

Trish Stott & Rod Revell

OXFORD

# Highly Recommended **1**

## Student's Book

Pre-intermediate

English for the hotel and catering industry





# Highly Recommended **1**

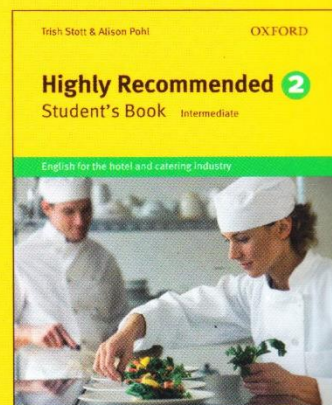
Pre-intermediate

## 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.

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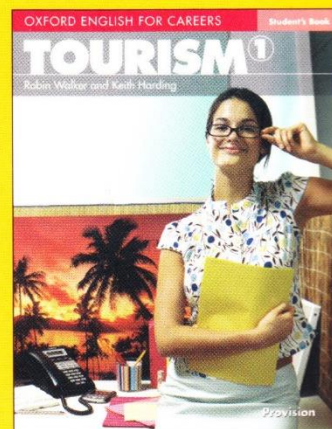
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- taking reservations and checking in
- giving directions and advice
- dealing with enquiries and problems
- serving food and drink
- applying for jobs

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# Highly Recommended **1**

Student's Book Pre-intermediate

English for the hotel and catering industry

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# Unit contents chart

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



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

Activity material	60	Wordlist	97
Listening scripts	66	Useful vocabulary	110
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# 1 Taking phone calls

## Greet customers

Good morning.  
Good afternoon.  
Good evening.

## Answer the telephone

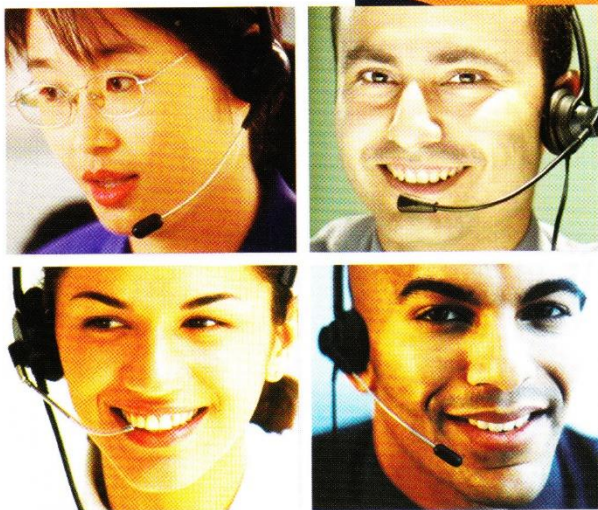
Good morning.  
Can I help you?

## Ask who is calling

Who's calling?  
Who's speaking?

## Take messages

Can I take a message?



## Starter

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

## Listening Taking phone calls

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

Call 1

1 Caller's name ☐ Mr Carl ☐ Mr Phillips

Call 2

2 Room number ☐ 329 ☐ 221

Call 3

3 Hotel ☐ Rio Parc ☐ Rio Parthenon

Call 4

4 Receptionist ☐ Luke ☐ James

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

help	Can	speaking
connect	calling	through

Call 1

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

Call 2

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

Call 3

3 Just one moment. Who's .....<sup>4</sup>, please?

Thank you, Mr Falgado. You're .....<sup>5</sup> now.

Call 4

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

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

## Language study

### ! Expressions to learn

May Lee speaking. How can I help you?

Can I have your name, please?

I'd like to speak to Mrs Bader.

One moment, and I'll connect you.

Who's calling, please?

You're through now.

C = customer

S = member of staff



### ! New words to use

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

➡ Wordlist page 97

### Structures to practise

#### Can/Could

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

Example speak to / Mrs Bader

*Could I speak to Mrs Bader, please?*

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

➡ Language review page 76

#### I'd like to

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

book make speak to reserve

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

➡ Language review page 76

### ■ Listening Taking messages

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

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

Message for

Room number

Caller

Event

Day

Time

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

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

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

### Activity

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

- A1 You work at reception in the Hotel Canaria. Read the information and answer the calls.

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

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

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

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

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

### More words to use

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

## 2 Giving information

### → Identify yourself

My name's Caroline.  
I'm Scott.

### → Ask and answer questions

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

### → Talk about numbers

There are 900 bedrooms.

### ■ Starter

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

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

### ■ Listening *Where people work*

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

#### Cumberland Hotel

City: ..... Number of rooms: .....

Number of floors: .....

Number of shops: .....

#### Sydney Tower Restaurant

City and country: .....

Number of seats: .....

Type of cuisine: Italian ..... international .....

Number of bars: .....

2 Listen again and complete the sentences.

#### Dialogue 1

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

#### Dialogue 2

- 6 The tower is ..... metres high.
- 7 ..... 200 seats in the restaurant.
- 8 Is ..... a bar in the restaurant?

CUMBERLAND  
HOTEL



### ■ Language study

#### ! Expressions to learn

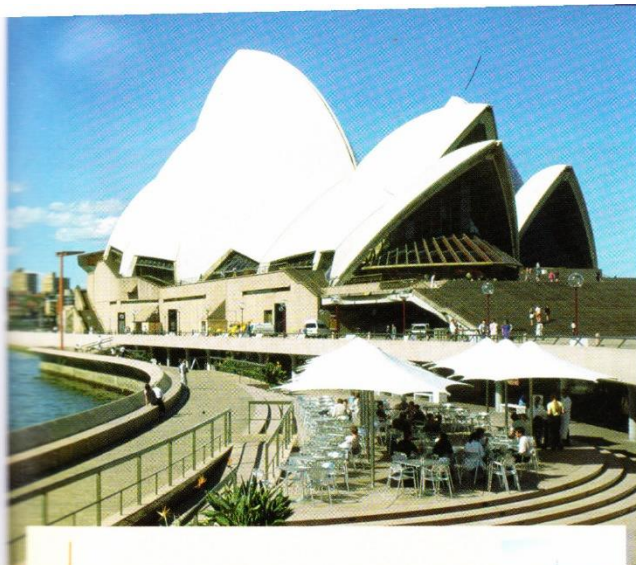
Good morning. My name's Caroline.  
There's satellite TV in all rooms.  
Are there any shops?  
Is there a swimming pool?  
Hello, I'm Scott.  
There are 200 seats in the restaurant.  
The Sydney Tower is an à la carte restaurant.

#### ! New words to use

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

➡ Wordlist page 97





### Structures to practise

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

Look at these examples.

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

► Language review page 76

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

#### The Plaza Hotel in Chicago.

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

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

### ■ Listening What facilities are there?

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



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

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

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

### Activity

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

- A1 Ask questions about the Manor Hotel and complete the table. Answer questions about the Hyatt Hotel. Use *Is there?/Are there?, There is/There are, There isn't/There aren't*.

#### Hyatt Hotel Barcelona

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

#### Manor Hotel Melbourne

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

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

### More words to use

#### Numbers

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

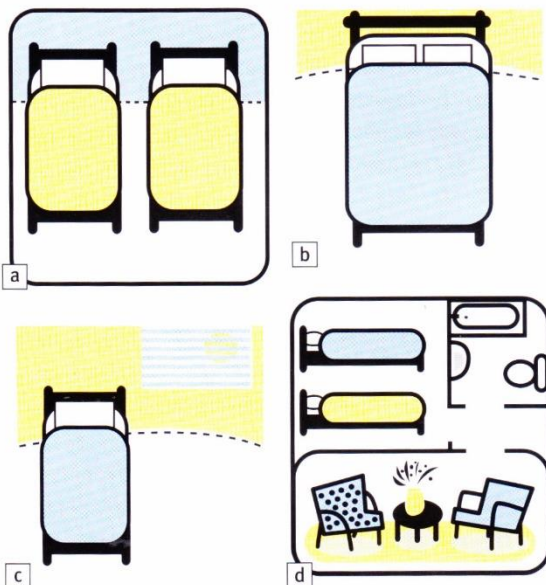
### 3 Taking room reservations

- ❖ **Handle enquiries**  
Does the hotel have a restaurant?
- ❖ **Take a room reservation**  
Yes, we have a double room available.
- ❖ **Take down guest details**  
Do you have a contact number?
- ❖ **Write an email of confirmation**  
We confirm your reservation of a double room.

#### ■ Starter

Match the words to the pictures.

- 1 ☐ double room
- 2 ☐ single room
- 3 ☐ suite
- 4 ☐ twin room



#### ■ Listening Taking a reservation

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

Micros-Fidelio Front Office 7.12 (FIDELIO) 13/07/04

Reservations Front Desk Cashiering Rooms Management Quick Keys Miscg

Reservation No: 12069

Main More Fields

Guest Profile

Surname: Morell Country: Great Britain Go To Profile

Reservation

Arrival: 13/07/04 Wednesday

Nights:

Departure: 15/07/04 Friday

Adults: 2 Child: 0

# Rooms: 1 Room Type: Room: 0733

Contact Name:

Contact No.:

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

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

#### ■ Language study

##### ! Expressions to learn

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

##### ! New words to use

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

Wordlist page 97

##### Structures to practise

Do, Does

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

Example Do you have a parking space?

Does the hotel have a sauna?



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

Example *Does the hotel have a sauna?*

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

➡ Language review page 76

3 Make questions and short answers using these words.

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

Practise the questions and short answers with a partner.

Example A *Do you serve dinner?*

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

### Prepositions of time

Look at these examples.

*on Monday, on 1st September,  
at 8.30, at 15.00, at the weekend, at Christmas,  
in two weeks, in September, in 2005, in spring,  
in the evening, from 12.00 to 3.00, from 2001 to 2004*

4 Make questions and answers using the correct preposition.

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

B *No, it closes on Sundays.*

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

Practise the questions and answers with a partner.

### ■ Listening Checking and confirming

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

- ☐ Thank you, goodbye.
- ☐ We arrive in Düsseldorf at 6.00 p.m. on the 18th.
- ☐ I'd like to make a room reservation for five nights from the 18th to the 22nd of June.
- ☐ Please reserve us a parking space and a table for four for dinner at 7.30.
- ☐ Hello. This is Steven Dickson from Edinburgh, UK.
- ☐ I'd like a double room for me and my wife, and an adjoining twin room for my two daughters.

6 Complete the email confirmation. Use these words.

table	7.30	twin
reserved	confirm	car park

**From:** hotelstoware@düsseldorf.de

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

**Subject:** Confirmation

Dear Mr Dickson

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

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

Regards

Trudi Fischer

Reservations

### Activity

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

A1 You work at reception in the Sonotel Hotel. Take this phone reservation. Remember to ask for confirmation in writing.

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

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

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

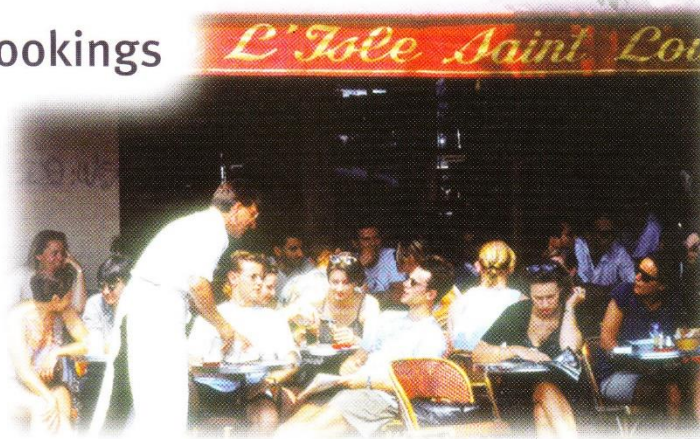
Example *Good morning, I'd like to book ...*

### More words to use

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

## 4 Taking restaurant bookings

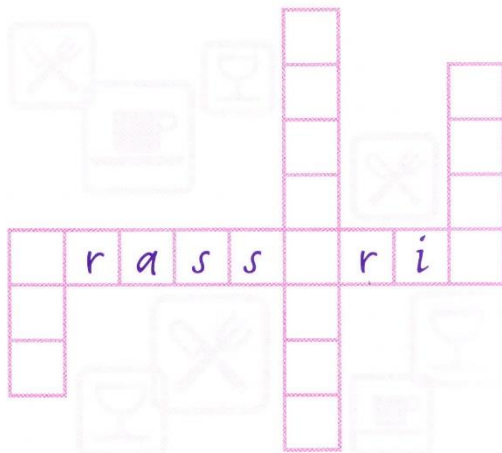
- **Say opening and closing times**  
What time do you serve dinner?  
We serve dinner from 7.00 to 11.00 p.m.
- **Say what is available**  
I have a table for six on Friday evening.
- **Talk about dates**  
Saturday 24th September.
- **Talk about how often you do things**  
We never open on Mondays.



### ■ Starter

Complete the puzzle and find a type of restaurant.

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



### ■ Listening I'd like to book a table

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

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

- 1 ☐ We open ..... to .....
  - 2 ☐ We close ..... .
  - 3 ☐ We serve dinner ..... o'clock to ..... p.m.
  - 4 ☐ We serve lunch ..... o'clock to ..... o'clock.
  - 5 ☐ I'm afraid ..... on Saturday 24th.
- a When do you close?
  - b I'd like to book a table for six on Saturday evening 24th September, please.
  - c What time do you serve dinner?
  - d What days do you open?
  - e What time do you serve lunch?

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

### ■ Language study

#### ! Expressions to learn

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

#### ! New words to use

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

➡ Wordlist page 97



## Structures to practise

### Dates

- 3 Complete the sentences using the correct dates.

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

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

➡ Language review page 76

### Adverbs of frequency

Look at these examples.

*I always go to my English classes.*

*I often meet friends at the weekend.*

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

*I rarely go to the cinema.*

*I never drink alcohol in the morning.*

➡ Language review page 76

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

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

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

## ■ Listening What time is it?

- 5 Listen and match the times to the clocks.



a ☐



b ☐



c ☐



d ☐

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



- 7 Read the notes and make questions and answers.

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

*What time does the restaurant serve dinner?*

*From 7.00 to 10.30.*

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

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

➡ Language review page 76

## Activity

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

Student B's information is on page 65.

- A1 Practise taking table reservations with your partner. Use these notes to help you or invent your own responses. Then change roles.

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

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

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

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

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

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

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

B *Thank you, 8.30 is fine.*

## More words to use

### Months

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

# 5

## Giving polite explanations

### Give polite explanations

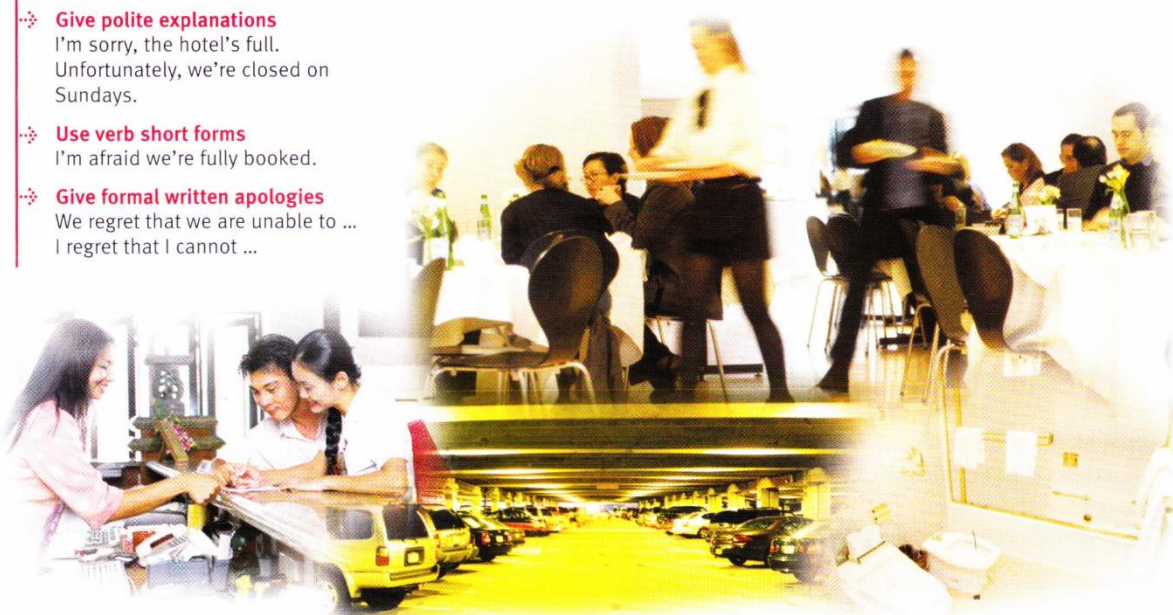
I'm sorry, the hotel's full.  
Unfortunately, we're closed on Sundays.

### Use verb short forms

I'm afraid we're fully booked.

### Give formal written apologies

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



### Starter

Look at the pictures. Name the four places.

### Listening Making apologies

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

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| 1 <input type="checkbox"/> hotel      | <input type="checkbox"/> restaurant |
| 2 <input type="checkbox"/> car park   | <input type="checkbox"/> restaurant |
| 3 <input type="checkbox"/> restaurant | <input type="checkbox"/> hotel      |
| 4 <input type="checkbox"/> restaurant | <input type="checkbox"/> bar        |
| 5 <input type="checkbox"/> car park   | <input type="checkbox"/> hotel      |
| 6 <input type="checkbox"/> restaurant | <input type="checkbox"/> bar        |
| 7 <input type="checkbox"/> hotel      | <input type="checkbox"/> car park   |
| 8 <input type="checkbox"/> restaurant | <input type="checkbox"/> hotel      |

2 Listen again and complete the sentences.

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

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

### Language study

#### ! Expressions to learn

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

#### ! New words to use

accept	Christmas
age	left (remaining)
anything	

➡ Wordlist page 97

### Structures to practise

#### Present Simple (short forms)

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

Examples *He's in the bar.*

*She isn't a receptionist.*

*We don't have anything left.*

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

➡ Language review page 77



Rewrite these sentences using the short forms.

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

Practise the short forms with a partner.

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

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

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

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

## ■ Listening Written apologies

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

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

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

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

**Subject:** reservation

Dear Sir,

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

Regards  
Patrick Rogers

## Activity

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

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

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

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

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

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

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

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

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

## More words to use

### Times of day

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

## 6 Receiving guests

- **Make polite requests**  
Could I have your passport, please?
- **Talk about possession**  
Is this your luggage?
- **Ask where places are**  
Excuse me, where's the bar?  
It's on the first floor next to the restaurant.



### ■ Starter

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

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

### ■ Listening *Checking into a hotel*

- 1 Listen and complete the registration card.

#### Registration card

Name .....  
 Address *C/Puente 3º, 1, Madrid* .....  
 Passport Number *428329177* .....  
 Arrival date .....  
 Departure date .....  
 Room number .....  
 Signature *C. Rodrigues* .....

- 2 Listen again and complete the sentences.

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

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

### ■ Language study

#### ! Expressions to learn

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

#### ! New words to use

hair salon	luggage (US baggage)
home address	night
lounge	

➤ Wordlist page 97



## Structures to practise

### Possessive adjectives

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

▶ Language review page 80

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

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

### 4 Listening *Where is it?*

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

- |   |                                       |
|---|---------------------------------------|
| 1 <input type="checkbox"/> bar            | 4 <input type="checkbox"/> hair salon |
| 2 <input type="checkbox"/> fitness centre | 5 <input type="checkbox"/> sauna      |
| 3 <input type="checkbox"/> lounge         |                                       |

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

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

Example A *Excuse me, where's the florist?*  
B *It's next to ...*



in



on



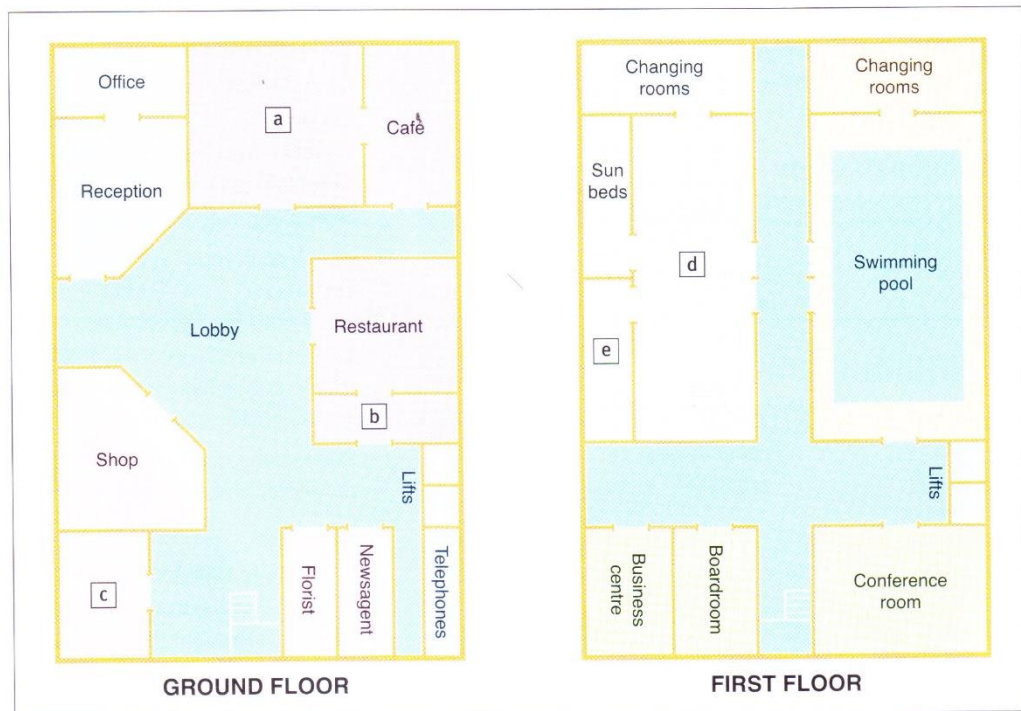
next to



opposite



behind



## Activity

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

**A1** You are a receptionist at the Queen's Hotel. Check in the guests. Remember these things: name, address, passport, key card, registration card.

