking. How can I help?

**Caller:** Oh, hello. I'd like to book accommodation for a group of six, please. We'll arrive on Sunday the 10th of May and leave on the 15th of May.

**Reception:** Certainly. Did you say Sunday the 10th? *Saturday* is the 10th and *Sunday* is the 11th.

**Caller:** Oh, yes, of course! I mean Saturday the 10th.

**Reception:** OK ... And what type of rooms would you like?

**Caller:** Er, well, we need one double room, one twin room and two single rooms.

**Reception:** Let me just check our reservations. Umm ... Yes, that's fine.

**Caller:** Good.

**Reception:** So one double, one twin and two single rooms for five nights from the 10th of May to the 15th of May.

**Caller:** Yes, that's right. What's the price of the rooms?

**Reception:** The double and twin room rate is €200, and the single is €128.

**Caller:** That's fine, thanks.

**Reception:** Can I take your name, please?

**Caller:** Yeah. We're all from the Berlin Art Society, but please make the reservation in my name. Feinds. Peter Feinds.

**Reception:** Mr Peter ...? Er ... Could you spell your name, please?

**Caller:** Yes, it's P-E-T-E-R, F-A, sorry, F-E-I-N-D-S.

**Reception:** F-E-I-N-D-S. Feinds ... And can I have a contact number, please?

**Caller:** Er ... 07780 123 987. That's my mobile number.

**Reception:** Is that a German number?

**Caller:** Yes. I think you need to put 0048 before the number.

**Reception:** For Germany it's 0049.

**Caller:** Oh, yes. You may be right.

**Reception:** Thank you, Mr Feinds.

**Caller:** We'll probably arrive late in the evening, at about eleven o'clock.

**Reception:** No problem! The door's open during the day until 10 p.m. After 10 p.m. it's locked, but just ring the bell.

**Caller:** Fine! We'll definitely be there by midnight at the latest.

**Reception:** Could I take a credit card number to secure the reservation?

**Caller:** Yes, of course. ... Let's see ... It's 0998 4221 9898. The expiry date is 08/12.

**Reception:** And can you give me the three security numbers on the back of the card, too, please?

**Caller:** Oh, yes. It's 345.

**Reception:** Thank you, Mr Feinds. If you wish to cancel your reservation, you must do so before the 9th of May. After that, the full amount for one night will be deducted from your credit card.

**Caller:** That's fine.

**Reception:** Great. So ... We look forward to seeing you on the 10th of May.

**Caller:** Thanks. Bye.

## 3.2 Changing and cancelling reservations

1

**Caller:** ... So can I change my reservation? We'd like another double room instead of the twin, and an extra single room.

**Reception:** OK ... So you'd like two double and three single rooms?

**Caller:** Yes, and we'd like to stay for an extra night.

**Reception:** So you'd like to stay from the 10th to the 16th of May? Is that right?

**Caller:** Yes, that's right.

**Reception:** Er ... Let me just check. Yes, that's fine, Mr Feinds.

**Caller:** Oh, that's great! I'm sorry ...

2

**Caller:** ... I made a reservation for a family room on the 2nd of June, but I'm afraid I have to cancel it.

**Reception:** What was the name, please?

**Caller:** The room was booked in the name of Marsh.

**Reception:** That's fine.

**Caller:** Is there a charge for cancelling the room?

**Reception:** No. No charge will be made.

**Caller:** Oh, good. Thanks.

**Reception:** Thanks for letting us know.

3

**Caller:** This is Jane Andrews from Platt International. I'd like to change the reservation I made yesterday.

**Reception:** Yes, Ms Andrews. What would you like to change?

**Caller:** Instead of a single room for Mr Olson, can we have a double? He's bringing his wife. I also need to give you a different contact number.

**Reception:** OK.

**Caller:** It's 0046 7896 1744 09.

**Reception:** 0046 7896 1744 09.

**Caller:** That's right. And Ms Wong won't be coming. Her colleague, Ms Lee, will take her place. Can you change the name, please?

**Reception:** So a double for Olson and a single for Lee.

**Caller:** That's right.

## UNIT 4

### 4.1 Dealing with booking enquiries

1

**Reception:** Good evening. The Globe Hotel. Ivan speaking. How can I help?

**Caller:** Hi! I'm looking for a double room for the 8th of February. Do you have a room available?

**Reception:** Er ... One moment, please ... I'm just opening up the reservations screen. Mm ... I'm sorry, we don't. We're fully booked that night.

**Caller:** Oh, that's too bad.

2

**Caller:** I'd like to book a double room for two nights ... from Thursday the 14th to Saturday the 16th of February.

**Reception:** I'll just check for you. ... Er ... I'm afraid we don't have any double rooms left for those dates. An international music festival's taking place in the city, and we're very busy.

**Caller:** Oh ... Do you have a twin room available?

**Reception:** I'm sorry, we don't ...

3

**Caller:** Hello ... I'd like to book a family room for one week from Sunday the 17th of February.

**Reception:** I'm sorry, but unfortunately, the hotel's closed that week for refurbishment. We're decorating the restaurants and lounge.

**Caller:** Oh, I see. Er ... Do you have a room the following week?

**Reception:** I'm afraid not. The hotel's closing for three weeks on the 16th of February. We're not reopening till Saturday the 9th of March.

4

**Reception:** Good evening. The Globe Restaurant.

**Caller:** Hi. I'd like to book a table for lunch on Wednesday, please.

**Reception:** Just a moment, please. For how many people?

**Caller:** It's for ten. My daughter's graduating from university that day.

**Reception:** Ah ... I'm sorry, but we're very busy that day with a business conference ... And there isn't room for another ten in the Globe Restaurant.

**Caller:** Oh, that's a pity. We always enjoy coming to the Globe. Can't you squeeze us in?

**Reception:** I'm really sorry, Madam, but we only have room for two left.

5

**Caller:** I'd like to reserve a table for dinner on Friday evening.

**Restaurant:** Certainly, sir. I'll just check availability. How many is it for?

**Caller:** Just the two of us. Can we have a table at the window with a view over the harbour?

**Restaurant:** Let me see ... I'm afraid all the tables with a view of the harbour are reserved.

**Caller:** Oh ...

## 4.2 Suggesting an alternative

1

**Reception:** ... You could try the Station Hotel. They sometimes have a room available.

**Caller:** Could you give me their number, please?

**Reception:** Yes, of course. It's 0049 ...

2

**Reception:** ... I could offer you a family room with a double and a single bed instead.

**Caller:** Oh, yes. That would be fine. How much is it?

**Reception:** We can let you have it for the same price as a twin.

**Caller:** Good.

**Reception:** Can you give ...

3

**Reception:** ... Our partner hotel, the International in Hightown, has rooms available. I could give you their number. I'm sure you'd be very comfortable there.

**Caller:** Oh, thanks, but we don't like Hightown.

**Restaurant:** I understand. I'm very sorry we can't help.

4

**Restaurant:** ... But how about the Terrace Bar? We could set a table for ten people there. We're offering a different menu in the Terrace this week, but if you prefer, we could offer you the menu from the Globe Restaurant.

**Caller:** Hmm ...

**Restaurant:** For groups, we usually set a table at one end.

**Caller:** Hmm ... I'm not sure. I'll think about it ...

5

**Restaurant:** ... But I can still offer you a table for two. We have a nice table in the corner, overlooking the garden on the other side.

**Caller:** OK, that's fine. Can I reserve it for eight o'clock, please?

## UNIT 5

### 5.1 Customer messages

1

My name is Mrs Pele. Do you have an ensuite twin room for three nights from the 6th to the 9th of January? If so, please reserve it for me and let me know by email. My email address is yvonne.pele@wanadoo.es.

2

Hello. It's Peter Feinds here from Berlin. I need to change my booking again, I'm afraid. I now need a third double plus three single rooms for seven nights not six, from the 10th of May. You have my email address. Can you confirm as soon as possible that you have the rooms available? Thank you. Goodbye.

3

Good morning. It's Magda Kowlski from Posnan. Could you check my booking dates for next month and email me, please? I've deleted your confirmation email. Thank you.

4

Hello. I'd like to enquire about booking a table for ten people at the restaurant on Wednesday the 13th of July at 1 p.m. Could you please email me at betty.lee@yahoo.com?

5

Can you send me some information about special events at the hotel? I'm planning a wedding party for my daughter on the 25th of June next year. Room availability, and buffet and sit-down menus would be useful. My name is Charles Fox, 62 The Avenue, Manchester M32 4AN, UK. Many thanks. Bye.

## UNIT 6

### 6.1 Dealing with arrivals

**Reception:** Good morning, everyone, and welcome.

**Guests:** Good morning./Hi.

**Reception:** I'm sure you're all tired after your long flight.

**Guests:** Yes./Yeah.

**Reception:** We'll do our best to deal with your reservations as quickly as possible.

**Guests:** Good./Fine.

**Reception:** Can you take a seat? And we'll serve you with a welcome drink.

**Guests:** Thank you./Thanks.

**Reception:** We'll call your name when we're ready to check you in.

**Guests:** Right./OK.

**Reception:** Could you have your passports and accommodation vouchers ready?

Thank you for your patience. Mrs Lobo and family, please ... OK. Can I have your accommodation vouchers, please? ... Thank you. Could you just check the registration details are correct on this printout? ... Your name and home address ...

**Mrs Lobo:** Yes. They're fine.

**Reception:** The dates of your stay ...

**Mrs Lobo:** Yes – today's the 22nd. And we're here for three nights. So, departure on the 25th ...

**Reception:** And your passport number ...

[**Mrs Lobo:** Yeah, that's right.] Great. Just sign here, please ... Thank you, Mrs Lobo. And could you give me your passports?

**Mrs Lobo:** Sure.

**Reception:** You can collect them from reception in the morning.

**Mrs Lobo:** OK.

**Reception:** OK. So, here's your key card. Your room number is 251 – on the second floor.

**Mrs Lobo:** Thanks.

**Reception:** The porter will take your luggage to your room. Enjoy your stay with us.

## 6.2 When and where?

1

**Mr Brown:** Good morning. My name's Brown. I'm here for the conference. I have a reservation for a single room for four nights.

**Reception:** Good morning, sir. ... Yes, here we are. Could you just check the details and sign at the bottom? The account will be sent to your company.

**Mr Brown:** That's right.

**Reception:** Here's your key card. Room 643.

**Mr Brown:** Thanks. Er ... What time's breakfast?

**Reception:** Breakfast is served in the first floor restaurant from 7.30 to 10.00 a.m.

**Mr Brown:** Is the business centre open in the evenings?

**Reception:** Yes. It's open 24 hours.

**Mr Brown:** And where's the fitness centre?

**Reception:** Take the lift to the top floor ...

2

**Reception:** ... We don't have any ground floor guest rooms, but with the large lift I'm sure Mrs Hobbs will manage.

**Mr Hobbs:** OK. Er ... Where can we have dinner?

**Reception:** Dinner is served in the ground floor Terrace Restaurant, from 7.00 to 9.30 p.m.

**Mr Hobbs:** Fine. And what time does the currency exchange desk open?

**Reception:** 9.00 a.m.

**Mr Hobbs:** I'd like to buy a map of the area.

**Reception:** Here's a small street plan. You can buy a city map in the hotel shop.

**Mr Hobbs:** Thanks. When can we have our passports back?

**Reception:** You can collect them from reception in the morning.

## UNIT 7

### 7.1 Problems at check-in

1

**Reception:** Good morning. Can I help you?

**Woman:** Yes ... We have a reservation.

**Reception:** What name is it, please?

**Woman:** Johnson.

**Reception:** I'm afraid your room isn't ready for you yet, Mrs Johnson.

**Woman:** Oh. We're really tired. We didn't sleep on the plane. When *will* it be ready?

**Reception:** Well, most of the rooms are usually serviced by two o'clock and then we can check guests in.

**Woman:** That's not for another two hours!

**Reception:** You're very welcome to take a seat here in reception. Would you like tea or coffee? Or do you want to leave your luggage behind the desk and go and have lunch?

**Woman:** Yes, yes. That's a good idea. We'll do that.

**Reception:** The porter will take care of your luggage and I'll ask housekeeping to inform me as soon as your room is ready.

**Woman:** Thank you ...

2

**Reception:** ... I'm really sorry, but we're overbooked tonight. We haven't got a free room. I've reserved a room for you at our partner hotel a few minutes away from here.

**Man:** I'm not happy about this ... We booked our room several weeks ago.

**Reception:** I'm very sorry. It happens occasionally. I can get a taxi to take you straightaway and I've asked for complimentary wine and fruit for your room, sir ...

3

**Reception:** ... We don't seem to have your reservation.

**Man:** Well, you sent an email confirmation last week.

**Reception:** Could I see the email, please? Ah, I see what's happened. You're actually in the wrong hotel. You want the Plaza Hotel. This is the Park Plaza. I'll get a taxi for you. It's not far from here ...

4

**Reception:** ... Er ... Did you pre-book parking?

**Woman:** No, we didn't. I forgot about that.

**Reception:** I'm afraid we don't have a parking space tonight.

**Woman:** Oh ... What's the best thing to do?

**Reception:** You can park in the public car park just opposite. Would you like help with your luggage? You can leave it at reception while you park.

**Woman:** Um ... I think we can manage, thank you.

**Reception:** We've got spaces tomorrow. I'll book one for you ...

### 7.2 Dealing with special needs

1

**Woman:** ... When we booked, we requested a room and bathroom with wheelchair access.

**Reception:** Yes. I've got your request here. If there's a problem with your room, just contact me.

**Woman:** Thank you. What about access to the restaurant and bar?

**Reception:** That's fine. You can use the lift to all floors. There's a short ramp down to the restaurant ...

2

**Man:** ... Do you have a double room available for two nights?

**Reception:** Yes, we do.

**Man:** Oh, good. Can I just check with you? I have an allergy to cigarette smoke.

**Reception:** Don't worry. The hotel is completely smoke-free since our refurbishment last year.

**Man:** Good. What about the pillows? Are they allergy-tested?

**Reception:** Ah ... possibly not. I can ask someone from housekeeping about alternatives for you.

**Man:** Right. OK. I'd like to check in then ...

3

**Woman:** ... and an adjoining room for the children? That's great. And could we have a crib in the double for the baby?

**Reception:** Yes, of course. I'll ask housekeeping to arrange that for you. Is there anything else?

**Woman:** Is there a high chair in the dining room?

**Reception:** Yes. Just ask the waiter when you arrive for your meal.

**Woman:** What about a children's menu? Oh, and I'd like hot water for the baby's bottle.

**Reception:** Breakfast is a buffet. And yes, there are children's menus for both lunch and dinner. Just ask any of the serving staff about hot water. They'll be pleased to help you ...

## UNIT 8

### 8.1 How things work

1

**Reception:** Can I help you?

**Woman:** I can't get into my room. The key card doesn't seem to work.

**Reception:** Mmm ... Are you putting it into the slot correctly, with the arrow facing you and pointing down?

**Woman:** I think so. The door handle just won't turn.

**Reception:** When you insert the card, a little green light shows on the lock. Take the card out and turn the handle to open the door.

**Woman:** I didn't see a light. Do I have the correct key card?

**Reception:** I'll ask one of the porters to come up with you. ... Tony, can you help this lady ...

2

**Reception:** ... Hello, reception.

**Man:** This is room 323. I've just got into my room but none of the lights work.

**Reception:** Ah ... Have you got your key card?

**Man:** Yes.

**Reception:** The control switch is just inside the door of your room, on the wall. Put your card into the slot there.

**Man:** Ah! Wonderful. Thank you so much.

**Reception:** Don't remove the card until you leave the room ...

3

**Woman:** ... Reception?

**Reception:** Yes, Luca speaking. How can I help you?

**Woman:** This is 531. Our room is very hot and stuffy and we can't open the windows.

**Reception:** Um, the windows don't open, I'm afraid, because of security. Have you got the remote control to switch the air conditioning on?

**Woman:** Only the TV one.

**Reception:** It's the same remote. Can you see an on/off button with an air con symbol?

**Woman:** Ah ... yes.

**Reception:** Point the remote at the air conditioning unit and press.

**Woman:** Great. It's on. Thank you.

**Reception:** Use the plus or minus buttons to set the temperature.

**Woman:** Thanks very much ...



4

**Man:** ... Hello. Can you tell me how to change the bath tap so I can have a shower?

**Reception:** Of course. Just pull up the silver knob on top of the bath tap.

**Man:** Pull up? That sounds straightforward. Thanks.

**Reception:** No problem ...

5

**Woman:** ... I've tried and tried to make the safe deposit box work, but it won't lock.

**Reception:** Right, let's try together.

**Woman:** OK, I'm ready.

**Reception:** Put your valuables into the box.

**Woman:** Right, they're in.

**Reception:** Then close the door and enter any 4-digit code by pressing the buttons on the door.

**Woman:** Right ... And I've turned the knob.

**Reception:** No, not yet.

**Woman:** Ah ...

**Reception:** Enter the code. Then turn the little knob and enter the same code again.

**Woman:** Right, yes. I heard it lock.

**Reception:** Good. To unlock, just key in the code.

**Woman:** Brilliant. Thank you so much.

**Reception:** You're welcome.

## 8.2 Small talk

1

**Reception:** How was your journey?

**Guest:** It was very straightforward, thanks. No hold-ups at all.

2

**Reception:** Did you find us OK?

**Guest:** Well, the one-way system in the city centre is a bit confusing.

3

**Reception:** Is this your first time in Spain?

**Guest:** No. We visited the north last year.

4

**Reception:** Did you enjoy the trip to the castle?

**Guest:** Yes, thanks. It was very interesting.

5

**Reception:** Have you had a nice evening?

**Guest:** Yes, very nice. We had a meal in the old town.

6

**Reception:** The river trips are a really good day out.

**Guest:** Are they? We'll book one for later in the week.

7

**Reception:** Have you visited the old quarter yet?

**Guest:** Not yet. We're planning to eat there this evening.

8

**Reception:** It's a beautiful morning, isn't it?

**Guest:** Yes, so we're off for a long walk.

9

**Guest:** What's the weather going to be like today?

**Reception:** I'm afraid the forecast isn't very good.

## UNIT 9

### 9.1 A busy night in the bar

**Mario:** Good evening.

**Man 1:** Hi. We're eating in the restaurant later. Table's in the name of Moss. Can we start a tab behind the bar?

**Mario:** Yes. That's fine. Er ... What can I get you?

**Man 1:** We'll have a bottle of champagne, please. There are six of us.

**Mario:** OK. I'll get that right away. ... Stef ... Can I have a bottle of champagne ... and an ice bucket and six flutes.

**Stef:** OK, Mario. ... Er ... Who ordered this? Did you say six glasses?

**Mario:** Yes, six. It's for the group on the terrace. They want to start a tab.

**Stef:** OK ...

**Woman:** ... Excuse me. Where are the toilets?

**Mario:** Just down the stairs on the right.

**Woman:** Thanks ...

**Man 2:** ... Can we order drinks at the bar?

**Mario:** Er ... Take a seat and I'll send the waitress over to you.

**Man 2:** OK. Thanks ...

**Mario:** Stef, can you take the order for the couple over there? [**Stef:** Sure.] The group in the corner are very noisy. I've had complaints, so I'm going to talk to them.

**Stef:** OK ...

**Mario:** Hi guys. We've had complaints from the other customers. I need to ask you to calm down.

**Men:** No./Yeah./You must be joking!/We need some more beers.

**Mario:** I think it's time for some fresh air, eh? You've had enough.

**Man 3:** What about our beers?

**Mario:** I can't serve you any more drinks. It's time to go.

**Man 4:** You can't make us.

**Mario:** Come on. I don't want to call security. You've got five minutes to drink up.

**Men:** OK./Whatever.

**Mario:** Thanks. ... Er ... Stef. Can you serve that group who've just come in? Will you check their ID? They don't look 18.

**Stef:** OK ... Hello. What can I get you?

**Girl:** Two Bacardi Breezers – one pineapple and one coconut and two large beers, please.

**Stef:** So that's one pineapple Breezer and one coconut and two large beers. Is that right?

**Girl:** Yes.

**Stef:** Do you have ID?

**Girl:** Mmm ... Maybe I'll have a Coke. What other soft drinks have you got?

### 9.2 Drinks at the table

**Server:** Here are the menus and the wine list. Can I get you an aperitif?

**Woman:** A glass of chilled white wine for me, please. What's the house white?

**Server:** It's a pinot grigio, madam.

**Woman:** Where's it from?

**Server:** From Italy.

**Woman:** Good. A glass of that for me.

**Man:** I'll have a whisky sour.

**Server:** Thank you ...

**Server:** ... Would you like to order any wine with your meal?

**Man:** Um ... yes. Let's see. You have a lot of New World wines on your wine list. Can you recommend the Chilean Merlot?

**Server:** It's a full-bodied wine, maybe not so dry as the French, but excellent value.

**Man:** Er. Er ... no, we'll have a bottle of the Bordeaux.

**Server:** A very good choice, sir.

**Man:** Make sure it's room temperature.

**Server:** Of course, sir ...

**Server:** ... Would you like to try the wine?

**Man:** Er ... yes. Huh ... Mmm ... This wine's corked.

**Waiter:** Corked, sir? I do apologize. I'll replace it at once.

**Man:** Thank you.

**Woman:** Could we have a bottle of mineral water too, please?

**Server:** Still or sparkling.

**Woman:** Er, still ...

**Server:** ... Would you like anything to drink with your desserts?

**Man:** Mmm. Yes. Can you recommend a dessert wine?

**Server:** The Royal Tokaji is very popular.

**Man:** Good ... We'll have a half-bottle ...

**Woman:** ... That was lovely. Thank you. Yes, I'd love a coffee too.

**Server:** Would you like a liqueur with your coffee?

**Woman:** Mmm. A Grand Marnier, please.

**Man:** A large single malt for me. Have you got a Highland Park?

**Server:** I think so, sir. I'll double-check with the bar ...

## UNIT 10

### 10.1 Are you ready to order?

**Waiter:** Are you ready to order?

**Man:** Yes, please. Er ... What's the soup of the day?

**Waiter:** It's cream of asparagus.

**Woman:** Right, I'll have that, please, for my starter.

**Man:** What's in the seafood salad? Are there any nuts in it?

**Waiter:** No, sir. It doesn't contain any nuts. It consists of a selection of different types of seafood on a green salad.

**Man:** Um ... No, I'll have the goat's cheese tart. Er ... What can you recommend for the main course?

**Waiter:** The sea bass is fresh in today and our steaks are very popular.

**Man:** Mmm ... What's in the salsa?

**Waiter:** It's made from onions, tomato and mango with some chillies.

**Man:** OK.

**Woman:** I'll have the mushroom risotto, please.

**Man:** And I'll have the sea bass.

**Waiter:** So that's one soup, one goat's cheese and red onion tart, one mushroom risotto and one sea bass with mango salsa. Thank you very much ...