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

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

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

**Name:** Mr Xiang/Mrs Li Zhu  
**Room:** single, two nights  
**Address:** 22 Sunland Villas, 688 Quing Xi Road, Shanghai 200336

**Passport No:** 239347596

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

### More words to use

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

## 7

## Serving in the bar

- ❖ **Ask what people want**  
Good evening. What can I get you?
- ❖ **Ask how customers would like their drinks served**  
Would you like ice and lemon?
- ❖ **Ask how customers want to pay**  
Shall I charge this to your room?

## ■ Starter

Divide the drinks in the picture into four categories.

- beer • wine • spirits • soft drinks/mixers

■ Listening *What can I get you?*

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

Margarita   San Miguel   Guinness   gin and tonic

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

- 2 Listen again and answer the questions.

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

## ■ Language study

## ! Expressions to learn

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

## ! New words to use

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

➡ Wordlist page 97



## Structures to practise

## Requests and offers

Look at these examples.

## Requests

*Could I have a beer?*

*Can I have your key card?*

## Offers

*Would you like ice?*

*Shall I charge this to your room?*

➡ Language review page 80

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

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

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

## Adjectives

Look at the adjectives we use with different drinks.

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





## BAR TARIFF in € (euros)

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

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

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

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

A *A large one, please.*

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

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

## ■ Listening *How much is that?*

- 5 Listen to five people buying drinks. Read the bar tariff. How many euros is each person charged?

- 6 Write three short dialogues taking orders for drinks and asking for payment.

Example A *What can I get you?*

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

A *A large or a small beer?*

B *Small, please.*

A *Would you like ice with the vodka?*

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

A *Twelve euros.*

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

## Activity

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

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

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

A *A large one.*

B *Would you like ice and lemon?*

A *Ice but no lemon, thank you.*

vodka and orange

brandy and ginger ale

whisky and soda

Bacardi and Coke

gin and tonic

white wine (sweet, medium dry, dry)

red wine

beer

mineral water

orange juice

lemonade

## More words to use

### Spirits (US liquor)

brandy

pastis

rum

tequila

### Wines (fortified)

madeira

port

sherry

vermouth

### Wines (table)

Barsac

Beaujolais

Bordeaux

Chablis

Champagne

Chardonnay

Chianti

Frascati

Merlot

Muscadet

Riesling

Sauvignon Blanc

Shiraz

Zinfandel

## 8 Instructions

- **Ask for instructions**  
How do you make a Margarita?
- **Explain how to do things**  
Pour in one measure of tequila.
- **Put things in order**  
First, take a cocktail shaker and fill it with ice.



### ■ Starter

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

### ■ Listening *How do you make a cocktail?*

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

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

### ■ Language study

#### ! Expressions to learn

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

#### ! New words to use

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

➤ Wordlist page 97

### Structures to practise

#### Instructions and sequence markers

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

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



3 Write instructions using sequence markers.

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

### ■ Listening *Can you make these drinks?*

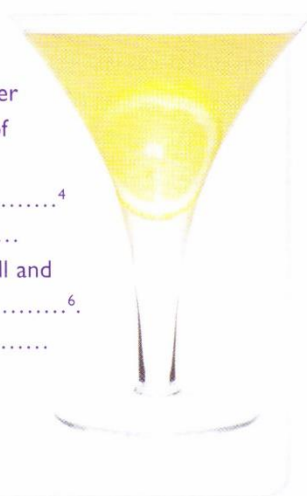
4 What do you need to make a Daiquiri and a Manhattan? Listen and write D or M in the boxes.

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

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

## Daiquiri

First, take the .....  
 .....<sup>1</sup> and fill it with  
 .....<sup>2</sup>. After  
 that, add three measures of  
 .....<sup>3</sup>, one  
 measure of .....<sup>4</sup>  
 and a teaspoon of .....  
 .....<sup>5</sup>. Then shake well and  
 strain into a .....<sup>6</sup>.  
 Finally, garnish with a .....  
 .....<sup>7</sup> and  
 that's it.



## Activity

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

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

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

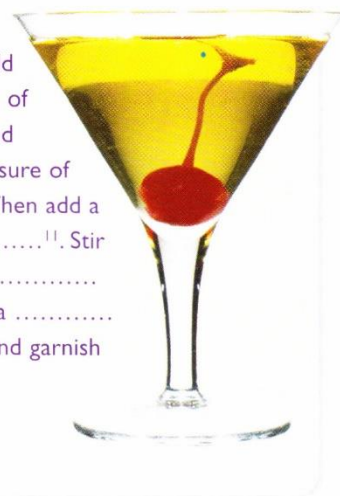
- 1 First, take a chilled wine glass from the fridge.
- 2 Then pour in a measure of whisky.
- 3 Next, add a dash of sugar syrup.
- 4 Then add two teaspoons of lemon juice.
- 5 Stir gently.
- 6 Finally, garnish with a slice of lemon and a cherry.

### More words to use

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

## Manhattan

Half fill a large glass  
 with .....<sup>8</sup>, then add  
 one and a half measures of  
 .....<sup>9</sup> and  
 three quarters of a measure of  
 .....<sup>10</sup>. Then add a  
 dash of .....<sup>11</sup>. Stir  
 it well and strain into a .....  
 .....<sup>12</sup>. Finally, add a .....  
 .....<sup>13</sup> and garnish  
 with a .....<sup>14</sup>.



Pages 20-23 missing



# Talking about wine

## Compare different wines

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

## Talk about countries and nationalities

It comes from Spain.  
Chianti is an Italian wine.

## Starter

What wines can you see in the photographs?

## Listening Would you like to order some wine?

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

## Language study

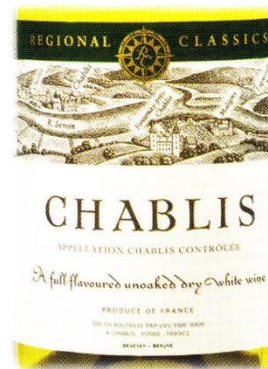
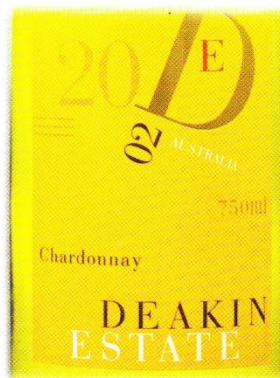
### Expressions to learn

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

### New words to use

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

➡ Wordlist page 97



## Structures to practise

### Comparisons

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

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

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

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

➡ Language review page 82

## 3 Complete these sentences with the correct comparative forms.

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



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

Champagne	Port	France	Bordeaux
Italian	Spain	Frascati	

.....<sup>1</sup> is the famous sparkling wine produced east of Paris. St. Emilion is also produced in .....<sup>2</sup> in the .....<sup>3</sup> region. Two .....<sup>4</sup> wines include Chianti from the Florence region and .....<sup>5</sup> near Rome. .....<sup>6</sup> comes from Portugal and sherry from the south of .....<sup>7</sup>.

### Listening Wines around the world

Listen and match the wines with a country or region.

- |  |               |
|--|---------------|
| <input type="checkbox"/> Port            | a France      |
| <input type="checkbox"/> Sherry          | b New Zealand |
| <input type="checkbox"/> Champagne       | c Australia   |
| <input type="checkbox"/> Sauvignon Blanc | d Portugal    |
| <input type="checkbox"/> Frascati        | e California  |
| <input type="checkbox"/> Zinfandel       | f Italy       |
| <input type="checkbox"/> Chardonnay      | g Spain       |

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

Examples *It's north of Paris.*

*It's in the north-west.*

*It comes from the south.*



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

### Activity

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

- Example A *Where does Selección del Castillo come from?*  
 B *It comes from Spain.*  
 A *What's it like?*  
 B *It's a light wine and quite fruity, but it isn't as fruity as the Australian Cabernet Sauvignon.*

### More words to use

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



## 12 Dealing with requests

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

### Starter

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

### Listening I'll get you some now

1 Listen and complete the requests.

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

2 Match these responses to the requests in exercise 1.

Listen again and check your answers.

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

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

### Language study

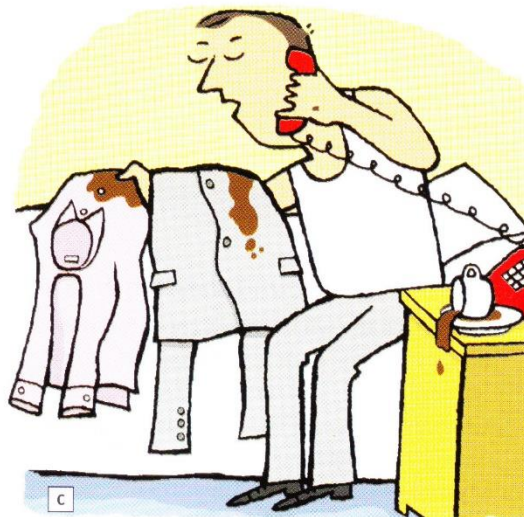
#### ! Expressions to learn

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

#### ! New words to use

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

➤ Wordlist page 97



### Structures to practise

#### Offering help

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

Examples A *I'd like a map.*

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

A *I'd like some bread.*

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

A *This spoon is dirty.*

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

A *There isn't any bread left.*

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

➤ Language review page 82



b



d

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

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

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

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

Practise the requests and responses with a partner.

## ■ Listening *Customer care*

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

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

## Activity

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

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

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

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

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

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

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

## More words to use

### Uncountable nouns

advice	paper
cutlery	time
homework	work
news	



Pages 28-29 missing

## 14 Dealing with complaints

### Accept and apologize for complaints

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

### Take action to help customers

I'll speak to the chef.

### Talk about the past

I started work three years ago.



### Starter

Look at the pictures and identify five problem situations.

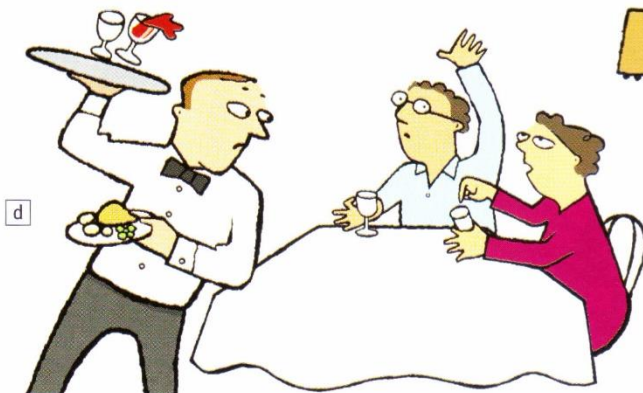
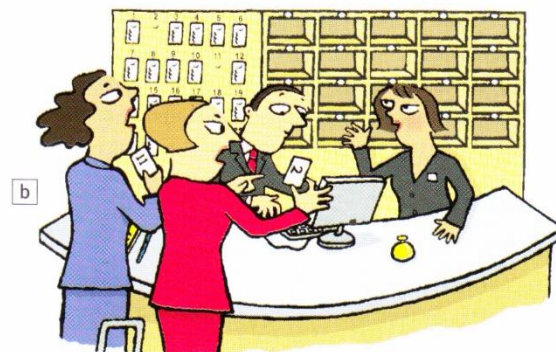
### Listening What is there to complain about?

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

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

2 Listen again and match the sentences with the replies.

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





## Language study

### Expressions to learn

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

### New words to use

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

➡ Wordlist page 97

## Structures to practise

### Past Simple (Regular verbs)

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

*We asked you to reserve a parking space.*  
*We ordered our drinks twenty minutes ago*

➡ Language review page 82

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

Example We / want / buy / new mobile phone  
*We wanted to buy a new mobile phone.*

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

### Past Simple (Irregular verbs)

Look at these examples of irregular verbs.

*My friend left (leave) a message at reception.*  
*We had (have) lunch at the new bistro in town.*

➡ Language review page 82

### 4 Use the irregular verb list on page 111 to complete these sentences in the Past Simple.

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

## Listening I'll look into it for you

### 5 Listen to the complaints and fill in the table.

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

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

## Activity

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

### A1 Use these notes to make complaints to your partner. Make notes of their solutions.

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

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

### A2 Respond to your partner's complaints. Apologize and say what you will do to put things right.

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

## More words to use

### Customer complaints

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

# 15 Jobs and workplaces

## Show people around

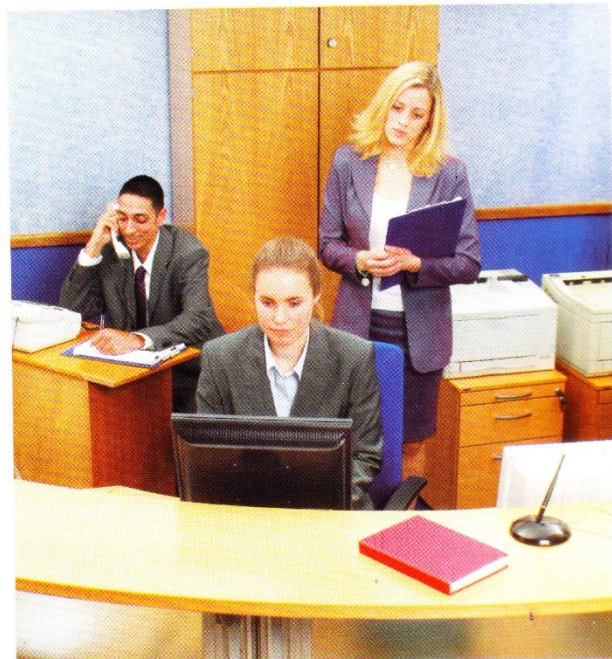
Here's front office.

## Introduce people

This is Louise, our reception manager.

## Talk about people's jobs

Melanie is responsible to the head chef.  
The porters are responsible for taking out the rubbish.



## 2 Listen again and complete the sentences.

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

## Starter

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

## Listening Let's start at front office

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

## Language study

### ! Expressions to learn

Here's front office and this is Louise.  
Louise is responsible for six staff.  
In reception they handle all the reservations.  
There is always a receptionist here to deal with any questions.  
She's responsible to the assistant manager.

### ! New words to use

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

➡ Wordlist page 97



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



This is Louise.



That's Seth.



These guests are checking in.



Those guests checked out five minutes ago.



Here's the reception desk.



There's the reservations office.

Language review page 82

- 3 Practise with a partner using objects in the room.  
Examples A *These* are my books. *Those* are Henri's books.  
B *Here* is the computer. *There* are the printers.

responsible to, responsible for

Look at these examples.

The receptionist is *responsible to* the reception manager.  
(the reception manager is her boss)

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

- 4 Complete the sentences using *responsible to* or *responsible for*.
- The cashiers are ..... the reception manager.
  - The waiters are ..... taking orders.
  - The duty manager is ..... all the full time staff.
  - The porters are ..... taking the guests' luggage to their rooms.
  - The barman is ..... the bar manager.
  - The car park attendant is ..... parking the cars.

### ■ Listening ... and in the kitchen

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

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

- 6 Listen again and complete the sentences.

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

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

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

Activity page 65

### More words to use

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

Pages 34-35 missing



# 17 Taking telephone requests

## Give good customer service

I'll send someone up for them right away.

## Describe hotel facilities

The coffee shop is over there behind the lifts.

### Starter

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

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

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

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

2 Listen again and complete the sentences.

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

### Language study

#### Expressions to learn

How many glasses do you need?

S

No, you don't need to do that.

S

I'll send someone up for them right away.

S

How long will it be?

C

Do they need pressing?

S

#### New words to use

continental breakfast

lift (US elevator)

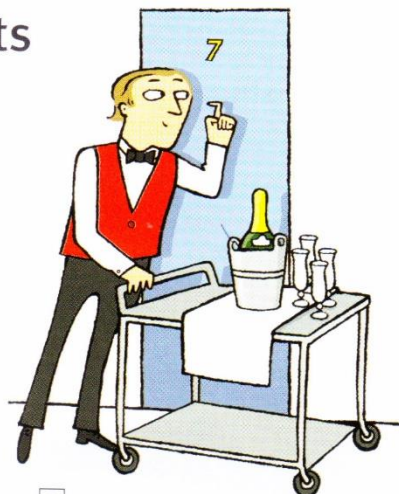
foyer

trousers

haircut

zip

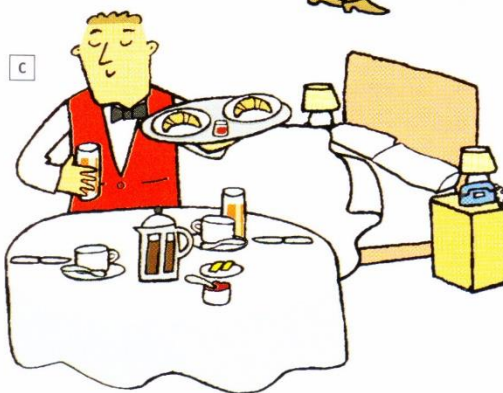
➡ Wordlist page 97



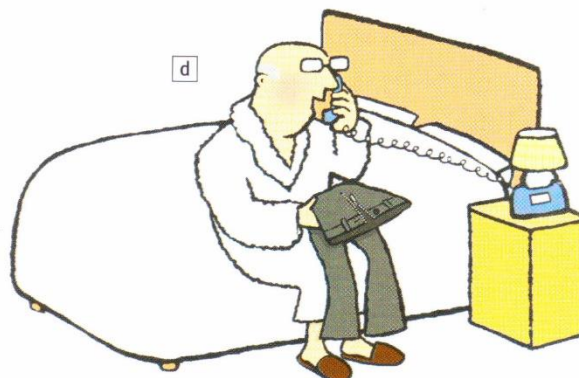
a



b



c



d

## Structures to practise

### need

Look at these examples.

*He needs his trousers this afternoon.*

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

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

(need + noun)

*Her dress needs ironing.*

(need + -ing)

*We need to have them this afternoon.*

(need + full infinitive)

▶ Language review page 84

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

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

## Listening Facilities and services

Listen to the dialogue and answer the questions.

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

Work with a partner. Match the words in columns 1 and 2 with the facilities and services in column 3.

Practise asking and answering questions.

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

- Example A *Excuse me, we're going to the cinema and I need to order a taxi.*  
 B *Certainly, sir. We have a 24-hour taxi service.*

## Activity

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

Student B's information is on page 60.

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

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

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

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

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

## More words to use

Clothes	Snack menu items
blouse	beefburger
cardigan	chef's salad
dinner jacket	coffee – espresso, latte, cappuccino
jumper/sweater	French fries
shirt	garlic bread
skirt	ice cream
socks	omelette
tie	pastries
T-shirt	soft drinks
underwear	soup
	tea – breakfast, China, Indian, fruit, herb



## Taking difficult phone calls

### Ask for clarification over the phone

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

### Clarify spelling

Did you say N for November?

### Negotiate prices with customers

I can do a weekend mini-break discount.

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

## Starter

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

## Listening *Could you repeat that, please?*

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



Turn to the Listening script on page 71. Sit back-to-back with a partner and practise the phone call.

## Language study

### ! Expressions to learn

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

### ! New words to use

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

➡ Wordlist page 97



### Structures to practise

#### Past Simple: questions and short answers

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

Examples *Did you say N for November?*

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

*Did he make a reservation?*

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

➡ Language review page 84

#### 4 Make questions and short answers.

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

*Yes, they did.*

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

#### Past Simple: negative statements

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

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

*She didn't have a contact number.*

➡ Language review page 84

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

### 6 Listening *Negotiating room rates*

Listen to the dialogue and complete the table.

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

#### 7 Listen again. Underline the correct alternative.

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

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

### Activity

Work with a partner. Student A's information is <sup>here</sup>.

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

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

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

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

Example *Good morning. Gatehouse Hotel ...*

### More words to use

#### Telephone words

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



## 19 Health and safety at work

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

### ■ Starter

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

### ■ Listening *Your health and safety is important to us*

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

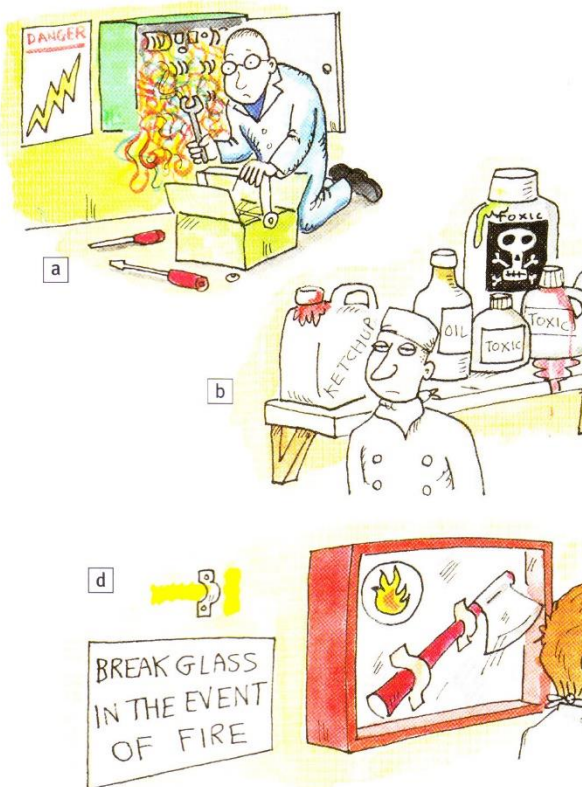
immediately carefully clearly carefully regularly

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

### ■ Language study

#### ! Expressions to learn

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



#### ! New words to use

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

➡ Wordlist page 97

#### Structures to practise

##### Adjectives and adverbs

Adjectives describe nouns; adverbs describe verbs.

Examples *Health and safety is a very serious subject.*  
(adjective)

*We take health and safety very seriously.*  
(adverb)

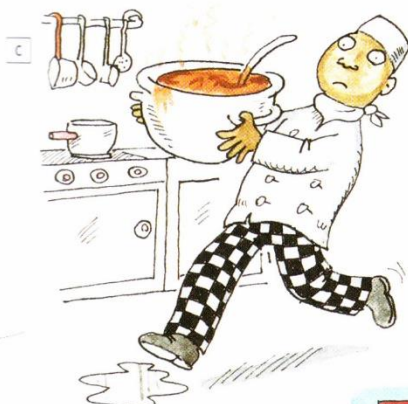
*There are regular fire drills.* (adjective)

*We have fire drills regularly.* (adverb)

Note the irregular adverbs.

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

➡ Language review page 84



3 Complete the sentences with the correct adjective or adverb.

quiet	hard	expensive	carefully
fresh	late	politely	serious

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

### ■ Listening Sound the alarm!

4 Listen to the dialogue and answer the questions.

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

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

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

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

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

#### Activity



Work with a partner. Look at these safety hazard signs. Discuss what you think they mean and where you would find them in a hotel. Check your answers on page 91.

Example I think sign i means lift things carefully. I think you'd find it in a hotel kitchen.

#### More words to use

##### Fire fighting equipment

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



# Giving directions indoors

## Direct guests around the hotel

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

## Talk about room preparation

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

## Starter

Match these parts of the building.

- 1 ☐ ground floor
- 2 ☐ 1st floor
- 3 ☐ 2nd floor
- 4 ☐ roof
- 5 ☐ basement

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

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

## Language study

### Expressions to learn

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



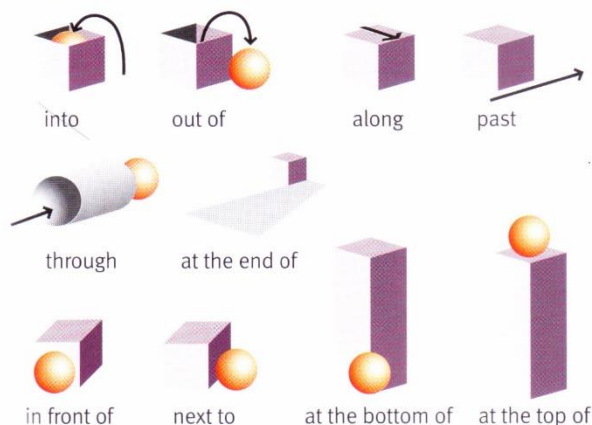
### ! New words to use

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

➡ Wordlist page 97

### Structures to practise

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



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

- 4 Write directions from reception to these places.

Example room 104

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

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

### ■ Listening Is the room ready?

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

- |                                       |   |
|---------------------------------------|---|
| 1 <input type="checkbox"/> wardrobe   | 5 <input type="checkbox"/> hangers        |
| 2 <input type="checkbox"/> light bulb | 6 <input type="checkbox"/> welcome folder |
| 3 <input type="checkbox"/> cabinet    | 7 <input type="checkbox"/> drawers        |
| 4 <input type="checkbox"/> table lamp | 8 <input type="checkbox"/> minibar        |



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

### Activity

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

### More words to use

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



Page 44 missing

Complete these sentences with the correct preposition.

off	across	up	outside
straight on	over	on	towards

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

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

Example A *Victoria to Baker Street*

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

### Activity

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

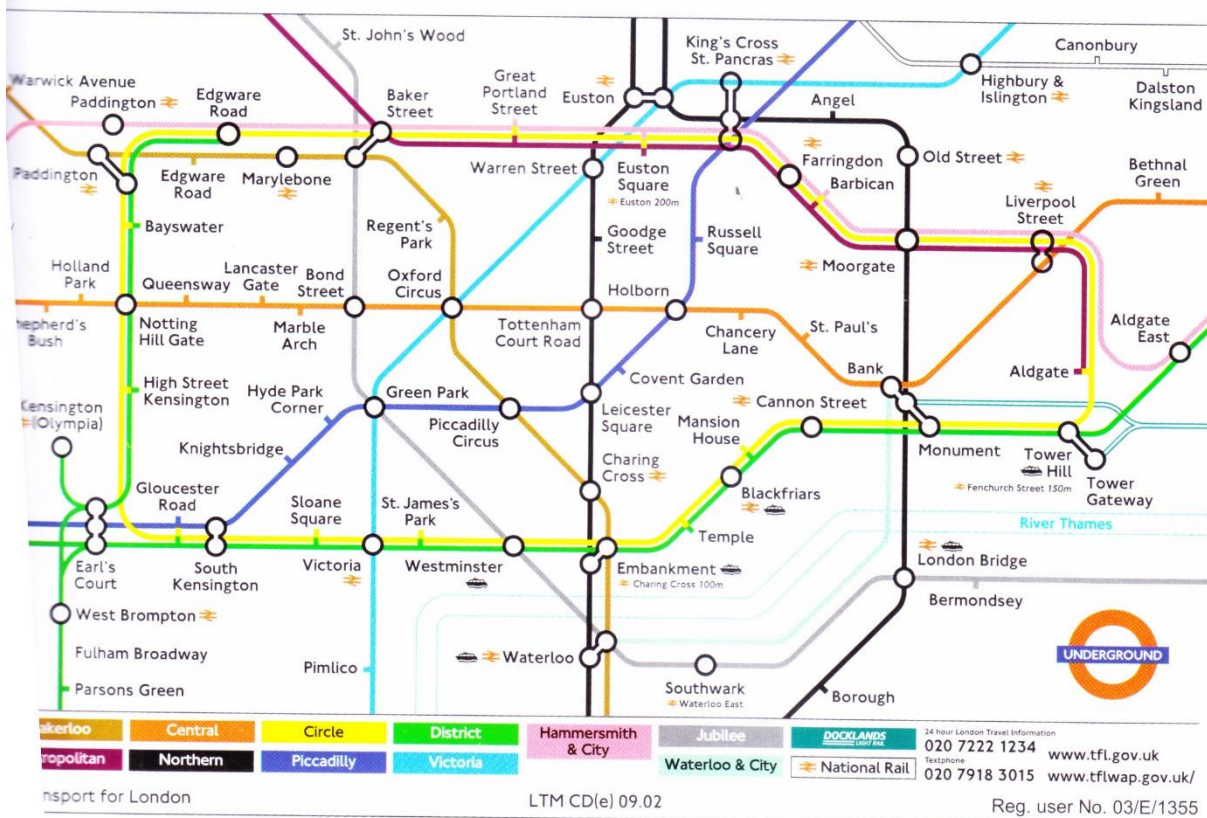
### More words to use

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

### Listening Travel in the city

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

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





→ **Explain about room facilities**

The rooms have high-speed Internet access.

→ **Talk about hotel services**

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

→ **Talk about conference facilities**

There are projectors and screens.



■ **Starter**

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

■ **Listening** *What can you offer the business traveller?*

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

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

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

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

■ **Language study**

! **Expressions to learn**

*Can you tell me about your in-room facilities?  
Both the minibar and the electronic safe are standard in all rooms.  
What about facilities for business travellers?  
The centre's fully equipped.*

! **New words to use**

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

➡ Wordlist page 97

**Structures to practise**

**Linking and contrasting**  
*so, both ... and, but*

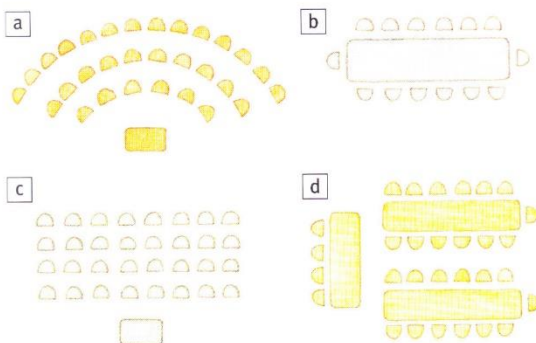
Look at these sentences.

*All rooms have Internet access. You can send emails.  
All rooms have Internet access **so** you can send emails.  
The minibar is standard in all rooms. The electronic safe is standard in all rooms.  
**Both** the minibar **and** the electronic safe are standard in all rooms.  
Internet access is in the rooms. Fax facilities are in the business centre.  
Internet access is in the rooms **but** fax facilities are in the business centre.*



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

### ■ Listening We're planning a conference



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

### 5 Listen again and complete the table.

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

### Activity

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

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

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

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

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

**Accommodation** full board

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

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

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

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

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

### More words to use

Hotel facilities and services	Business services
airport transfer	courier service
barber	florist
cabaret/floor show	microphone
covered garage	photographer
excursions	stationery
express checkout	



Pages 48-49 missing

## Dealing with problems

➤ **Complain about bad service**

My room hasn't been cleaned.

➤ **Give an explanation**

This should have been done this morning.

➤ **Give solutions**

I'll call the housekeeper straightaway.

■ **Starter**

Match the problems with the pictures.

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

■ **Listening** *Are we service-minded enough?*

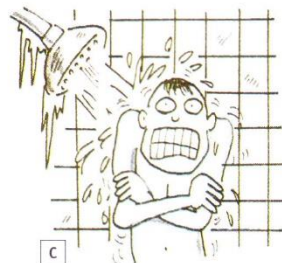
1 Listen to the dialogues and match the solutions with the problems in the starter.

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

2 Listen again and complete sentences.

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

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





## Language study

### Expressions to learn

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

### New words to use

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

➡ Wordlist page 97

### Structures to practise

**should + Present Perfect Passive**

Look at these examples.

*The room should have been cleaned.*

*The shirts should have been delivered.*

➡ Language review page 86

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

Example The phone doesn't work. (check)

*It should have been checked.*

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

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

Example The bed isn't made.

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

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

## Listening Did you enjoy your stay?

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

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

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

### Activity

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

... when we ordered aperitifs they never arrived. The food in the restaurant was awful. The steak was overcooked and the glasses were dirty. We complained to the restaurant manager but he didn't do anything. Our hotel room was very small, the shower didn't work and our towels were dirty! We phoned reception and asked for more towels but we didn't get them until the next day. We asked the receptionist to send an engineer to mend the shower but nobody came. My husband ordered a wake-up call for 6.30 but we didn't get one. So we were late for our train ...

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

### More words to use

Stationery	Room extras
envelopes	dressing gown (US bathrobe)
note pad	sewing kit
pen	shoe cleaning kit
post cards	slippers
writing paper	tissues

## 25 Paying bills

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

**a**

Micros Fidelio Front Office 7.12 (FIDELIO) [Cashier 10] 13/07/04

Reservations Front Desk Cashiering Rooms Management Quick Keys Miscellaneous Set Up System Info

**Billing Mrs De Canio Room: 0234**

Arrival: 13/07/04 Departing: 14/07/04 Persons: 2 Payment: Visa Balance: 502.80

POA Checked In

(1) De Canio 502.80

Arr	Department	Date	Amount	Price	Quantity
00	Accommodation	13/07/04	320.50	320.50	1
00	300 Restaurant Breakfast Food	14/07/04	35.50	35.50	1
00	326 Restaurant Dinner Food	13/07/04	75.00	75.00	1
00	326 Restaurant Dinner Wine	13/07/04	21.00	21.00	1
00	400 Bar Beverage	13/07/04	3.60	3.60	1
00	400 Bar Beverage	13/07/04	3.20	3.20	1
00	500 Telephone	13/07/04	2.50	2.50	1
24	562 Minibar Beverage	13/07/04	8.50	8.50	1
	860 Gratuities Restaurant	13/07/04	10.00	10.00	1
	520 Pay-Per-View	13/07/04	15.00	15.00	1

### ■ Starter

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

### ■ Listening *Could we have our bill, please?*

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

Dialogue 1 ☐

Dialogue 2 ☐

- 2 Listen again and answer the questions.

#### Dialogue 1

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

#### Dialogue 2

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

**b**

[Cashier 10] 13/07/04

Reservations Front Desk Cashiering Rooms Management Quick Keys Miscellaneous Set Up System Info

**Point of Sale**

Drinks First Course Main Course Dessert

Checked In

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

### ■ Language study

#### ! Expressions to learn

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

#### ! New words to use

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

➡ Wordlist page 97

#### Structures to practise

##### Present Continuous

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

Look at these examples.

*We're leaving now.*

*I'm paying in cash.*

➡ Language review page 86



3 Answer these questions about what is happening now.

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

**Object pronouns**

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

Look at these examples.

*Could you bring us the bill, please?*

*I've included them here.*

➡ Language review page 86

4 Complete these sentences with the correct object pronoun.

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

■ **Listening** *How would you like to pay?*

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

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

6 Listen again. Are these sentences true or false?

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

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

**Activity**

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

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

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

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

**More words to use**

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

**Currencies**

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

## 26 Payment queries

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

### ■ Starter

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

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

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

#### Dialogue 1

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

#### Dialogue 2

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

- 2 Listen again and complete these sentences.

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

### ■ Language study

#### ! Expressions to learn

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

#### ! New words to use

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

➤ Wordlist page 97



a



b

#### Structures to practise

*much, many, a lot of*

Look at these examples.

*I don't have much money.*

*How much time do you have?*

(negative sentences and questions with uncountable nouns)

*There aren't many free tables left.*

*How many rooms are booked tonight?*

(negative sentences and questions with countable nouns)

*We have a lot of guests from Scandinavia.*

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

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

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

➤ Language review page 88



Complete the sentences with *much*, *many* or *a lot of*. In some cases more than one answer is possible.

- There aren't ..... people in tonight.
- There's ..... preparation to do.
- How ..... single rooms do you have?
- Is there ..... work to do this morning?
- There are ..... beds to change.
- We don't have ..... time.
- There's ..... information on our website.
- How ..... money do you have?

## Listening Working with Fidelio Suite 7

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

Departures	Arrivals
Mr C. Rodrigues	
Mr R. Verwiell	

Arr	Department	Amount
	Accommodation	260.00
	Breakfast	17.50
	Lunch	25.00
	Dinner	35.00
	Bar Beverage	6.00
	Minibar	14.50
	Telephone	15.00
	Car park	7.50
	<b>TOTAL</b>	<b>380.50</b>

Method of payment	
<input type="checkbox"/>	Visa
<input type="checkbox"/>	Mastercard
<input type="checkbox"/>	American Express
<input type="checkbox"/>	Cheque
<input type="checkbox"/>	Cash
<input type="checkbox"/>	Own Account

4 Look at the screens. Listen to the dialogue and answer the questions. Choose the correct alternative.

- What computer system are they using?  
*Galileo/Fidelio*
- What are they doing?  
*creating an invoice/creating a guest list*
- Where are they?  
*at reception/in the restaurant*

5 Listen again and put the dialogue in the correct order.

- ☐ He's paying by Visa, so click on *Visa*.
- ☐ Then, click on the guest's name, Mr Rodrigues.
- ☐ First, look at the guest list here and click on *Departures*.
- ☐ Now, his charges all appear on the screen in grey. Finally, click and issue an invoice.
- ☐ You've just checked out a guest.
- ☐ All the items for his bill will now appear on the screen.

## Activity

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

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

### HOTEL BILL

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

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

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

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

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

## More words to use

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

## 27 Applying for a job

### Write your CV

#### Begin and end letters correctly

Dear Sir/Madam, Yours faithfully  
Dear Mrs Ramirez, Yours sincerely

#### Answer a job advertisement

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



### Starter

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

### Listening Writing your CV

1 Listen to the dialogue and complete Caroline's CV.

2 Work with a partner. Read the completed CV and ask questions. Take turns to be Caroline and the agent.

Example A *What school qualifications do you have?*  
B *I have my baccalaureate professionnelle.*

### Language study

#### ! Expressions to learn

Dear Sir/Madam, Yours faithfully  
Dear Mr/Mrs/Miss/Ms, Yours sincerely  
I would like to apply for ...  
With reference to ...  
Would you please send me ...?  
I enclose an s.a.e. (stamped addressed envelope)

A = applicant

## Curriculum Vitae

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

#### ! New words to use

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

➡ Wordlist page 97



### Structures to practise

Formal language for business letters and applications

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

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

18 rue de Rousseau  
1205 Geneva

Swissotel Metropole  
34 Quai General Guisan  
1204 Geneva

24th May 2003

Dear .....<sup>1</sup>

RE: VACANCY FOR RECEPTIONIST

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

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

Yours faithfully

Caroline Davros

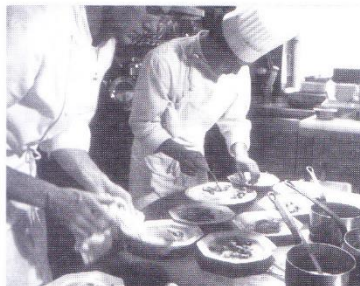
### ■ Listening Writing a covering letter

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

➡ Language review page 88

- 4 Listen to the biography and complete the information.

NAME	AGE
PROFESSIONAL QUALIFICATIONS	
WORK EXPERIENCE	
CURRENT JOB	
REASONS FOR ANSWERING ADVERT	



## JUNIOR SOUS CHEF

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

Live out. Own transport.

Post available immediately.

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

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

### Activity

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

- Example A What professional qualifications do you have?  
B I have a two-year diploma in hotel management.  
A What was your first job?  
B When I left college I worked in the Grande Hotel in Rouen.

### More words to use

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

## 28 The interview

- **Talk about yourself**  
I've lived in Lyon all my life.
- **Talk about your future plans**  
I'd like to see more of the world.
- **Respond to interview questions**  
I'm enthusiastic, hard-working, and a good team member.



### ■ Starter

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

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

### ■ Listening *Presenting yourself at an interview*

- 1 Listen to the interview and answer the questions.
  - 1 Where was Michel born?
  - 2 What qualifications does he have?
  - 3 Where does he work now?
  - 4 Why does he want to leave?
  - 5 How many more candidates is the interviewer seeing tomorrow?
  - 6 What is the interviewer going to do?
- 2 Listen again and complete the sentences.
  - 1 I've ..... in Lyon all my life.
  - 2 I'd ..... to learn some new menus.
  - 3 I'm enthusiastic, ....., and a good team member.
  - 4 I think I have the right skills and ..... for the job.
  - 5 I'm ..... three more candidates tomorrow.
  - 6 I'm ..... a shortlist.
  - 7 We ..... phone you to arrange a second interview.

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

### ■ Language study

#### ! *Things to learn*

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

I = interviewer

#### ! *How words to use*

candidate	hotel chain	television set
career	team worker	various
enthusiastic		

➤ Wordlist page 97

### Structures to practise

#### Talking about the future

Look at these examples.

*I'm seeing three more candidates tomorrow.*

(arrangement)

*I'm going to make a shortlist.*

(intention)

*I will phone you on Thursday.*

(decision at time of speaking)

*A number of applicants will be disappointed.*

(prediction)

➤ Language review page 88

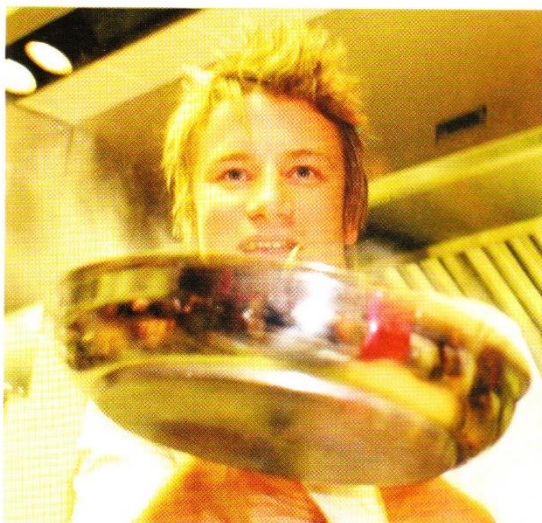


- 3 Answer these questions about your future using the above forms.

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

### ■ Listening *A celebrity chef*

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



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

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

### Activity

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

- A1 Your partner is interviewing you for this job. Read your biography and think about why you want this position and what qualities you will bring to it.

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

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

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

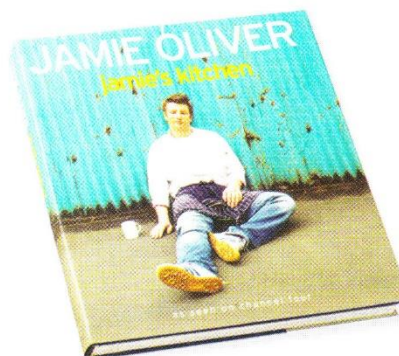
- A2 Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

#### Head waiter, Le Tomate, Lubenham

Example *Tell me something about yourself.*

### More words to use

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



# Activity material

## From Unit 1, page 5

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

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

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

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

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

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

## From Unit 2, page 7

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

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

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

## From Unit 3, page 9

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

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

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

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

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

## From Unit 6, page 15

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

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

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

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

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

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

## From Unit 8, page 19

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

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

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

## From Unit 17, page 37

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

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

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



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

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

### From Unit 12, page 27

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

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

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

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

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

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

### From Unit 16, page 35

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

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

#### Salsa verde

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

### From Unit 26, page 55

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

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

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

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

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

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

### From Unit 14, page 31

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

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

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

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

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

### From Unit 28, page 59

B1 Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

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

Example *Tell me something about yourself.*

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

#### Head waiter, Le Tomate, Lubenham

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

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

### From Unit 10, page 23

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

#### Cheese

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

#### Desserts

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

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

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

#### Cheese

Blue Vinney Lancashire  
Gruyère Tallegio  
Chèvre

#### Desserts

strawberry meringue pear tart  
lemon sorbet chocolate torte

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

### From Unit 13, page 29

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

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

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

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

### From Unit 5, page 13

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

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

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

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

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

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

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

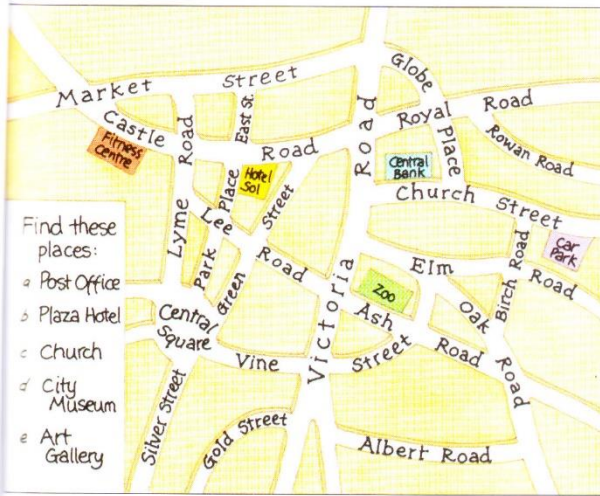
- Example *Hello, I'd like to make a reservation, please.*



### From Unit 21, page 45

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

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



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

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

### From Unit 18, page 39

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

Example Good morning. Windsor Hotel ...