**Waiter:** ... Is everything all right with your meal?

**Man:** Fine, thanks. Could we have another bottle of the Chardonnay?

**Woman:** And a little more bread, please.

**Waiter:** Certainly. I'll get you some ...

**Waiter:** ... Have you finished, madam?

**Woman:** Yes, thanks. I've had enough. That was lovely.

**Man:** We'd like to see the dessert menu.

**Waiter:** Of course, sir. I'll get you one right away. Would you like more wine?

### 10.2 Dessert and coffee

**Waiter:** Have you decided on dessert?

**Girl/Boy:** Ice cream for me. /And me!

**Waiter:** We've got vanilla, chocolate, pistachio and mango sorbet, which is a sort of water ice.

**Girl:** Sorbet, please.

**Boy:** Can I have chocolate and pistachio?

**Woman:** OK. What's the fruit compote, please?

**Waiter:** It's a mix of stewed fruits. You can have it with cream or ice cream.

**Woman:** Oh ... yes. I'll have the compote with cream, please.

**Waiter:** Anything for you, sir?

**Man:** Er ... I think I'll have the selection of cheeses.

**Waiter:** Right, sir. I'll bring the cheeseboard for you to choose. Two ice creams, one fruit compote with cream and the cheeseboard. Thank you ...

**Man:** ... What's the creamy blue cheese?

**Waiter:** That's Dolcelatte, from Italy.

**Man:** Yes, I'll have a little of the Dolcelatte, please. Um ... and a slice of the Brie.

**Waiter:** OK ... Anything else?

**Man:** What's this one?

**Waiter:** That's Manchego, from Spain. It's a sheep's milk cheese. Quite strong.

**Man:** A slice of that too, please. Thank you ...

**Waiter:** ... Can I get you coffee?

**Woman:** Yes, please. Just a regular black coffee for me.

**Waiter:** One Americano.

**Boy:** Er ... I like milky coffee.

**Waiter:** One latte.

**Man:** A small strong coffee, please.

**Waiter:** One espresso.

**Woman:** And Julia, you like the frothy milk on top, don't you?

**Girl:** Mmm ... a cappuccino, please.

**Waiter:** Thank you ...

## UNIT 11

### 11.1 Advising tourists

**Woman:** ... Er ... Could you recommend something musical for Saturday evening?

**Reception:** The concert season has finished – until September – but what about the opera or the English theatre?

**Man:** Hmm ... The opera is usually expensive ...

**Reception:** Well, the opera *is* more expensive than the theatre, but the prices are reasonable here. You can ask the concierge to help you with tickets.

**Man:** OK. Er ... What about today? Which is more interesting, the Folk Museum or the Local History Museum?

**Reception:** Well, they're different. The Folk Museum is more traditional than the Local. It tells the story of life here in the Middle Ages – farming and early

industries. The Local History Museum is more up to date and has a big section on present-day life in the region.

**Man:** Ah.

**Reception:** I think the most interesting museum is the National Museum. It covers the longest period in history, back to pre-Roman times. Also, part of it is now a Modern Art Gallery.

**Woman:** Um ... maybe that's the best one for us. We love history *and* art. Is it near the cathedral?

**Reception:** Yes. The cathedral is definitely worth a visit too. It's not so old as some of the churches but it's certainly more beautiful. The area around the cathedral is the oldest part of the city. It's full of history.

**Woman:** Oh, yeah, we'll definitely go there.

**Reception:** Another thing that might interest you is the history walks. They leave from the cathedral square every morning at 10.30. They're more informative than a guidebook. Some of them cover the archaeology of the region too.

**Man:** That's a good idea. We could do that this morning.

**Woman:** Which is the best area for restaurants and bars?

**Reception:** The main tourist places are all around the cathedral, but if you walk a little further, towards the park, the food is as good as in the cathedral square and cheaper. There are lots of bars near the park too ...

### 11.2 Things to do in Granada

**Reception:** Good morning. How can I help you?

**Woman:** Have you got a street map of the city?

**Reception:** Yes. Here you are. The hotel's just here. Where're you going today?

**Woman:** Well, we're here for the week. We thought we'd start this morning with a visit to the Alhambra.

**Reception:** Oh, yes. Everybody visits the Alhambra. It's now one of our World Heritage sites.

**Woman:** Yes, I'm really looking forward to all that wonderful Islamic architecture. Also, we'd like to visit the gardens.

**Reception:** You'll want to spend most of the day there, and in the Generalife. The gardens are lovely.

**Woman:** Mmm. Then maybe tomorrow we'll explore the city and do a little shopping. Is there any special area?

**Reception:** Well the Albaicin is a fascinating quarter. It's the remaining old Arabic part of the city – lots of winding alleys, squares and terraces, and artisan shops. And try some of the tapas bars.

**Man:** Sounds good. We could have lunch there tomorrow.

**Reception:** Another day, you could go to the city centre where most of the shops and museums are.

**Man:** Thanks for your advice. What about some local culture one evening? We'd like to see some flamenco.

**Reception:** There are lots of places to see that. You can go to the caves in Sacromonte where the flamenco gypsy music originated. The hotel arranges evenings there if you're interested.

**Man:** Mm ... And what about trips outside the city?

**Reception:** Just ask at the tour desk. I'm sure you'd enjoy a day in the mountains of the Sierra Nevada. There are lots of hiking trails ...

## UNIT 12

### 12.1 Giving advice about local travel

1

**Guest:** We'd like to go across to the island for a day. Could you tell us how to get there?

**Reception:** Er, yes. It would be a good idea to go on one of the organized cruises from the harbour. They sail every day at half past nine.

**Guest:** Mm ... How much time would we have on the island?

**Reception:** About an hour.

**Guest:** Mm ... We'd really like to have longer than that – we enjoy walking.

**Reception:** Well, why not take the ferry from the jetty near the market square? There are ferries at 7.30 and 11.00 and they return at 3.30 and 6.00 in the evening. You can get to the jetty on foot from here.

**Guest:** Is there anywhere to eat on the island?

**Reception:** There's a small café, but I'd recommend taking a packed lunch from the hotel.

**Guest:** Thanks. Good idea ...

2

**Guest:** ... What's the best way to get to the city centre?

**Reception:** Well, you can take the underground to Central Station. There's an

underground station five minutes' walk from the hotel. Or ... er ... You could take the 14 bus all the way from the end of the road – takes a bit longer, but it's an interesting route.

**Guest:** Thanks. Do you have a map of the city?

**Reception:** Yes, of course. Here you are. ... Um ... Here's the hotel ... and here's the underground station.

**Guest:** Er ... We'd like to visit some art galleries. Maybe the National Gallery. Is there any parking there?

**Reception:** No, there's no parking at the gallery, and the roads through the city are very congested. Why don't you leave your car here and use public transport? It's much more convenient.

**Guest:** OK.

**Reception:** Your best option is to take bus number 42 from Central Station to the gallery ... But avoid travelling between 3.00 and 5.00 in the afternoon when the traffic is very heavy.

**Guest:** Thanks ...

3

**Guest:** ... We're thinking of going to Hampton Court tomorrow – can we drive?

**Reception:** In my opinion, the best way to get to Hampton Court is by riverboat. You can get the boat at Westminster Pier.

**Guest:** Mm ... I'd like that. How long does it take?

**Reception:** I think about three hours.

**Guest:** Oh ... that's quite long.

**Reception:** Well, you could take the train from Waterloo. Trains go every 30 minutes.

**Guest:** Hm ...

**Reception:** Well, how about taking the underground to Richmond, then the boat? The boat takes about an hour from there.

**Guest:** That would be good.

**Reception:** Take the District line to Richmond then change to the boat ...

### 12.2 Giving advice about tickets

1

**Guest:** Can we buy tickets on the ferry?

**Reception:** At this time of year, I'd strongly recommend getting your tickets in advance. If you let me know which day you want to go, I can reserve them for you.

**Guest:** Great. Thanks.

2

**Guest:** ... And where can we get the bus tickets?

**Reception:** Your best option is to buy a strip of ten tickets. It's much cheaper. You

can buy them at the ticket machine at the bus stop. When you get onto the bus, stamp one ticket in the machine by the door.

3

**Reception:** Have you thought about buying an Octopus Card? You can travel with it on the MTR – that's the metro system here in Hong Kong – and all other forms of public transport. The basic card costs \$150, that's \$50 deposit and \$100 credit for travel. Any unused credit and the deposit are refundable. Or you can keep the card for your next trip. It's valid for three years.

**Guest:** And can I top up the card?

**Reception:** Yes, you can use the Add Value machines for cash in any MTR station or go to the customer service desk.

4

**Reception:** If you want to travel in Hamburg for one week or longer, your best option is to get a travel card.

**Guest:** Is that for the buses?

**Reception:** You can use it on all forms of public transport ... the S-bahn – that's the suburban lines, the U-bahn – that's the subway, ... buses ... and the ferries in the harbour and on the river Elbe.

**Guest:** Where can I get the card?

**Reception:** You have to go to the Hauptbahnhof – that's the central railway station. Get some passport photos from the machine and then buy your card at the information office in the central concourse. The price you pay depends on how long you want the card for and how many zones it covers.

## UNIT 13

### 13.1 Giving directions inside the hotel

1

**Reception:** Here are your keys. You can take the lift to the third floor. Just walk across the reception area and past the shop. The lifts are on the right.

**Guest:** And ... er ... Can you tell me how to get to the swimming pool, please?

**Reception:** Of course. It's in the basement. Go down the stairs, along the corridor and then into the changing rooms on the right.

**Guest:** Thanks. And the fitness centre?

**Reception:** Yes ... It's also in the basement. You can either walk through the changing rooms to a blue door, which will take you into the fitness centre ... Or continue along the corridor, past the changing rooms and take the next door on the right.

2  
**Customer:** I called earlier about conference rooms.

**Reception:** Oh, yes ... That's right.

**Customer:** Could I see the rooms, please?

**Reception:** Yes, certainly. It's this way. ...  
Along this corridor opposite the entrance ... Follow the sign for the business centre. Then ... This is the main conference room on the left.

**Customer:** Mm! It's a nice big room.

**Reception:** Yes, it is. And we can arrange the tables and chairs as you'd like them.

**Customer:** That's fine.

**Reception:** If we go through the conference room to the other side, we can have a look at the two small breakout rooms.

**Customer:** Mm ... These look fine.

**Reception:** On a warm day, it's nice to go out onto the terrace. You can go up the steps to the rose garden. From there you can go straight on, then round the hotel to the car park.

**Customer:** Yeah – it'd be good to go outside at lunch time. OK ... And what about toilets?

**Reception:** As you come out of the conference room, they're on the left.

**Customer:** That's fine. Now, I'd like to discuss meals, etcetera.

**Reception:** Of course, sir. If we go back to reception, I can show you menus and ...

## 13.2 Giving directions to places outside the hotel

1  
When you leave the hotel, turn left and go down Main Street past the church. Continue across Market Square until you come to the post office. Go along High Street to the right of the post office. You'll go past some very nice art shops and tearooms. Before the road turns left, you'll see it on your right. There are some good views of the river from the top floor.

2  
Turn left outside the hotel and drive down Main Street. Turn right into Bridge Street and drive across the river. Take the second road on your left. You'll see the new school on your right. Continue until you come to the car park. Leave your car there and walk a few metres to the beach. You'll see it at the end of the beach.

3  
Walk down Main Street and across Market Square. Then go along King Street. You'll go past the town hall on your right and then

the library on your left. Walk round the library and onto a narrow footpath. Follow the path along the coast until you see it. It shouldn't take you longer than 20 minutes. From there, you can walk back to town along a wide track to Mill Road. You can see the new wind turbine on your right. Turn left and you're back in Market Square.

4  
Walk down Main Street past the church. Turn right into Bridge Street and walk across the river on the old bridge. There are some old cottages on the left. Continue along the road until you see it on your right. Take the footpath from the road. It's nice to go there in the evening. You can see the whole town and the lights from the harbour.

## UNIT 14

### 14.1 We're here to help you

1  
**Woman:** Hello, reception? We need some more toiletries in the bathroom – we're out of shampoo.  
**Reception:** No problem. I'll ask housekeeping to put some in your room.  
**Woman:** Can you help with a couple other things?  
**Reception:** Yes, of course ...  
**Woman:** We fly home tomorrow so we need to get up real early.  
**Reception:** I'll book a wake-up call for you now. What time would you like to be called?  
**Woman:** Airport check-in is at 6.30 a.m. so I guess we need a call at five.  
**Reception:** 5 a.m. Room 352. Right, that's logged for you.  
**Woman:** Great. Thanks. Er ... And we need a babysitter this evening – someone to sit with the children a couple hours while we go to the conference reception.  
**Reception:** OK. I'll see if we've someone available. What time would you like ...

2  
**Man:** Hello, the Queens Hotel?  
**Reception:** Yes, Tom speaking.  
**Man:** We have a reservation tonight. We're just coming up the motorway from London and we need directions to the hotel.  
**Reception:** Right. You need to come off the motorway at exit 33. At the roundabout, at the end of the slip road, turn left onto the A69. The hotel is just 2 kilometres along that road ... on the right.  
**Man:** Great. Thanks. Do we need to get a parking permit from reception?

**Reception:** No, but you'll need a card to get out of the car park in the morning. You'll get that when you check in. Is there anything else I can help you with? ...

3  
**Guest:** Hi, this is Mrs Wong in room 342. My daughter's party dress needs pressing urgently.

**Reception:** No problem, Mrs Wong. I'll send someone up to your room. The dress will be back with you by four this afternoon.

**Guest:** And the bathroom towels need changing. The children dropped them in the bath by accident.

**Reception:** That's OK. I'll ask housekeeping to bring you some fresh towels.

### 14.2 Customer care and customer service

**Woman:** ... This afternoon we're going to look at customer care in the hospitality industry. Please feel free to comment or ask a question at any time. OK? Right. The hospitality industry is all about the customer. A business can only succeed if management put the customer first.

**Students:** Mmm./Yeah.

**Woman:** So a business must try to meet and even exceed customer needs and expectations in everything they do. A successful business is always working to improve customer service ...

**Student 1:** But there must be lots of different levels of service ...

**Woman:** Yes. There are many differences in type and level of customer care provided. A 5-star hotel has a porter service, but a 3-star doesn't. Customers at a 5-star expect this. They're paying more for this kind of service.

**Student 2:** Does that mean that the care in a 3-star isn't as good?

**Woman:** No, not at all. The basic customer care should be as good, but the level of service is different. Customers at 3-star hotels are mainly business travellers during the week, who don't have much luggage. Leisure travellers at the weekend are on a budget and would rather pay less for their room and only have basic services.

**Student 2:** Ah ...

**Woman:** Also, the needs of different customers are very important. Er ... You may be dealing with individual guests, groups, business travellers, er ... families, or VIPs. Guests may have specific needs because of disability or diet ...

**Student 1:** And people from different countries.

**Woman:** Exactly. They may be from different cultures *and* speak a different language. Your training encourages close teamwork with management and colleagues. So whoever your customer is or wherever they come from, you give good service. OK? Your aim is to exceed customer expectations at all times.

**Student 3:** Why is it so important when guests just come and go?

**Woman:** Well ... A satisfied customer will come back. And they'll recommend the hotel to new customers. It'll be good for public image and sales will rise. And most important, for you, the hotel will be a better place to work in.

## UNIT 15

### 15.1 This is unacceptable

**Woman:** Could you see if our rooms are ready? We've been here for two hours.

**Reception:** Of course. I'll check if housekeeping has finished servicing your rooms yet. Have we offered you refreshments?

**Woman:** Yes, thanks. We've already had coffee ... But we're exhausted. We've had a long flight plus a three-hour coach transfer from the airport.

**Reception:** I understand. I'll speak to housekeeping straightaway. ... They haven't finished yet, I'm afraid. Your rooms won't be ready for another two hours. Housekeeping is short-staffed today.

**Woman:** This is not acceptable. Could I speak to the hotel manager?

**Reception:** Of course. I'll page the duty manager for you. ... Mr Rossi to reception, please.

**Manager:** ... What seems to be the problem?

**Woman:** I want to complain about the delay in checking into our rooms. We've been here for more than two hours.

**Manager:** Right. Paola, will you check the situation with housekeeping?

**Reception:** I've just checked with them, Mr Rossi. It's going to be another two hours before the rooms are ready.

**Woman:** We've had a 12-hour flight plus three hours on the coach with no sleep.

**Manager:** Mmm ... That's not good.

**Woman:** The travel company has transferred us with no tour representative or information. We don't know where we are in the resort, we're tired and hungry and we want to check into our rooms. What can you do to help us?

**Manager:** I'm afraid that when the hotel's fully booked in high season we do need several hours for the changeover of guests.

**Woman:** We shouldn't have to wait for more than four hours before we can check in. This really is unacceptable.

**Manager:** You're quite right.

**Woman:** We need a shower, sleep and we haven't eaten since yesterday evening.

**Manager:** I do understand. I'm very sorry that you've had to wait. I'm sure we can do something to make your wait easier.

**Woman:** At last, some service.

**Manager:** You can leave your luggage here behind the reception desk. The receptionist will give you a key to our courtesy room on the ground floor. You can freshen up there.

**Woman:** Good.

**Manager:** Then go into the restaurant or relax in the garden. The waiter will come and take your drinks order. I'll ask the kitchen if they can provide a late lunch menu for you.

**Woman:** Thank you.

**Manager:** We'll put together an information pack for you about the town and the surrounding area so that you can start planning your week. And I'll speak to housekeeping now and ask them to make your rooms a priority.

**Woman:** Thank you ...

### 15.2 I'm really very sorry

1

**A:** Our room hasn't been serviced yet today.

**B:** Oh, I'm sorry. I'll ask housekeeping to do it now.

2

**A:** The people in the room next door played loud music all night.

**B:** I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.

3

**A:** The Internet connection isn't very good. It keeps disconnecting.

**B:** Mmm ... I'm sorry about that. I'll ask maintenance to come and check your connection.

4

**A:** The traffic noise kept us awake all night.

**B:** I'm sorry. Would you like me to try and change you to a room away from the road?

5

**A:** We've been waiting 25 minutes for our drinks.

**B:** I do apologize. I'll bring them straightaway.

6

**A:** This fish is really undercooked. It's still frozen in the middle.

**B:** You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.

7

**A:** This glass is dirty. There's a lipstick mark on it.

**B:** I do apologize. I'll get you a fresh glass.

8

**A:** Our bathroom tap is constantly dripping.

**B:** I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.

## UNIT 16

### 16.1 Sorry, it's our mistake

**Man:** There's been a mistake with our room allocation.

**Reception:** Er ... Could you explain exactly what the problem is?

**Man:** Well. We seem to have the wrong rooms.

**Reception:** Oh! Can you tell me what type of rooms you booked?

**Man:** We booked adjoining rooms with disabled facilities.

**Reception:** Hm ... And haven't we given you those?

**Man:** No. They aren't adjoining and neither of the rooms is fitted for disability.

**Reception:** I do apologize.

**Woman:** Also we asked for a balcony with a sea view. The rooms you've given us overlook the street at the back of the hotel. We really can't manage with these rooms.

**Reception:** I understand how you feel. I'll look into this at once. I'm sure we can find a solution. Can I have your name?

**Man:** Johnson.

**Reception:** Can you tell me what number rooms we've given you?

**Man:** Er ... 345 and 347.

**Reception:** Do you remember who checked you in?

**Man:** Er ... Sorry ...

**Reception:** That's fine. Could you take a seat for a moment? I'll check what's happened and come back to you straightaway ...

**Reception:** ... I'm so sorry again about this. It's our mistake. I've sorted everything out.

**Woman:** Thank you.

**Reception:** A mistake was made when you checked in. We confused your name with the Jonsson family from Sweden – J-O-N-S-S-O-N.

**Woman:** Oh! Do you know if the other family has arrived?

**Reception:** Fortunately, they haven't checked in yet. The porter will come up with you now and transfer your luggage to the correct rooms.

**Man:** Good. Thank you.

**Reception:** And please accept a complimentary dinner in the restaurant to make up for the inconvenience.

**Man:** Thank you.

## 16.2 I'm sure we can sort something out

1

**Reception:** You seem upset, madam. Can I help?

**Woman:** Our flight's been cancelled. They can't get us on another flight until Thursday. We've nowhere to stay. And I have to be back at work on Tuesday.

**Reception:** Try not to worry. I'm sure we can sort something out. Could you just tell me again what's happened?

**Woman:** Our flight back to LA tomorrow morning has been cancelled. There are no seats available on any flight until Thursday.

**Reception:** Shall I see if we have a room available for the next two nights?

**Woman:** Oh, yes, if you can.

**Reception:** OK. I'll see to it straightaway.

**Woman:** Thanks.

**Reception:** You know our Internet service is free. You could email your office and explain what's happened. The terminals are just over there.

**Woman:** That's a good idea. I'll do that now. Thank you ...

2

**Waitress:** Good evening, sir.

**Man:** A table for six. In the name of Cecchi.

**Waitress:** Cecchi? Yes. Er ... your table's not quite ready yet. Would you like to come through to the bar and I'll take your drinks order?

**Man:** We did book for eight thirty. We'd like to eat as soon as possible.

**Waitress:** Of course, sir, I quite understand. I'm sure your table won't be long.

**Man:** I hope not.

**Waitress:** I'll bring some menus through to you in the bar. We can take your order from there.

**Man:** Very well ...

**Waitress:** ... Please accept a complimentary champagne cocktail as an apology for the delay.

**Man:** Oh ... Very nice.

**Waitress:** Here are the menus and the wine list. I'll come back in a few minutes and take your order. The specials of the day are ...

## UNIT 17

### 17.1 Lost property

1

**Woman:** ... Our luggage hasn't arrived. We waited ages at the baggage carousel. Then ground staff advised us to register the cases with the airline as lost.

**Reception:** Oh. I'm sorry to hear that. Are the cases labelled?

**Woman:** Oh, yes. They're clearly labelled. If they find the luggage this evening, they'll send it to the hotel.

**Reception:** Can I help? I could contact the airport for an update. Give me the reference number for the bags and I'll call them for you.

**Woman:** No, it's OK. They have my mobile number. They'd call if they had any information.

**Reception:** Yes, you're right.

**Woman:** It's very frustrating. I only have my handbag. If the shops were still open, we'd be able to buy a few things.

**Reception:** There's a local store that's open till seven. But ... er ... Don't buy anything unless it's urgent. Your bags will probably turn up later. If you ask your tour rep, she'll advise you. Suraya will be here in 20 minutes for your welcome meeting.

**Woman:** OK. We'll go and freshen up before then.

**Reception:** Let's hope your luggage arrives tonight.

**Woman:** I hope so ...

2

**Reception:** ... When did you last see it?

**Man:** At passport control. I've lost it somewhere between passport control and here.

**Reception:** Mm ... Have you checked all your belongings?

**Man:** Yeah. I've looked everywhere.

**Reception:** Maybe it's on the coach. The driver will contact the hotel if he finds it.

**Man:** Mm ... that's possible.

**Reception:** Perhaps it fell out of your rucksack. The zip is open.

**Man:** Oh, you're right. I wonder how long that's been open. Maybe someone took it.

**Reception:** If staff at the airport find it, they'll contact lost property.

**Man:** If I spoke Turkish, I'd call them.

**Reception:** I can call them for you.

**Man:** Thanks.

**Reception:** If they don't have it, the best thing will be to contact your consulate.

**Man:** Yes. I'll contact the consulate if lost property hasn't got it. ... Ah! ... I changed some money at the airport. I left my

passport on the bank counter. That's it. I'm sure that's what I did ...