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

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

### From Unit 22, page 47

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

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

Example Hello. Hotel Olympia. Can I help you?

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

**Organization:** Chiang Medical Foundation

**Delegates:** 80

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

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

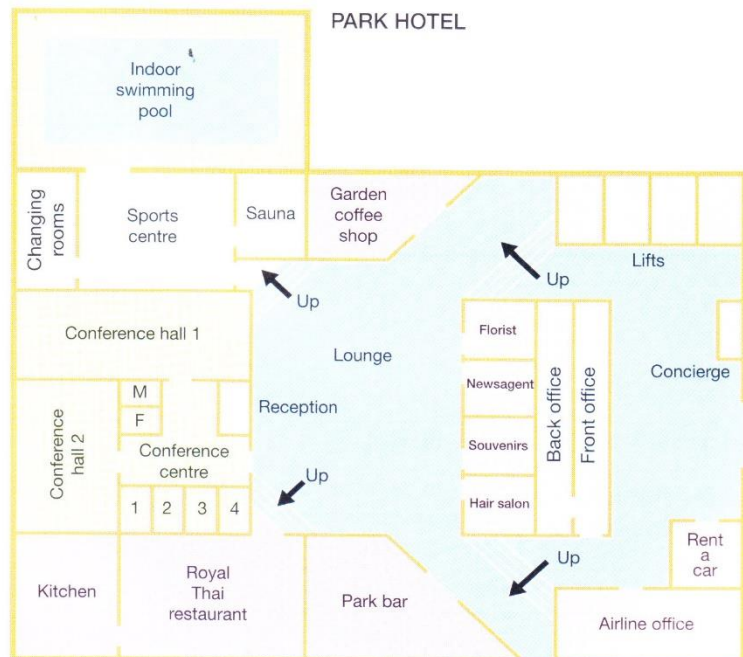
**Office support functions:** photocopying and secretarial services, video conferencing links to Europe and Tokyo

**Accommodation:** full board

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

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

### From Unit 20, page 43



### From Unit 10, page 23

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

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

#### Cheese

Dolcelatte Edam  
Emmenthal Tomme de Savoie  
Cambozola

#### Desserts

chocolate soufflé  
ice cream  
raspberry tart  
chocolate cake

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

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

#### Cheese

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

#### Desserts

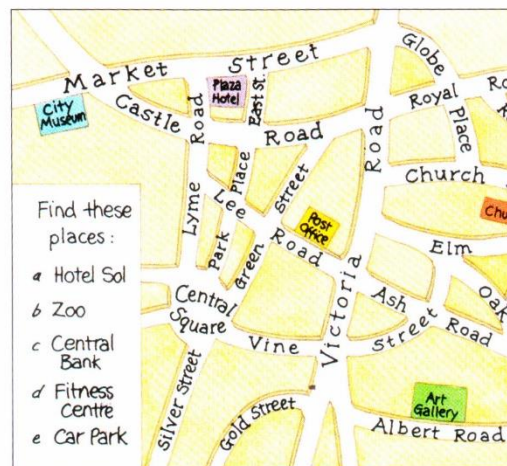
strawberry meringue  
(with cream)  
lemon sorbet  
pear tart (finished)  
chocolate torte  
(with cream or ice cream)

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

### From Unit 21, page 45

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

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



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

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

### From Unit 13, page 29

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

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

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

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



From Unit 11, page 25

www.matthers&sons@winecellar.com

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Location: http://www.matthers&sons@winecellar.com

# Matthers & Sons • WINE CELLAR

● full-bodied ☀ dry

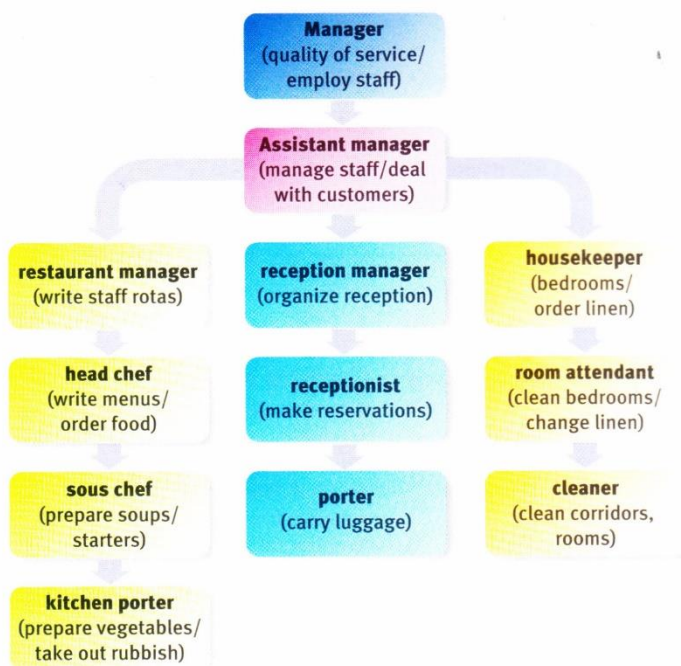
<p><b>SELECCIÓN DEL CASTILLO ●</b> 12 (£49.99) 1997 Spain A light, fruity Rioja.</p> <p><b>EAST COKER ESTATE ●●●</b> 12 (£79.99) 2000 Australia Fruity and smooth, a good value Cabernet Shiraz.</p> <p><b>YURRANGO VALLEY ●●</b> 12 (£59.99) 2001 Australia Fruity and easy to drink, an excellent Cabernet Sauvignon.</p> <p><b>VILLA BAROLO ●●●●</b> 12 (£89.99) 2000 Italy A full-bodied classic, smooth and with lots of fruit.</p> <p><b>CHATEAU GARDE-RIMBAUD ●●</b> 12 (£109.99) 2000 France A smooth, crisp Bordeaux from the classic 2000 vintage.</p>	<p><b>VILLA FAMOSA ☀</b> 12 (£48.99) 2001 Italy Excellent value Italian Frascati, with a crisp dry flavour.</p> <p><b>WESTERN CAPE RIESLING ☀☀☀</b> 12 (£49.99) 2002 South Africa Refreshing Riesling, crisp and fruity at a good price.</p> <p><b>ALBASTRELA SAUVIGNON BLANC ☀☀</b> 12 (£54.99) 2001 Moldova Very dry, with lots of fruit.</p> <p><b>CHATEAU DEPAQUET ☀☀☀☀</b> 12 (£109.99) 2001 France An excellent Chablis with a crisp, light flavour.</p> <p><b>PATRICK FARMS OAK-AGED CHARDONNAY ☀</b> 12 (£119.99) 2000 Australia Rich, smooth, oak-aged Chardonnay. A perfect balance.</p>
--	--

64% of 21K (at 1.4K/sec, 5 secs remaining)

From Unit 15, page 33

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

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



From Unit 4, page 11

B1 Practise making table reservations with your partner. Use these notes to help you or invent your own. Then change roles.

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

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

*What time do you ...*

open	close
serve lunch	serve dinner

*My name's ...*

Mr Johnston   Mme Rochelle   Mrs Horowitz

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

# Listening scripts

## UNIT 1

### Taking phone calls

1

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

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

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

**Caller:** Phillips. Carl Phillips.

2

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

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

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

**Caller:** Thank you.

3

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

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

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

**Caller:** Mr Paolo Falgado.

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

4

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

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

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

**Caller:** Mr Luke Horowitz.

### Taking messages

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

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

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

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

**Reception:** Certainly, sir.

## UNIT 2

### Where people work

1

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

**Interviewer:** Are there any shops?

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

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

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

2

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

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

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

### What facilities are there?

1

- 1 cloakroom
- 2 car park
- 3 swimming pool
- 4 information desk
- 5 laundry
- 6 disabled facilities
- 7 bar
- 8 exchange bureau
- 9 satellite TV
- 10 Internet access
- 11 air-conditioning
- 12 restaurant

2

**Caller:** What facilities are there in the hotel?

**Reception:** Well, all rooms have satellite TV and air-conditioning.

**Caller:** I see. And is there a restaurant?

**Reception:** Yes, there are two restaurants.

**Caller:** Good. And is there a swimming pool?

**Reception:** No, there isn't.

**Caller:** OK. What about money? Can I change money in the hotel?

**Reception:** Yes, there's an exchange bureau in reception.

**Caller:** And is there an information desk?

**Reception:** Yes, it's in reception too.

**Caller:** Good, and can I park my car?

**Reception:** No, there isn't a car park.

## UNIT 3

### Taking a reservation

**Reservations:** Good morning, reservation Felipe speaking. How can I help you?

**Caller:** Hello. I'd like to book a room for me and my husband, please. Do you have a double room for next Wednesday?

**Reservations:** Yes, we do. How many nights is it for?

**Caller:** Two. Wednesday and Thursday.

**Reservations:** Yes, we have a double room available.

**Caller:** Good. How much is it?

**Reservations:** It's 225 euros per night including breakfast.

**Caller:** Good, that's fine. Does the hotel have a restaurant? You see, we arrive in evening at about 7.00.

**Reservations:** Yes. Would you like me to book you a table?

**Caller:** Yes, please. Can we have a table for two at 7.30 on Wednesday evening?

**Reservations:** Yes, madam. And your name, please?

**Caller:** Mrs Julia Morell.

**Reservations:** Do you have a contact number?

**Caller:** Yes, my mobile number is 07780 161236.

**Reservations:** Thank you, Mrs Morell. Could you send an email or fax to confirm your reservation?

**Caller:** Yes, of course.

**Reservations:** Thank you for calling. Goodbye.

**Caller:** Goodbye.

### Checking and confirming

Hello. This is Steven Dickson from Edinburgh, UK. I'd like to make a room reservation for five nights from the 18th to the 22nd of June. I'd like a double room for me and my wife, and an adjoining twin room for my two daughters. We arrive in Düsseldorf at 6.00 p.m. on the 18th. Please reserve us a parking space and a table for four for dinner at 7.30. Thank you, goodbye.



#### UNIT 4

##### I'd like to book a table

**Customer:** Good morning. I'd like to make a reservation, please. What days do you open?

**Manager:** We open from Tuesday to Sunday.

**Customer:** When do you close?

**Manager:** We close on Mondays.

**Customer:** I see. And what time do you serve dinner?

**Manager:** We serve dinner from seven o'clock to 11.00 p.m.

**Customer:** And what time do you serve lunch?

**Manager:** We serve lunch from twelve o'clock to three o'clock.

**Customer:** Hmm ... good. Well, I'd like to book a table for six people at eight o'clock on Saturday the 24th of September, please.

**Manager:** We're always busy on Saturdays.

**Customer:** We sometimes have cancellations but I'm afraid we're fully booked on Saturday the 24th. Oh ... but I have a table on the 23rd.

**Customer:** OK. Friday the 23rd is fine.

**Customer:** Thank you very much.

**Manager:** So ... that's a table for six at 8.00 on Friday the 23rd of September.

**Customer:** Yes.

**Manager:** What name is it, please?

**Customer:** Kruger ... K-R-U-G-E-R.

**Manager:** OK. We look forward to seeing you on Friday the 23rd of September.

##### What time is it?

1

A: Two thirty

B: Eight fifteen

C: Five o'clock

D: Six thirty-five

2

A

B

C

D

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A: Could you tell me where the hotel sauna is?  
B: Yes. It's in the fitness centre.

## UNIT 7

### What can I get you?

**Paul:** Let's have a drink here before we go on to the club. Come on, here's a table.  
**Gaby:** Good idea, Paul. What're you going to have Michelle?  
**Michelle:** Hmm ... I think I'll have a cocktail. A Margarita for me. What about you, Gaby?  
**Gaby:** I'll have a gin and tonic.  
**Waiter:** Good evening. What can I get you?  
**Paul:** A Margarita, a gin and tonic, and a large beer for me, please.  
**Waiter:** Would you like draught or bottled?  
**Paul:** I'll have a large, draught Guinness, please. What about you, Kurt?  
**Kurt:** Could I have a bottle of San Miguel?  
**Waiter:** Certainly, sir. And would you like ice and lemon in the gin and tonic, madam?  
**Gaby:** Yes, please.  
**Waiter:** Here you are. Shall I charge this to your room, sir?  
**Paul:** No thanks, I'll pay cash.  
**Waiter:** OK, so that's ...

### How much is that?

1  
**Server:** Good evening. What can I get you?  
**Customer:** A large whisky, please. And a rum and Coke.  
2  
**Customer:** Excuse me. Could we have a small beer and a mineral water?  
**Server:** Certainly, madam.  
3  
**Server:** What would you like?  
**Customer:** A large vodka and orange, a gin and tonic, and a large glass of red wine, please.  
4  
**Customer:** Two large beers, a whisky, and a whisky and soda, please.  
**Server:** Right, sir.  
5  
**Server:** What can I get you?  
**Customer:** Two cognacs, and a vodka and tonic with ice and lemon. Oh, and an orange juice too, please.

## UNIT 8

### How do you make a cocktail?

**Trainee:** How do you make a Margarita?  
**Server:** First, take a cocktail shaker and fill it with crushed ice.  
**Trainee:** I see. What next?  
**Server:** Next, pour in one measure of tequila. Then pour in a quarter measure of triple sec.  
**Trainee:** OK.  
**Server:** Then squeeze some fresh lemon juice into the shaker.  
**Trainee:** Right.  
**Server:** Then add a dash of lime juice. Shake well to mix and chill the liquids.  
**Trainee:** OK.  
**Server:** Then put some ice cubes into a salt-rimmed glass. Finally, pour the Margarita into the glass, and serve!  
**Trainee:** What about garnish?  
**Server:** Oh yes. Garnish with a slice of lime.

### Can you make these drinks?

OK. This morning I'm going to show you how to make two cocktails: a Daiquiri and a Manhattan. Let's start with the Daiquiri. First, take the cocktail shaker and fill it with crushed ice. After that, add three measures of light rum, one measure of lemon juice, and a teaspoon of caster sugar. Then shake well and strain into a cocktail glass. Finally, garnish with a slice of lemon, and that's it. Are there any questions?  
Let's move on to our next cocktail, the Manhattan. Half fill a large glass with ice, then add one and a half measures of Canadian whisky and three quarters of a measure of sweet vermouth. Then add a dash of Angostura bitters. Stir it well and strain into a cocktail glass. Finally, add a slice of lemon and garnish with a cherry.

## UNIT 9

### Taking an order

**Waiter:** Good evening, sir. A table for two?  
**Mr Marquez:** Yes, please. The name's Marquez.  
**Waiter:** I'll show you to your table. This way. Can I take your coats?  
**Mr/Mrs Marquez:** Thank you.  
**Waiter:** Here's the menu and wine list. Can I get you an aperitif?  
**Mrs Marquez:** Yes, please. A gin and tonic.  
**Mr Marquez:** And the same for me.  
**Waiter:** Thank you.  
**Waiter:** Here you are. Two gin and tonics. Are you ready to order now?  
**Mrs Marquez:** Yes, I think so. What's the soup of the day?

**Waiter:** It's tomato and basil.  
**Mrs Marquez:** Hmm ... I think I'll have the avocado and prawn tart to start with, followed by the salmon.  
**Mr Marquez:** And the goat's cheese salad for me please, followed by the fillet steak.  
**Waiter:** How would you like your steak?  
**Mr Marquez:** Medium rare, please.  
**Waiter:** And would you like to order some wine?  
**Mr Marquez:** Yes. What about the Cabern Sauvignon, Anna?  
**Mrs Marquez:** I think I'd prefer white. We don't you have half a bottle of the Cabernet and I'll have a glass of Chablis. And can we have a bottle of mineral water please?  
**Waiter:** Still or sparkling?  
**Mrs Marquez:** Still, please.

### Are you ready to order?

1  
**Waiter:** What would you like for breakfast, madam?  
**Woman:** Just a coffee and a croissant, please.  
**Man:** I'll have egg and bacon, and a pot of tea. And some toast, please.  
**Waiter:** Thank you, sir. Can I have your room number?  
2  
**Waiter:** Are you ready to order, sir?  
**Man:** Yes, please. For a starter I'd like basil and tomato soup. Then to follow I'll have the mushroom risotto.  
**Waiter:** Would you like something to drink?  
**Man:** A glass of dry white wine and some water, please.  
3  
**Woman:** I just want a light lunch. I'll have mushroom soup and a toasted sandwich. Cheese and ham, please.  
**Waiter:** And for you, madam?  
**2nd Woman:** Hmm ... the chef's salad, please. And some bread.

## UNIT 10

### What's for dessert?

**Woman:** Thank you. That was very nice.  
**Waiter:** Good. I'm glad you enjoyed it. Would you like the dessert menu?  
**Woman:** Yes, please. Do you have any ice cream?  
**Waiter:** Yes, we do. There's vanilla, raspberry, and chocolate, and there's also blackcurrant sorbet. Here are the menu. We also have a specials board. Today we



have French apple tart, summer pudding, and hazelnut meringue with summer berries.

**Woman:** Oh, I'll have the blackcurrant sorbet, please.

**Man:** Hmm ... I don't know. What do you recommend?

**Waiter:** I recommend the French apple tart. It's delicious. And the summer pudding is very good, too.

**Man:** I think I'll have the French apple tart.

**Waiter:** Would you like it with cream or ice cream?

**Man:** Ice cream, please.

**Waiter:** Would you like coffee now or after your dessert?

**Man:** After, please.

### What about some cheese?

There are three main types of cheese in Europe. The first of these is the hard type. For example, in the north of Europe there's Cheddar from Britain, and Gouda from the Netherlands. Further south you can find Gruyère and Emmenthal in Switzerland, and Manchego in Spain. And in Italy there's a cheese which is harder than all the others, Parmesan.

The next group is soft cheese. Camembert and Brie are two famous French soft cheeses while Mozzarella and Mascarpone are the best known Italian soft cheeses.

Many countries also have blue cheese. In Britain there's Stilton, and in Denmark there's Danish Blue, while in France there's Roquefort, a soft, creamy blue cheese, and in Italy there's Dolcelatte, which is also soft and creamy.

## UNIT 11

### Would you like to order some wine?

**Waitress:** Would you like to order some wine with your meal?

**Man:** Yes, please. Which is drier, the Riesling or the Sauvignon Blanc?

**Waitress:** The Sauvignon Blanc is drier than the Riesling but it isn't as dry as the Pinot Grigio.

**Man:** Right. I'll have a glass of Sauvignon Blanc then. Nancy, you prefer something sweeter, don't you?

**Woman:** Yes. A glass of Chardonnay, please.

**Man:** Then we'd like a bottle of red to go with our main course. Which is lighter, the French or the Chilean Merlot?

**Waitress:** Well, they're both full-bodied

wines. I recommend the French. It's more expensive than the Chilean, but it's smoother.

**Woman:** OK then, let's have the French.

**Waitress:** Thank you, madam. Would you like some mineral water?

**Woman:** Yes, a bottle of sparkling water, please.

**Waitress:** OK, so that's a glass of Sauvignon Blanc ...

## Wines around the world

The most famous wine from the old world is Champagne. It comes from a district east of Paris. Also from France, there are the Muscadet and Sancerre wines of the Loire Valley. Further south-west, we have the Médoc, St. Emilion, and Graves wines of the Bordeaux region. In the Rhone Valley, we find the Burgundy wines such as Beaujolais and Mâcon.

Italy produces around 25% of the world's wine. Two famous wines are Chianti from the Florence region, and crisp, white Frascati produced near Rome.

Portugal is most famous for port, which comes from Oporto in the north. Spain is well known for sherry, a fortified wine, from the south. Rioja comes from an area north of Madrid and is very popular too.

New world wines are improving all the time. South Africa produces wine in the Stellenbosch and Paarl vineyards in the south of the country. Australia is now famous for its Chardonnay and Shiraz. New Zealand's Sauvignon Blanc is becoming very popular. California now produces some of the world's finest Cabernet, Merlot, and Zinfandel. The Merlot and Shiraz wines from Chile and Argentina are also very good.

## UNIT 12

### I'll get you some now

1

**A:** Can you order a taxi for room 145, please?

**B:** Yes sir, I'll order you one now.

2

**A:** I'd like a glass of wine, please.

**B:** Certainly. I'll get you one right away.

3

**A:** Could we have some more bread?

**B:** Of course, I'll get you some now.

4

**A:** Can you send laundry service up to room 467, please?

**B:** I'll send someone up, right away.

5

**A:** We'd like a table on the terrace.

**B:** I'll see if there's one free.

6

**A:** What time does the exchange bureau open?

**B:** One moment, I'll check for you.

7

**A:** Excuse me, this glass is dirty.

**B:** I'm sorry. I'll bring you another.

## Customer care

**Trainer:** At reception, always welcome customers with a warm smile. Be polite and friendly at all times.

**Trainee:** What do you do when people make a telephone reservation?

**Trainer:** Always answer the call within three rings or apologize for the delay when you answer. When you know the customer's name, use it in conversation.

**Trainee:** Yes. I see.

**Trainer:** Take special care of customers with particular needs, for example, older clients or women business travellers.

**Trainee:** And disabled customers?

**Trainer:** Yes, of course. Find out what they would like and be patient and helpful.

**Trainee:** Sometimes reception is very busy.

**Trainer:** Yes, don't keep people waiting long. Smile at guests while they're waiting but don't keep them waiting long ...

## UNIT 13

### What's it made from?

**Woman:** Excuse me, could you explain the menu to us, please?

**Waiter:** Yes, of course.

**Woman:** What's in the penne arrabbiata?

**Waiter:** Well, this is a pasta dish. It consists of penne, a type of pasta, in a chilli and tomato sauce. It's made from chilli, tomato, garlic, and basil with pine nuts.

**Woman:** Hmm ... sounds good. And what's the salmon coulibiac?

**Waiter:** This is made from layers of rice mixed with onions and mushrooms, fresh salmon, and hard boiled eggs. It's wrapped in puff pastry and baked in the oven.

**Woman:** And what's the seafood dish?

**Waiter:** This is a dish for two people. It contains half a lobster, king prawns, scallops, and mussels. And it's served warm with a crisp, green salad.

### Do you know how to lay a table?

**Instructor:** This morning I want to check that you all know the standard restaurant place setting. So, Tina, can you start, please?

**Tina:** Well, first place a clean tablecloth and napkin on the table, and make sure that the napkin is correctly folded and placed on the side plate to the left of the plate position. Then put the butter knife on top of the napkin. For each cover, work from the inside out. Place a main course knife and fork to the right and left of the plate position, and then a first course knife and fork outside them.

**Instructor:** Good. What else?

**Tina:** Finally, a soup spoon is placed to the right of the first course knife. Oh, and put a wine glass above the soup spoon.

**Instructor:** Good. Is there anything else, Neeta?

**Neeta:** Yes. Don't forget the salt and pepper, a flower arrangement, and if it's the evening, a candle.

**Instructor:** Yes, that's right. Put them in the middle of the table. And what if the customer orders fish, Tomas?

**Tomas:** If the customer orders fish, the main course knife and fork are replaced with a fish knife and fork before you bring the main order.

**Instructor:** Good. Carry on, Tomas. What about the dessert cutlery?

**Tomas:** When the customer finishes the first course, clear the table. Take away the cutlery, dishes, and salt and pepper. Just leave the wine glasses. Then bring the dessert menu, a clean napkin, and a dessert spoon and fork. These are placed on top of the clean napkin, to the right of the plate position.

### UNIT 14

#### What is there to complain about?

1

**Guest:** We asked you to reserve a parking space but the car park attendant says the car park's full.

**Reception:** I'm sorry, we overbooked the car park yesterday and today. I'll reserve you a space for tomorrow.

2

**Customer:** Excuse me, we ordered our drinks twenty minutes ago.

**Waiter:** I'm sorry, madam. I'll be with you in a moment. The restaurant is short-staffed tonight. I'll check with the wine waiter.

3

**Guest:** We reserved adjoining rooms but these are on different floors.

**Reception:** I'm sorry. I'll change your rooms straightaway.

4

**Customer:** This steak is really overcooked. I asked for it medium rare.

**Waiter:** I'm sorry, sir. I'll speak to the chef and bring you another one.

5

**Guest:** A colleague left a message for me at reception last night but nobody gave it to me.

**Reception:** I'm so sorry. I'll look into it.

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

1

**A:** Excuse me, this beer's flat.

**B:** I'm sorry, sir. I'll get you another.

2

**A:** My room isn't ready.

**B:** I'll send up someone from housekeeping straightaway.

3

**A:** The people in the room next door are making a lot of noise.

**B:** I'm sorry. I'll look into it for you.

4

**A:** Excuse me, this fish is undercooked.

**B:** I'm sorry, madam. I'll talk to the chef and bring you another.

5

**A:** Excuse me, this table is too small. There are six of us.

**B:** I'm sorry. I'll change your table straightaway.

6

**A:** Excuse me, this fork is dirty.

**B:** I'm so sorry. I'll get you a clean one.

### UNIT 15

#### Let's start at front office

**Personnel:** Here's front office. This is Louise, our reception manager.

**Trainee 1:** Hello ... (Hello ...)

**Personnel:** Louise is responsible for six staff: a cashier, two receptionists, a reservations clerk and two porters. In reception they handle all the reservations, arrivals, payments, and departures, and there's always a receptionist here to deal with any questions or requests.

**Trainee 1:** What about phone calls?

**Personnel:** Yes. Phone calls too. That's the phone area over there. If guests want

services like laundry or dry clean office staff tell the housekeeper responsible to the assistant manager.

**Trainee 2:** Is there much computer?

**Personnel:** Yes. These are the computers and those are the printers over reservations, check-ins, payme room services are processed or use the Fidelio system.

**Trainee 2:** Oh, I see.

**Personnel:** We also use the Sabre travel arrangements as most travel agencies use this system. So everyone here is trained on these systems you'd like to come through here

#### ... and in the kitchen

**Personnel:** These are the kitchen our head chef. He writes the menu he's responsible for the main course the meat and fish. Hello Hello, the sous chef and that's her station there. She prepares all the soup starters, and the side orders like vegetables.

**Trainee:** She has a lot to do.

**Personnel:** Yes. But two commis responsible to the sous chef, so her. The chefs de partie handle dishes, the sauces, and mayonnaise like that. The pastry chef works. He bakes all the bread, rolls, and croissants, and he prepares the desserts. The kitchen porters have duties. They prepare the vegetables sharpen the knives, and clean. And they're responsible for the rubbish. Now, let's go into ...

### UNIT 16

#### How to do it right

1

**Robbie:** Right. This morning prepare the lunch vegetables. You what to do. First, you hands over there in the hands start with the carrots. Peel

**Dirk:** Is this OK?

**Robbie:** Fine. Then we have carrots. Cut them into little this. I'll do that. You sort new potatoes. Slice the

**Dirk:** Do we have to scrap

**Robbie:** No, we don't. We the skins on.

**Dirk:** Good.

**Robbie:** Then I'll chop them can do the broccoli. You into florets and wash them



It mustn't cook for long, only four or five minutes. Then strain it into a colander.

**Dirk:** OK, I'll start ...

2

**Lyn:** Hi Petra, my name's Lyn. First, we have to strip the beds – sheets, pillow cases, everything. Put the dirty linen in the laundry bag, here. You do that, and I'll clean the bathroom. Everything must be spotless.

**Petra:** Fine. Do we have to change the towels every day?

**Lyn:** No, only if guests leave them on the floor. But we have to replace the complimentary toiletries every day. They're all on the trolley – soap, shampoo, bath/shower gel, and body lotion.

**Petra:** Hmm ... they look nice.

**Lyn:** Yes. They're really very good ...

### Kitchen hygiene

This morning I would just like to say a few words about kitchen hygiene. Remember that all kitchen staff must always wash their hands in the hand basin. You mustn't wash your hands in the food preparation sinks. You must clean all kitchen work surfaces regularly, and wash and dry all the utensils after use. It's important that the kitchen is clean, so you must sweep and wash the floors every day. The kitchen porters are responsible for the rubbish and they have to clean the bins regularly. So, the chefs don't have to do this, but they must put the rubbish in the correct bins. Food in one, and general rubbish in the other. This is very important ...

## UNIT 17

### Room service. Can I help you?

1

**Room Service:** Room service, can I help you?

**Man:** Hello, could I have a bottle of champagne, please?

**Room Service:** Certainly, what room number, please?

**Man:** Room 352.

**Room Service:** And how many glasses do you need?

**Man:** We need four, please.

**Room Service:** Right away, sir.

2

**Housekeeping:** Housekeeping, Valerie speaking. Can I help you?

**Woman:** Yes, please. My husband's suit needs dry cleaning and I have a dress that needs ironing. Shall I leave them at reception?

**Housekeeping:** No, you don't need to do that. I'll send someone up for them right away. What's your room number?

3

**Room service:** Good morning. Room service.

**Man:** Good morning. Could we have a continental breakfast for two? With orange juice and coffee, please.

**Room service:** Certainly. A continental for two. Which room number, please?

**Man:** 697. How long will it be? We need to leave in half an hour.

**Room service:** It'll be with you in fifteen minutes.

**Man:** Great. Thank you very much.

4

**Housekeeping:** Hello, housekeeping. Can I help you?

**Man:** Yes, please. Can you put a new zip in a pair of trousers? I need them this afternoon.

**Housekeeping:** We can do that for you by lunchtime, sir. Do they need pressing?

**Man:** Oh ... yes, please.

**Housekeeping:** I'll send someone up to your room.

### Facilities and services

**Guest:** Hi, can you tell me where I can change some American dollars?

**Reception:** Yes, there's an exchange bureau in the foyer.

**Guest:** Do you know if it's open now?

**Reception:** Yes. It's open from 8.00 a.m. to 11.00 p.m., every day. So you have plenty of time.

**Guest:** Great. And I need a haircut. Is there someplace I can get one?

**Reception:** Yes, sir. The hair salon is on the other side of the foyer and it's open from 9.00 a.m. to 5.00 p.m. every day.

**Guest:** Good ... oh, and I need to change my plane ticket.

**Reception:** There's a travel agent next to the hotel. It's open from 9.00 a.m. to 5.00 p.m.

**Guest:** And I'd like a coffee. Is there a coffee shop around here?

**Reception:** Yes, the coffee shop's over there, behind the lifts. It's open 24 hours a day.

**Guest:** The lifts? You mean the elevators?

**Reception:** Yes, that's right. Behind the elevators.

## UNIT 18

### Could you repeat that, please?

**Reservations:** Park Hotel reservations, Gabriella speaking. Can I help you? Hello? The line is very bad. Can you speak up a little, please?

**Man:** I'd like to make a room reservation.

**Reservations:** When is it for?

**Man:** For three nights from September the ...

**Reservations:** I'm sorry, I didn't catch the date. September ... ?

**Man:** September the 4th. A double room for three nights.

**Reservations:** What name is it, please?

**Man:** Alimoglu. Mr Alimoglu from Istanbul.

**Reservations:** Could you spell that for me?

**Man:** A-L-I-M ...

**Reservations:** Did you say N for November?

**Man:** No, no I didn't. M, M for Mike.

**Reservations:** Right. A-L-I-M ...

**Man:** ... O-G-L-U.

**Reservations:** Thank you, sir. And can I have a contact number for you?

**Man:** The country code is 90. Then 216 8 ...

**Reservations:** Could you repeat that, please?

**Man:** 90 216 877 03 43.

**Reservations:** Thank you very much. I've made that reservation for you. Three nights from the 4th of September. Would you please confirm in writing by fax or email ... ?

### Negotiating room rates

**Reservations:** ... that will be 260 euros.

That's for a double room with breakfast included.

**Woman:** Isn't there some sort of weekend discount you can give me?

**Reservations:** Well, madam, the room rate I've given you is the standard rack rate.

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

**Woman:** How much is that?

**Reservations:** That's 200 euros per night for a double room, including breakfast.

**Woman:** I'm afraid that's still too much.

**Reservations:** What's your budget? Maybe one of our sister hotels can help.

**Woman:** We need to find a room for less than 120 euros a night.

**Reservations:** Well, I can do you a special weekend mini-break offer of 320 euros.

**Woman:** Hmm ... 160 a night. What if we don't have breakfast?

**Reservations:** That's 280 euros for the two nights.

**Woman:** OK. I'll take it.

**Reservations:** Thank you very much. What name is it, please?

## UNIT 19

### Your health and safety is important to us

I'd like to say a few words on the hotel's health and safety regulations. Now, this is a serious subject, so please listen carefully.

Firstly, fire. The hotel has regular fire drills so please find out where the assembly points are for your area. We test the alarms regularly, and you must keep the fire exits clear at all times so please check them carefully.

Secondly, accidents. We must keep the hotel clean and tidy at all times, as guests could trip on torn carpets or slip on dirty floors. If you see an accident, find a first aider immediately. We have several members of staff who are trained first aiders, and their names are at reception. Please read the list carefully.

Thirdly, the kitchen area. Many cleaning products are poisonous so these must be marked clearly and kept away from food. When lifting heavy objects, bend your knees and don't strain your back. And finally, when using the food slicer all staff must put the guard in place. Now are there any questions? Yes ...

### Sound the alarm!

**Mary:** It's the fire alarm. Is it a test drill or is it real?

**Jo:** I don't know ... Hello?

**Pat:** Mary, there's a fire in the kitchen. One of the ovens is on fire. Evacuate the guests from the rooms.

**Mary:** Can I send anyone to help you in the kitchen, Pat?

**Pat:** No, it's OK. Tom and Mark are here using the fire extinguishers, and the fire brigade's coming.

**Mary:** Right. I'll make an announcement. This is an announcement. We have an emergency situation in the hotel. Would all guests please leave the building by the nearest exit. Please go to the assembly point, in front of the hotel.  
Jo, here's the guest list. Go to the assembly point and take a roll call. Check all the names and room numbers as the guests come out. Take the mobile with you. I'll call in a few minutes with the names of any guests who checked out this morning, or who haven't checked in yet.

## UNIT 20

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

1

**Visitor:** Excuse me, how do I find room 102?

**Reception:** Take the lift to the first floor. Turn left when you come out of the lift, walk along the corridor and it's on the left.

2

**Guest:** Excuse me. Where's the hair salon?

**Porter:** It's here on the ground floor. Go across the lobby and through that doorway. Turn right and it's at the end of the corridor.

3

**Guest:** Where's the hotel shop?

**Attendant:** It's on the ground floor, next to the lift.

4

**Guest:** I'm looking for conference suite A.

**Attendant:** Yes, madam. It's on the top floor. When you come out of the lift, turn left and then turn immediately right into the corridor. Go past conference suite B, and conference suite A is on your right.

5

**Guest:** Where's the fitness centre, please?

**Reception:** It's in the basement. Go through the door past the exchange bureau and down the stairs. Go along the corridor and turn right. And the fitness centre is in front of you.

### Is the room ready?

**Housekeeper:** Did you check that the hangers and spare bedding were all in place in the wardrobe?

**Petra:** Yes. I did.

**Housekeeper:** And the cabinet. Did you look in all the drawers?

**Petra:** Yes.

**Housekeeper:** Good. So now, light bulbs. Check all the lights and the table lamp.

**Petra:** The bulb in the table lamp isn't working.

**Housekeeper:** Right, here's a new bulb. What about the air-conditioning? See if that's set correctly.

**Petra:** It's fine. Erica said we must check the welcome folder as well.

**Housekeeper:** Yes. It has all the information in it about the hotel. Guests can access all the information on the TV but some people prefer to read the folder. Then, most important of all, the minibar. You must check it every day and replace the snacks and drinks. Check them on this list. Finally, the turn-down service. Pull the curtains and fold the bedspread back like this ...

## UNIT 21

### Can you direct me to the theatre?

1

**Woman:** Excuse me, can you direct me to the Dona Maria theatre?

**Reception:** Yes. It's quite near here. You go on foot. Turn left outside the hotel, walk towards Rossio square. The theatre is on the other side of the square.

2

**Man:** We want to go and look at the Museu Arqueológico this afternoon. Can you tell us how to get there?

**Reception:** Yes, it's easy to find from here. Turn right outside the hotel. Then take the first right down Rua dos Correeiros, straight on down that street for 700 metres. You'll see the museum on your right. You can't miss it.

3

**Woman:** Can you tell us how to get to the Oceanarium?

**Reception:** Yes. The best way is to take the metro from Rossio. Get a ticket for Oriente. Change lines at Alameda and then get off at Oriente. The Oceanarium is in the Park of Nations about five minutes on foot from the station.

### Travel in the city

1

**Tourist:** Excuse me. Can you tell me how to get to Harrods?

**Londoner:** Yes. Take the tube from here, Oxford Circus, to Knightsbridge. First take the Victoria line to Green Park, change onto the Piccadilly line and it's two stops to Knightsbridge.

2

**Tourist:** Can I get to the Tower of London on the subway from here?

**Londoner:** Yes, take the Northern line, Embankment. It's only two stops. Then take the Circle line or District line to Tower Hill station. Get off there and walk next to the river.

3

**Tourist:** Can you tell me how to get to the National Gallery from here?

**Londoner:** Hmm ... yes. The nearest station is Charing Cross. Take the Circle line from Marble Arch here to Tottenham Court Road. Then change onto the Northern line. That'll take you south to Charing Cross ... Get off there and the National Gallery is just across Trafalgar Square from the station.



**Tourist:** How do I get to King's Cross?  
**Londoner:** That's no problem. Take the Central line from here, Bond Street, three stops to Holborn. Then change onto the Piccadilly line. Take the train marked Cockfosters. From there it's only two stops to King's Cross. It'll take you about fifteen minutes ...

## UNIT 22

### What can you offer the business traveller?

**Woman:** Can you tell me about your in-room facilities?

**Reception:** Of course. All rooms have satellite TV with pay-per-view facilities so that you can watch films, play games, and listen to music. There's Internet access for sending emails, accessing websites, and for finding out information about the hotel, for example, services, facilities, and car hire. Both the minibar and the electronic safe are standard in all rooms. We have 24-hour room service and a babysitting service ...

**Woman:** What about facilities for business travellers?

**Reception:** All the rooms have multi-line phones. But the printer, photocopier, and fax facilities are in the business centre just opposite reception. The centre's fully equipped and offers broadband Internet access.

### We're planning a conference

**Woman:** We're planning a conference for one thousand people in Barcelona. Can you tell me a little about your conference facilities?

**Man:** Certainly. The hotel has a total of twenty-eight meeting rooms. The theatre-style room is the largest and holds 1,200 people, then there's the boardroom-style, and finally the classroom-style which is the smallest. The 19th floor has a rooftop banqueting room with panoramic views of the city.

**Woman:** Fine. What about audio-visual equipment?

**Man:** We can organize digital projectors, slide projectors and screens, PowerPoint facilities ...

**Woman:** Good. And what about business services?

**Man:** We have high-speed data lines, and full secretarial services, and we can also arrange video conferencing facilities for you.

**Woman:** Excellent. Can you send me your information pack? I'll contact you next week.

## UNIT 23

### Emergency first aid needed

**Porter:** Anna, one of the guests has just fallen over and cut his head badly. It's Mr Schmidt from room 397.

**Anna:** Right. I'll get the first aid equipment and come straight up. Don't move him. We should call an ambulance.

**Porter:** Yes. I've just called one.

**Anna:** Here, Mr Schmidt. You shouldn't move. Drink some water. I think you fainted in the heat. It's very hot today. Have you eaten anything today?

**Mr Schmidt:** No, no. I haven't had lunch yet. I didn't feel well this morning.

**Anna:** How are you feeling now? Are you in pain?

**Mr Schmidt:** I feel better now but my head ...

**Anna:** You should see a doctor so we've called an ambulance. They'll be here soon.

**Mr Schmidt:** Oh ... yes. Thank you. Thank you.

**Anna:** You've cut your head so I'll put a plaster on it to stop the bleeding ...

### Can you call a doctor, please?

1

**Mrs Spiros:** Reception, it's Mrs Spiros in room 542 here. Can you call a doctor please for my little boy? He's very hot and has been sick all morning.

**Reception:** Yes, Mrs Spiros. We have a doctor on call, Doctor Fong. I'll call him immediately.

2

**Man:** My wife has a terrible toothache. Can you give me the number of an emergency dentist?

**Reception:** Yes, of course. It's 652 3974. There's a pharmacy across the road. I'm sure the pharmacist will give you something for the pain.

3

**Porter:** Louise, quick. One of the waiters needs first aid. He's burnt his hand badly on the coffee machine.

**Louise:** Right. Tell him to put his hand in cold water. I'll be right there. Nick, get an accident report form out. Put the date and time on the top of it, please.

4

**Porter:** Anna, one of the guests has fallen down the stairs. I think she's broken her arm.

**Anna:** Right. I'll call an ambulance. Tell her

she shouldn't move. Then, call Louise in reception. She's a first aider and will know what to do.

## UNIT 24

### Are we service-minded enough?

1

**Guest:** Reception, I requested a non-smoking room, but this room really smells of smoke.

**Reception:** I'm very sorry. Your request should have been registered. I'll change your room immediately.

2

**Guest:** Excuse me, but my room hasn't been serviced. The bed hasn't been made and the bathroom hasn't been cleaned.

**Reception:** I'm very sorry. It should have been done this morning. I'll call the housekeeper straightaway.

3

**Guest:** Reception, there's still no hot water in our room. This should have been mended yesterday.

**Reception:** I'm very sorry. I'll call maintenance right away.

4

**Guest:** I didn't have a wake-up call this morning, but I asked for one for 6.30.

**Reception:** Room 152. Yes, you should have had a call. I'm very sorry, I'll look into it.

5

**Guest:** I asked for your overnight laundry service but my shirts haven't arrived back yet.

**Reception:** I'll chase up housekeeping right away, sir, to see what's happened to your shirts. They should have been ready before 8.00 a.m.

6

**Guest:** Excuse me, we still don't have any air-conditioning in our room. It hasn't been fixed yet. I told you about it yesterday.

**Reception:** I'm sorry, sir. This should have been dealt with. I'll send up a service engineer immediately.

### Did you enjoy your stay?

**Personnel:** Hello, Mrs White. My name's Roger Scales from the personnel department at the Bay Hotel, and I'm just calling you about your recent visit. I know there were problems when you stayed with us and I wanted to check that we dealt with them properly.

**Mrs White:** Oh ... yes ... OK.

**Personnel:** I see there were problems with the disabled facilities.

**Mrs White:** Well, the disabled access in the hotel was very good really. You know, to the bars and the restaurants, but the main lift wasn't working when we arrived. So, that's why we needed a room on the ground floor.

**Personnel:** I see, and did we give you a room on the ground floor?

**Mrs White:** Yes, you did, but the room you gave us was very noisy. That first night, we couldn't sleep at all.

**Personnel:** Oh dear. That shouldn't have happened. Did we give you a different room on the ground floor?

**Mrs White:** Yes, you did. The next day you gave us a beautiful room next to the gardens. It was very quiet, and the manager sent us some flowers and a complimentary bottle of champagne. So, in the end we had a very pleasant stay.

**Personnel:** Good. I'm glad you enjoyed it. Well, we look forward to seeing you again.

**Mrs White:** Yes, thank you very much. Goodbye.

**Personnel:** Goodbye.

## UNIT 25

### Could we have our bill, please?

1

**Mrs De Canio:** Hello. We're checking out now. Could we have the bill for room 234, please? I asked for it to be prepared.

**Reception:** Yes, your bill's ready for you, Mrs De Canio. Here you are. Everything is itemized: your room, meals, telephone calls, pay-per-view, and the minibar. Service and VAT are included. How would you like to pay?

**Mrs De Canio:** With Visa. Here's my card.

**Reception:** Could you sign here, please? Thank you. Here's your receipt and your Visa slip copy. Thank you very much. We hope to see you again.