### 17.2 Can you call a doctor?

**Woman:** Hello, reception?

**Reception:** Yes, Louise speaking.

**Woman:** My husband needs a doctor. He collapsed when we arrived back in our room. His chest is hurting.

**Reception:** Is that Mrs Yamamoto in room 256?

**Woman:** Yes, yes. Please hurry.

**Reception:** I'll call the doctor right away. Our first aider will come up to see you immediately.

**Woman:** Thank you ...

**Reception:** ... David, Louise here on reception. We need your first aid help in room 256. Mr Yamamoto. It sounds like he's fainted and he's got chest pains. Shall I call a doctor?

**David:** Er ... no. Call an ambulance. It could be a heart attack. It's best if we get him checked in hospital.

**Reception:** OK. Will you go up to 256 now?

**David:** I'm on my way ...

**David:** ... How are you feeling, Mr Yamamoto?

**Man:** Oh, a bit weak and dizzy. My chest hurts here.

**David:** Don't try to move. I'll undo your shirt button so that you can breathe more easily.

**Man:** Thank you.

**David:** Just lie flat. These pillows can go under your legs. Er ... Do you feel nauseous at all?

**Man:** Mmm, yes, I do. I feel very sick now.

**David:** Right. I'm just going to turn you onto your side in the recovery position in case you're sick. That's good. Are you comfortable?

**Woman:** Is he going to be alright?

**David:** I think Mr Yamamoto really needs to be checked out thoroughly in case it's serious. We've sent for an ambulance. They should be here in a few minutes.

**Woman:** Oh. If you think that's best.

**David:** Mr Yamamoto, we're going to take you to hospital to be checked out ...

## UNIT 18

### 18.1 A difficult call

**Man:** Hello. Is that the Park Hotel?

**Reception:** Yes. Louise speaking.

**Man:** This is Mr Kraus from Berlin.

**Reception:** I'm sorry. This is a very bad line. Could you repeat your name, please?

**Man:** Kraus from Berlin.

**Reception:** Can you spell that, please?

**Man:** K-R-A-U-S.

**Reception:** K-R-A-U F. Is that F for Foxtrot?

**Man:** No, no. It's S for Sierra. We've booked two double adjoining rooms for tonight.

**Reception:** Yes. That's right, Mr Kraus. We have your reservation.

**Man:** I called earlier. Our plane was delayed.

**Reception:** Yes, Mr Kraus. Your call was logged. Don't worry. Your rooms have been held.

**Man:** Can you speak more slowly, please?

**Reception:** I said ... Don't worry. Your rooms have been held.

**Man:** Oh, thank you. We've been delayed again, I'm afraid. Our hire car's broken down just a few kilometres from the airport. We're waiting for another car to be delivered.

**Reception:** Oh, I *am* sorry.

**Man:** We'll arrive very late – probably after eleven.

**Reception:** Sorry, but I didn't quite catch that.

**Man:** I said we'll probably arrive after eleven.

**Reception:** Thanks for letting us know. That's fine. The night porter will be here.

**Man:** We're about 5 kilometres from the airport. Can you give me directions to the hotel?

**Reception:** I'm sorry. You're very faint. Could you speak up a bit? Did you say you're at the airport?

**Man:** No, no. We're about 5 kilometres from the airport ... on the road to the city centre. Can you tell me how to find the hotel?

**Reception:** Oh, right. Yes. Follow the signs to the city centre for about another 20 kilometres.

**Man:** 20 kilometres. Yes.

**Reception:** Then you pass a large park on your right.

**Man:** Yes.

**Reception:** We're just after the park, on the left.

**Man:** Thank you.

**Reception:** Would you like me to reserve a parking space for you?

**Man:** Breakfast?

**Reception:** No. A parking space for your car.

**Man:** Oh, yes, please.

**Reception:** OK. I'll do that now. You'll be given a car park exit code when you arrive.

**Man:** Thank you.

**Reception:** Is there anything else I can help you with?

**Man:** No, no.

**Reception:** OK. I hope your car arrives soon ...

## 18.2 Communication on the move

**Reception:** Hello. Is that Mrs Dekko?

**Woman:** Yes, speaking.

**Reception:** It's Karin from the Hotel Bristol events office. I'm returning your call.

**Woman:** Oh, thanks for calling back. I'm actually on a train at the moment and the signal isn't very good. We might get cut off.

**Reception:** OK. If we do get cut off, get back to me on a landline as soon as you can. Now, how can I help you?

**Woman:** My company, PRL, has an important new product launch at the end of the year and I'm looking for somewhere to hold the launch. There'll be around 300 delegates.

**Reception:** What date did you want?

**Woman:** Early December. Tuesday, the 5th of December.

**Reception:** I'm sorry, I just lost you there for a moment. What date did you say?

**Woman:** Tuesday, the 5th of December.

**Reception:** Er ... Yes. That date's good for us. Our main conference suite is available.

**Woman:** Oh, good. Could you send me some information – details about your facilities, costs, some ideas for catering, etcetera. I've got my laptop with me ... so something I can read on the train now would be very helpful.

**Reception:** Of course. I'll send you a pdf of our events brochure. That'll give you some idea of what we can offer. What's your email address?

**Woman:** It's cristinadekko@prl.es. So ... C-R-I-S-T-I-N-A-D-E-K-K-O, at, P-R-L, dot E-S.

**Reception:** I'll just read that back to you: C-R-I-S-T-I-N-A-D-E-K-K-O, at, P-R-L, dot E-S.

**Woman:** Perfect.

**Reception:** Right. I'll email you the brochure right away. ... Oh, you're breaking up ...

**Woman:** I'll phone you from a landline tomorrow. Thanks for ...

## UNIT 19

### 19.1 A tour of the conference suite

**Man:** ... Nice to meet you, Mrs Tuttle. I'll take you over to the conference suite and show you round.

**Woman:** Thanks ... Oh ... I've got about half an hour ...

**Man:** Fine. We can discuss any details over the phone or by email. ... Well, it's a purpose-built centre with a full-time service team.

**Woman:** Good. We've got some international delegates coming. They generally have lots of requests.

**Man:** Oh ... that's fine. There are ... er ... nine meeting rooms altogether, of various sizes. Everything is on the ground floor and all the rooms have air conditioning and natural daylight.

**Woman:** Right.

**Man:** So, this is the conference reception.

**Woman:** Mmm ... very nice.

**Man:** Now, this first room on the right is the main hall.

**Woman:** Ah ... good. How many can it seat?

**Man:** It will easily seat 200 for your plenary sessions and it'll be fine for your reception.

**Woman:** OK. Now, what about the breakout rooms?

**Man:** Well, they vary in size. There are three big ones like this.

**Woman:** Mm ...

**Man:** Seating capacity depends on layout. Boardroom style they seat 30 comfortably. We can lay them out however you'd like – boardroom, U-shaped, classroom ...

**Woman:** Actually, we might want to change the layout for different sessions ...

**Man:** No problem. Just give us your programme. ... Then there are these three smaller adjoining rooms. They seat around 15 boardroom style.

**Woman:** Mm ... OK.

**Man:** All the breakout rooms have flipcharts and whiteboards.

**Woman:** Right.

**Man:** Then with the two final rooms you have ... er ... the option of partitioning them with the sliding doors or having two large rooms.

**Woman:** I see.

**Man:** The big rooms easily seat 50 classroom style. Now, if we go back along the corridor, I'll just show you the restaurant ...

## 19.2 Planning an event

**Woman:** The Meeting Place.

**Man:** Hello, this is Bob Delaney from Box International. I'd like to organize a training seminar at the hotel.

**Woman:** Hi, my name's Greta. What dates were you thinking of?

**Man:** The 5th to the 7th of June next year.

**Woman:** OK ... Yes ... The conference centre is available for those dates. So, if you can give me a few more details ...

**Man:** Well, we're planning a three-day seminar for 300 to 350 people. We'd like a plenary session each day. And we'd need around ten breakout rooms as well.

**Woman:** Right. No problem. The main lecture theatre seats 400 people. It's fitted with multimedia equipment.

**Man:** Great. And what about the breakout rooms?

**Woman:** We have 12 breakout rooms, each seating 35 plus. They're all fitted with whiteboards, screens, flipcharts and LCD projectors. And there's free wireless broadband throughout the centre.

**Man:** That sounds good. And the ... er ... catering?

**Woman:** Well, the day delegate conference package includes a buffet lunch and sit-down evening meal – plus refreshments during the day. The full residential package also includes overnight accommodation and breakfast.

**Man:** How much is the day delegate rate? I think about a third of the people will be non-residential.

**Woman:** Our standard day delegate rate is €66 per person. But we should be able to offer you a discount.

**Man:** Right. And the residential rate?

**Woman:** Our standard 24-hour residential rate is €180 per person, but again with large groups we can offer you a discount. Would you like me to do you a quote for both day and residential delegates?

**Man:** Please.

**Woman:** These rates include room hire and the equipment I've mentioned. Could I have your address and I'll send you an information pack ...

## UNIT 20

### 20.1 Settling hotel bills

1

**Man:** I'd like to settle my bill. Room 234.

**Reception:** 234. ... I'll just do a printout for you. Have you had anything from the minibar?

**Man:** Yes. Two Cokes and a mineral water.

**Reception:** That's fine. They're complimentary. Have you had breakfast this morning?

**Man:** Yes. From the buffet.

**Reception:** OK ... Here you are. This is your four nights' accommodation, four breakfasts, phone calls, newspapers, and room service on Monday and Tuesday evening.

**Man:** Hmm ... I don't think the amount for phone calls is right.

**Reception:** One moment. I'll just check your calls. ... OK. Here's an itemized list of calls from 234. Mm ... the total's the same, I'm afraid.

**Man:** Er ... That looks about right. OK. My company has an account with you ... Can you invoice them for the room and breakfast and I'll pay the extras?

**Reception:** That's fine.

**Man:** I'd like to pay in cash. Do you take euros?

**Reception:** Only local currency or dollars, I'm afraid. But the foreign exchange desk is open.

**Man:** OK. What do I owe you in local currency?

**Reception:** Er ... That comes to 1,026 dinars.

**Man:** Do you know what the exchange rate is?

**Reception:** There's a list on the desk over there. It's updated every morning.

**Man:** Right. I'll just get some currency ...

2

**Reception:** ... So, here you are, Mrs Costa. Including the single room supplement and your restaurant bill, that comes to \$3,267.

**Woman:** Restaurant bill? But I paid in the restaurant for dinner. And this is wrong. You've overcharged by one night.

**Reception:** Oh, I do apologize. ... Yes, it's our mistake. Er ... The total now is 2,843. How would you like to pay?

**Woman:** With Mastercard.

**Reception:** Fine. Can you put your card into the machine? ... Now enter your PIN. Right. That's gone through. You can remove your card. Thank you.

**Woman:** OK.

**Reception:** Here's your Mastercard receipt ... and your hotel receipt.

**Woman:** Thanks.

**Reception:** Er ... Would you like help with your luggage?

**Woman:** No. I'm fine, thanks.

**Reception:** OK. Bye. We hope to see you again soon ...

### 20.2 Payment security

**Trainee:** ... How do most people pay?

**Trainer:** Business people generally pay by credit card ... but a lot of travellers use their debit card.

**Trainee:** Right.

**Trainer:** Also we get charge cards like American Express, traveller's cheques, travel agent vouchers and of course cash.

**Trainee:** Do we accept foreign currencies?

**Trainer:** Local currency plus dollars and euros. We do sometimes get forgeries of large notes. If we suspect a note is a forgery, we don't say anything to the customer. We just come into the back office and inform the manager.

**Trainee:** OK. It's not very good for customer relations ...

**Trainer:** No, it's not. When a customer queries a bill, too, we have to be careful. We always check the bill ... sometimes we make mistakes ... but if the customer is in the wrong, it's best to take them into the office and explain so that other guests can't hear.

**Trainee:** Yeah.

**Trainer:** When guests arrive, we always ask how they intend to pay. If it's by debit or credit card, we ask for the card and take a swipe of it. We reassure the customer that no payment is taken from their card at that point.

**Trainee:** Have we had any problems with cards?

**Trainer:** We have a list of stolen cards here on the desk. And sometimes cards are invalid because they're out of date.

**Trainee:** Right.

**Trainer:** For credit and debit card payments over the phone we always ask for the expiry date of the card and the starting date if it has one – also the 3-digit security number on the back of the card.

**Trainee:** As well as the long number on the front of the card?

**Trainer:** Oh, yes. Take that first. We also often take payment by traveller's cheques. The cheques are all signed by the holder when they're issued so if the signatures don't match when they sign in front of you, there could be a problem.

**Trainee:** Of course.

**Trainer:** We also check the signature in the passport so we know the cheques aren't stolen.



## UNIT 21

### 21.1 Kitchen rules and regulations

**Chef:** ... We'll do some food preparation later, but first I want to talk about some very important dos and don'ts in the kitchen. OK?

**Students:** Yeah./OK.

**Chef:** I'm sure I don't have to tell you how important hygiene and food safety are in the kitchen. Chef has a zero tolerance policy so you must always follow the rules and regulations.

**Students:** OK.

**Chef:** Let's go through the basics. Have you all brought your kitchen whites to wear?

**Students:** Yeah./Yes.

**Chef:** Good. Please make sure you always wear clean, hygienic clothing. And wearing a cap in the kitchen is compulsory ... for everybody. Helen, you'll have to tie back your hair. Yours is OK, Annika. You needn't tie it back. Just wear your cap.

**Girls:** Oh./Right./OK.

**Boy:** Do we have to wear clean whites every day?

**Chef:** Yes. Chef checks every day. Anybody not wearing clean whites is out. Infection and contamination can spread in lots of ways. At the end of each shift all work surfaces have to be scrubbed and cleaned. You don't have to clean the bins – the kitchen porters do that ... But you must remember to use the correct bins – general rubbish in one, food in the other.

**Students:** Right./Yeah.

**Chef:** OK. What else? Er ... Is anybody wearing jewellery?

**Girl 1:** Just some earrings.

**Chef:** Mm. They're a hazard, Annika. I'm sorry, but you can't wear them in the kitchen. They might fall into the food preparation. Now, let me see your hands. Any cuts? No. Good. You mustn't handle food if you've got open cuts or wounds. And it's important to report all illnesses and infections to Chef.

**Students:** Mmm./Yes./Sure.

**Chef:** Do you know what this machine is?

**Boy:** It's a meat slicer.

**Chef:** Correct. And this is the guard to stop you slicing your fingers off. You mustn't use the slicer without the guard in place.

**Chef:** Now, go and get changed and come back here. ... Right. First wash your hands in the hand-washing basin over there. Never wash hands in the food preparation areas. Annika, no chewing gum, please. In fact, no eating at all in the kitchen.

**Girl 1:** What about breaks?

**Chef:** I'll show you the staff dining room and the storage areas later. You'll see how we have to keep all the raw, cooked and fresh foods separate.

**Students:** OK./Yeah.

**Chef:** Right. Let's start some food prep. Chef has asked us to do one of the desserts this morning ...

### 21.2 Following a recipe

**Chef:** OK. We're going to make French apple flan. Has anybody made it before?

**Students:** No./No.

**Chef:** It's quite simple. First, we need a pastry case. How do we make pastry?

**Boy:** Er ... It's flour and butter mixed with water.

**Chef:** Yes. That's right. First, sift the flour with a pinch of salt and rub in the butter. Next, add a tablespoon of sugar and mix it in. Then mix to a stiff dough with a little cold water. OK?

**Students:** Mm./Right.

**Chef:** And we'll need apple puree, sliced apples and a glaze. So let's get going. Jay, here's the flour, butter and salt. You can make the pastry first.

**Boy:** Sure.

**Chef:** Next, make the puree. Helen, you peel and core the cooking apples and chop them up roughly.

**Girl 1:** OK, Chef.

**Chef:** Annika, melt this butter in a saucepan. Then when Helen has chopped the apples, add them to the pan with 90 grams of sugar. Stir well then simmer gently for ten minutes.

**Chef:** Right, Jay. That dough looks good. Just cover it and leave it for about 30 minutes. Has the apple softened, Annika?

**Girl 2:** Yes, it's nice and soft.

**Chef:** Right. Strain away the liquid and puree the apple in the liquidizer. Then leave it to cool.

**Girl 2:** OK.

**Chef:** Helen, these dessert apples are going on top of the puree. Peel and core them carefully. Then slice them into rings and squeeze some lemon over them.

**Girl 1:** Right, Chef. ... Are these rings OK?

**Chef:** Perfect. ... So, Jay. Let's roll out the pastry case. We need a big circle to cover this flan tin.

**Boy:** OK.

**Chef:** Good. Trim the pastry edges and prick the base with a fork. Then bake it for 15 minutes.

**Chef:** How does the pastry case look, Jay?

**Boy:** It looks good.

**Chef:** OK. Take it out and turn the oven temperature down a little. Now Annika, spoon the apple puree into the pastry case and smooth the top.

**Girl 2:** Like this?

**Chef:** That's right. Next, Helen, arrange the apple rings overlapping on top of the flan. That's good. Now the glaze. Annika, can you add the rest of the sugar to the apple cooking liquid? Put in two tablespoons of lemon juice and the apricot jam and heat to dissolve the sugar.

**Girl 2:** Shall I stir it?

**Chef:** Yes. Boil it for four minutes. Then we'll brush some of the glaze over the apple slices and bake the flan in the oven for another 45 minutes. Helen, would you like to brush some of this over the apples ...?

## UNIT 22

### 22.1 Servicing a room

**Hanna:** OK, Gina. Let's air the room first. Just put a wedge under the door to keep it open and open a window.

**Gina:** Right. ... Oh, this armchair's badly marked.

**Hanna:** Mm ... I know. That's an old stain. The hotel's having all the upholstery replaced soon. So ... Can you start in the bathroom? Flush the toilet and squirt the toilet cleaner around the pan and under the rim. We'll leave it for a while before we brush and flush again.

**Gina:** OK.

**Hanna:** Are there any guest items left behind in there?

**Gina:** Oh, there's a watch ...

**Hanna:** Mm ... It looks quite valuable. Can you make a note of it and take it to the housekeeper as soon as we've finished in here? Tell her the room number.

**Gina:** Yeah. What's next?

**Hanna:** We have to strip the bed. Fold the bedspread and the blanket and put them on the chair with the pillows – never on the floor. OK?

**Gina:** Oh, there's a tear in this sheet.

**Hanna:** That's a pity! Tie a big knot in it and put it in the soiled linen bag. The linen porter will deal with it. Here's the other sheet and the pillow slips for the bag.

**Gina:** OK.

**Hanna:** Now the rubbish. Be careful in case there's anything sharp. Can you put new liners in the bins? They're on the trolley.

I'll see to these mugs and the glasses from the bathroom. They all have to be sanitized. Then we'll remake the bed.

**Hanna:** ... Right. That's the blanket. Now just smooth the bedspread so it's straight.

**Gina:** Like this?

**Hanna:** Good. OK. Back to the bathroom. Towels to the soiled linen bag, please. I'll brush the bowl and clean round the toilet with this cloth. Can you wipe all the tiles and the shower door with the blue cloth? Spray them first.

**Gina:** Yeah.

**Hanna:** I'll do the hand basin area and shine the taps with a dry cloth. Then we'll replace the toiletries. Always throw away anything that looks like it's been used. Er ... You get the fresh towels and I'll mop the floor ...

**Gina:** ... Shall I bring in the vacuum cleaner?

**Hanna:** No. That's the very last thing we do. Start here and damp wipe all the surfaces, working your way around the room. There's some glass spray on the trolley for the windows and mirrors. We have the outside windows done once a month by a cleaning firm.

**Gina:** Shall I check the drawers as I go round?

**Hanna:** Oh, yes. Dust the inside of all the drawers and the wardrobe shelf. Then we just have to replenish the guest supplies – the laundry list, minibar, shoe shine cloth, notepaper and envelopes, and sewing kit.

**Gina:** There's a bad stain on the carpet here and the bulb in the table lamp has gone.

**Hanna:** Mm ... I'll have to make a note of those. The housekeeper had all the carpets on this floor shampooed last week. OK. I'll reset the air con and then you can vacuum the carpet. Finally, spray some air freshener and we've finished ...

## 22.2 Providing added value

**Hanna:** ... The hotel has a nightly turndown service for the luxury rooms on the top floor. Guests often have a 'Do not disturb' sign on the door or it's not convenient ... So we'll have to keep a note and come back ... OK, let's try Suite 2. ... Good evening, housekeeping.

**Guest:** Hello.

**Hanna:** Can we turn down your bed, Mrs Masood?

**Guest:** Yes, yes. Come in.

**Hanna:** Just fold the bedspread and put it in the wardrobe, Gina. Then we turn back the corner of the sheet and blanket like this. Fluff up the pillows and place a

chocolate with a little message card like this.

**Gina:** Right.

**Hanna:** I'll close the curtains. Is there anything you need, Mrs Masood? Have you got enough toiletries and towels?

**Guest:** Yes, thank you, Hanna. I've got everything I need.

**Hanna:** Good night.

**Guest:** Good night. Thank you ...

**Hanna:** OK. Next is Suite 3. ... Unlock the door and knock again before you open it. ... Good evening, housekeeping. No, there's no one here. ... Mm ... When the room's like this, Gina, we need to tidy up.

**Gina:** Yeah, it's a bit untidy!

**Hanna:** Put these room service trays in the corridor.

**Gina:** OK.

**Hanna:** I'll get some clean glasses. Can you do the bedspread and pillows? Turn down both corners of the bed as it's a double. Check the bathroom too.

**Gina:** Oh, the towels are really wet and the floor's covered in water.

**Hanna:** OK. Wipe the floor and change the towels. I'll tidy up here and empty the bins ... Then can you get the chocolates, and the two clean bathrobes to put at the end of the bed?

**Gina:** Yeah.

**Hanna:** This time of year we close the curtains. And put one bedside lamp on to welcome the guest back into the room. OK? Make sure the door locks behind you ...

## UNIT 23

### 23.1 Minimizing risks

**Woman:** OK. Everyone who works here needs to understand about health, safety and security. You don't have to be a rocket scientist. It's mainly common sense. Now, clean uniforms and lots of hand washing are both very important but what other ways can we minimize the risk of contamination?

**Trainee 1:** We should wear rubber gloves.

**Woman:** Yes. Handling kitchen waste or servicing bathrooms. Rubber gloves provide good protection from germs and bacteria. You should also use the anti-bacterial hand gel when you're servicing rooms.

**Trainee 2:** We shouldn't come to work if we're feeling unwell.

**Woman:** You're right. Don't spread your germs. You ought to let your supervisor

know and stay at home. Now, what about safety?

**Trainee 3:** The cleaning sprays we use can be toxic.

**Woman:** Yes. Always keep them clearly labelled and locked away. Make sure you protect your hands and eyes when you use them.

**Trainee 3:** Sometimes when we're cleaning the rooms, we find faulty electrical equipment or worn flexes.

**Woman:** Right. What do you do?

**Trainee 3:** We put them in our room report so maintenance will come and fix them before the next guest checks in.

**Woman:** Good. Anything else?

**Trainee 2:** If we're wet mopping floors, people can slip.

**Woman:** Yes. Remember to put up a warning sign.

**Trainee 3:** What about when we're vacuuming the corridors? People could trip over the flex.

**Woman:** Yes. You needn't put up a sign, but you can minimize the risk. You should make sure the flex is along the wall.

**Trainee 2:** Er ... What about fires?

**Woman:** People can't smoke on the premises, so fire risk is minimized ... But what if there's a fire in the kitchen?

**Trainee 1:** Well, someone will sound the fire alarm ... And everyone has to leave the building and go to the assembly point immediately.

**Woman:** What if guests don't come to the assembly point?

**Trainee 2:** Well, reception can call them on the internal system.

**Woman:** Good. You shouldn't go to rooms looking for guests. Reception will check who's in and out ... And if there are 'no-shows', then inform ...?

**Trainee 2:** The fire service.

**Woman:** Yes. Good. Finally, what about security? What should you do if you see unattended luggage or a package in reception?

**Trainee 2:** Well, if we see anything suspicious, we ought to let the duty manager know.

**Woman:** Definitely. It could be a bomb. What if a person you've never seen before walks straight into the lift or up the stairs?

**Trainee 1:** Er ... Go after them and ask what they want?

**Woman:** No, you shouldn't do that. Inform security so they can monitor the person's movements. There are security cameras around the hotel and CCTV in the car park, as well as security guard patrols ...

## 23.2 Key words: health, safety and security

A warning sign tells people about dangers or hazards, for example wet floors.

Infestation is when mice, rats or other vermin are found in food preparation areas.

People die from suffocation in a fire when they can't breathe.

Unauthorized personnel have no permission to be in a certain place, for example room attendants in the linen porter's store.

A bomb threat is a call warning that someone has put a bomb in the building.

Reception checks the names of all guests after a fire alarm in a roll call.

Everyone is asked to meet at an assembly point in an emergency.

A piece of equipment which sprays foam or sand to put out flames is a fire extinguisher.

Emergency procedures are the plans for what to do in case of fire or a security alert.

Bacteria cause contamination and spread illness.

Evacuation is when everyone must leave the building when there's an emergency.

The hotel's regular fire alert test is called a fire drill.

## 24.1 Work experience abroad

### Part A

**Alena:** I'm going to France for six months. What about you?

**Emil:** Croatia! I can't wait! I'm really looking forward to all that swimming and sunbathing!

**Alena:** You'll be lucky if you have any time between shifts.

**Emil:** Yeah, but on my day off I can enjoy doing lots of other things!

**Alena:** Remember to send me some photos! Can you speak Croatian?

**Emil:** No. In the hotels, it's mainly English, Italian and a little German. I hope it'll help me improve my English.

**Alena:** I want to spend some time in Paris while I'm in France. The hotel's promised to give us a few days off. I plan to do some shopping and I'd love to climb the Eiffel Tower. I got my flight tickets yesterday. Have you booked yours yet?

**Emil:** Not yet. I've decided to fly direct to Dubrovnik but I'm waiting for my work permit. I filled in the details and sent it off last month. They promised to send it back soon.

**Alena:** I've got mine. But I want to travel through Europe after I finish working at the hotel. I need to look for some cheap places to stay.

**Emil:** I managed to find some really good websites for hostels. Let's go and check them out. We can print off anything interesting ...

### Part B

#### Checking in

**Official 1:** Can I have your ticket and your passport, please? ... Thank you. ... How many bags are you checking in?

**Emil:** These two.

**Official 1:** Have you got any hand luggage?

**Emil:** Yes, I've got my rucksack.

**Official 1:** You'll have to check that in too, I'm afraid. It's too big for cabin luggage. Can you put it on the scales, please?

**Emil:** Oh! I'll just take my magazines out. ...

**Official 1:** Just tie these straps up so they don't get caught in the conveyor belt.

**Emil:** Right.

**Official 1:** Did you pack your bags yourself?

**Emil:** Yes.

**Official 1:** Have you left them unattended at any time?

**Emil:** No.

**Official 1:** Would you like an aisle seat or a window seat?

**Emil:** A window seat, please.

**Official 1:** Here's your boarding card. The gate hasn't been allocated yet. Keep checking the departures board after you go through to the departure lounge.

**Emil:** Thank you.

**Official 1:** Have a good flight.

#### Security

**Official 2:** Could you put your magazines in this tray, please? And your jacket. Have you got any metal objects in your pockets – money, jewellery?

**Emil:** Yes, I've got some money and what about my watch?

**Official 2:** Put them in the tray too, please. ... And, have you got a mobile phone?

**Emil:** Yes.

**Official 2:** Put it in the tray as well, please. ... Thank you. Now you can proceed through the detector.

**Official 3:** Could you come over here, please? Lift up your arms, please. ... Could you take off your shoes, please?

**Emil:** Yes, of course. Here you are.

**Official 3:** Thank you. I'll put them through the scanner. Could you wait there, please?

**Emil:** OK. Can I take my jacket and money now?

**Official 3:** Yes, of course. You can take your shoes now, too.

**Emil:** Thanks.

**Official 3:** One moment!

**Emil:** Yes?

**Official 3:** You've left your mobile behind!

#### Arrivals

**Passports:** Passport, please.

**Emil:** Here's my passport and my work permit.

**Passports:** How long do you plan to stay in Croatia?

**Emil:** Six months. I'm working at a hotel in Dubrovnik.

**Passports:** Do you have your contract of employment?

**Emil:** Yes, it's here.

**Passports:** And where are you staying while you're here?

**Emil:** The hotel provides us with accommodation.

**Passports:** Thank you. ... Enjoy your stay.

**Emil:** Thanks.

## UNIT 25

### 25.1 Unexpected experiences

#### 1

I was really tired when I arrived at the hotel. I went to reception and introduced myself. There was a vase of flowers sitting on the reception desk and somehow I knocked it onto the floor. Crash, bang. Flowers and water everywhere. I apologized for making a mess, but the receptionist said it was *her* fault. She blamed *herself* for putting the vase in such a position and apologized again. That was very kind!

#### 2

We went to the restaurant with the children at about half past five, but it was empty. The waiter assured us that the restaurant was open and offered to take us to our table. We had an excellent meal, but we were the only guests. Very strange! I think we were lucky with the food we had. If no one eats there, it can't be any good!

#### 3

It was an excellent meal. We all enjoyed it, but when we'd finished, it seemed a long time before the waiter came to clear the plates. We could see him looking over but he never came to our table. We'd left some food on the plate to show we'd finished. We had to wave to him and ask him to clear the table.

4

The staff in the hotel were really polite, but when they spoke to us they always bowed their heads and looked down. You know, people who don't give you eye contact make me suspicious. And then when the receptionist asked my name, I dropped my business card on the desk in front of him. Well, he looked really shocked. Do you think there was something wrong with my business card?

5

As I was walking out of the hotel, I dropped an old train ticket which was in my pocket. The receptionist ran over to me and warned me not to drop any litter. It was only an old train ticket! Then he also advised me not to chew gum. I thanked him but thought he was very strange. Later I gave him a tip when he helped me with my bags, but he refused to accept it and asked us not to tip staff in the hotel. I really didn't understand!

## 25.2 Cultural differences

**Hotelier:** You know, working in a hotel is really interesting! People come from all around the world and from such different cultures.

**Trainee:** Yeah! I've noticed that people behave differently. Some people greet you like an old friend, 'Hi! How are you today?' but others don't want to stop and talk.

**Hotelier:** Mm. You have to be sensitive to others. Don't blow your nose at the reception desk or scratch your head. And some people will think you're really rude if you laugh loudly.

**Trainee:** Oh! Do these things really matter?

**Hotelier:** They do to *some* people. So just be sensitive.

**Trainee:** Why are people different? Is it their history?

**Hotelier:** Well, yes. History is part of it. But it's also the climate, the geography. And of course, religion plays a big role. Then there are social factors. For example, in some cultures old people get more respect than in others.

**Trainee:** In China, old people are very important. It's often the grandparents who bring up the children.

**Hotelier:** You see. The family is important to *you*, but not necessarily in every culture. ... Language is also important. Someone told me that the number four is unlucky in China?

**Trainee:** Yes, because it sounds like the word for 'death' so people don't like being

on the 4th floor ... or the 14th. Hotels don't usually have floors and rooms with the number four in them.

**Hotelier:** In many European cultures, 13 is an unlucky number. Hotels often don't have a room number 13.

**Trainee:** Oh!

**Hotelier:** I'm sure you'll work in lots of different hotels in your life. Hotels have their own culture too.

**Trainee:** Oh. How?

**Hotelier:** Well some have a very traditional image. Others want the guests to see them as modern and exciting. Also hotels are organized differently. Some want the staff to be involved in making decisions but others keep managers and junior staff far apart.

**Trainee:** I think I've got a lot to learn.

**Hotelier:** Well, just try to understand others. Listen, and show that you're listening. Look for signs from the person you're talking to. Are they uncomfortable, confused, frightened?

**Trainee:** I'll try.

**Hotelier:** That's good. And if you make a mistake, learn from it!

## UNIT 26

### 26.1 About my job

**Sylvie**

I really love my new job on hotel reception. I've worked in reception for two years – since I qualified. Until two months ago, I worked in a small hotel in the city centre. That was really good experience for me, but I like working in this big hotel on the coast much better. The reception team are really nice and friendly. We often meet up when we're off duty. The thing I enjoy most is meeting people. I'm busy checking in guests every day – people from all over the world. Most of them are really friendly, and I'm very happy to help them with their queries and requests. Sometimes we get unpleasant guests, complaining about everything. When they're really difficult and rude, I don't enjoy dealing with them.

The hours are OK, except that we have to work most weekends. I'm not so keen on that. But the pay is good. The reception manager is very professional. He's a really nice man to work for. He's a bit serious, but he'll have a laugh with us when reception is quiet. In a couple of years, I'm planning to travel a bit. I'd like to work in South America ...

**Carl**

I'd been out of work for three weeks, so I was over the moon when I got this job as sous chef six months ago. I really enjoy learning from my boss. He's a first-class chef. It's great. The hours are OK as Chef's organized that we do early or late shifts alternate weeks. I had a hard time last month though – I was called in at short notice to work extra shifts because someone was sick.

The first two weeks weren't so good. Chef was tough. He was always putting me on the spot, checking me out with the hygiene rules. He was pretty angry with me when I got something wrong. He seems pleased with me now though and I feel I'm getting good at the job. I'm already responsible for the bread making. He's really encouraging. He says that if I work hard, I have the makings of a fine chef. I'd really like to have my own restaurant one day – that's my goal.

**Natasha**

I came to Frankfurt to improve my German before going to college. I've been here for nearly a year now. It's been really good for my German. I'm now fairly fluent.

It's OK working here. I was a bit frightened of making mistakes at first. I'm responsible to the housekeeper and she's very strict about everything. But I guess she has to be. I'm used to her now ... and she's always kind to staff if they have a problem. The hours are long, but the pay is good. The team I work with are good fun. Lots of them are students like me. Cleaning and making beds might not be everyone's cup of tea, but we usually have a good laugh together and the days fly by. For me, that's the most important thing about work – we're all on the same wavelength.

I don't enjoy working at weekends. Unfortunately I have to work every Saturday, which my boyfriend complains about. I've got a place at college back home starting in September, but I'll keep on working here until then ...

### 26.2 The story of success

**Interviewer:** Have you always enjoyed cooking?

**Jamie Oliver:** Yeah, I have. It all started with helping my dad in the pub. Then I went to catering college in London, got my first job working in France and after a few years became head pastry chef at the top Neal Street Restaurant. That was a good job. I learnt a lot there. Then it was River

Café. Another great place to work. It was there I met the TV cameras.

**Interviewer:** The books and TV series have taken over in recent years.

**JO:** You're right there! *Jamie's Kitchen* was a fantastic experience. It drove me mad sometimes, trying to motivate and encourage those kids. But in the end we got fifteen young dropouts trained up as chefs and opened the restaurant *Fifteen* in north London. Amazing.

**Interviewer:** I believe you've opened more *Fifteens* since 2002.

**JO:** Yeah. There's one in Cornwall, one in Amsterdam, and one in Australia with my old mate, Tobie Puttock.

**Interviewer:** So, what was next?

**JO:** Well, then came *School Dinners*. So many kids in England eat rubbish – crisps, junk food – they can buy it at school. So we went in and persuaded some schools to prepare and serve healthy, fresh food – that's still ongoing.

**Interviewer:** You got a lot of publicity then.

**JO:** You're right. That's what I needed to get the UK Government to pledge to spend £280 million on school dinners over the next three years.

**Interviewer:** What else have you been up to?

**JO:** Masses of travel. Work in Australia, the Far East, the US. Oh, and a great time in Italy travelling around in my VW van, cooking in the trailer! It was good then to come back and do a series cooking in my garden.

**Interviewer:** Was that *Jamie at Home*?

**JO:** Yeah. After that it was the chicken thing. Hugh and I tried to get through to the British public about what meat they eat. Certainly, more people are buying free-range nowadays. I can understand though why some people can't. They *are* more expensive.

**Interviewer:** That brings us to the current campaign – teaching adults to cook in *Jamie's Ministry of Food*.

**JO:** Mm ... *Pass It On*. It's hard work.

**Interviewer:** Oh. What does it involve?

**JO:** Persuading people that eating healthily needn't be expensive or time-consuming. One of the most memorable meals of my life was with a road sweeper when I was travelling around southern Italy.

**Interviewer:** And I think you've started a US series.

**JO:** Yep. *A Road Trip Across America* ...

## UNIT 27

### 27.1 What are my strengths?

**Girl 1:** What are you going to do when you leave college, Eva?

**Girl 2:** Well, I'm definitely going to have a holiday. Then, hopefully, after that, I'll get a job!

**Girl 1:** You're confident! There's a lot of competition for the good jobs. It's going to be quite difficult to find something, isn't it?

**Girl 2:** Yeah, I know ... But I'm going to start applying for jobs soon. What about you?

**Girl 1:** Yeah. The same. I'm working on my CV at the moment.

**Girl 2:** Oh, are you? I don't know where to begin. You'll help me, won't you, Sophie?

**Girl 1:** Mm ... Sure. I'll help you if you like. It's not difficult. You just have to list all your personal details, dates and addresses of schools, etcetera, what exams or qualifications you've got. Then think about what's special about you.

**Girl 2:** What do you mean?

**Girl 1:** Well, what you're good at or what you're especially interested in. Some people love IT for example. Joanne's really good at writing. She could put on her CV that she's written the last two college newsletters.

**Girl 2:** Uh ... I haven't got anything like that, have I?

**Girl 1:** Of course you have, Eva. There'll be lots of things you can include. Look at the way you organized the concert at the end of last year. Brilliant. You got us all working together as a team, didn't you?

**Girl 2:** Mm ... I suppose I could put something about that.

**Girl 1:** ... Then there's your interest in first aid. You've got your first-aid certificate.

**Girl 2:** Well, yes. Mm ... OK. I'll start writing something down tonight.

**Girl 1:** Yes. Then we can compare and help each other. Exam results are out soon so we can be ready to send our applications off.

**Girl 2:** Mm ... I didn't do a lot of revision, so I'm not sure I'm going to do very well. ... [Boy: Hi.] Hi, Chris. How are you?

**Boy:** Fine. Have you got a minute to look at this? It's my CV.

**Girl 1:** Sure. We've just been talking about CVs. Mm – nice layout. It's easy to read.

**Girl 2:** You haven't put much in the 'Personal qualities' section.

**Boy:** What else could I put?

**Girl 2:** You're the funniest person in the classroom!

**Boy:** I can't put that down.

**Girl 1:** Good communication skills you can call it. And you're captain of the rugby team, aren't you?

**Boy:** Mm, the second eleven.

**Girl 1:** Whatever! It shows you've got leadership skills.

**Boy:** Right. Thanks. OK. I'll put it down. Have you done yours, Sophie?

**Girl 1:** I'm nearly finished, but I've got to do a covering letter before I can send off any applications. I'm going to do it tonight. I think our results will be here tomorrow.

Actually, if I can't find many jobs to apply for, I'm going to research companies in the area who might have job opportunities, and send off my CV. Some companies welcome speculative applications.

**Girl 2:** Huh! What are they?

**Girl 1:** They keep your details on file. Then if anything comes up, they contact you.

**Girl 2:** What are you going to say, Sophie?

**Girl 1:** Oh ... er ... I'll say stuff about being hard-working and reliable.

**Girl 2:** Yes, you're a good team worker too. Look at that project you worked on last term with the local tourist board.

**Boy:** You're a confident sort of person. And you get on well with people, don't you?

**Girl 2:** You like being well organized – you're always up to date with your assignments.

**Girl 1:** Well ...

**Boy:** Conscientious ...

**Girl 1:** Ha! I sound quite good! It's going to be easy to get a job!

## UNIT 28

### 28.1 Interview questions and answers

**Woman:** Please come in, Selma, and take a seat. Did you find us OK?

**Student 1:** Um, yeah. Thanks.

**Woman:** So ... Can you tell me a little bit about yourself first?

**Student 1:** Er ... I left college in June.

**Woman:** Mm, I see that from your CV. What have you done since then?

**Student 1:** I've worked for my dad most of the time.

**Woman:** What sort of work is that?

**Student 1:** A shop. I work on the checkout.

**Woman:** Why do you want this job?

**Student 1:** Well, it's boring working in the shop. I want to do something that uses my qualifications.

**Woman:** OK. Do you enjoy working with other people?

**Student 1:** Er ... I think so.

**Woman:** What things are you best at?

**Student 1:** I like typing and ... um ... doing accounts. My dad says I'm good at that. I do the orders for him.

**Woman:** Right. How many job interviews have you had?

**Student 1:** Just this one.

**Woman:** What sort of job would you like in five years' time?

**Student 1:** Umm ... I'm not sure. My dad says I can run the shop for him when he retires.

**Woman:** I see. And what do you do in your free time, Selma?

**Student 1:** Er ... I listen to music. I enjoy reading. I go shopping with my sister ...

**Woman:** Are there any questions you'd like to ask me?

**Student 1:** The advertisement didn't say anything about pay or holidays. Can you tell me ...?

**Woman:** ... Come in, Osman. Take a seat. Did you have any problem finding us?

**Student 2:** No. The instructions you sent were very clear. Thank you.

**Woman:** So ... Can you tell me a little bit about yourself first?

**Student 2:** Well, my parents come from a little town on the Turkish coast. They

came to the UK 22 years ago, before I was born. We moved to London eight years ago, when I was eleven. I've lived in the city since then and I finished college last month.

**Woman:** I see. What grade do you hope to get in your final exams?

**Student 2:** Mm ... My tutor expects me to do really well but the exam was hard. Maybe a C grade. The results are out in three weeks' time.

**Woman:** How many job interviews have you had?

**Student 2:** This is my second. The Palace interviewed me on Monday – also for a reception job. They said they'd let me know at the end of the week.

**Woman:** Have you ever been abroad?

**Student 2:** I've been to Turkey. But I've never been outside Europe. We go back to Turkey every year to see the family. My uncle has a hotel on the coast. Last summer I worked for him on reception for two months.

**Woman:** Why do you want this job?

**Student 2:** Well, the hotel has a very good reputation. It's part of an international

group so I hope there'll be career opportunities for me if I work hard.

**Woman:** What qualities do you think will be required for the job?

**Student 2:** Um ... Well, on reception you have to have good communication skills, enjoy meeting people, be patient and hard-working of course ...

**Woman:** Do you enjoy meeting people?

**Student 2:** Yes, I do.

**Woman:** Do you think you work better on your own or as part of a team?

**Student 2:** Definitely part of a team. It's what I love about sport. I play soccer every weekend with my old college group.

**Woman:** What sort of job would you like in five years' time?

**Student 2:** Mm ... I'd hope to be Head Receptionist or Reception Manager in a big hotel by then. Maybe working in another country ...

**Woman:** Mm ... Are there any questions you'd like to ask me?

**Student 2:** Just about training. Is there a training scheme for new employees or do they learn 'on the job'?

# Language review

## ■ Units 1–5

### Can/Could, Would you like to, I'll

- Make questions with *Can/Could* or *Would you like to* to offer help. *Could* is more polite than *Can*.

*Can/Could I take a message?*

*Would you like to reserve a parking space?*

- Also use *I'll* to offer help.

*I'll arrange an extra bed in your room.*

- Make questions with *Can/Could* to request information or to ask someone for help, usually with *please*.

*Can/Could you put me through to the restaurant, please?*

- Also use *I'd like to* for requests.

*I'd like to speak to the manager, please.*

### Is there?/Are there?, There's/There are, There isn't/There aren't

- Use *Is there?/There's/There isn't* to ask questions and give information about singular and uncountable nouns.

*Is there a business centre at the hotel?* (question)

*There's a free shuttle bus to the airport.* (positive sentence)

*There isn't a swimming pool at the hotel.* (negative sentence)

- Use *Are there?/There are/There aren't* to ask questions and give information about plural nouns.

*Are there free parking spaces?* (question)

*There are ground floor bedrooms.* (positive sentence)

*There aren't air-conditioned rooms.* (negative sentence)

### Prepositions of time

- Use *on* with days and dates, *at* with times and *in* with *the morning/afternoon/evening*.

*We'll arrive **on** Monday **at** four o'clock **in** the afternoon.*

- Use *for*, *from ... to* and *during* for periods of time.

*I'd like to book a room **for** three nights **during** the festival – **from** the 12th **to** the 15th of July.*

- Use *in* to mean 'after a length of time'.

*I'll be with you **in** ten minutes.*

- Use *until* to mean 'up to the point in time or the event mentioned'.

*The door's open **until** 10 p.m.*

- Use *until* with a negative verb to mean 'before'.

*We won't arrive **until** 11 p.m. (= before 11 p.m.)*

- Use *by* to mean 'not later than the time mentioned'.

*We'll be at the hotel **by** 6 p.m. (= 6 p.m. at the latest)*

- Use *before* to mean 'earlier than something'.

*Would you like a drink in the bar **before** your meal?*

- Use *after* to mean 'later than something'.

*Would you like coffee with or **after** your dessert?*

### Present Simple

- Use the Present Simple for:

1 facts and things which are always true.

*We always **enjoy** coming to the Globe.*

2 actions which are repeated again and again (e.g. routines).

*We usually **set** a table at one end.*

- Remember to add *-s/-es/-ies* to the verb in positive sentences for *he/she/it*.