**Mrs De Canio:** Thank you.

2

**Woman:** Excuse me, we're leaving now. Could you bring us the bill, please?

**Waiter:** Certainly, madam.

**Woman:** Have you included the drinks from the bar?

**Waiter:** Yes. I've included them here.

**Woman:** Ah. And is service included?

**Waiter:** No, madam. How are you paying?

**Woman:** I'm paying in cash. Do you accept euros?

**Waiter:** Yes, we do. The total in euros is just there. Would you like a VAT receipt?

**Woman:** No thanks. This is fine.

### How would you like to pay?

1

**Cashier:** The invoice for your room and meals goes directly to your company.

**Mr Badel:** Yes, that's right.

**Cashier:** So, here's your bill for the extras. How are you paying, Mr Badel?

**Mr Badel:** With Mastercard.

2

**Cashier:** Your hotel vouchers are for room and breakfast, Mr Franks. Your bill for the other meals and drinks comes to 230 dollars. How would you like to pay?

**Mr Franks:** With US dollar traveller's cheques, please.

3

**Ms Kohl:** Can I pay my bar bill separately, please?

**Reception:** Yes, certainly Ms Kohl.

**Ms Kohl:** I'll pay by credit card. Do you take Visa?

**Waiter:** Yes, Visa is fine.

4

**Waiter:** That's £17.50 altogether Mr Popovic. How would you like to pay?

**Mr Popovic:** In cash, please. Here you are, £20.

**Waiter:** One moment, and I'll get your change.

**Mr Popovic:** No, that's alright. Keep the change.

**Waiter:** Thank you very much.

## UNIT 26

### I think there's a mistake

1

**Woman:** Could I have the bill, please?

**Waiter:** Thank you, madam.

**Woman:** Excuse me, I think there's a mistake. There are a lot of items here but I didn't have much wine or any extra dishes. This looks too much.

**Waiter:** I'm sorry, madam. This isn't your bill. It's table seventeen's. One moment, I'll get the right bill for you. Here we are. I'm sorry about that.

**Woman:** Ah. That's better. Here's my Visa card.

**Waiter:** Thank you, madam ...

2

**Mr Badouvas:** Hello. I'm in room 532 and I'd like to settle my bill.

**Reception:** 532. Here we are, Mr Badouvas. Are you paying by American Express?

**Mr Badouvas:** Yes, but just a moment.

What are all these items? How much is minibar bill?

**Reception:** Forty euros.

**Mr Badouvas:** Forty euros! Alex, how many drinks did you have?

**Alex:** Oh, just a few ... and some snacks ...

**Mr Badouvas:** And look at the phone calls. We didn't make many calls. This amount is ridiculous.

**Reception:** One moment, I'll just check for you. No, you didn't make many calls but there was one very expensive call to Athens on Tuesday evening.

**Mr Badouvas:** Tuesday evening? Alex ...

## Working with Fidelio Suite 7

We use the Fidelio system for checking out our guests. Let's check out Mr Rodrigues. First, look at the guest list here ... and click on *Departures*. Then click on the guest's name: *Mr Rodrigues*. All the items for his bill will now appear on the screen, for example, accommodation, breakfast, and on. He's paying by Visa, so click on *Visa*. Now, his charges all appear on the screen grey. Finally, click and issue an invoice. That's it. You've just checked out a guest. See, it's quite easy.

## UNIT 27

### Writing your CV

**Agent:** Hello, thank you for coming in to register with the agency. Can you tell me a little bit about yourself?

**Caroline:** Well, my name's Caroline Davy. I was born in 1980. I'm single. I live in Geneva with my parents. I left school in 1998 with my baccalaureate profession.

**Agent:** And what professional qualifications do you have?

**Caroline:** I have my BEP certificate in Tourism and Hospitality from City College.

**Agent:** And work experience?

**Caroline:** During my college holidays I worked in the Hotel Central as a receptionist. It's a small hotel in Geneva took reservations and ran the reception desk during the daytime. When I left college, I worked in the Sun Hotel which is part of the Triad group. This is where I learnt how to use the Fidelio System. A year, I applied for a job at a larger hotel in the same group. I'm now a receptionist at the Sofitel.



**Agent:** I see. And what qualities do you bring to your work?

**Caroline:** I love my work. I'm sociable and friendly, and I enjoy helping and advising people. I'm well organized and hard-working.

**Agent:** Do you have any references?

**Caroline:** Yes, Mr Schultz, the manager of the Sofitel.

### Writing a covering letter

My name's Michel Laval. I'm 21 years old and I was born in Lyon, in south-east France. When I finished school, I went to catering college for three years where I got my chef's certificate. While I was at college, I worked in various hotel and restaurant kitchens as a kitchen porter and commis chef. It was very good experience and I learnt a lot about people as well as cooking. Last year I started work at the busy Grand Hotel Mercure in the city centre. It's a good job but I would really like to have more responsibility and use my cooking skills more. I have my own apartment in Lyon and I have a clean driving licence.

## UNIT 28

### Presenting yourself at an interview

**Personnel:** So, Michel, tell me something about yourself.

**Michel:** Well, I'm 21 years old and I was born in Lyon. I've lived in Lyon all my life. I got my chef's certificate eighteen months

ago and since then I've worked at the Mercure Hotel.

**Personnel:** Why do you want to leave?

**Michel:** Well, I really like working there but I'd like to learn some new menus and work with a new head chef.

**Personnel:** And what do you know about our company?

**Michel:** You're part of one of the biggest hotel chains in the world with some of the top chefs.

**Personnel:** Why do you want to work for us?

**Michel:** I've spent all my life in Lyon and I'd like to see more of the world. I think I'd learn a lot and it would be good for my career.

**Personnel:** What could you offer us if we gave you a job?

**Michel:** Well, I'm enthusiastic, hard-working, and a good team worker. I learn quickly, and I think I have the right skills and experience for the job ...

**Personnel:** Right. Well, I'm seeing three more candidates tomorrow, Michel. Then I'm going to make a shortlist to discuss with chef. If you're shortlisted, we'll phone you to arrange a second interview ...

### A celebrity chef

**Interviewer:** So Jamie, tell us a little bit about yourself.

**Jamie:** Well, I was born in Essex in May 1975. My dad runs a pub and as a child I helped in the kitchens. I just loved cooking.

**Interviewer:** Were you a good student at school?

**Jamie:** No, not really. But I knew I wanted to be a chef. When I was sixteen, I left school and went to Westminster Catering College. After that, I went to France and worked in various kitchens.

**Interviewer:** What was your first really good job?

**Jamie:** I was head pastry chef in a top London restaurant. I learnt a lot there. The head chef taught me how to make the best pasta and focaccia bread. After that, I worked at the River Café for three and a half years.

**Interviewer:** How many television series have you made?

**Jamie:** I've made three TV series so far but I'll probably make another.

**Interviewer:** And how many books have you written?

**Jamie:** I've written four books and Hollywood is going to make a film about me! It'll be about my restaurant which opened in October 2002.

**Interviewer:** Are you going to work in the restaurant too?

**Jamie:** Definitely, I'm going to be the head chef.

## Language review

### ■ Units 1–5

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

- Use questions with *Can/Could* to make requests or offers. *Could* is more polite than *Can*.

*Can/Could I reserve a parking space?* (request)  
*Can I help you?* (offer)  
*Can/Could I take your coat?* (offer)

- Use *I'd like to/I'd like* to make requests. It is a more polite way of saying *I want*.

*I'd like to book a room.* (I'd like to + verb)  
*I'd like a coffee, please.* (I'd like + noun)

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

- Use *Is there?/Are there?* to ask questions about singular nouns or plural nouns.

*Is there a TV in the room?* (singular)  
*Are there any restaurants?* (plural)

- Use *There's/There isn't* to give information about singular nouns and uncountable nouns.

*There's a TV in all the rooms.* (positive sentence)  
*There isn't any air-conditioning.* (negative sentence)

- Use *There are/There aren't* to give information about plural nouns.

*There are three restaurants.* (positive sentence)  
*There aren't any disabled facilities.* (negative sentence)

#### Do/Does

- Use questions in the Present Simple to ask about general situations. Use *Do/Does* + the base form of the verb to make questions for all verbs except *be*. Use *do/does, don't/doesn't* to make short answers.

A: *Do you speak English?*  
 B: Yes, I *do*./No, I *don't*.

A: *Does the room have air-conditioning?*  
 B: Yes, it *does*./No, it *doesn't*.

#### Prepositions of time

- Use the following prepositions when talking about periods of time.

preposition	time
<i>on</i>	days, dates
<i>at</i>	clock times, <i>the weekend, night, fest</i>
<i>in</i>	periods of time, months, a certain y seasons, parts of the day
<i>from ... to</i>	clock times, days, dates, months, y

#### Dates

- In British English, write and say the day first, the month, and finally the year (if necessary).

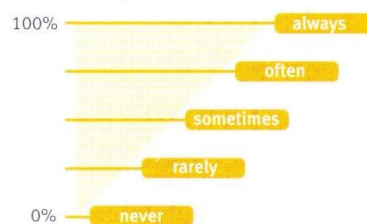
write: 21/10/06 or 21 October 2006 or 21st Oc  
 say: the twenty-first of October, two thousand

- In American English, write and say the month the day, and finally the year (if necessary).

write: 10/21/06 or October 21, 2006 or Octobe  
 say: October (the) twenty-first, two thousand

#### Adverbs of frequency

- Use adverbs of frequency to describe how often something. Put them after the verb *be*, but before *She is sometimes late for work.*  
*I never work on Sundays.*



#### Times

- Use the 12-hour clock in spoken English and in written English. In British English, there are two d

6.10 six ten or ten past six  
 8.25 eight twenty-five or twenty-five past eight  
 12.50 twelve fifty or ten to one

- Use *a.m.* after the time to indicate the morning indicate afternoon, evening, or night. Use *quarter past/quarter to* as an alternative to *fifteen/thirty/f*

6.15 a.m. quarter past six (in the morning)  
 6.30 p.m. half past six (in the evening)  
 10.45 p.m. quarter to eleven (at night)

- Use *o'clock* to describe the hour.

7.00 seven or seven o'clock

- Use the 24-hour clock for timetables and schedules not in spoken English.

Dinner: 19.00–22.00



## Present Simple (short forms)

Use the short forms (in brackets) in spoken English and formal written English.

### Be (Irregular verb)

#### POSITIVE

##### singular

I am (I'm) Scott.  
You are (You're) Mr Phillips.  
He is (He's) Matthieu.  
She is (She's) May Lee.  
The hotel/It is (It's) expensive.

##### plural

We are (We're) the guests.  
You are (You're) the guests.  
They are (They're) the guests.

#### NEGATIVE

##### singular

I am not (I'm not) Scott.  
You are not (aren't) Caroline.  
He is not (isn't) Matthieu.  
She is not (isn't) May Lee.  
The hotel/It is not (isn't) expensive.

##### plural

We are not (aren't) the guests.  
You are not (aren't) the guests.  
They are not (aren't) the guests.

#### QUESTION

##### singular

Am I late?  
Are you Mr Phillips?  
Is he Matthieu?  
Is she May Lee?  
Is the hotel/it expensive?

##### plural

Are we late?  
Are you the guests?  
Are they the guests?

### Have (Irregular verb)

#### POSITIVE

##### singular

I have a reservation.  
You have a reservation.  
He has a reservation.  
She has a reservation.  
The hotel/It has a restaurant.

##### plural

We have a reservation.  
You have a reservation.  
They have a reservation.

#### NEGATIVE

##### singular

I do not (don't) have a reservation.  
You do not (don't) have a reservation.  
He does not (doesn't) have a reservation.  
She does not (doesn't) have a reservation.  
The hotel/It does not (doesn't) have a restaurant.

##### plural

We do not (don't) have a reservation.  
You do not (don't) have a reservation.  
They do not (don't) have a reservation.

#### QUESTION

##### singular

Do I have a reservation?  
Do you have a reservation?  
Does he have a reservation?  
Does she have a reservation?  
Does the hotel/it have a restaurant?

##### plural

Do we have a reservation?  
Do you have a reservation?  
Do they have a reservation?

### Arrive (Regular verb)

#### POSITIVE

##### singular

I arrive at 9.00.  
You arrive at 9.00.  
He arrives at 9.00.  
She arrives at 9.00.  
The flight/It arrives at 9.00.

##### plural

We arrive at 9.00.  
You arrive at 9.00.  
They arrive at 9.00.

#### NEGATIVE

##### singular

I do not (don't) arrive at 9.00.  
You do not (don't) arrive at 9.00.  
He does not (doesn't) arrive at 9.00.  
She does not (doesn't) arrive at 9.00.  
The flight/It does not (doesn't) arrive at 9.00.

##### plural

We do not (don't) arrive at 9.00.  
You do not (don't) arrive at 9.00.  
They do not (don't) arrive at 9.00.

#### QUESTION

##### singular

Do I arrive at 9.00?  
Do you arrive at 9.00?  
Does he arrive at 9.00?  
Does she arrive at 9.00?  
Does the flight/it arrive at 9.00?

##### plural

Do we arrive at 9.00?  
Do you arrive at 9.00?  
Do they arrive at 9.00?

# Test yourself 1

## 1 Rearrange the words to make requests and offers.

- |   |                                |
|---|--------------------------------|
| 1 name / I / your / Could / have / ?              | <i>Could I have your name?</i> |
| 2 meet / at / like / to / I'd / 6.00 p.m.         | .....                          |
| 3 Can / take / you / message / for / I / a / ?    | .....                          |
| 4 manager / I'd / to / speak / the / to / like    | .....                          |
| 5 help / you / I / Can / ?                        | .....                          |
| 6 your / have / Can / passport / I / ?            | .....                          |
| 7 a / I'd / room / like / double                  | .....                          |
| 8 me / tell/ you / Could / number / my / room / ? | .....                          |

## 2 Correct the sentences.

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| 1 Are there Internet access?        | <i>Is there Internet access?</i> |
| 2 There aren't a car park.          | .....                            |
| 3 There's 300 rooms.                | .....                            |
| 4 Is there any disabled facilities? | .....                            |
| 5 There are an exchange bureau.     | .....                            |
| 6 Are there a minibar in the room?  | .....                            |
| 7 There isn't any shops.            | .....                            |
| 8 Is there any cloakrooms?          | .....                            |

## 3 Make questions and short answers with *Do/Does, do/does, don't/doesn't*.

- |   |                              |
|---|------------------------------|
| 1 ..... <i>Do</i> ..... you have any luggage? | Yes, I ..... <i>do</i> ..... |
| 2 ..... the hotel have a laundry?             | No, it .....                 |
| 3 ..... she want to book a room?              | Yes, she .....               |
| 4 ..... you work in reception?                | No, I .....                  |
| 5 ..... he speak English?                     | Yes, he .....                |
| 6 ..... we have a parking space?              | Yes, you .....               |
| 7 ..... she know the city?                    | No, she .....                |
| 8 ..... they have any children?               | Yes, they .....              |

## 4 Complete the sentences with prepositions of time *on, at, in, from ... to*.

- Is the bar open ..... *on* ..... Sundays?
- I work ..... 7.00 a.m. .... 4.00 p.m.
- The swimming pool closes ..... the evening.
- We serve breakfast ..... 8.00 a.m. .... 9.30 a.m. .... the weekend.
- The new hotel opens ..... two months.
- The autumn season starts ..... September.
- I'd like to book a table for three ..... 3rd January.
- Do you close ..... Christmas?

## 5 Write the dates in British English.

- |                |   |              |       |
|----------------|---|--------------|-------|
| 1 07/03        | ..... <i>the seventh of March</i> ..... | 5 10/09/08   | ..... |
| 2 23 May       | .....                                   | 6 3 December | ..... |
| 3 08/10        | .....                                   | 7 12/02      | ..... |
| 4 16th January | .....                                   | 8 22nd July  | ..... |



## 6 Now write the dates in American English.

- 1 07/03 ..... *July (the) third* .....
- 2 23 May .....
- 3 08/10 .....
- 4 16th January .....
- 5 10/09/08 .....
- 6 3 December .....
- 7 12/02 .....
- 8 22nd July .....

## 7 Complete the sentences with adverbs of frequency.

- 1 I... *sometimes* ... (50%) eat lunch at work.
- 2 The car park is ..... (75%) full.
- 3 She ..... (0%) works on Wednesday.
- 4 We ..... (25%) leave a tip.
- 5 The food is ..... (75%) very good.
- 6 They ..... (50%) visit Spain.
- 7 The manager ..... (75%) speaks English.
- 8 He ..... (100%) stays in the same hotel.



## 8 Write the times in the two different ways.

- 1 7.20 ..... *seven twenty* ..... / ..... *twenty past seven* .....
- 2 5.55 ..... / .....
- 3 12.10 ..... / .....
- 4 3.45 ..... / .....
- 5 8.30 ..... / .....
- 6 1.00 ..... / .....
- 7 9.15 ..... / .....
- 8 11.40 ..... / .....

## 9 Complete the sentences with *am*, *is*, or *are*. Use short forms if appropriate.

- 1 My name ..... 's ..... Anne.
- 2 We ..... in a hotel in Bangkok.
- 3 I ..... a receptionist.
- 4 ..... you in room 302?
- 5 John ..... in the restaurant.
- 6 ..... the room on the ground floor?
- 7 They ..... in the lounge.
- 8 ..... they in the restaurant?

## 10 Complete the sentences and questions with the correct form of the Present Simple.

- 1 The bar ..... *opens* ..... (open) at 7.00.
- 2 ..... they often ..... (visit) Chicago?
- 3 Scott ..... (not work) in Sydney.
- 4 ..... you ..... (live) in Tokyo?
- 5 The hotel ..... (have) 250 rooms.
- 6 ..... the restaurant ..... (seat) 85 people?
- 7 The restaurant ..... (serve) over 200 customers a day.
- 8 I ..... (not go) to London every week.

# Language review

## ■ Units 6–10

### Possessive adjectives

- Use possessive adjectives before a noun. They stay the same if the noun is singular or plural, e.g. *my room*, *my rooms*.

singular	plural
Here's <i>my</i> room.	Here's <i>our</i> room.
Here's <i>your</i> room.	Here's <i>your</i> room.
Here's <i>his</i> room.	Here's <i>their</i> room.
Here's <i>her</i> room.	
What's <i>its</i> number?	

### Requests and offers

- Use *Can/Could* to make requests. *Could* is more polite than *Can*. Use *Shall I* and *Would you like* to make offers. *Would you like* is a more polite way of asking *Do you want*.

<i>Can I order?</i>	(request)
<i>Could I have the beer in a glass?</i>	(request)
<i>Shall I open the wine?</i>	(offer)
<i>Would you like another bottle?</i>	(offer)

### *a/an, the*

- Use *a/an* before singular nouns when you first talk about something. Use *an* before words beginning with a vowel.
- Use *the* when you talk about something for the second time, or when it's clear what you're talking about. Use *the* before singular or plural nouns.

A: I'd like *a* table for two, please.

B: Certainly, sir. Would you like *the* table near the window?

### *a/an, some*

- Use *a/an* instead of *one* to talk about singular countable nouns. I'd like *a* menu.

Can I have *an* aperitif?

- Use *some* to talk about plural countable nouns and uncountable nouns.

Can we have *some* aperitifs, please?

I'd like *some* information.

### *some, any*

- Use *some* in positive sentences, and polite offers and requests.

I'd like <i>some</i> wine.	(positive sentence)
Would you like <i>some</i> wine, sir?	(offer)
Could I have <i>some</i> coffee, please?	(request)

- Use *any* in questions and negative sentences.

A: Do you have *any* Australian Chardonnay? (question)

B: I'm afraid we don't have *any* Australian wines. (negative sentence)



## Test yourself 2

### 1 Complete the sentences with the correct possessive adjective.

- 1 Jack Green is the hotel manager. He's in ..... *his* ..... office.
- 2 We can't help you at the moment because ..... computer system isn't working.
- 3 I'm afraid I can't find ..... key card. Do you have another?
- 4 The guests from Japan would like ..... luggage now.
- 5 What time is ..... train? Do you have the ticket?
- 6 Mrs Bell would like lunch in ..... room.
- 7 Can I contact the hotel? Do you have ..... email address?

### 2 Put the words in the correct order to make requests and offers.

- 1 lemon / you / like / ice / Would / and / ? *Would you like ice and lemon?* .....
- 2 smoke / in / Can / here / I / ? .....
- 3 reservation / Shall / check / I / your / ? .....
- 4 menu / I / a / have / Could / ? .....
- 5 like / more / Would / some / you / ? .....
- 6 Could / the / pool / I / swimming / use / ? .....

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

- 1 Is there ..... *an* ..... exchange bureau in the hotel?
- 2 A: Can I leave ..... message in reception?  
B: Certainly, sir. Is this ..... message?
- 3 This is ..... bar I like.
- 4 A: I'd like to have ..... sauna.  
B: Of course. .... sauna is open from 8.00 a.m. to 8.00 p.m.
- 5 Would you like ..... aperitif?
- 6 A: There's ..... key card on the desk.  
B: Yes, but it isn't ..... key card for Mr Nagy's room.

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

- 1 There's ..... *some* ..... ice in the minibar.
- 2 Could I have ..... aperitif?
- 3 We have ..... group from Sweden here at the moment.
- 4 Can I give you ..... advice?
- 5 Would you like ..... large whisky or ..... small one?
- 6 ..... Japanese businessmen are in reception.

### 5 Complete the sentences with some or any.

- 1 Would you like ..... *some* ..... wine with your meal?
- 2 Are there ..... guests from Thailand in the hotel?
- 3 Table 5 wants ..... water.
- 4 Excuse me, but there isn't ..... hot water in my room.
- 5 I'd like ..... dessert, please.
- 6 Do you have ..... euros?

# Language review

## ■ Units 11–15

### Comparisons

- Use *-er than, more ... than, not as ... as* to compare things.

*The Sauvignon Blanc is **drier than** the Riesling.*

*The Sauvignon Blanc is **more expensive than** the Riesling.*

*The Riesling **isn't as dry as** the Sauvignon Blanc.*

adjective	comparative	spelling
old	older than	1 syllable + <i>-er</i>
cheap	cheaper than	
big	bigger than	1 vowel + 1 consonant =
hot	hotter than	double consonant
dry	drier than	consonant + <i>y</i> = <i>-ier</i>
heavy	heavier than	
tasteless	more tasteless than	2 or more syllables =
expensive	more expensive than	<i>more</i> + adjective
	not as dry as	1, 2, or more syllables =
	not as tasteless as	<i>not as</i> + adjective + <i>as</i>
	not as expensive as	
good	better than	irregular
bad	worse than	

### Offering help

#### *I'll ... one/some/another/some more*

- Use *I'll* + the base form of the verb to make an offer. Use *one* instead of repeating a singular noun. Use *some* instead of repeating a plural countable noun or an uncountable noun.