*He reserves      She checks      She goes      She carries*

### Present Continuous

- Use the Present Continuous for:

1 actions taking place at the time of speaking.

*I'm **trying** to find your reservation.*

2 future arrangements you've made.

*We're **decorating** the bedrooms on the top floor during February.*

- Verbs that don't describe actions (e.g. *have, know, want, believe*) are not normally used in the Present Continuous.

*Mrs Chen **has** a baby son. (**not** Mrs Chen **is having** a baby son.)*

- Other non-action verbs: *include, forget, remember, understand, hate, like, be, cost, know, mean, need, prefer, smell, sound, taste*.

### Short forms

- Use short forms in spoken English and informal written English.

*I'm (= I am), you're not (= you are not)*

*he's/she's/it's (= he/she/it is), we're not (= we are not)*

*the hotel's (= the hotel is), that's (= that is)*

- Use short forms with the negative forms of helping verbs.

*We **can't** find a parking space. **Couldn't** you squeeze us in?*

- Remember not to use short forms to give short positive (yes) answers.

*Is there a lift?*

*Yes, there is.*

*Does the hotel have a business centre?*

*Yes, it does.*

*Do you have facilities for a wheelchair?*

*Yes, we do.*

# Test yourself 1

## 1 Underline the correct alternative.

- 1 I'll/Would you like to open the door for you.
- 2 Would/Could you like to speak to reservations?
- 3 Would/Can I help you with your luggage?
- 4 Could/Would you like to book a table for dinner?
- 5 Could I/Would you like to book a taxi to the airport for you?
- 6 I'll/Could I ask the chef what he has available.

## 2 Rewrite the sentences as polite requests.

- 1 We want to have a child's bed in our room. Can/Could we have a child's bed in our room, please?
- 2 Give me your passport. ....
- 3 I want to speak to the manager. ....
- 4 Send me a booking confirmation. ....
- 5 I want to reserve a table. ....
- 6 I want to speak to Thea Berberi. ....

## 3 Complete the sentences with *there* and the correct form of *be*. Use short forms.

- 1 I'm afraid there isn't a restaurant on the top floor.
- 2 Yes, ..... a shuttle bus to the airport at six o'clock.
- 3 ..... Internet access in each room?
- 4 Gift shops? Yes, ..... gift shops in the entrance hall.
- 5 I'm sorry, but ..... a hair salon in this hotel.
- 6 ..... car parking spaces at the hotel. You must park in the city car park.

## 4 Correct the prepositions of time in the sentences. Some of them are correct.

- 1 The Marcello family are arriving ~~on~~ 2 p.m. on Wednesday. at
- 2 Mr Chan's staying for four nights for Friday to Tuesday. ....
- 3 The bar's open all evening after 2 a.m. ....
- 4 The hotel closes at January for two weeks. ....
- 5 We'll arrive on Friday some time at the afternoon. ....
- 6 Business people use this hotel from the week but at the weekend we usually have families staying. ....

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

- 1 We aren't serving (not serve) meals outside today because it's too cold.
- 2 I ..... (speak) three languages, so I usually ..... (deal with) enquiries from overseas guests.
- 3 Mr and Mrs Kohl ..... (arrive) on Monday evening at eight o'clock.
- 4 The waiter will be here in a moment. He ..... (just check) tonight's menu with the chef.
- 5 ..... (you go) on the boat trip round the islands tomorrow?
- 6 ..... (the hotel have) a business centre?
- 7 We sometimes ..... (reserve) a table at La Hosta, but tonight we ..... (eat) at Palino's.
- 8 The hotel ..... (not take) online reservations today.



# Language review

## ■ Units 6–10

### Possessive adjectives

- Use possessive adjectives before a noun to say that one person or thing belongs to another. They stay the same if the noun is singular or plural, e.g. *my bag, my bags*.

Singular: *my, your, his, her, its* *This is **my** suitcase.*

Plural: *our, your, their* *Are these **your** coats?*

### Object pronouns

- Use object pronouns in place of a noun after verbs or after prepositions.

Singular: *me, you, him, her, it* *He'll take **them** to the room.*

Plural: *us, you, them* *Enjoy your stay with **us**.*

- Use a pronoun when you mention something for a second time.

*This is Mr Blanc's **suitcase**. Could you take **it** to room 205?*

### Past Simple

- Use the Past Simple for completed actions and events in past time, often with past time expressions: *three hours ago, yesterday, at nine o'clock, in 2007, last week/month/year, When ...?*

*The guests **arrived** yesterday.*

***When did** you **send** the confirmation?*

*They **didn't stay** in this hotel **last year**.*

***Did** you **book** a single room? Yes, we **did**./No, we **didn't**.*

Regular verbs: Add *-ed* or *-d* to the infinitive of the verb.  
*arrived, booked, requested, answered, called, finished*

Irregular verbs: Check these in the table on page 111.  
*send/sent, have/had, deal/dealt, forget/forgot, go/went*

### have and have got/haven't got

- *have* and *have got* mean the same thing (= possess, etc.). Either form can be used but *have got* is more informal and used more often in spoken English.

*We **have** a double room available for two nights.*

*We've **got** a double room available for two nights.*

*The hotel **has** a fitness centre.*

*The hotel's **got** a fitness centre.*

- Use *have not have got* for past time.

*We **had** a big wedding party at the hotel yesterday.*

***Did** he **have** a reservation?*

*They **didn't have** any ground floor rooms.*

### Adjectives and adverbs

- Use adjectives to describe nouns.

*This is a very **comfortable** room.*

- Use adjectives after the verbs *seem, be, become, look, feel, sound, taste, smell*.

*The room feels **warm**. That sounds **interesting**.*

- Use adverbs with other verbs to say how something happens or is done.

*The room is locked **securely**.*

- Use adverbs to describe adjectives.

*The door seems to be **securely** locked.*

- Most adverbs are made by adding *-ly* to the adjective, but some adverbs are irregular, e.g. *good/well, hard/hard, fast/fast, late/late*.

### Question forms

- Begin *Yes/No* questions (closed questions) with the verb *be* or an auxiliary verb (followed by the subject).

***Were** you comfortable? **Do** you need a copy?*

- Begin *Wh-* questions (open questions) with a question word (*when, why, where, what, which, whose, who* and *how*) followed by an auxiliary verb + subject.

A: ***Where did you park?*** B: *Outside the main entrance.*

- Put the preposition at the end of the question.

*Who did she give it **to**? What's this letter **about**?*

- If *who* or *what* is the subject of the question, don't use an auxiliary verb. Use the same word order as a statement.

*Who **left** this bag here?* (Someone left this bag here.)

### Talking about quantity

#### Quantifiers

- Use quantifiers to talk about a large or small quantity, or a number of things. Some quantifiers can be used with both countable and uncountable nouns.

countable nouns	uncountable nouns
some onions	some milk
(a) few onions	(a) little milk
a lot of/plenty of chillies	a lot of/plenty of cream
enough chillies	enough cream
another bottle	(some) more bread
(I'll get you) one	(I'll get you) some
any plates	any food
(how) many vegetables	(how) much water

# Test yourself 2

## 1 Complete the sentences with the correct pronoun.

her    me    your    it    us    them    my    it    me

- 1 I'd like to speak to Mr Malek. Could you tell .....*me*..... which room he's in?
- 2 Ms Clerk's suitcases are blue. Could you take ..... to ..... room, please?
- 3 Here's your key. I hope you enjoy ..... holiday here with .....
- 4 A: What can I do with ..... diamond ring? It's very valuable.  
B: If you give ..... to ....., I'll put ..... in the hotel safe.

## 2 Complete the sentences with the Past Simple of the verbs in brackets.

- 1 I'm afraid I .....*forgot*..... (forget) to reserve a parking space.
- 2 When ..... (you make) the reservation?
- 3 A: ..... (you have) a good journey?  
B: No, we ..... (do not). The seats ..... (be) very uncomfortable.
- 4 We ..... (not have) time to visit the castle. We ..... (spend) too much time at the museum.

## 3 Change the sentences from *have to have got* if possible. Use short forms.

- 1 Do you have a swimming pool? Have you got a swimming pool?
- 2 We don't have any tables left for Saturday evening. ....
- 3 We have excellent conference facilities. ....
- 4 We had a large group from Russia staying last weekend. ....
- 5 We have a hair salon, but we don't have a beauty salon. ....

## 4 Underline the adjectives and adverbs. Correct six mistakes. The first one has been done.

Ms Laroche arrived at the Grande Hotel by taxi. She was met by a friendly concierge who greeted her politely. She looked attractively *attractive* in her long, pink dress and large, blue hat. She walked slow across to the reception desk where the receptionist smiled kindly. The receptionist spoke quietly to the porter and asked him to take the luggage quick to the suite on the top floor. The luggage felt extremely heavily, but the porter smiled bravely. Ms Laroche was delighted when she saw the wonderful suite. A large vase of beautiful flowers made the room really inviting and she looked happy as she stood quiet beside the window looking at the wonderful view of an amazingly city.

## 5 Put the words and phrases in the correct order to make questions.

- 1 can / park / the car / we / where? Where can we park the car?
- 2 with / to drink / would / like / your meal / what / you? .....
- 3 the island / you / in visiting / interested / are? .....
- 4 get / you / me / could / a taxi / help? .....
- 5 is responsible / table reservations / for taking / who? .....

## 6 Underline the correct alternative.

- 1 How *much/many/any* glasses of wine did he order?
- 2 There were *a lot of/any/a little* people standing outside the conference centre.
- 3 Could you bring me *some/some more/another* piece of cake, please?
- 4 Hurry! We haven't got *much/some/a little* time left.
- 5 The restaurant is very quiet. There are only *a lot of/a few/a small* guests eating.

# Language review

## Units 11–15

### Comparisons

• Use *-er than, more ... than, (not) as ... as* and *not so ... as* to compare two things.

• Use a comparative adjective with *than*.

*The Globe is **more expensive than** the Shore.*

• Use *as ... as* to compare two things that are the same. Use *not as ... as/not so ... as* to compare two things that are different. Don't use the comparative form of the adjective.

*The Globe is **as comfortable as** the Pacific (the same as), but it **isn't as/so old as** the Shore (the Shore is older).*

### Comparative adjectives

adjective	comparative	spelling
nice/old	nicer/older	1-syllable + <i>-r/-er</i>
big	bigger	1 vowel + 1 consonant = double consonant + <i>-er</i>
busy	busier	consonant + <i>y = -ier</i>
simple narrow	simpler narrower	2-syllable ending <i>-le</i> or <i>-ow</i> + <i>-r/-er</i>
frequent	more frequent	2 or more syllables = <i>more/less</i> + adjective

• Use the superlative form *the ... -est* or *the most ...* to compare more than one thing.

*The Pacific is **the largest** hotel in the area. The Shore is **the most comfortable**.*

### Superlative adjectives

adjective	superlative	spelling
large/old	the largest/the oldest	1-syllable + <i>-st/-est</i>
comfortable	the most/least comfortable	2 or more syllables = <i>the most/the least</i> + adjective

### Irregular adjectives

adjective	comparative	superlative
good	better	the best
bad	worse	the worst
little	less	the least
far	farther/further	the farthest/furthest

### Recommending, suggesting and advising

• Expressions for recommending, suggesting and advising are followed by different verb forms.

• Use *to* + infinitive after some noun phrases.

*In my opinion, **the best way to see ...***

*It would be **a good idea to take ...***

• Use a personal pronoun + infinitive after *recommend*, or use the *-ing* form without a personal pronoun.

*I **recommend you buy ...** I **recommend taking ...***

• Use the infinitive after *Why not* and modal verbs.

***Why not buy ...** You **can/could take ...***

• Use the infinitive with *to* after *Your best option is*.

***Your best option is to go ...***

• Use the *-ing* form after a preposition.

*How **about taking ...***

### need

• Use *need* as:

1 a main verb (*need* + noun) to mean 'require'.

*Our guests **need** clean towels in their room.*

2 an auxiliary verb (*need* + *-ing*) to mean 'require'.

***Do the tablecloths need ironing?***

3 an auxiliary verb (*need* + *to* + infinitive) to mean 'have to'.

*You **don't need to** reserve tickets in advance.*

### Present Perfect

• The Present Perfect (*has/have* + past participle) connects the past with the present. Use the Present Perfect for:

1 recent actions and events, often with *just* and *already*. Put *just* and *already* after *has/have*.

*The guests for room 119 **have just arrived**.* (a short time ago)

*I've **already sent** the letter.* (before now)

2 actions and events not yet completed, often with *yet*. Put *yet* at the end of a question or negative sentence.

*Housekeeping **hasn't cleaned** room 166 **yet**.* (up to now but we expect them to soon)

3 actions and events that happened in the past at no specific time but have important results now.

*We **haven't found** the keys.* (Now we can't open the door.)

• Use the Present Perfect with *for/since* for actions that started in the past and have continued up to now: *for* refers to the length of time; *since* refers to the point when the action started. Use *how long* for questions.

A: ***How long** have we had this menu?*

B: *We've had it **for** two months/**since** Monday.*

# Test yourself 3

## 1 Complete the sentences with the correct adjective, changing it into the comparative or superlative form if necessary.

popular exciting bad big good cold far close old

- 1 The fish dish is selling well. It seems much *more popular* than the steak tonight.
- 2 I'd recommend room 204 for a family as it's a little ..... than 206.
- 3 The tower is as ..... as the castle – they were both built in 1790.
- 4 The cinema's ..... than the theatre – it's only five minutes to the theatre, but it's 20 minutes to the cinema. The Science Museum is ..... – it's next to the hotel.
- 5 Working with a celebrity chef is ..... thing I've done!
- 6 We have far more tourists staying at our hotel because we offer ..... service in the region.
- 7 The weather can be very pleasant in September and it isn't as ..... as in November.
- 8 Traffic problems in the city are always ..... on Friday than on Monday.

## 2 Match 1–6 with a–f to make sentences.

- |   |  |   |
|---|--|---|
| 1 <input checked="" type="checkbox"/> e | If you don't want to wait for the bus to the museum, you could | a taking the ferry to the island – it leaves at ten and returns at six. |
| 2 <input type="checkbox"/>              | It would be a good idea  | b to get to town is by bus.   |
| 3 <input type="checkbox"/>              | If you'd like a day trip, how about                            | c leaving your luggage in the luggage room till you're ready to leave.  |
| 4 <input type="checkbox"/>              | If your flight doesn't leave till six, I recommend             | d visit the Folk Museum.  |
| 5 <input type="checkbox"/>              | If you're interested in local history, why not                 | e take a taxi.  |
| 6 <input type="checkbox"/>              | In my opinion, the best way                                    | f to buy an Oyster card for the public transport system.                |

## 3 Correct the mistakes in the sentences.

- 1 We ~~are needing~~ to have an early breakfast tomorrow morning. *need*
- 2 Housekeeping needs check room 137. The shampoo need to replacing and the guests needing a hairdryer. ....
- 3 All guests need identifying their nearest fire exit as soon as they get to their room. ....
- 4 You not need to clean room 245 this morning. ....
- 5 The flowers in reception need change and someone needing to tidy the newspapers on the table. ....
- 6 The roads are very busy at 4 p.m. so you are needing plenty of time to get to the airport. ....

## 4 Write sentences in the Present Perfect with the adverb in the correct position.

- 1 Ms Garcia. (leave, already) *Ms Garcia has already left.*
- 2 We a reply to our email. (not have, yet) .....
- 3 they in the meeting room? (be, how long) .....
- 4 the workmen the shower in room 336? (repair, yet) .....
- 5 The receptionist a booking for a group of 20 on Friday night. (take, just) .....
- 6 the guests the menu for the wedding reception? (choose, yet) .....
- 7 We a confirmation by email. (send, already) .....

# Language review

## ■ Units 16–20

### First and second conditionals

#### First conditional

- Use the first conditional to talk about the result of a possible or likely future situation. The *if* part of the sentence states the condition, and the other part states the result.

condition                      **result**  
*If the guests arrive early, they'll have to wait in reception.*

**result**                      condition  
*We'll call security if there are any more problems.*

- The condition can come in the first or second part of the sentence. Use a comma after the condition, if it comes first.
- Form the condition with the Present Simple and the result with *will*. *If* goes before the condition, not the result.  
*If they leave early, we'll clean their rooms first. (not If we'll clean their rooms first, they leave early.)*

#### Second conditional

- Use the second conditional to talk about the probable result of an unlikely or unreal situation now or in the future.

condition                      **result**  
*If there was a fire in the kitchen, the alarms would sound throughout the hotel. (There's unlikely to be a fire.)*

**result**                      condition  
*It would be easier to check in guests if we had a bigger reception desk. (But we haven't!)*

- Form the condition with the Past Simple and the result clause with *would*.

#### *unless*

- *unless* can be used instead of *if not* in both first and second conditional sentences.

*We'll cancel the booking unless we receive confirmation soon. I wouldn't eat fish unless I was very hungry.*

### The Passive

- The Active or Passive is used depending on what is most interesting or important in a sentence. The Active is used when we're interested in who or what is doing an action. The Passive is used when we're interested in the person or thing affected by the action.

*Reception staff allocated a room when the guests arrived.*  
(Active: the focus is on the reception staff so they come first in the sentence.)

*A room was allocated when the guests arrived.*  
(Passive: the room is more important so comes first and the agent – reception staff – is unimportant so we leave it out.)

- The Passive is also used when the agent is unknown.  
*The room hasn't been cleaned.* (Someone hasn't cleaned the room.)  
*I was told to wait here.* (Someone told me to wait here.)

- If it's important to include the agent in a Passive sentence, use *by* + the agent.

*The hotel guests were welcomed by the General Manager.*

- Make the Passive with the verb *be* in the appropriate tense and the past participle of the verb.

Active	Passive
He takes reservations.	Reservations <b>are taken</b> .
They are cleaning the rooms.	The rooms <b>are being cleaned</b> .
They moved the luggage.	The luggage <b>was moved</b> .
They have booked a room.	A room <b>has been booked</b> .
They will finish the hotel next month.	The hotel <b>will be finished</b> next month.
They're going to deliver the new furniture.	The new furniture <b>is going to be delivered</b> .

### Managing conversation

- Spoken English is different to written English in several ways. We normally don't have time to plan, think about our message and revise it when we speak. We often use words which have little meaning such as *well, you see, kind of*. They indicate to the listener how we feel and sometimes warn of what is to follow. When we hesitate we use *Er, Um*.

- Use *well, so, now* at the beginning of a sentence to introduce new information and to get someone's attention before a change of topic.

*Now, what will we do with the guests in room 222?*

*Well, what do you think about extending the car park?*

*So, has it been a busy day?*

- Use *actually* to emphasize a point,  
*She was very helpful and actually carried my bags to the car.*  
or to correct or contradict someone.

*No, I don't come from Italy. I'm from Switzerland, actually.*

- Use *OK, Right, Good, I see, Mm, Ah* when listening to encourage the speaker to continue.

A: *When we arrived in Venice it was very hot.*

B: *Mm!*

A: *But the hotel had excellent air conditioning.*

B: *Good.*

# Test yourself 4

## 1 Use the prompts to make first or second conditional sentences. Use *unless* if appropriate.

- 1 We have a cancellation / contact you. (likely) *If we have a cancellation, we'll contact you.*
- 2 more business people use hotel / we have Internet connection in every room. (unlikely)  
.....
- 3 the hotel continue to lose guests / the weather not improve. (likely)  
.....
- 4 we not offer such excellent service / we not have such loyal staff. (unlikely)  
.....
- 5 staff be happier / we change the hours of work. (likely)  
.....
- 6 we find missing bag / we let you know. (likely)  
.....

## 2 Complete the sentences with the Active or Passive of the verbs in brackets.

- 1 Where is housekeeping? None of the rooms on the second floor *have been cleaned* (clean) yet.
- 2 Yesterday, one of the conference guests ..... (take) to hospital when she became ill.
- 3 A: Where's Mrs Brown?  
B: She ..... (prepare) the banqueting room for the wedding later this afternoon.
- 4 Normally, in the afternoon, new flowers ..... (place) in the reception area.
- 5 Someone ..... (just find) your earrings, so we ..... (send) them to you without delay.
- 6 This area of the hotel ..... (clean) every day. The windows ..... (polish), the carpets  
..... (vacuum) and the lights ..... (dust).
- 7 The chicken ..... (serve) with mushroom sauce and fresh vegetables.
- 8 The mixed seafood dish ..... (contain) prawns and mussels.

## 3 Complete the sentences with the most suitable word. Use the information in brackets to help.

well    **right**    actually    now    ah!    actually    mm ...

- 1 A: She came into the dining room at about half past seven. (encourage speaker)  
B: *Right.*  
A: Then she decided to go back to her room for something.  
B: .....  
A: Then I suddenly heard Marie shouting.  
B: .....
- 2 Monday isn't the 16th. It's the 17th ..... (correct information)
- 3 A: Here are the keys.  
B: Thank you. .... what are you planning to do today? (change topic)
- 4 The room was so comfortable and had a wonderful view. (emphasize)  
It ..... overlooked the Grand Canal.
- 5 A: Could you describe the room? (introduce information)  
B: ....., there're a dance floor and 30 small tables ...

# Language review

## ■ Units 21–25

### Obligation and prohibition

#### Obligation

- Use *must* or *have to* (+ infinitive) to talk about obligations. Sometimes it doesn't matter which is used.  
*I've got exams tomorrow, so I **must/have to** revise.*
- But there is a difference in meaning. Use *must* for a situation when the speaker thinks something is important.  
*I **must** remember to take my earrings out before I start work.*
- Use *have to* when there is an obligation from a rule or situation.  
*All kitchen staff **have to** keep the kitchen clean and tidy.*
- Use *had to* for past obligation.  
*We **had to** clean all the kitchen equipment yesterday.*
- Use *have to* to make questions, not *must*.  
*What **do** I **have to** do now?*

#### No obligation

- Use *don't have to* or *needn't* (+ infinitive) to talk about the absence of obligation.  
*You **don't have to** work every weekend. (It isn't necessary.)*  
*We **needn't** wash the floor. (Others do it.)*

#### Prohibition

- Use *mustn't* or *can't* (+ infinitive) to talk about prohibition, not obligation.  
*You **mustn't** leave spills on the floor. (Don't do it!)*  
*You **can't** leave food uncovered. (It's not allowed.)*

### have something done

- Use *have something done* to say that someone is doing something for you (this is often something you pay or employ someone to do).  
*The manager's **having** the main office **refitted**. (He's employed a company to come and do it.)*
- Use subject + the correct form of *have* + object + past participle of the verb.  
*We **have** the windows **washed** once a week.*  
*The manager **is having** the office **painted** blue.*  
*The chef **didn't have** fresh caviar **imported** from Russia.*  
*Has Marie **had** her hair **coloured** black?*  
*The owners **will have** the hotel **refurbished** next year.*

### Verb + *-ing* or *(to)* infinitive

- When one verb follows another, the first verb determines the form of the second verb: verb + *-ing* or verb + *(to)* infinitive.
  - *help, let* (verb + object + infinitive)  
*She **helped** Chef **prepare** the fish.*  
*Did they **let** you **wait** in the lounge?*
  - *want, promise, decide, manage* (verb + *to* + infinitive)  
*I **want to become** a hotel manager one day.*  
*What did Maria **decide to do**?*
  - *finish, keep, enjoy* (verb + *-ing*)  
*Have you **finished cleaning** this room?*  
*Don't **keep stirring** the sauce!*
  - *remember* and *forget* can take both forms. When you remember to do something before it happens, use *to* + infinitive.  
*Please **remember to lock** the door when you leave.*  
*Don't **forget to replace** the toiletries.*  
When you remember something after it has happened, use verb + *-ing*.  
*I **remember seeing** her outside.*  
*I'll never **forget burning** my hand.*

### Reporting verbs

- To report what someone has said, a number of other verbs can be used instead of *say* and *tell*, e.g. *apologize, blame, assure, offer, ask, warn, advise, refuse*.  
*He **said** he was sorry for breaking the plate.*  
→ *He **apologized** for breaking the plate.*  
*Chef **told** her not to touch the hot pot.*  
→ *Chef **warned** her not to touch the hot pot.*
- Use these reporting verbs in the past tense. Remember to use the correct verb patterns.

+ <i>to</i> + infinitive	offer refuse	to do
+ person + <i>to</i> + infinitive	warn advise ask	me (not) to do
+ person + <i>that</i>	assure	us that
+ <i>-ing</i>	apologize for blame (sb) for	(not) doing

- Ausa **offered to work** late on Saturday.*  
*The receptionist **advised the guests to wait** in the bar.*

# Test yourself 5

## 1 Complete the kitchen rules with *have to*, *don't have to* or *mustn't* and the verbs in brackets.

- 1 You have to tie back (tie back) your hair and you ..... (wear) a cap – it's a rule.
- 2 You ..... (handle) food with cuts on your hands.
- 3 You ..... (wear) a cap outside the kitchen – you can relax!
- 4 You ..... (prepare) food unless you've washed your hands.
- 5 You ..... (keep) raw meat and cooked meat in separate fridges to avoid contamination.
- 6 You ..... (chew) gum – no eating allowed!

## 2 Make sentences using the correct form of *have something done*.

- 1 The windows were dirty but now they're clean. The manager didn't wash them herself.  
The manager had the windows cleaned.
- 2 The hotel buys fresh salmon. Someone sends it from Norway.  
The hotel ..... from Norway.
- 3 The bedrooms need new curtains. A local company is making them.  
The hotel manager ..... for the bedrooms.
- 4 A fire extinguisher company checks the extinguishers regularly. Has the company checked them recently?  
..... you ..... recently?
- 5 We will ask someone to redesign the garden sometime next year.  
We ..... sometime next year.
- 6 The hair salon did the wedding guests' hair before the wedding.  
The wedding guests ..... before the wedding.

## 3 Make a second sentence with the same meaning as the first. Use the verbs in brackets.

- 1 I love Indian food and I'd like to cook it. I want to cook Indian food. (want)
- 2 They've offered me a job in the Pacific Hotel. I've made up my mind to take it.  
..... the job in the Pacific Hotel. (decide)
- 3 When you arrive in America, send me some photos.  
..... when you arrive in America. (remember)
- 4 Cakes and pastry, that's what I really like to make.  
..... cakes and pastries. (enjoy)
- 5 Before you leave, switch off the lights.  
..... before you leave. (Don't forget)
- 6 Tom has to scrub the work surfaces. Can you assist him?  
..... the work surfaces? (help)

## 4 Correct the mistakes in the sentences.

- 1 The tour guide assured ~~we~~ that the bus would arrive before ten o'clock. .... *us* .....
- 2 The restaurant manager blamed the waiter to drop the tray. ....
- 3 The guests asked the receptionist sending drinks to their room. ....
- 4 Chef warned the trainee to use not the slicing machine. ....
- 5 The chamber maid has lost her job because she refused working on Saturday. ....
- 6 The receptionist apologized for forget the wake-up call. ....



# Language review

## ■ Units 26–28

### Adjective + preposition

• Many adjectives are followed by a particular preposition. *aware of, capable of, excited about, famous for, fond of, frightened of, full of, in charge of, interested in, keen on, kind to, pleased with, proud of, satisfied with, suitable for, tired of, used to, worried about.*

• These adjective + preposition phrases are followed by a noun (phrase) or pronoun,

*She's aware of the meal-time changes.*

*The manager's worried about them.*

or a verb in the *-ing* form (also with *not*).

*Tom's tired of getting up early every morning.*

*This product is suitable for cleaning wool carpets.*

*He's proud of not making any mistakes.*

• Some adjectives can be followed by more than one preposition.

*The guests were angry about the delay.* (about something)

*Jean-Bernard was angry with the chamber maid.* (with someone)

• Some adjectives change their meaning when followed by different prepositions.

*Erik is responsible for the dining room.* (part of his job)

*He's responsible to the manager.* (person senior to him)

• Use *good/bad at* to talk about a person's ability.

*He's good at working under pressure.*

*She's bad at time-keeping.*

• Use *good/bad for* to say if something is useful/helpful or not.

*The year abroad was good for my reception experience.*

*Too many late nights are bad for you.*

• Use *good to, kind to, polite to, rude to* to talk about behaviour to others.

*You must always be polite to guests.*

*The supervisor is kind to her staff.*

### Talking about the future

#### going to

• Use present tense of *be going to* + infinitive to talk about something you've decided or intend to do in the future.

*I'm going to check the rooms on the ground floor after lunch.*

*Which soup are we going to make today?*

• Use *going to* to predict what is going to happen based on the situation at present as evidence.

*Is it going to rain?* (It's getting dark.)

*She's going to find the course difficult.* (I know it's difficult.)

#### will

• Use *will* + infinitive for an instant decision, made as you speak.

A: *I've left my pen on the desk.* B: *Oh, I'll get it for you.*

• Use *will* to predict the future when it's based on general beliefs, opinions or attitudes.

*I'm sure you'll enjoy your trip to the island.*

### Question tags

• A question tag is a short question added to a statement. It turns a statement into a question. Use question tags to get another speaker to confirm or disagree with what you have said. Use a negative question tag with a positive statement and a positive tag with a negative statement. Question tags are used in spoken English, rarely in written English.

*You're leaving today, aren't you?*

*The restaurant wasn't open yesterday, was it?*

### Pronunciation

• Use a rising intonation to ask a real question.

A: *You've received our confirmation, haven't you?*

B: *Yes we have, thanks.*

• Use a falling intonation when you know the statement is true and simply want the conversation to continue.

A: *It's an interesting city, isn't it?*

B: *Yes, it is. I love the district where all the artists live.*

### Form

• Make a question tag with an auxiliary verb, modal or form of the verb *be* (+n't) + pronoun. The pronoun refers to the subject of the statement.

*Tom's going to France, isn't he.*

*Miriam can't speak German, can she?*

• In the Present Simple and Past Simple, use a form of *do*.

*The restaurant serves vegetarian food, doesn't it?*

*You didn't lock the door, did you?*

# Test yourself 6

## 1 Make sentences using the adjective in brackets and a preposition.

- 1 Emma has an important examination tomorrow. She's nervous.  
Emma's *worried about an important examination tomorrow*. (worried)
- 2 Abdul understands cultural differences between people.  
Abdul's ..... (aware)
- 3 Karl's going to work in a hotel in Croatia for six months.  
Karl's ..... (excited)
- 4 Marie looks after the new trainees in the hotel.  
Marie's ..... (responsible)
- 5 The supervisor isn't happy because the chambermaid hasn't done a good job.  
The supervisor's ..... (not satisfied)
- 6 She creates very interesting recipes which are tasty.  
She's ..... (good)
- 7 He doesn't really like getting up so early.  
He's ..... (keen)
- 8 Gina has her exams tomorrow – she's nervous.  
Gina's ..... (worried)

## 2 Complete the sentences with *will* or *going to* and the verbs in brackets.

- 1 A: Have you cleaned room 129 yet? The guests have arrived.  
B: Not yet. But if the guests have arrived, we 'll *do* (do) it now.
- 2 A: Have you booked your flight?  
B: Yes. We ..... (spend) two nights in Singapore and then fly on to Sydney.
- 3 A: The man at reception said he'd let me know when my visitors arrive.  
B: Don't worry. He ..... (not forget).
- 4 A: Have you decided what to do about that job at the Royal?  
B: Yes. I ..... (not apply) for it.
- 5 I'm sure you ..... (enjoy) the film. Everyone says it's very good.
- 6 The train leaves at two. It's already ten to two, so we ..... (miss) it.

## 3 Complete the questions with the correct tag.

can she    isn't he    won't you    didn't you    ~~haven't you~~    hasn't he    will you    have you

- 1 You've got a car with you, ..... *haven't you* .....
- 2 You will do my shift on Saturday, .....
- 3 Lee's applied for the job, .....
- 4 Helene can't work on Saturday, .....
- 5 Mr Jenson is leaving on Tuesday, .....
- 6 You won't forget, .....
- 7 You left your key in the room, .....
- 8 You haven't used garlic in the sauce, .....

# Test yourself answer key

## Test yourself 1

- 1 2 Would 3 Can 4 Would 5 Could I 6 I'll
- 2 2 Can/Could you give me your passport, please?  
3 Can/Could I speak to the manager, please?/I'd like to speak to the manager, please.  
4 Can/Could you send me a booking confirmation, please?  
5 Can/Could I reserve a table, please?/I'd like to reserve a table, please.  
6 Can/Could I speak to Thea Berberi, please?/I'd like to speak to Thea Berberi, please.
- 3 2 there's  
3 Is there  
4 there're/there are  
5 there isn't  
6 There aren't
- 4 2 ... **from** Friday to Tuesday.  
3 ... all evening **until** 2 a.m.  
4 ... closes **in** January for two weeks.  
5 ... some time **in** the afternoon.  
6 ... **during** the week but at the weekend ...
- 5 2 speak, deal with  
3 are arriving  
4 's just checking  
5 Are you going  
6 Does the hotel have  
7 reserve, 're eating  
8 isn't taking

## Test yourself 2

- 1 2 them, her  
3 your, us  
4 my, it, me, it
- 2 2 did you make  
3 Did you have, didn't, were  
4 didn't have, spent
- 3 2 I'm afraid we haven't got any tables left ...  
3 We've got excellent conference facilities.  
4 *have got* not possible  
5 We've got a hair salon, but we haven't got a beauty salon.

- 4 Ms Laroche arrived ... met by a friendly concierge who greeted her politely. She looked attractive in her long, pink dress and large, blue hat. She walked slowly across to the reception ... the receptionist smiled kindly. The receptionist spoke quietly to the porter ... the luggage quickly to the suite on the top floor. The luggage felt extremely heavy, but the porter smiled bravely. Ms Laroche was delighted when she saw the wonderful suite. A large vase of beautiful flowers made the room really inviting and she looked happy as she stood quietly beside ... at the wonderful view of an amazing city.
- 5 2 What would you like to drink with your meal?  
3 Are you interested in visiting the island?  
4 Could you help me get a taxi?  
5 Who is responsible for taking table reservations?
- 6 1 many 2 a lot of 3 another 4 much 5 a few

## Test yourself 3

- 1 2 bigger  
3 old  
4 farther/further, the closest  
5 the most exciting  
6 the best  
7 cold  
8 worse
- 2 2 f 3 a 4 c 5 d 6 b
- 3 2 Housekeeping **needs to** check ... The shampoo **needs replacing** and the guests **need** a hairdryer.  
3 All guests **need to identify** their nearest fire exit ...  
4 You **don't need** to clean room 245 ...  
5 The flowers in reception **need changing** and someone **needs** to tidy ...  
6 The roads are very busy ... you **need** plenty of time ...
- 4 2 We haven't had a reply to our email yet.  
3 How long have they been in the meeting room?  
4 Have the workmen repaired the shower in room 336 yet?  
5 The receptionist has just taken a booking for a group of 20 on Friday night.  
6 Have the guests chosen the menu for the wedding reception yet?  
7 We've already sent a confirmation by email.

### Test yourself 4

- 1 2 More business people would use the hotel if we had Internet connection in every room.
  - 3 The hotel will continue to lose guests unless the weather improves/if the weather doesn't improve.
  - 4 We wouldn't offer such excellent service if we didn't have such loyal staff.
  - 5 Staff will be happier if we change the hours of work.
  - 6 If we find the missing bag, we'll let you know.
- 2 2 was taken
  - 3 's preparing
  - 4 are placed
  - 5 has just found, 'll send
  - 6 is cleaned, are polished, are vacuumed, are dusted.
  - 7 is served
  - 8 contains
- 3 1 Mm, Ah
  - 2 actually
  - 3 Now
  - 4 actually
  - 5 Well

### Test yourself 5

- 1 1 have to wear
  - 2 mustn't handle
  - 3 don't have to wear
  - 4 mustn't prepare
  - 5 have to keep.
  - 6 mustn't chew
- 2 2 The hotel has fresh salmon sent from Norway.
  - 3 The hotel manager is having new curtains made for the bedrooms.
  - 4 Have you had the fire extinguishers checked recently?
  - 5 We'll have the garden redesigned sometime next year.
  - 6 The wedding guests had their hair done before the wedding.
- 3 2 I've decided to take
  - 3 Remember to send me some photos
  - 4 I enjoy making
  - 5 Don't forget to switch off the lights
  - 6 Can you help Tom scrub
- 4 2 ... blamed the waiter **for dropping** the tray.
  - 3 ... asked the receptionist **to send** drinks to their room.
  - 4 ... the trainee **not to use** the slicing machine.
  - 5 ... because she refused **to work** on Saturday.
  - 6 ... apologized for **forgetting** the wake-up call.

### Test yourself 6

- 1 2 Abdul's aware of cultural differences between people.
  - 3 Karl's excited about going to work in a hotel in Croatia for six months.
  - 4 Marie's responsible for the new trainees in the hotel.
  - 5 The supervisor's not satisfied with the chambermaid.
  - 6 She's good at creating interesting (tasty) recipes.
  - 7 He's not keen on getting up so early.
  - 8 Gina's worried about her exams tomorrow.
- 2 2 we're going to spend
  - 3 won't forget
  - 4 'm not going to apply
  - 5 you'll enjoy
  - 6 're going to miss
- 3 2 won't you
  - 3 hasn't he
  - 4 can she
  - 5 isn't he
  - 6 will you
  - 7 didn't you
  - 8 have you

# More words to use

## Attractions, festivals and customs

art shop	dome	originate	tradition
blossom	excursion	parade	traditionally
celebrate	festival	raft	trekking
costume	lantern	religious	waterfront
cottage	mask	signify	well
courtyard	minaret	skyscraper	windmill
dancing	mosque	tearoom	wind turbine
(food) dish	musician	temple	

## Conferences and events

anniversary	handout	schedule
auditorium	interactive whiteboard	state of the art
AV equipment	microphone	wake
golden wedding	rostrum	wall-mounted

## Currencies

Australian dollar	Indian rupee	Swedish krona
Chilean peso	Iranian rial	Swiss franc
Croatian kuna	Moroccan dirhan	Turkish new lira
Czech koruna	Polish zloty	Venezuelan bolivar
Egyptian pound	Serbian dinar	Vietnamese dong

## Disabilities and injuries

bleeding	deaf	nosebleed
blind	dislocation	sprain
burn	fracture	strain
clinic	guide dog	walking stick
convulsion(s)	hearing aid	wheelchair bound
crutches	lame	wound

## Drink service

breathe	screw top
chambrier	sediment
cork	sommelier
corkscrew	vintage
plastic cork	

## Food preparation

baby's bottle	discard	moisten	soak
beat	food allergy	peel	sprinkle
blanch	grate	purée	squeeze
blend	julienne	roll	stir
chop	mash	shred	
diet	mince	simmer	

## Hotel facilities

cot (US crib)	iron	safe deposit box
fitness centre	jacuzzi	suite
hair dryer	lift (US elevator)	
hair salon	lobby	

## Hotel services

babysitting	luggage storage	room service
dry cleaning	pre-book	wake-up service
laundry		

## Health, safety and security

bandage	hurricane	pulse
choke	identity badge	sensor
explosion	inspection	tornado
firearms	plaster	unconscious
flood	poisonous	

## Housekeeping

Further items on the room attendant's trolley:

bath mat	hand towel
bath robe	pencils/pens
bath sheet	Please Service notice
bath towel	room service menu
Do Not Disturb notice	sewing kit
duvet cover	shoe shine cloth
face cloth	shower cap
guest notepaper and envelopes	

### Job applications

block letters	desirable	marital status	surname
bonus	essential	permanent	temporary
date of birth	ideal candidate	probation	

### Personal qualities

aggressive	assertive	engaging	sophisticated
amenable	cooperative	intelligent	sullen
anxious	emotional	poised	sympathetic

### Personnel

assistant manager	hall porter
breakfast chef	kitchen porter
cashier	laundry attendant
catering manager	laundry supervisor
chef de partie	maitre d'
colleague	pastry chef
concierge	reception manager
executive housekeeper	waiting staff
food and beverage manager	

### Telephoning

beep	engaged	long distance call
cell phone	extension	operator
charger	GSM	outside line
coverage	handset	receiver
crackling	hang up	satellite phone
dial tone	interference	switchboard
directory	local call	text message

### Travel and transport

cable car	minibus	route
change (train)	monorail	tram
concourse	pedicab	travel card
cover	pier	tube station
flight	rental car	validate
funicular	rickshaw	voyage

### Weather

bright	foggy	sleeting	warm
cloudy	freezing	snowing	wet
dull	rainy	sunny	windy

### Useful adjectives

available	dirty	overlooking	tired
blocked	dripping	recycled	torn
comfortable	frozen	same	undercooked
cracked	illegal	similar	uneatable
customary	impressed	spacious	wide
different	narrow	stained	

### Abbreviations

Common abbreviations are often used in business emails between regular correspondents.

asap	as soon as possible
cc	copy to
encs	documents enclosed
incl	included
Ltd	limited (after name of private company)
no	number
plc	public limited company
pp	per proxy (signing instead of somebody)
re	regarding
rd	road
st	street

### Telephone alphabet

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whisky
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

# Glossary

- abbreviation** *n* the short form of a word, phrase, etc.
- abroad** *adv, prep* in or to a foreign country
- accept** *vb* [1] to take something you are offered [2] to believe or agree that something is true, correct or fair
- accommodation** *n* a place where you live, work or stay
- account** *n* [1] an arrangement with a bank to take care of your money [2] an arrangement with a shop, hotel, etc. to pay for things later
- acronym** *n* a word that is a short form of a phrase or name
- adjoining** *adj* next to or connected to another room, building, etc.
- aggressive** *adj* angry, rude or violent
- air** *vb* if you air a room, you open the doors and windows to let fresh air in
- airline** *n* a company that owns and operates aircraft
- aisle** *n* a narrow passage between rows, for example between seats on an aeroplane or shelves in a supermarket
- allergy** *n* a medical condition that makes you feel ill if you eat or touch a particular substance (allergic to sth = having an allergy to sth)
- allergy-tested** *adj* a substance that has been allergy-tested has been examined to make sure it does not contain anything that is likely to cause someone to become ill
- alley** *n* a narrow passage between buildings
- alternate** *adj* if something happens on alternate days, weeks, etc., it happens on one day, week, etc., then not on the following day, week, etc., and continues in this pattern
- alternative** *n* something you can choose from two or more things
- ambitious** *adj* very determined to succeed
- amenable** *adj* somebody who is amenable is easy to control and likely to agree with you
- amendment** *n* a small change made to an arrangement
- amount** *n* a quantity of something, especially money
- anniversary** *n* a date when you celebrate something that happened on that date in the past
- answer** *n* a response you get when you phone somebody or knock on the door of their office, house, etc.
- anxious** *adj* feeling worried
- aperitif** *n* a small alcoholic drink that you have just before a meal
- apologize** *vb* to say that you are sorry for something that has gone wrong or a problem you have caused
- appearance** *n* the way that somebody looks, dresses or behaves
- archaeology** *n* the study of ancient cultures and people by examining old bones, buildings and objects that are dug up from the ground
- architecture** *n* the style and design of particular buildings
- arrange** *vb* [1] to organize something so that it happens [2] to put a group of things in a particular order
- arrow** *n* a mark or sign that is pointed at one end to show the direction or position of something
- art shop** *n* a shop that sells paintings
- asparagus** *n* a plant with thin green and purple stalks, eaten as a vegetable
- assembly point** *n* a place outside where all the people who were inside a building go if there is a fire or other emergency
- assertive** *adj* saying what you want clearly and confidently so that people listen to you
- assistant manager** *n* the person whose job is to help the manager, or take the place of the manager in a company, when the manager is not available
- auditorium** *n* the part of a theatre or concert hall where the audience sits
- AV equipment** *n* audio-visual equipment that uses sound and pictures, for example a computer or television
- availability** *n* the state of being able to be used or obtained
- available** *adj* able to be used or obtained
- baby's bottle** *n* a small plastic bottle with a rubber cap, used to feed babies milk or other liquids
- babysitting** *n* the work of caring for babies or children for a short time while their parents are out
- bacteria** *n* very small living things that can cause disease
- baggage carousel** *n* a large rubber belt at an airport that moves in a circle and from which you collect your luggage
- balcony** *n* a platform with a rail around it that is on the outside of a building
- bandage** *n* a long thin strip of fabric that is wrapped around a part of your body that you have injured
- bath mat** *n* a small rug for you to stand on when you get out of the bath or shower
- bath robe** *n* a loose long piece of clothing like a coat that you put on when you get out of the bath or shower
- bath sheet** *n* a very large towel
- bath towel** *n* a thick piece of fabric, used to dry yourself
- beat** *vb* to mix food such as eggs, cream or butter well
- bedspread** *n* a fabric cover that is placed over a bed
- beep** *n* a short sharp sound
- belongings** *n* the things that you own and carry with you
- birthday** *n* the date on which somebody was born
- blame** [1] *vb* to believe that somebody is responsible for something bad [2] *n* responsibility for something bad
- blanch** *vb* to put raw vegetables in boiling water for a few minutes to prepare them
- bleeding** *n* the process in which you lose blood from your body
- blend** *vb* to mix two or more substances together, especially food
- blind** *adj* not able to see due to a medical condition
- block letters** *n* separate letters of the alphabet that are written in capitals
- blocked** *adj* completely closed so that nothing can pass through
- blossom** *n* the flowers that trees produce in spring
- boarding card** *n* a card you must show when you get on a ship or plane
- bonus** *n* an extra payment you get because you have done your job well