A: *I don't have a knife.*

B: *I'll bring you **one**.*

A: *There isn't any milk.*

B: *I'll get you **some**.*

- Use *another* with singular countable nouns. Use *some more* with plural countable nouns or uncountable nouns.

A: *This cup of coffee is cold.*

B: *I'll send up **another**.*

A: *The toilet paper is almost finished.*

B: *I'll see if there's **some more**.*

### Present Simple Passive

- Use the Passive to say how things are made or done. the Present Simple Passive, use the verb *be* + the past participle of the verb. Go to the irregular verbs list on 111 for a list of past participles.

active: *The waiter **opens** the wine at the table.*

passive: *The wine **is opened** at the table.* (singular verb)

active: *First, the chef **adds** the tomatoes.*

passive: *First, the tomatoes **are added**.* (plural verb)

### Past Simple

- Use the Past Simple for completed actions in the past. Use the same form of the verb with all pronouns.

#### Regular verbs

verb + *-ed* (verbs ending in a consonant)

visit + *-ed*

*She **visited** New York last month.*

verb + *-d* (verbs ending in *-e*)

arrive + *-d*

*The guests **arrived** last night.*

#### Irregular verbs

Some verbs have irregular Past Simple forms, e.g.

*go / **went***

*have / **had***

*I **went** to Paris last week.*

*I **had** a meeting in the Georges V Hotel.*

#### *this/that, these/those, here/there*

- Use *this* or *that* for singular nouns near or at a distance from the speaker. Use *these* or *those* for plural nouns or at a distance from the speaker.

A: *Is **this** your hotel?*

B: *No, **that's** my hotel across the street.*

A: *Are **these** your friends in reception?*

B: *No, **those** are my friends outside.*

- Use *here* for the place where the speaker is. Use *there* for the place at a distance from the speaker.

***Here's** your key card, sir.*

***There's** your taxi in front of the hotel.*



## Test yourself 3

### 1 Complete the sentences using the comparative form of the adjective in brackets.

- 1 The chicken is ..... *cheaper* ..... (cheap) than the fillet steak.
- 2 The rooms on the second floor are ..... (comfortable) than those on the ground floor.
- 3 City hotels are often ..... (big) than country hotels.
- 4 Onions have a ..... (strong) smell than carrots.
- 5 This room is ..... (good) for a family than that one.
- 6 The Chilean Merlot isn't as ..... (smooth) as the French Merlot.

### 2 Match the requests and complaints with the best answers.

- |   |   |
|---|---|
| 1 <input checked="" type="checkbox"/> There isn't any soap in the bathroom. | a I'm sorry, I'll get you one.                    |
| 2 <input type="checkbox"/> Excuse me, I don't have a fork.                  | b Would you like some more with your main course? |
| 3 <input type="checkbox"/> I asked for white wine, not red.                 | c I'll tell the wine waiter to bring you some.    |
| 4 <input type="checkbox"/> Do you have any milk?                            | d Four? Of course. I'll get you another.          |
| 5 <input type="checkbox"/> We ordered four coffees.                         | e Certainly, madam. I'll bring some.              |
| 6 <input type="checkbox"/> We finished the bread with our starter.          | f I'm sorry, I'll send some up straight away.     |

### 3 Complete the sentences with the Present Simple active or passive of the verbs in brackets.

- 1 We ..... *open* ..... (open) the restaurant every day at 12.00.
- 2 The rooms ..... (clean) every morning.
- 3 First, you ..... (chop) the onions.
- 4 Champagne ..... (produce) in France.
- 5 You ..... (not cook) smoked salmon.
- 6 The dish ..... (not serve) hot. It ..... (serve) cold.

### 4 Check the Past Simple of the verbs.

prepare    know    take    leave    fill in    order

#### Now complete the sentences with one of the verbs.

- 1 I .... *filled in* ... the registration card when I checked in.
- 2 The chef ..... a special meal for the child's birthday.
- 3 He ..... that something was wrong.
- 4 Table 24 ..... three bottles of champagne last night.
- 5 They ..... their bags at reception.
- 6 The porter ..... the bags up to their room.

### 5 Complete the dialogue between a manager and a new receptionist with *this/that, these/those, here/there*.

- A: OK, so ..... *here* .....<sup>1</sup> we are in reception. Now, where's Simone? She's the other receptionist. Ah, .....<sup>2</sup> Simone, outside with the group from Poland. ....<sup>3</sup> their bus. Anyway, back to reception.
- B: Is .....<sup>4</sup> my computer?
- A: Yes, it is.
- B: And are .....<sup>5</sup> the names of the guests checking out this morning?
- A: Yes, they are. Ask me or Simone if you have any problems. My office is over .....<sup>6</sup> through .....<sup>7</sup> double doors. OK?

## Language review

### ■ Units 16–20

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

- Use *must* or *have to* for talking about an obligation. Use *must* or *have to* + the base form of the verb.

- Use *must* for a situation when the speaker thinks something is important.

*I must finish before lunch.*

(I want to because it's important.)

- Use *have to/has to* when there is an obligation from a rule or situation.

*We have to check the minibar every day.*

(It's part of the job.)

- Use *don't/doesn't have to* when there isn't an obligation from a rule or situation.

*I don't have to clean the windows every day.*

(It isn't a rule of the job.)

- Use *mustn't* when there is a negative obligation or prohibition.

*Guests mustn't smoke in the non-smoking lounge.*

(Don't do it!)

- Use *had to* (the Past Simple of *have to*) to express an obligation in the past.

*We had to work late yesterday.*

#### **need**

- Use *need* in the following ways:

1 as a main verb (*need* + noun)

A: *When do they need their luggage?* (*need* = *require*)

B: *They need it as soon as possible.*

2 as an auxiliary verb (*need* + *-ing*)

A: *I think the room needs cleaning.* (passive meaning)

B: *No, it's OK. It doesn't need cleaning.*

3 as an auxiliary verb (*need* + full infinitive)

A: *Do I need to show anything?* (*need* = *have to*)

B: *You need to show your passport.*

#### **Past Simple: questions, short answers and negative statements**

- Use *Did* + the base form of the verb to make questions in the Past Simple. Use *didn't* + the base form of the verb to make negative sentences in the Past Simple. Use *did* or *didn't* to make positive or negative short answers.

A: *Did they arrive yesterday?*

B: Yes, they *did*./No, they *didn't*.

A: *Did they check in to a hotel?*

B: No, they *didn't* have a reservation.

#### **Adjectives and adverbs**

- Use adjectives to describe nouns, and use adverbs to describe verbs. Most adverbs are made by adding *-ly* to the adjective.

adjective	adverb
slow	slowly
quick	quickly
polite	politely

*The waiter was polite to the guests.* (adjective)

*The waiter spoke politely to the guests.* (adverb)

However, some adjectives and adverbs have the same form.

#### **adjectives/adverbs**

daily	early
weekly	late
monthly	fast
yearly	hard

*The flight was early.* (adjective)

*The flight arrived early.* (adverb)

The adjective *good* has a completely different form.

adjective	adverb
good	well

*She's a good receptionist.* (adjective)

*She works well in reception.* (adverb)



## Test yourself 4

### 1 Complete the sentences with the correct form of *must* or *have to/has to*.

- 1 One of the guests is ill. We ..... *must* ..... call a doctor.
- 2 Receptionists ..... dress smartly. It's a hotel rule.
- 3 The air-conditioning broke down so we ..... call an electrician.
- 4 Do you ..... work in the kitchen?
- 5 We ..... remember to say thank you to the manager.
- 6 Philippe ..... clean the tables before breakfast.

### 2 Complete the sentences with the correct form of *mustn't* or *don't/doesn't have to*.

- 1 I promised to arrive before nine. I ..... *mustn't* ..... be late.
- 2 You ..... change the towels every day. Twice a week is OK.
- 3 The restaurant was closed at the weekend so we ..... work on Sunday.
- 4 You ..... overcook the vegetables.
- 5 Akemi ..... wear her uniform every day.
- 6 Fabien and Pascal ..... work behind the bar. That's Adam's job.

### 3 Complete the sentences with the correct form of *need*.

- 1 She says her jacket ..... *needs cleaning*... (need/clean).
- 2 We ..... (need/buy) a map of the city centre.
- 3 The minibar is empty. You ..... (need/fill) it.
- 4 The TV ..... (need/change) in Room 22.
- 5 My trousers ..... (need/press).
- 6 The kitchen ..... (need/have) the vegetables as soon as possible.
- 7 Their taxi ..... (need/order) for 8.00 p.m.
- 8 Do I ..... (need/come) to the staff meeting tomorrow?

### 4 Complete the dialogue between two guests using *did/didn't*.

- A: ..... *Did* .....<sup>1</sup> you check in OK this morning?
- B: Yes, I .....<sup>2</sup> .....<sup>3</sup> you have to fill in a registration card?
- A: Yes, I .....<sup>4</sup>. Actually, my wife filled it in.
- B: .....<sup>5</sup> she leave your passports at reception?
- A: No, she .....<sup>6</sup>. The receptionist took the numbers and gave them back.
- .....<sup>7</sup> you get your passport back?
- B: No, I .....<sup>8</sup>. I must remember to pick it up.

### 5 Underline the correct alternative.

- 1 The night porter always walks *quiet/quietly* along the corridors.
- 2 The service here is too *slow/slowly*.
- 3 Make sure you clean the room *careful/carefully*.
- 4 He works *quick/quickly*.
- 5 Security in the car park is *important/importantly*.
- 6 There's a *regular/regularly* test of the fire alarms.
- 7 The manager speaks English very *good/well*.
- 8 Bollinger is an *expensive/expensively* Champagne.

# Language review

## Units 21–25

### Present Perfect

- Use the Present Perfect to talk about actions in the past that are **not** completed. Use the Past Simple (see page 82), to talk about actions in the past that are completed.

*He **hasn't finished** his breakfast.* (not completed)

*He **finished** his breakfast at 10.00 a.m.* (completed)

- Use *just* with the Present Perfect to show that an action is recently completed.

*The group from New Zealand **has just arrived**. They're in reception.*

- Use *yet* with the Present Perfect to mean *up to now*.

*I **haven't met** the manager **yet**. Maybe tomorrow.*

- Make the Present Perfect with *have/has* + the past participle of the verb. Go to page 111 for the irregular verbs list with past participles. Use the short forms (in brackets) in spoken English and informal written English.

#### POSITIVE

##### singular

I have (I've) arrived.

You have (You've) arrived.

He has (He's) arrived.

She has (She's) arrived.

The flight/It has (It's) arrived.

##### plural

We have (We've) arrived.

You have (You've) arrived.

They have (They've) arrived.

#### NEGATIVE

##### singular

I have not (haven't) arrived.

You have not (haven't) arrived.

He has not (hasn't) arrived.

She has not (hasn't) arrived.

The flight/it has not (hasn't) arrived.

##### plural

We have not (haven't) arrived.

You have not (haven't) arrived.

They have not (haven't) arrived.

#### QUESTION

##### singular

Have I arrived?

Have you arrived?

Has he arrived?

Has she arrived?

Has the flight/it arrived?

##### plural

Have we arrived?

Have you arrived?

Have they arrived?

### *should* + Present Perfect Passive

Use *should* + Present Perfect Passive to apologize and to make explanations. Use *should* + *have been* + the past

participle of the verb. Go to page 111 for the irregular verb list with the past participles.

*I'm sorry. The minibar **should have been refilled**.*

### Present Continuous

- Use the Present Continuous to describe something that happening at the time of speaking, or for something that temporary. Use the Present Simple for something that is generally true, or happens regularly, or is permanent (see page 77).

*She's **working** on the computer.* (at the time of speaking)

*She's **working from home** this week.* (temporary)

*She **works** hard.* (generally true)

*She **often works** with Pierre.* (happens regularly)

*She **works** in Paris.* (permanent)

- Make the Present Continuous with *am/are/is* + *-ing*. Use the short forms (in brackets) in spoken English and informal written English.

#### POSITIVE

##### singular

I am (I'm) staying here.

You are (You're) staying here.

He is (He's) staying here.

She is (She's) staying here.

The weather/It is (It's) getting hot.

##### plural

We are (We're) staying here.

You are (You're) staying here.

They are (They're) staying here.

#### NEGATIVE

##### singular

I am not (I'm not) staying here.

You are not (aren't) staying here.

He is not (isn't) staying here.

She is not (isn't) staying here.

The weather/It is not (isn't) getting hot.

##### plural

We are not (aren't) staying here.

You are not (aren't) staying here.

They are not (aren't) staying here.

#### QUESTION

##### singular

Am I staying here?

Are you staying here?

Is he staying here?

Is she staying here?

Is the weather/it getting hot?

##### plural

Are we staying here?

Are you staying here?

Are they staying here?

### Object pronouns

- Use object pronouns after the verb.

##### singular

The porter took *me/you/him/her/it* to the room.

##### plural

The porter took *us/you/them* to the room.



## Test yourself 5

### 1 Complete the sentences with the Present Perfect of the verbs in brackets. Use short forms if appropriate.

- 1 I .....<sup>'ve</sup> just .....*spoken*..... (speak) to Mr Souliman on the phone.
- 2 They ..... (not see) the new restaurant yet.
- 3 I ..... (write) the manager a letter. Here it is.
- 4 Mary ..... just ..... (go) to work.
- 5 The wine waiter ..... (not take) our order yet.
- 6 We ..... (not have) lunch yet.

### 2 Complete the sentences with the Present Perfect or Past Simple of the verbs in brackets. Use short forms if appropriate.

- 1 A: .....*Have*..... you .....*whisked*..... (whisk) the cream yet?  
B: Yes, I ..... (whisk) it after I chopped the fruit.
- 2 A: ..... the Malaysian group ..... (check in) yet?  
B: They ..... (arrive) about an hour ago. They ..... (be) in their rooms for half an hour.
- 3 A: ..... Mr and Mrs Smith ..... (come) back yet?  
B: No, they ..... (not). They ..... (say) they would be back late.

### 3 Complete the sentences with the correct form of *should* + Present Perfect Passive of the verb in brackets.

- 1 The sheets *should have been changed*. (change).
- 2 The reservation ..... (cancel).
- 3 The guests ..... (tell).
- 4 The passports ..... (put) in the safe.
- 5 The wine ..... (bring).
- 6 The fire extinguisher ..... (check).

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

- 1 Our front of house manager .....*speaks*..... (speak) four languages.
- 2 I usually ..... (work) in housekeeping but this week I ..... (work) in room service.
- 3 The airport bus is never late. It always ..... (leave) on time.
- 4 Excuse me. .... you ..... (work) here?
- 5 At the moment, the chef ..... (prepare) dinner.
- 6 ..... you ..... (work) in the restaurant today?

### 5 Complete the sentences with object pronouns.

- 1 We'd like to pay. Could you bring .....*us*..... the bill?
- 2 I'm meeting two colleagues in reception. Have you seen ..... ?
- 3 A: Has Mrs Bell arrived yet? B: Yes, that's ..... in the lobby.
- 4 Good evening, sir. What can I get ..... ?
- 5 A: Table 8 ordered a bottle of the French Merlot. B: I've just taken ..... to them.
- 6 A: Have you met Mr Garcia? B: Yes, I met ..... yesterday.
- 7 I'm sorry, did you give ..... my passport back?

## Language review

### ■ Units 26–28

#### ***much, many, a lot of***

- Use *much, many, a lot of* to talk about an amount or number of something.
- Use *much* in negative sentences and questions with uncountable nouns.

*I don't have much time.*

*How much money do you have?*

- Use *many* in negative sentences and questions with countable nouns.

*There aren't many free rooms tonight.*

*How many bottles did you order?*

- Use *a lot of* in positive and negative sentences, and questions with uncountable and countable nouns.

*We have a lot of time/guests.*

*We don't have a lot of time/guests.*

*Do you have a lot of time/guests?*

#### **A covering letter**

- Write a covering letter to send with a CV or application form. Use certain key phrases and standard forms as shown in bold. Use the letter to focus on your best qualities.

Dear Sir/Madam

**I am writing to apply for** the position of senior receptionist **as advertised in** this month's *Hotel Review*.

**I am a** fully trained receptionist **with a diploma in** Leisure and Tourism Studies, and I have three years' work experience. **I currently work as a** receptionist **at** the Excelsior Hotel **in** Leeds.

**I would like to apply for the position advertised as** **I feel I have the necessary experience for the job.**

**I have experience using** the Fidelio and Galileo systems and excellent computer skills. **I am** sociable **and** well organized, **and I enjoy** working with people.

**I enclose a copy of my CV and a completed application form. I look forward to hearing from you.**

Yours faithfully

#### **Talking about the future**

- Use the Present Continuous, or *be going to*, or *will* to talk about the future. Use the Present Simple for timetables.
- Use the Present Continuous for things you have arranged to do or happen.

*I'm meeting my friends after work.*

*The guests **are arriving** at 10.00 tomorrow morning.*

- Use *be going to* + verb for something you have decided to do, or you intend to do but have not yet arranged.

*I'm going to learn French next year.*

*She doesn't enjoy her job. She's going to get a new one.*

- Use *will* when you decide to do something at the time of speaking,

*I'll have a gin and tonic, please.*

or when you forecast or predict something,

*It'll rain this afternoon.*

or when you offer to do something,

*I'll fill in the other parts of the form for you.*

or when you promise or agree to do something.

*I'll send it straight up to your room.*

- Use the Present Simple for timetables or programmes.

*The plane leaves at 21.15 and arrives at 23.00.*

*The film begins at 20.35.*



## Test yourself 6

### 1 Underline the correct alternative.

- 1 I don't have much/many work to do today.
- 2 There are much/a lot of guests waiting to pay.
- 3 Is the manager responsible for much/a lot of staff?
- 4 We don't have much/many rooms available.
- 5 I spent a many/a lot of money in Madrid.
- 6 How much/many time do we have before the taxi arrives?
- 7 There are much/a lot of drinks on the menu.
- 8 How many/a lot of languages do you speak?

### 2 Correct the five mistakes in the covering letter.

Dear Mr Kim

I write to apply for the position of manager as advertised in the November edition of *Hotel & Catering Monthly*.

I am fully trained manager with a diploma in Hotel and Restaurant Management, and I have three years' work experience. I currently worked as assistant manager at Hotel Torre in Pisa.

I would like to apply for the position advertised as I feel I have the necessary experience for the job. I have experience managing a busy hotel with twenty staff. I am sociable and well organized, and I enjoy dealing with customers.

I enclose a copy of my CV and a completed application form. I look forward to hear from you.

Yours faithfully

### 3 Complete the sentences with the correct future form of the verbs in brackets. Use short forms if appropriate.

- 1 I ...*'m meeting*.. (meet) the head chef tomorrow at 9.00.
- 2 OK. I ..... (be) there in 15 minutes.
- 3 Do you think it ..... (rain) tomorrow?
- 4 The bus to the airport ..... (leave) in ten minutes.
- 5 I ..... (replace) that bottle immediately, sir.
- 6 What ..... you ..... (do) this weekend?
- 7 I want a new job so I ..... (look) for one soon.
- 8 I ..... (take) your coat for you.

## Test yourself answer key

### Test yourself 1

- 1 2 I'd like to meet at 6.00 p.m.  
3 Can I take a message for you?  
4 I'd like to speak to the manager.  
5 Can I help you?  
6 Can I have your passport?  
7 I'd like a double room.  
8 Could you tell me my room number?
- 2 2 There isn't a car park.  
3 There are 300 rooms.  
4 Are there any disabled facilities?  
5 There's an exchange bureau.  
6 Is there a minibar in the room?  
7 There aren't any shops.  
8 Are there any cloakrooms?
- 3 2 Does, doesn't 3 Does, does 4 Do, don't  
5 Does, does 6 Do, do 7 Does, doesn't 8 Do, do
- 4 2 from, to 3 in 4 from, to, at 5 in 6 in 7 on 8 at
- 5 2 the twenty-third of May  
3 the eighth of October  
4 the sixteenth of January  
5 the tenth of September, two thousand and eight  
6 the third of December  
7 the twelfth of February  
8 the twenty-second of July
- 6 2 May (the) twenty-third  
3 August (the) tenth  
4 January (the) sixteenth  
5 October (the) ninth, two thousand (and) eight  
6 December (the) third  
7 December (the) second  
8 July (the) twenty-second
- 7 2 often 3 never 4 rarely 5 often 6 sometimes 7 often 8 always
- 8 2 five fifty-five/five to six  
3 twelve ten/ten past twelve  
4 three forty-five/quarter to four  
5 eight thirty/half past eight  
6 one/one o'clock  
7 nine fifteen/quarter past nine  
8 eleven forty/twenty to twelve
- 9 2 're 3 'm 4 Are 5 's 6 Is 7 're 8 Are
- 10 2 Do, visit 3 doesn't work 4 Do, live 5 has 6 Does, seat  
7 serves 8 don't go

### Test yourself 2

- 1 2 our 3 my 4 their 5 your 6 her 7 its
- 2 2 Can I smoke in here?  
3 Shall I check your reservation?  
4 Could I have a menu?  
5 Would you like some more?  
6 Could I use the swimming pool?
- 3 2 a, the 3 the 4 a, The 5 an 6 a, the
- 4 2 an 3 a 4 some 5 a, a 6 Some
- 5 2 any 3 some 4 any 5 some 6 any

### Test yourself 3

- 1 2 more comfortable 3 bigger 4 stronger  
5 better 6 smooth
- 2 2 a 3 c 4 e 5 d 6 b
- 3 2 are cleaned 3 chop 4 is produced 5 don't cook  
6 is not (isn't) served, is ('s) served
- 4 2 prepared 3 knew 4 ordered 5 left 6 took
- 5 2 there 3 That 4 this 5 these 6 there 7 those

### Test yourself 4

- 1 2 have to 3 had to 4 have to 5 must 6 has to
- 2 2 don't have to 3 didn't have to 4 mustn't  
5 doesn't have to 6 don't have to
- 3 2 need to buy 3 need to fill 4 needs changing 5 need p  
6 needs to have 7 needs ordering 8 need to come
- 4 2 did 3 Did 4 did 5 Did 6 didn't 7 Did 8 didn't
- 5 2 slow 3 carefully 4 quickly 5 important 6 regular 7 w  
8 expensive

### Test yourself 5

- 1 2 haven't seen 3 've written 4 's just gone  
5 hasn't taken 6 haven't had
- 2 1 whisked  
2 Have, checked in, arrived, 've been  
3 Have, come, haven't, said
- 3 2 should have been cancelled  
3 should have been told  
4 should have been put  
5 should have been brought  
6 should have been checked
- 4 2 work, 'm working 3 leaves 4 Do, work 5 's preparing  
6 Are, working
- 5 2 them 3 her 4 you 5 it 6 him 7 me



## Test yourself 6

1 2 a lot of 3 a lot of 4 many 5 a lot of 6 much

7 a lot of 8 many

2

Dear Mr Kim

~~I write~~ I'm writing to apply for the position of manager as advertised in the November edition of *Hotel & Catering Monthly*.