- book** *vb* to arrange to have or use something at a particular time or on a particular date
- boring** *adj* not at all interesting
- break down** *vb* if a vehicle or machine breaks down, it stops working
- break up** *vb* if the sound on a radio or phone is breaking up, you cannot hear it properly
- breakfast chef** *n* the person in a hotel whose job is to organize breakfast for the guests
- breakout room** *n* a room in a hotel where people who are having a long meeting can go to relax, have refreshments, talk, etc. for a short time
- breast of chicken** *n* the white meat that comes from the front of a chicken
- breathe** *vb* [1] to take air into your lungs and blow it out again [2] if you let wine breathe, you open the bottle and let it stand for a while before drinking it, to improve the flavour
- bright** *adj* bright weather is full of light and sunny
- brochure** *n* a small book with pictures and information about something
- budget** *n* an exact amount of money you have planned to spend on something
- burn** *n* an injury caused by fire or heat
- business centre** *n* centre in a hotel which provides facilities to guests so they can do business, e.g. computer, printer, fax, shipping services, etc.
- business conference** *n* a large important meeting for a particular type of organization
- busy** *adj* [1] if a telephone is busy, you can hear a continuous noise on it that means the person whose number you dialled is already talking to somebody else [2] having a lot to do
- button** *n* a small part of a machine that you press in order to perform a particular action
- cabin luggage** *n* smaller bags that you can take onto a plane with you
- cable car** *n* a square vehicle that hangs from a moving metal wire, used to carry passengers up and down a mountain
- call back** *vb* to phone somebody who phoned you earlier
- campaign** *n* a series of organized activities that are intended to achieve a particular social or political aim
- cancel** *vb* to change an arrangement you made earlier so that it does not happen
- capacity** *n* the number of people who can fit into a particular space such as a room or bus
- car registration** (number) *n* the unique number on a car's number plate
- car rental** *n* an arrangement to hire a car for a set period of time
- career** *n* the series of jobs that you have throughout your life
- cashier** *n* the person in a bank, shop, etc. who deals with payments
- catch** *vb* if you catch what somebody says, you just manage to hear what they say
- catering manager** *n* the person in an organization such as a hotel or college who is responsible for arranging meals in the restaurant
- celebrate** *vb* to do something special to show that you are happy about something or it is an important day for you
- cell phone** *n* (US) a small wireless telephone that you can carry with you
- chambrer** *vb* to bring wine to room temperature
- change** *vb* [1] to make different arrangements from the ones you planned earlier [2] to get out of one form of transport and continue the journey in another
- changeover** *n* the act of getting a hotel room ready for a new guest after the previous guest has checked out
- changing room** *n* a small room where you can change into different clothes
- charger** *n* a piece of equipment that is used to load a battery with electrical power
- check** *vb* to find out if something is possible
- chef de partie** *n* the person who is in charge of a particular part of the kitchen in a restaurant or hotel
- chest** *n* the upper part of the front of your body
- chilled** *adj* food or drink that is chilled has been made cold to keep it fresh or improve the taste
- chilli** *n* a small green or red vegetable that has a strong hot taste
- choke** *vb* to be unable to breathe properly or swallow because something is blocking your throat
- chop** *vb* to cut something, especially food, into small pieces
- client** *n* a customer who receives a service from a professional person
- clinic** *n* the part of a hospital where you go to receive a particular medical treatment
- cloudy** *n* [1] a cloudy sky is covered in clouds [2] liquid that is cloudy is not clear
- coast** *n* an area of land next to the sea
- collapse** *vb* if a person collapses, they fall down because they are ill
- colleague** *n* somebody who works at the same place as you
- collect** *vb* to go and get something from a particular place, for example because it is yours or you want to use it
- come back** (to sb) *vb* to return to somebody, for example because you are dealing with a problem they have
- comfortable** *adj* making you feel physically relaxed
- comfortably** *adv* in a comfortable way
- committed** *adj* willing to give a lot of time and attention to something
- communication skills** *n* the ability to express your ideas clearly in speech and writing
- complimentary** *adj* given free of charge
- compote** *n* fruit cooked in sugar and water served as a dessert
- compulsory** *adj* that must be done by law or rules
- concert season** *n* the time of year when musical concerts are performed
- conciierge** *n* somebody whose job is to help the guests in a hotel with information, problems, etc.
- concourse** *n* a large hall or space inside a building such as an airport or railway station
- conditions** *n* the situation or surroundings in which people live or work
- conference suite** *n* a large room or group of rooms in a hotel or business centre where meetings are held
- confident** *adj* feeling or showing that you are sure of your own abilities, opinions, etc.
- confuse** *vb* to think wrongly that one thing/person is something/someone else
- congested** *adj* so full of traffic that nothing can move
- conscientious** *adj* very careful and hardworking
- contact number** *n* a specific phone number you can use to speak to somebody
- contamination** *n* the fact of something being spoiled because a substance has been added to it that makes it harmful or dangerous



- continue** *vb* to keep going in the same direction
- contract of employment** *n* a legal agreement between an employer and an employee that says what work the employee will do, how much they will be paid, etc.
- control switch** *n* the part on a machine, light, etc. that you press or move to operate it
- conveyor belt** *n* a large rubber belt that moves in order to carry goods, baggage, etc. from one place to another
- convulsion(s)** *n* sudden violent movement(s) of your body that you cannot control
- cooperative** *adj* willing to help and agree with what you suggest
- cork** *n* a small round piece of wood that is pushed into the top of a bottle of wine to keep it closed
- corked** *adj* wine that is corked tastes unpleasant because it has been damaged during its production
- corkscrew** *n* a small tool that you use to remove a cork from a bottle
- correct** *adj* with no mistakes
- correspondence** *n* letters or other written material that you have to deal with
- corridor** *n* a narrow passage inside a building, with doors that open into rooms along it
- costume** *n* a set or style of clothes that people of a particular country wear on special occasions
- cot** (US crib) *n* a bed with high sides for a baby
- cottage** *n* a small and very old house, usually in the countryside
- courtesy room** *n* a small room in a hotel containing a toilet, shower, etc. for guests to use
- courtyard** *n* an area of ground outside that is surrounded by walls but has no roof
- cover** *vb* to include or deal with something
- coverage** *n* the area of land over which a particular telephone signal can be received
- covering letter** *n* a letter containing extra information that you send with something, for example, with your CV
- cracked** *adj* glass that is cracked is damaged, but not completely broken
- crackling** *n* a continuous noise you hear on a telephone that makes it difficult to hear what somebody is saying
- credit** *n* a sum of money that you have the right to use, for example because you have bought a travel card instead of buying separate tickets
- credit card number** *n* the long number on the front of a credit card
- criticize** *vb* to say what is bad or wrong about something
- cruise** *n* a journey by boat for pleasure
- crutches** *n* two long sticks that you put under your arms to help you walk if you have injured your leg
- culture** *n* the customs, ideas, beliefs, etc. of a particular society
- currency** *n* the system of money used in a particular country
- customary** *adj* usual and normally done
- dancing** *n* the act of moving to music
- date of birth** *n* the date on which somebody was born
- deaf** *n* not able to hear
- deal with** *vb* [1] to take suitable action in order to solve a problem [2] to treat somebody in a particular way
- deduct** *vb* to take money or points from a total amount
- definitely** *adv* certainly; without doubt
- delay** [1] *n* a situation or period of time when you have to wait because something is late [2] *vb* to make somebody or something slow or late
- delegate** *n* a person who attends a conference or other important meeting
- departure lounge** *n* a large room in an airport where you wait until you are called to get on a plane
- deposit** *n* a sum of money that is the first payment for something, and you pay the rest later
- desirable** *adj* desirable qualities or skills are ones that are wanted for a particular job but are not essential
- dial tone** *n* the sound you hear when you pick up a telephone receiver and it is ready to use
- diet** *n* the food that a particular person usually eats
- different** *adj* not like something or someone else
- digit** *n* a number from 0 to 9
- direct** *adv* going from one place to another without stopping
- directory** *n* a list of names, addresses, and telephone numbers
- dirty** *adj* not clean; marked
- discard** *vb* to throw something away that is not needed
- dish** *n* a type of food prepared in a particular way
- dislocation** *n* when the bone in a joint such as your hip or elbow is in the wrong position because of an injury
- Do Not Disturb notice** *n* a sign that a hotel guest puts on their bedroom door so that no one will come into the room
- dome** *n* a round roof on a building
- double** (room) *n* hotel room with a double bed
- draught** *adj* draught beer is served from a large barrel
- dripping** *adj* having small drops of liquid coming out or falling
- dropout** *n* a person who leaves school or college without finishing their studies and who does not want to work
- dry cleaning** *n* a service where your clothes are cleaned using chemicals instead of water
- dull** *adj* dull weather has lots of clouds and is not sunny
- dust** *vb* to clean a surface by removing small pieces of dirt from it with a cloth
- duvet cover** *n* a piece of material like a large bag that you put a duvet in when it is in use
- either** *determiner* one or the other of two things
- embarrassing** *adj* making you feel uncomfortable or shy
- emotional** *adj* showing your feelings to other people
- engaged** *adj* if a telephone is engaged, you can hear a continuous noise on it that means the person whose number you dialled is already talking to somebody else
- engaging** *adj* somebody who is engaging is pleasant and interesting
- enquire** *vb* to ask for information
- enthusiasm** *n* a strong feeling of interest or excitement
- enthusiastic** *adj* showing interest or excitement
- essential** *adj* completely necessary
- event** *n* a planned public or social occasion
- exceed** *vb* to be more than a particular amount or more than you had expected
- exchange rate** *n* the value of the money of one country when it is changed for the money of another country

- excursion** *n* a short journey to a place of interest that a group of people make for pleasure
- executive housekeeper** *n* somebody whose job is to be responsible for the general care of guests, the bedrooms, eating areas, etc. in a hotel
- exhausted** *adj* very tired
- expectations** *n* the things that you hope or expect will happen
- expiry date** *n* the date on a credit card that tells you the last date on which it can be used
- explosion** *n* an occasion when something suddenly bursts with a lot of violence and a loud noise
- extension** *n* an individual telephone line that is one of several lines connected to one main line
- extra** *adj* in addition to what you already have
- eye contact** *n* if somebody makes eye contact with you, they look directly into your eyes
- face** *vb* to point or be turned towards a particular direction
- face cloth** *n* a small piece of fabric that you use when washing your face
- facilities** *n* [plural] rooms, equipment, services provided for a particular purpose
- faint** [1] *vb* to become unconscious [2] *adj* a faint sound can hardly be heard
- fascinating** *adj* very interesting
- fault** *n* responsibility for a mistake or problem
- ferry** *n* a boat that carries people or goods across a river or small stretch of sea
- festival** *n* [1] a special day when people of a particular religion or society celebrate something [2] a series of plays, films, musical performances, etc. that takes place in one place
- firearms** *n* guns that are small enough to carry
- fitness centre** *n* a building or part of a building where you can go to do physical exercises
- flexible** *adj* willing to change in order to deal with different situations
- flight** *n* a journey in an aircraft
- flood** *n* a large amount of water that spreads over an area that is normally dry
- fluff up** *vb* to shake a pillow or cushion to make it softer and bigger
- flush** *vb* to make water pass through a toilet to clean it
- flute** *n* a tall narrow glass used for drinking champagne
- foggy** *adj* foggy weather has a lot of low cloud so you cannot see very far ahead
- fold** *vb* if you fold something, you bend one part of it over another part to make it smaller and neater
- follow** *vb* to go along a road in one direction without turning or stopping
- following** *adj* the following week, month, page, etc. is the next one
- food allergy** *n* a medical condition that makes you ill when you eat a particular food
- food and beverage manager** *n* a person whose job is to order the food and drink for a hotel or restaurant
- footpath** *n* a path for people to walk on
- forbidden** *adj* not permitted
- forgery** *n* a document, banknote, picture, etc. that is a copy of a real one
- fracture** *n* a break in a bone
- free** *adj* not busy or not being used
- freezing** *adj* freezing weather is very cold
- fresh** *adj* recently picked, produced or prepared
- freshen up** *vb* to wash your face and hands and make yourself clean and tidy
- frothy** *adj* containing lots of bubbles
- frozen** *adj* frozen food has been stored at a very low temperature to keep it fresh and needs to defrost (= thaw) before it can be eaten
- full-bodied** *adj* full-bodied wine is rich and strong
- funicular** *n* a railway on a steep slope that moves passengers in a metal car up and down using a strong metal wire
- further** *adv* to continue going for a longer distance
- gate** *n* the place at an airport where you get on or off a plane
- germs** *n* very small living things that cause disease and infection
- get cut off** *vb* to suddenly not be able to hear someone you are talking to on the phone
- gift shop** *n* a shop, especially in a museum, art gallery, etc. where you can buy small presents
- glaze** *n* a thin layer of egg, milk or sugar that you put on food to make it look shiny
- goal** *n* your purpose or aim
- goat's cheese** *n* cheese that has been made from the milk of a goat
- golden wedding** *n* the 50th anniversary of when a husband and wife married
- grade** *n* a mark given for school work, an exam, etc.
- graduate** *vb* to get a degree from a university for the first time
- grate** *vb* to rub food such as cheese or vegetables against a grater (= special metal tool) in order to cut it into small pieces
- GSM** *n* Global System for Mobile Communication; the system of signals used for mobile phones
- guest notepaper and envelopes** *n* paper and envelopes that are provided by a hotel for its guests
- guide dog** (US seeing eye dog) *n* a dog that is trained to help somebody who cannot see
- guidebook** *n* a small book that contains information about a town, region, place of interest, etc.
- hair dryer** *n* an electrical machine that blows hot air, used to dry your hair
- hair salon** *n* a place where you can have your hair cut and styled
- half-bottle** *n* a small bottle of wine that contains half as much as a normal bottle
- hall porter** *n* the person in a hotel whose job is to carry your luggage
- handle** *vb* to deal with or organize something
- hand luggage** *n* smaller bags that you can carry with you, for example onto a plane
- handout** *n* a piece of paper with information given to someone attending a meeting, etc.
- handset** *n* the part of a telephone that is used for speaking and listening
- handshake** *n* the act of shaking somebody's hand when you meet them
- hand towel** *n* a small piece of fabric used for drying your hands
- hang up** *vb* to end a telephone conversation by putting the telephone down
- happen** *vb* to take place, usually without being planned or expected
- harbour** *n* a place on the coast where ships stop and take on or unload passengers or goods
- hazard** *n* a danger or risk
- hearing aid** *n* a small instrument that you place by your ear to help you hear better
- heart attack** *n* a sudden serious illness when somebody's heart stops working

- heavy** (traffic) *adj* if the traffic is heavy, there are a lot of vehicles on the road
- high chair** *n* a special chair with long legs and a small seat and table for a child to sit in while eating
- high season** *n* the time of the year when many tourists visit a place and the prices are higher
- hiking** *n* the activity of going for a long walk in the countryside
- hire** *vb* to have the use of something for a short time by paying for it
- hold** (a room) *vb* if a hotel holds a place or a room for you, it keeps it available for you until you arrive
- hold** (the line) *vb* to wait to speak to somebody on the telephone
- home address** *n* the address of the house where you normally live
- hostel** *n* a type of cheap hotel
- house white/red** *n* house wine is the least expensive wine that is sold in a restaurant or bar
- hurricane** *n* a violent storm with very strong winds
- hygiene** *n* the things you do to keep yourself and the things around you clean and prevent disease
- ice bucket** *n* a container filled with ice that you put a bottle of wine in to keep it cold
- ideal candidate** *n* the person who is best suited to a particular job
- identity badge** *n* a small piece of metal or plastic with a name on it, worn by somebody who works in a hotel, shop, etc.
- illegal** *adj* not allowed by law
- impressed** *adj* feeling admiration for somebody or something
- improve** *vb* to become or make something better
- in advance** *adv* before a particular time or event
- inconvenience** *n* trouble or a problem that stops you doing something
- indicate** *vb* to show that something is true
- infection** *n* a disease or illness that is caused by harmful bacteria
- infestation** *n* a situation in which a lot of insects or animals fill a place and cause a problem
- informative** *adj* providing a lot of useful information
- initiative** *n* the ability to do what is needed without having to be told
- insert** *vb* to put something into a hole or space
- inspection** *n* an official process of checking that people are doing their jobs correctly
- instead** *adv, prep* in the place of somebody or something else
- intelligent** *adj* having the ability to understand and learn things quickly
- interactive whiteboard** *n* an electronic board for writing on which works with a computer or projector
- interference** *n* a continuous rough noise that makes it difficult to hear a radio, telephone conversation, etc.
- involve** *vb* to be a necessary part of something such as a job or task
- iron** *n* an electrical tool with a flat bottom that heats up and that you move over your clothes to make them smooth and neat
- itemized** *adj* showing the price of each separate thing
- jacuzzi** *n* a special hot bath with a powerful pump that moves the water around
- jetty** *n* a wall or platform built out into a stretch of water where boats can stop and people can get on or off
- journey** *n* the act of travelling from one place to another
- julienne** *vb* to cut vegetables into long thin strips
- junk food** *n* food that is not good for you but that is quick and easy to prepare
- keep to the point** *vb* to write or talk about the same subject that you started with, rather than a different subject
- kitchen porter** *n* the person whose job is to carry supplies to and from the kitchen in a hotel or restaurant
- knob** *n* a round button or handle on a machine, etc. that you press in order to perform a particular action
- knot** *n* a point in a piece of material or rope where it is tied tightly together
- label** *vb* to put a label on something
- lame** *adj* not able to walk properly
- landline** *n* a telephone that is connected to the main electricity supply
- lantern** *n* a light inside a transparent container that you can carry or hang up
- laundry** *n* a service where clothes, sheets, towels, etc. are washed
- laundry attendant** *n* the person whose job involves washing clothes, sheets, towels, etc.
- laundry supervisor** *n* the person who is in charge of the laundry in a hotel
- layout** *n* the way that furniture is arranged in a room
- leadership skills** *n* the ability to lead and direct people
- (be) left** *adj* still available after other things have been taken or used
- let sb know** *vb* to tell somebody something but only when you are ready to
- library** *n* a room or building with books that you can borrow or look at
- lift** (US elevator) *n* a machine in a large building, used to carry people or goods between floors
- limp** *adj* not firm or strong
- linen** *n* bed sheets and other articles made of cloth
- liner** *n* a thin plastic bag that is placed inside a bin to stop it getting dirty
- litter** *n* pieces of paper, rubbish, etc. that some people leave in public places
- lobby** *n* the area inside the entrance to a large building
- local call** *n* a telephone call made to somebody in the same city or area
- locked** *adj* fastened with a key and not able to be opened without it
- log** *vb* to keep a written record of the telephone calls you receive and make
- long distance call** a telephone call that is made to somebody in a different city or area
- look forward to sth** *vb* to feel excited and happy about an event that will happen in the future
- lost property** *n* a place where lost items are kept until their owners come to collect them
- lower case** *adj* letters of the alphabet that are written or printed in their small form; not capitals
- loyal** *adj* willing to support and remain working for somebody, even when there are problems
- luggage storage** *n* a container where your personal belongings can be stored safely
- main** *adj* most important, interesting, exciting, etc.
- maintenance** *n* the department in a company that deals with repairs to the building
- maitre d'** *n* the person whose job is to manage the waiters in a hotel or restaurant
- make a note** (of sth) *vb* to write something down so that you remember it

- mango** *n* a large green fruit with orange flesh
- marital status** *n* the fact of whether you are officially single, married, divorced, etc.
- mash** *vb* to crush food until it is soft and smooth
- mask** *n* something you wear to cover all or part of your face for decoration
- memorable** *adj* worth remembering because of being very good, interesting, exciting, etc.
- microphone** *n* a piece of electrical equipment, used to make sounds louder or to record them
- minaret** *n* a tall narrow tower that is part of a mosque
- mince** *vb* to cut meat into very small pieces usually in a machine
- minibus** *n* a small bus, used for short journeys
- minimize** *vb* to make something smaller, less important or less likely
- mix** *vb* to combine two or more substances
- mixer** *n* a drink such as fruit juice that is not alcoholic and can be mixed with alcohol
- moisten** *vb* to make something slightly wet
- monitor** *vb* to check, record, or test something regularly
- monorail** *n* a railway system in which trains run along a single track, usually high above the ground
- mosque** *n* a building where Muslims go to worship
- motivate** *vb* to make somebody want to do something that involves hard work and effort
- motorway** *n* a wide road on which traffic can travel fast for long distances
- multimedia** *adj* using sound, pictures, film and text on a computer
- musician** *n* a person who plays a musical instrument
- narrow** *adj* having only a short distance from side to side
- nauseous** *adj* feeling ill and as if you are going to vomit
- neat** *adj* looking tidy
- New World wine** *n* wine that has been produced in Australia, New Zealand, South Africa or the US rather than in Europe
- nosebleed** *n* a sudden flow of blood from your nose
- no-show** *n* an occasion when somebody does not arrive when they were expected
- occasionally** *adv* happening from time to time but not often or regularly
- ongoing** *adj* continuing to exist or happen
- on site** *adv* at the place where you are, rather than in a different place
- operator** *n* a person whose job is to direct the telephone calls that are made to a particular company
- organized** *adj* arranged and planned
- originate** *vb* to happen or appear for the first time in a particular place or situation
- (do) our best** *vb* to do everything we can to deal with a situation or problem well
- outside line** *n* a phone line to or from someone not inside a building
- overbook** *vb* to sell more tickets or places than there are seats or places available
- overcharge** *vb* to make somebody pay too much for something
- overlapping** *adj* overlapping things are placed so close together that one is partly covering the other
- overlooking** *adj* having a view of something outside
- owe** *vb* to have to pay somebody money for something they sold you
- page** *vb* to call someone's name over a public address system in order to find them
- parade** *n* an occasion when a group of people stand or walk in a line for people to watch them
- partition** *vb* to divide a room into two parts
- partner hotel** *n* a hotel that is part of a larger group of hotels owned by the same company
- pastry chef** *n* a person whose job is to prepare sweet dishes for a restaurant
- patience** *n* the ability to stay calm and not get angry in a difficult situation
- pedicab** *n* a three-wheeled cycle that you can hire with a cyclist to take you around a city
- peel** *vb* to remove the skin from vegetables or fruit
- pen** *n* an object that you use for writing with ink
- pencil** *n* a long thin object made of wood, used for writing
- period** *n* a particular stretch of time in history
- permanent** *adj* lasting for a long time or forever
- pier** *n* a long wooden or metal platform that is built out into the sea for people to walk on
- PIN** *n* Personal Identification Number; the special number that you use to withdraw money or pay for things with an electronic card
- pistachio** *n* a small green nut
- plaster** *n* a strip of fabric that is sticky on one side, used to protect a small cut
- plastic cork** *n* a small round piece of plastic that is pushed into the top of a bottle of wine to keep it closed
- Please Service notice** *n* a sign that a hotel guest puts on the outside of their bedroom door so that the hotel staff will come and clean the room
- plenary** *n, adj* a plenary meeting is one that everyone at a particular event attends
- point down** *vb* to show or be turned in a downward direction
- poised** *adj* calm and confident
- poisonous** *adj* causing death or severe illness if eaten or drunk
- polish** *vb* to make something shine by rubbing it
- polite** *adj* having good manners
- popular** *adj* liked by a lot of people
- pre-book** *vb* to arrange to have something such as a room, table or seat some time before you are going to use it
- previous** *adj* coming or happening before something else
- prick** *vb* to make small holes in something using a sharp instrument
- printout** *n* a printed copy of an electronic document
- priority** *n* the most important thing that you must do before anything else
- probation** *n* a period of time at the start of a new job when somebody is watched to make sure they are suitable
- product launch** *n* an event to announce and sell a new product or service
- pulse** *n* the regular beat felt as the heart pumps blood around the body
- punctual** *adj* doing something or happening at the right time
- purée** [1] *n* a food made by cooking fruit or vegetables and crushing or mixing them to make a smooth substance [2] *vb* to prepare vegetables or fruit by cooking them and crushing or mixing them to make a smooth substance
- purpose-built** *n* designed and built for a particular purpose rather than for general use

- put (sb) through** *vb* to connect someone to the person they wish to speak to on the telephone
- query** *vb* to check that something is true or correct by asking questions about it
- quickly** *adv* happening fast
- quote** *n* a statement of how much a piece of work is likely to cost
- raft** *n* a flat structure made of wood or plastic that is used as a floating platform on water
- rainy (day)** *adj* having a lot of rain
- ramp** *n* a path that you use to go up or down a small hill or slope instead of using steps
- ready** *adj* [1] prepared and willing to do something [2] prepared for something that is going to happen
- reassure** *vb* to say or do something to make someone feel less frightened or worried
- receiver** *n* the part of a telephone that is used for listening and speaking
- reception area** *n* the place inside the entrance of a hotel where guests are greeted
- reception manager** *n* the person whose job is to be in charge of the reception area of a hotel
- recipient** *n* a person who receives something
- recovery position** *n* the position in which a medical person places somebody who has collapsed or is unconscious
- recycled** *adj* recycled things have been made from materials that were used to make something else in the past
- refold** *vb* if you refold something, you fold it into the same position it was in before
- refreshments** *n* light foods and drinks that are available at a meeting, in the cinema, etc.
- refundable** *adj* a sum of money that is refundable can be given back to you if you have paid too much or do not have the thing you paid for
- refurbishment** *n* an occasion when a building is completely cleaned and decorated to make it more attractive
- regarding (re)** *prep* concerning a particular matter
- registration details** *n* an official record of information, for example, a hotel guest's name and address
- reliable** *adj* being somebody or something you can trust and depend on
- religious** *adj* having and practising a religious belief
- remote control** *n* a piece of equipment that is used to operate a machine from a distance
- rental car** *n* a car that you pay to use for a set period of time
- reopen** *vb* to open for business again after being closed for a time
- replenish** *vb* to replace things that have been used
- reputation** *n* the opinion people have about what somebody or something is like
- reserve** *vb* to ask for a seat, table, room, etc. to be available at a later time
- resort** *n* a place that a lot of tourists visit
- respect** *n* showing or feeling your good opinion or admiration for someone
- responsible** *adj* having the job or duty for dealing with something
- results** *n* the mark given for a test or exam
- retire** *vb* to leave your job and stop working because you have reached a certain age
- rickshaw** *n* a small light vehicle with two wheels and handles that is pulled along by somebody and used to carry passengers
- ring** *vb* [1] if a telephone rings, it makes a sound like a bell [2] if you ring somebody, you call them on the telephone
- roll** *vb* to make something into the shape of a tube or a ball using your fingers
- roll call** *n* the act of calling out a list of people's names to find out who is present
- roll (sth) out** *vb* to make a substance flatter or longer and thinner by pressing it with your fingers or something heavy
- roof terrace** *n* a small garden with seats on the flat roof of a building
- room rate** *n* the price you pay for a room in a hotel
- room service** *n* a service provided by a hotel, by which guests can order food and drink to be brought to their rooms
- room service menu** *n* the list of food and drink that hotel guests can order to be brought to their rooms
- room temperature** *n* the normal temperature inside a building
- rostrum** *n* a small raised platform that a person stands on to make a speech, accept a prize, etc.
- roughly** *adv* in a way that is not neat or exact
- roundabout (US traffic circle)** *n* a place where two or more roads meet, forming a circle which traffic goes around in the same direction
- route** *n* the way that you follow to get from one place to another
- rucksack** *n* a bag that you carry on your back
- rude** *adj* impolite and showing bad manners
- run late** *vb* delayed; happening later than you had expected or hoped
- safe deposit box** *n* a small box that can be locked, used by a bank or hotel to store valuable possessions for customers
- salsa** *n* a spicy red sauce that is eaten cold
- same** *adj, adv, pron* not different
- sanitize** *vb* to clean something thoroughly
- satellite phone** *n* a type of mobile phone that connects to an electronic satellite in space
- satisfied** *adj* pleased because you have got what you wanted
- save face** *vb* to prevent yourself from losing the respect of other people
- schedule** *n* a plan of when things will happen
- screw top** *n* a thin flat piece of metal used to close a bottle or jar that you open by turning it
- sea bass** *n* a large, usually white fish that lives in the sea
- secure** *vb* to guarantee payment (of a reservation)
- security** *n* the part of a large company that deals with the protection of customers and staff
- security guard** *n* a person whose job is to protect customers and staff
- security number** *n* a three-digit number on the back of a credit card, used when paying for something
- sediment** *n* a thick substance that forms at the bottom of a container of liquid
- selection** *n* a number of different types of the same thing from which you can choose
- sensitive (to sth)** *adj* showing you are able to understand other people's feelings, customs, etc.
- sensor** *n* a device that reacts to light, movement or pressure
- separate** *adj* not together or in the same place
- service** *n* an arrangement for providing something for customers or guests
- service** *vb* if someone services a room in a hotel, they make it ready for a new guest
- sewing kit** *n* a small packet containing needles and thread for repairing clothes

- shift** *n* a period of time worked by one group of workers who start as another group finishes
- shoe shine cloth** *n* a special cloth containing chemicals, used to quickly clean shoes
- short-staffed** *adj* not having enough members of staff to do the work
- show sb round** (sth) *vb* to lead somebody around a building so they can see what it is like
- shower cap** *n* a small plastic hat that you wear in the shower to keep your hair dry
- shred** *vb* to cut food into short thin strips
- shuttle bus** *n* a small bus that makes regular short journeys between two places
- sign** *n* to write your name in the usual way on an official document to show that you have seen it or understand it
- signal** *n* a series of electrical waves that are sent out or received and used by radios, mobile phones, etc.
- signify** *vb* to be a sign of something important or interesting
- similar** *adj* like something or somebody but not exactly the same
- simmer** *vb* to let food cook slowly and gently in hot liquid
- single malt** *adj* single malt whisky is considered better because it is not mixed with other whiskies
- single** (room) *n* hotel room with one single bed
- single room supplement** *n* an extra payment you make because you have a room to yourself in a hotel instead of sharing
- skyscraper** *n* a very tall building
- sleeting** *vb* if it is sleeting, small pieces of cold rain and ice are falling from the sky
- sliding door** *n* a door that opens and closes when you move it sideways
- slip road** *n* a short road used for joining or leaving a motorway
- slot** *n* a straight narrow opening in a machine, lock, etc.
- slouch** *vb* to sit, stand or walk in a lazy way
- smoke-free** *adj* not allowing smoking
- snowing** *vb* if it is snowing, snow (= small flakes of ice) is falling from the sky
- soak** *vb* to leave something standing in water in order to soften it, clean it, etc.
- soiled** *adj* soiled sheets, cloths, etc. are dirty
- solution** *n* a way of solving a problem
- sommelier** *n* a person whose job is to be in charge of the wines that are served in a hotel or restaurant
- sophisticated** *adj* having a lot of experience about the world and social situations
- sort out** *vb* to find a way of dealing with a problem or difficult situation
- spaced** *adj* with spaces in between each part
- spacious** *adj* large and having lots of space
- sparkling** *adj* sparkling wine or water contains bubbles
- speak up** *vb* to speak louder
- special** *adj* not usual or ordinary
- sprain** *n* an injury caused by twisting your leg or your arm
- spray** *vb* to force liquid out of a container by pressing a button
- sprinkle** *vb* to scatter something over a surface
- squeeze** *vb* to press something in order to get a substance or liquid out of it
- squeeze** (sb) **in** *vb* to find a seat or table for someone in a very busy restaurant, bar, etc.
- squirt** *vb* to force liquid from a container by pressing it
- stained** *adj* having dirty marks
- stamp** *vb* to make a mark on a document by pressing a special tool that carries ink onto it
- state of the art** *adj* very modern and new
- steal** *vb* to take something without the owner's permission
- steps** *n* a series of flat pieces of wood or stone that you walk on to go up or down a small hill or slope
- stewed** *adj* cooked for a long time in hot water
- stiff** *adj* thick and almost solid
- still** *adj* still water does not contain bubbles
- stir** *vb* to move a liquid by pushing it round and round with a spoon
- strain** [1] *n* to injure a muscle by lifting something heavy [2] *vb* to separate a solid and a liquid by pouring them into a special container with small holes in it
- straps** *n* long narrow pieces of leather, plastic, etc. that you use to carry something or hold something in position
- strip** *n* a long narrow piece of paper
- stuffy** *adj* a room or building that is stuffy is too warm and has no fresh air
- succeed** *vb* to manage to achieve what you want
- successful** *adj* having achieved what you wanted
- suffocation** *n* death caused by not being able to breathe
- suite** *n* a set of linked rooms in a hotel
- sullen** *adj* looking and behaving in a bad-tempered way
- sunny** *adj* sunny weather is warm with lots of sunshine
- surname** *n* the name that you share with other people in your family
- surrounding area** *n* the area that is around the main centre of a town or city
- suspicious** *adj* making you feel that something is wrong or illegal
- swipe** *n* to pass the part of an electronic card on which information is stored through a machine in order to read it
- switchboard** *n* the place in a large company where all the telephone calls are connected
- sympathetic** *adj* kind and showing that you understand other people's feelings and problems
- sympathize** *vb* to show that you understand another person's problems
- tab** *n* a bill for a series of items, especially food or drink, that you pay for later
- tart** *n* a type of open pie filled with fruit
- taxi rank** (US taxi stand) *n* a place where taxis park while they are waiting for customers
- tearoom** *n* a restaurant in which tea, coffee, sandwiches and cakes are served
- temple** *n* a building where people go to worship
- temporary** *adj* lasting only for a short time
- terminal** *n* the computer that one person uses in order to get information from a bigger, main computer
- text message** *n* a written mobile phone message
- threat** *n* a warning that someone may kill or harm you if you do not do as they say
- ticket machine** *n* a machine from which you can buy tickets
- tile** *n* a flat square piece of stone or plastic, used in rows to cover a roof, wall or floor
- time-consuming** *adj* taking too much time
- tired** *adj* feeling that you need to rest
- tone** *n* the quality of somebody's voice that expresses the way they feel

- top up** *vb* to increase the amount of something to the level you want or need
- torn** *adj* damaged because pulled apart
- tornado** *n* a very violent and strong wind
- tough** *adj* difficult
- tourist attraction** *n* a place of interest that tourists visit
- town hall** *n* a building that contains the local government offices
- toxic** *adj* poisonous
- track** *n* a narrow path on which you can walk but not drive
- tradition** *n* a custom, belief or way of doing something that has been continued from the past
- traditional** *adj* done as part of a custom or belief that has been continued from the past
- traditionally** *adv* in a way that has been done in the past because of a particular custom or belief
- tram** *n* a type of bus that uses electricity and travels along special rails on the road
- transfer** [1] *n* the process by which someone is moved from one place to another [2] *vb* to move someone from one place to another
- travel card** *n* a special ticket that you pay for in advance and can use on trains or buses for a set period of time
- trekking** *n* the activity of walking long distances in the countryside
- trim** *vb* to cut a small amount off something to make it neater
- trip** *n* a journey to a place and back again
- try** *vb* to attempt to do something
- tube station** *n* the place where you can get on or off an underground train
- twin (room)** *n* hotel room with two single beds
- type** *n* a group of things that share the same features
- unacceptable** *adj* that you cannot accept or allow
- unattended package** *n* a bag or parcel that somebody has left in a public place
- unconscious** *adj* in a state when you cannot see, hear or move because of illness or injury
- undercooked** *adj* cooked too little
- underground** *n* a system of railways that runs under the ground in big cities
- under pressure** *adj* in a situation when you have a lot to do
- uneatable** *adj* food that is uneatable is not good enough
- unfortunately** *adv* used to say that a particular situation is sad, disappointing or difficult
- unless** *conj* used to say that if something does not happen, another thing will happen as a result
- upholstery** *n* the thick soft material used to cover chairs, car seats, etc.
- upset** *adj* worried and unhappy
- up to date** *adj* modern
- valid** *adj* legally or officially acceptable
- validate** *vb* to make something legally or officially acceptable
- valuables** *n* small possessions that are worth a lot of money
- various** *adj* several different
- view** *n* what you can see from a particular place
- vintage** [1] *n* the vintage of a wine is the year it was made [2] *adj* vintage wines or cars are old and therefore valuable
- voicemail** *n* an electronic system that can store telephone messages
- voucher** *n* a piece of paper that you can use instead of money to pay for something
- voyage** *n* a long journey by sea or in space
- waiting staff** *n* the people whose job is to take orders, bring food, etc. to the diners in a restaurant
- wake** *n* an occasion after a funeral when the friends and relatives of the person who has died meet to remember them
- wake-up service** *n* a service in a hotel to wake you at a particular time
- walking stick** *n* a stick that somebody carries to help them walk
- wall-mounted** *adj* fixed to a wall
- warm** *adj* warm weather is pleasant and usually sunny
- waterfront** *n* an area that is next to a river, lake or the sea
- wedding reception** *n* an event after a wedding where the guests eat and dance
- wedge** *n* a piece of wood or plastic that is thick at one end and thin at the other, used to hold something in place
- well** *n* a large deep hole in the ground, used to store water
- well organized** *adj* good at planning things
- wet** *adj* wet weather is when it is raining
- wheelchair access** *n* arrangements for people using wheelchairs to get in and out of buildings, transport, etc.
- wheelchair bound** *adj* using a wheelchair
- whiteboard** *n* a large board with a smooth white surface that teachers etc. write on with special pens
- whites** *n* a uniform that is white, worn especially by kitchen staff
- wide** *adj* measuring a lot from one side to another
- windmill** *n* a tall building with long pieces of wood or metal attached that turn when the wind blows and produce power to crush grain or create electrical power
- wind turbine** *n* a large machine with long pieces of metal attached that turn when the wind blows, used for creating electrical power
- windy** *adj* having a lot of wind
- wipe** *vb* to clean or dry something by rubbing it with a cloth
- work permit** *n* an official document that allows you to work in a particular foreign country
- worn** *adj* old and slightly damaged through use
- worry** *vb* to feel anxious that something bad might happen
- worth** *adj* having a value in money
- wound** *n* an injury on your body where the skin is broken
- zero tolerance** *n* strict application of rules
- zone** *n* an area of a city, especially in relation to the tickets you buy to use public transport

# 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



**OXFORD**

UNIVERSITY PRESS

Great Clarendon Street, Oxford OX2 6DP

Oxford University Press is a department of the University of Oxford.  
It furthers the University's objective of excellence in research, scholarship,  
and education by publishing worldwide in

Oxford New York

Auckland Cape Town Dar es Salaam Hong Kong Karachi  
Kuala Lumpur Madrid Melbourne Mexico City Nairobi  
New Delhi Shanghai Taipei Toronto

With offices in

Argentina Austria Brazil Chile Czech Republic France Greece  
Guatemala Hungary Italy Japan Poland Portugal Singapore  
South Korea Switzerland Thailand Turkey Ukraine Vietnam

OXFORD and OXFORD ENGLISH are registered trade marks of  
Oxford University Press in the UK and in certain other countries

© Oxford University Press 2010

The moral rights of the author have been asserted

Database right Oxford University Press (maker)

First published 2010

2014 2013 2012 2011 2010

10 9 8 7 6 5 4 3 2 1

### No unauthorized photocopying

All rights reserved. No part of this publication may be reproduced,  
stored in a retrieval system, or transmitted, in any form or by any means, without  
the prior permission in writing of Oxford University Press,  
or as expressly permitted by law, or under terms agreed with the appropriate  
reprographics rights organization. Enquiries concerning reproduction outside the  
scope of the above should be sent to the ELT Rights Department, Oxford University  
Press, at the address above

You must not circulate this book in any other binding or cover  
and you must impose this same condition on any acquirer

Any websites referred to in this publication are in the public domain and their  
addresses are provided by Oxford University Press for information only. Oxford  
University Press disclaims any responsibility for the content

ISBN: 978 0 19 457750 2

Printed in China

### ACKNOWLEDGEMENTS

Illustrations by: Peter Bull pp.7, 28, 29, 41, 48; Emma Dodd pp.4, 18, 58; Mark Duffin  
pp.6-7, 9(Fidelio), 10, 40, 42; Joanna Kerr pp.30, 46, 47, 65; Gavin Reece pp.34, 36.

Cover image courtesy: Alamy Images (chef/Tetra Images)

We would also like to thank the following for permission to reproduce the following  
photographs: Alamy Images pp.6 (Hotel Royal/Kader Meguedad), 15 (man/David  
Sanger Photography), 16 (Car park/J Richards), 16 (Park Plaza hotel/Archimage),  
16 (parking sign/Stuart Walker), 24 (Gallery/Yadid Levy), 26 (Rickshaw/Yadid Levy),  
26 (Underground train/Eric Nathan), 26 (Taxi/Alan Gallery), 26 (Coach/Troy GB  
images), 26 (Passenger ferry/Malcolm McHugh), 26 (Tramway/allOver photography),  
26 (Mount Fuji cable car/SCPhotos), 52 (Professionals greeting each other/Visage);  
Corbis pp.14 (conciierge/Mark Edward Atkinson/Blend Images), 16 (Housekeeping  
cart/Owaki/Kulla); Getty Images pp.14 (hotel/Anderson Ross/Iconica), 38 (Woman  
wearing headset/Monice du Soir), 54 (Receptionist on phone/Reza Estakhrian), 54  
(Hotel receptionist/Reza Estakhrian); ImageState p.39 (Businesswoman on train/  
Javier Larrea/age fotostock); OUP pp.24 (Notre-Dame, Paris/Image Source), 24  
(Dinosaur exhibit/BananaStock), 26 (Monorail/Corbis/Digital Stock), 56 (College  
students/Blend Images); Photolibary pp.8 (Receptionist/Andersen Ross/Cultura), 14  
(welcome flowers/GlowimagesRM), 15 (reception/Bilderlounge), 15 (cocktails/Japack  
Photo Library), 24 (Theatre audience/image100), 24 (St. James Park/Comstock), 26  
(Small airplane/Creatas/Comstock), 32 (Hotel check-in/Ryan McVay/Photodisc), 50  
(Carnival/Bertrand Gardel/Hemis), 54 (Chef in restaurant kitchen/Tetra Images),  
54 (Two chefs/Tetra Images), 54 (Maid making a bed/Uppercut Images), 54 (Maid/  
UpperCut Images); Press Association Images p.55 (Chef Jamie Oliver/Yui Mok/PA  
Archive); PunchStock p.22 (Waiter taking order/ Goodshoot), 26 (Double-decker bus/  
Thinkstock).

Commissioned photography by Chris King pp.20, 23, 44.

The author and publisher are grateful to those who have given permission to reproduce the  
following extracts and adaptations of copyright material:

p.55 Information about Jamie Oliver from [www.jamieoliver.co.uk](http://www.jamieoliver.co.uk). Reproduced by  
permission of Peter Berry, PR Manager.

p.49, 66 Challenge game by Virginia Espinosa. Reproduced by permission.

Although every effort has been made to trace and contact copyright holders before publication,  
this has not been possible in some cases. We apologize for any apparent infringement of  
copyright and if notified, the publisher will be pleased to rectify any errors or omissions at the  
earliest opportunity.

Oxford University Press makes no representation, express or implied, that the advice or  
procedures described in this book are correct. Readers must therefore always check procedures  
with the most up-to-date information in their country and the most recent codes of conduct and  
safety regulations.

The authors and the publishers do not accept responsibility or legal liability for any errors in the  
text or for the misuse or misapplication of material in this work.

The author and publisher would like to thank the following people who assisted in the  
development of this title: Ms Dragana Boljesic Knezevic, Karlovac, Croatia; Virginia  
Espinosa, IES Hotel Escuela, Madrid, Spain; Alison McLean, Alimac Language  
Centre, Ayr, Scotland; Roger Nicholson, L'Escola Universitària de Turisme i Direcció  
Hoteleria de la Universitat Autònoma de Barcelona (EUTDH - UAB), Barcelona,  
Spain; Ana Belén Platero, British Home, Madrid, Spain; Wilasinee Ployluamsaeng,  
Thailand; Arantxa Simón Tercero.

The authors would also like to thank: the management of Hotel du Vin, York, for advice  
on various topics.

# Highly Recommended **2**

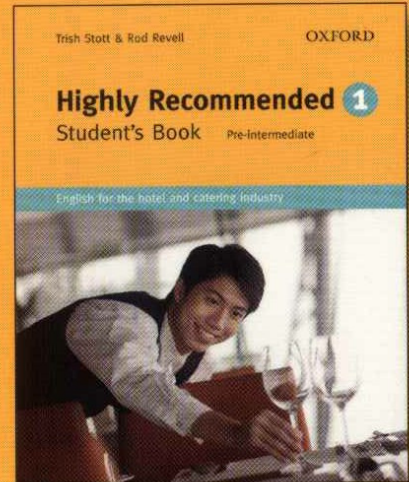
Intermediate

## English for the hotel and catering industry

**Highly Recommended** is a popular course for trainees in the hotel and catering industry who need to communicate in English.

- Learn the English you need to do the job
- Practise functional language in real work situations
- Learn hotel and catering vocabulary on every page

In this series:



ISBN 978 019 457463 1

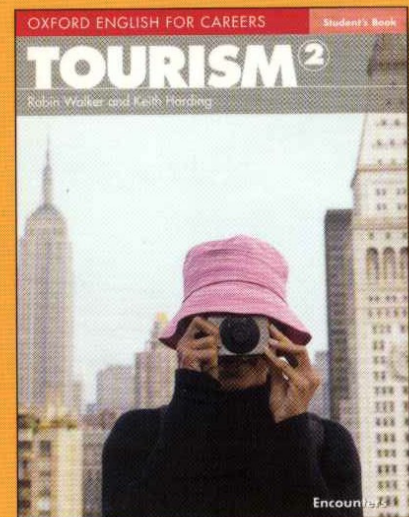
**Highly Recommended 2** provides straightforward, professional language for dealing with customers and colleagues in a variety of work-related situations, such as:

- taking reservations and checking in
- providing local information
- dealing with enquiries and problems
- serving food and drink
- applying for jobs

**Available now:**

Highly Recommended 2 Workbook ISBN 978 019 4577519  
Highly Recommended 2 Class CDs ISBN 978 019 4577533  
Highly Recommended 2 Teacher's Book ISBN 978 019 4577526

Also available:



ISBN 978 019 455103 8

**OXFORD**  
UNIVERSITY PRESS

[www.oup.com](http://www.oup.com)