I am ~~a~~ fully trained manager with a diploma in Hotel and Restaurant Management and I have three years' work experience. I currently ~~worked~~ work as assistant manager at Hotel Torre in Pisa.

I would like to apply for the position advertised as I feel I have the necessary experience for the job. I have experience managing a busy hotel with twenty staff. I am sociable and well organized and I enjoy dealing with customers.

I enclose a copy of my CV and a completed application form. I look forward to ~~hear~~ hearing from you.

~~Yours faithfully~~ Yours sincerely

3 2 'll be 3 'll rain 4 leaves 5 'll replace 6 are, doing

7 'm going to look 8 'll take

## From Unit 19, page 41 (Answers)



# Help yourself 1



Front office

This is your chance to personalize the English you have studied.

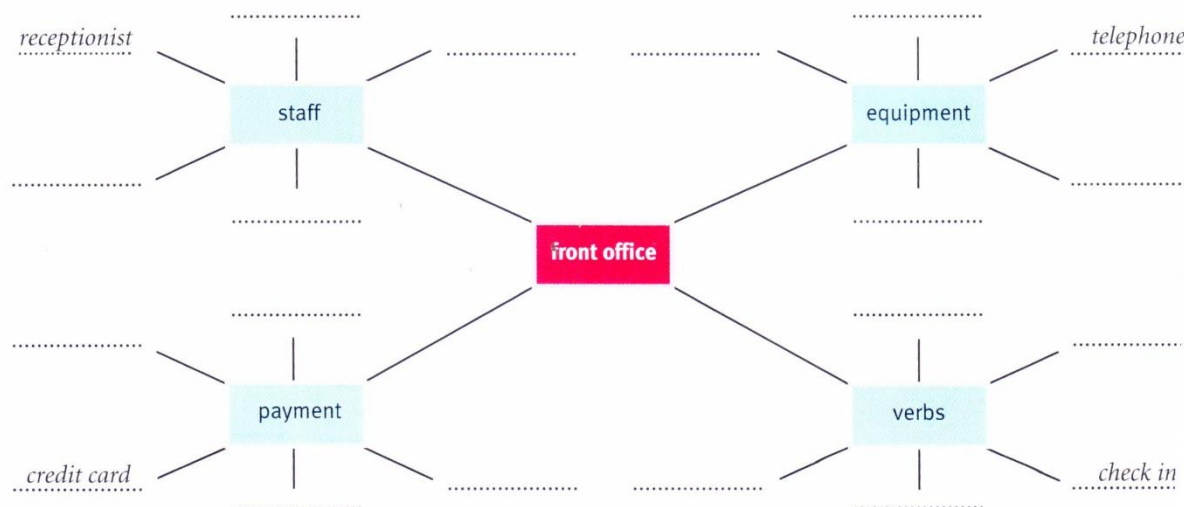
## Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for front office staff. Then translate them into your language.

English	My language
1 .....	1 .....
2 .....	2 .....
3 .....	3 .....
4 .....	4 .....
5 .....	5 .....

## Key words

Look back through the book and complete the diagram with the most useful words for front office staff.



## Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
availability	.....
cancellation	.....
deluxe	.....
expiry date	.....
signature	.....



## Help yourself 2



This is your chance to personalize the English you have studied.

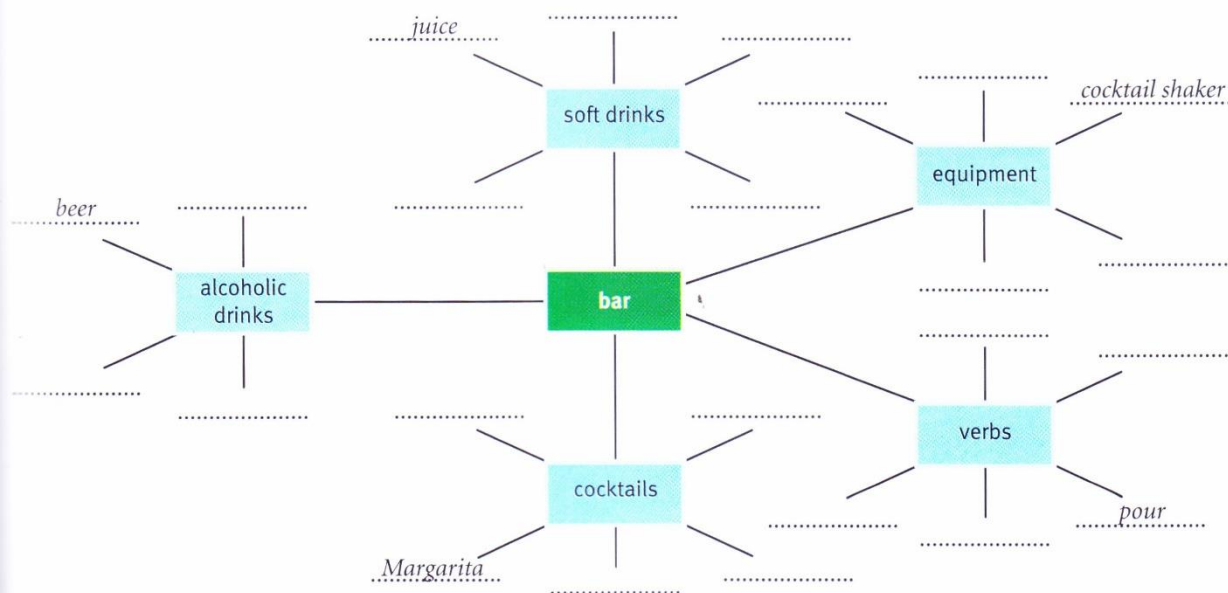
### Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for bar staff.  
Then translate them into your language.

English	My language
1 .....	1 .....
2 .....	2 .....
3 .....	3 .....
4 .....	4 .....
5 .....	5 .....

### Key words

Look back through the book and complete the diagram with the most useful words for bar staff.



### Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
barrel	.....
coaster	.....
drip tray	.....
optic	.....
pump	.....

## Help yourself 3



## Kitchen

This is your chance to personalize the English you have studied.

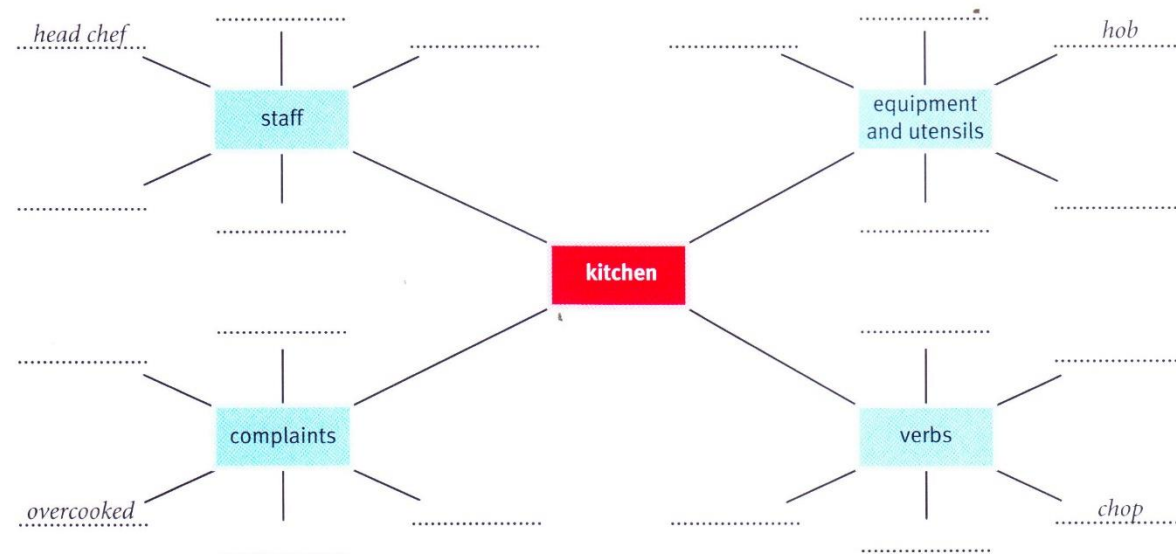
### Five-star phrases ★★★★★

Look back through the book and write the five most useful expressions for kitchen staff. Then translate them into your language.

English	My language
1 .....	1 .....
2 .....	2 .....
3 .....	3 .....
4 .....	4 .....
5 .....	5 .....

### Key words

Look back through the book and complete the diagram with the most useful words for kitchen staff.



### Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
chopping board	.....
oven gloves	.....
stir fry	.....
tap (n)	.....
uniform	.....



## Help yourself 4



This is your chance to personalize the English you have studied.

### Five-star phrases ★★★★★

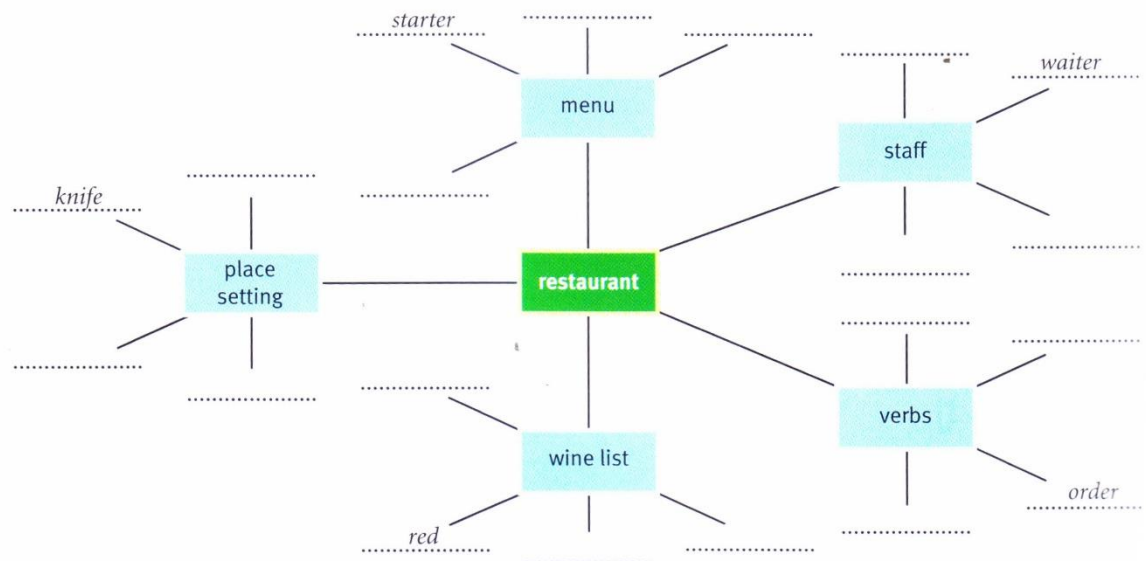
Look back through the book and write the five most useful expressions for restaurant staff.

Then translate them into your language.

English	My language
1 .....	1 .....
2 .....	2 .....
3 .....	3 .....
4 .....	4 .....
5 .....	5 .....

### Key words

Look back through the book and complete the diagram with the most useful words for restaurant staff.



### Extras

Check these extra words in a bilingual dictionary. Then write the translation in your language.

English	My language
bistro	.....
chopsticks	.....
house wine	.....
restroom	.....
tip	.....

Help yourself

Pages 96-97 missing



English	French	German	Italian	Spanish	Japanese
beat 16	battre	schlagen	battere	batir	かき混ぜる
become 11	devenir	werden	diventare	convertirse en, volverse	～の状態になる
bedding 20	literie	Bettzeug	biancheria da letto	ropa de cama	寝具
bedroom 2	chambre	Schlafzimmer	camera da letto	dormitorio	寝室
bedside light 20	lampe de chevet	Nachttischlampe	lume	lámpara de mesilla	枕元のライト
bedspread 20	dessus de lit	Tagesdecke	copriletto	colcha	ベッドカバー
beef 9	boeuf	Rindfleisch	manzo	vaca	牛肉
beefburger 17	hamburger	Hamburger	hamburger	hamburguesa	ビーフハンバー
beer 7	bière	Bier	birra	cerveza	ビール
bend 19	plier	beugen	piegare	doblar, agacharse	曲げる
bidet 20	bidet	Bidet/Sitzbad	bidet	bidet	ビデ
bin 16	poubelle	Mülleimer	cestino portarifiuti	cubo	ゴミ箱
blackcurrant 10	cassis	schwarze Johannisbeere	mora	mora negra	クロスグリ、カ
blanket 20	couverture	Decke	coperta	manta	毛布
bleeding 23	saignement	Blutung	emorragia	hemorragia	出血
blend 16	mélanger	vermischen	mescolare	mezclar	混ぜる
blender 15	mixeur	Mixer	frullatore	licuadora	ミキサー
blouse 17	chemisier	Bluse	camicetta	blusa	ブラウス
blue 10	bleu	blau	blu	azul	青
boardroom 22	salle du conseil	Sitzungssaal	sala consiglio	sala de juntas	(重役向け) 大
boat 21	bateau	Boot	barca	barco	ボート
body lotion 16	lait corporel	Körperlotion	crema per il corpo	loción corporal	ボディローシ
boil 13	(faire) bouillir	kochen	bollire	hervir	煮る
book 1	réserver	reservieren	prenotare	reservar	予約する
booking 3	réserve	Reservierung	prenotazione	reserva	予約
brandy 7	cognac	Weinbrand	cognac	coñac	ブランディー
bread 9	pain	Brot	pane	pan	パン
break 16 (v)	casser	zerbrechen	rompere	romper	ちぎる、ばらば
breakfast 3	petit déjeuner	Frühstück	prima colazione	desayuno	朝食
broadband 22	broadband, haut débit	Breitband	a banda larga	banda ancha, tarifa plana	ブロードバンド
brother 3	frère	Bruder	fratello	hermano	兄弟
budget 18	budget	Budget	bilancio	presupuesto	予算
burn 23 (v)	brûler	sich verbrennen	bruciare	quemar(se)	やけどさせる
bus 21	bus	Bus	autobus	autobús	バス
Bus Lane 21	couloir de bus	Busspur	corsia autobus	carril bus	バス専用車線
business traveller 12	voyageur d'affaires	Geschäftsmann,-frau	viaggiatore d'affari	viajero de negocios	ビジネス目的の 旅行者、出張
busy 1	occupé	besetzt	occupato	comunicando	話中(電話)
butter knife 13	couteau à beurre	Buttermesser	coltello per il burro	cuchillo para mantequilla	バターナイフ
by air 21	par avion	auf dem Luftweg	via aerea	por vía aérea	飛行機で
cabaret/floor show 22	spectacle de cabaret	Kabarett, Nachtclub-Show	spettacolo di cabaret	cabaret/espectáculo	キャバレー/フ
cabinet 20	commode	Schrank	mobiletto, armadietto	armario	飾り棚、キャビ
candidate 28	candidat	Bewerber(in)	candidato	candidato/candidata	候補者
candle 13	bougie	Kerze	candela	vela	ロウソク
car 21	voiture	Wagen	automobile	coche	車
card 25 (Visa)	carte (de crédit)	Kreditkarte	carta di credito	tarjeta	クレジットカード
car hire 22	location de voiture	Autovermietung	noleggio auto	alquiler de coches	レンタカー
car park 2	parking	Parkplatz	parcheggio	aparcamiento	駐車場
cardigan 17	gilet	Strickjacke	giacca di lana	chaqueta (de punto)	カーディガン
career 28	carrière	berufliche Laufbahn	carriera	carrera profesional	経歴
carpet 20	moquette	Teppich	tappeto	alfombra	カーペット
cash 25	liquide	Bargeld	contante	dinero en metálico	現金
cashier 15	caissier	Kassierer(in)	cassiere	cajero	会計
caster sugar 8	sucre en poudre	Sandzucker	zucchero raffinato	azúcar blanco de grano fino	グラニュー糖
catering college 27	école de restauration	Hotelfachschule	scuola alberghiera	escuela de cocina	飲食サービス専 校、学部

	English	French	German	Italian	Spanish	Japanese
る	change 25 (n) charges 26 (n) cheese 10 chef's salad 9	petite monnaie frais fromage salade composée du chef	Kleingeld Rechnung Käse Salat des Hauses	resto spese formaggio insalata dello chef	cambio gastos queso ensalada del chef	お釣 手数料 チーズ シェフサラダ
ーガー	cherry 8 chicken 9 children 3 chill 8 chocolate sauce 10 chop 9 (n)	cerise poulet enfants refroidir sauce au chocolat côtelette	Kirsche Hühnchen Kinder kühlen Schokoladensoße Kotelett	ciliegia pollo bambini raffreddare crema di cioccolato braciola	cereza pollo niños/niñas enfriar salsa de chocolate chuleta	さくらんぼ 鶏肉 子供 冷やす チョコレートソ- 骨付きの切り身、 チョップ
カシス	chop 16 (v) Christmas 5 clean 15 click 26	hacher Noël nettoyer cliquer	Klein schneiden Weihnachten reinigen (an)klicken	tagliare a pezzetti Natale pulire cliccare	cortar/picar Navidad(es) limpiar hacer click	叩き切る クリスマス きれいな、清潔な クリックする (コ ピュータのマウス
大会議室	cloakroom 2 cocktail 7 cocktail glass 8 coffee 17 colander 16 cold 23 (n) company 25 complimentary 16 computer 1 concentrate 28	vestiaire cocktail verre à cocktail café passoire rhume société à titre gracieux, gratuit ordinateur concentrer / se concentrer	Garderobe Cocktail Cocktailglas Kaffee Durchschlag Erkältung Gesellschaft Frei- Computer sich konzentrieren	guardaroba cocktail bicchiere da cocktail caffè colino raffreddore compagnia in omaggio computer concentrare	guardarropa cóctel copa de cóctel café colador catarro compañía de regalo ordenador concentrarse	手荷物預かり所 カクテル カクテルグラス コーヒー ざる 風邪 会社 無料の コンピュータ 集中する
ばらに	conference room 20	salle de conférences	Konferenzzimmer	sala di convegno	sala de juntas/ reuniones	会議室
ード	confirm 3 continental breakfast 17 conversation 12 copy 25 cordless phone 18 cork 11 corked 11 corkscrew 11 country code 18 courier service 22	confirmer petit déjeuner  conversation copie téléphone sans fils bouchon bouchonné tire-bouchon indicatif du pays coursier / messagerie rapide	bestätigen kleines Frühstück  Gespräch Kopie schnurloses Telefon Kork korkig Korkenzieher Landesvorwahl Eilbotenservice	confermare prima colazione leggera conversazione copia telefono portatile tappo dal sapore di tappo cavatappi prefisso del paese servizio di un agente turistico	confirmar desayuno continental  conversación copia teléfono inalámbrico corcho que sabe al corcho sacacorchos código del país servicio de mensajería	確認する コンチネンタル スタイルの朝食 会話 コピー コードレス電話 コルク コルクの異臭がす コルク栓抜き 国別コード番号 宅配便
の張者 i)	cousin 28 covered garage 22 cow's cheese 10	cousin garage fermé fromage de lait de vache	Cousin, Kusine überdachte Garage Käse (aus Kuhmilch)	cugino garage coperto formaggio di mucca	primo/prima garaje cubierto queso de vaca	いとこ 屋根つき車庫 牛乳が原料のチー
フロー	crab 9 cream 16	crabe travailler	Krabbe cremig rühren	granchio far diventare cremoso, scremare	cangrejo de mar mezclar con crema	カニ クリーム状にする
ビネット	credit 26 crème caramel 10 crêpes 10 croissant 9 cross 21 (v) cuisine 2	crédit crème caramel crêpes croissant traverser cuisine, gastronomie	Kredit/Guthaben Karamellcreme dünne Pfannkuchen Hörnchen überqueren Küche	credito crème caramel crêpe croissant attraversare modo di cucinare, cucina	crédito crema catalana creps croissant/cruasán cruzar cocina	信用貸しをする クリームカラメル クレープ クロワッサン 横切る 料理
ード	curtain 20 customer 4 cut 23 (n) cutlery 12	rideau client coupure couverts	Vorhang Kunde, Kundin Schnittwunde Besteck	tenda cliente taglio posate	cortina cliente/clienta corte / herida cubertería	カーテン 客 切り傷 カトラリ (フォー ナイフ、スプーン カツレツ
専門学	cutlet 9 CV 27	côtelette CV (curriculum vitae)	Kotelett Lebenslauf	cotoletta curriculum vitae	chuletilla curriculum vitae	履歴書



English	French	German	Italian	Spanish	Japanese
cycle path 21	piste cyclable	Radweg	pista ciclabile	carril bici	自転車用道路
daughter 3	fille	Tochter	figlia	hija	娘
debit 26	débit	Schuld/Last	debito	débito	口座引き落としを
debit card 25	carte bancaire (sans paiement différé)	Debitkarte	carta di addebito	tarjeta de cobro automático / débito	デビットカード
deep fry 13	faire frire	frittieren	friggere	freír	揚げる
deep fat fryer 15	friteuse	Friteuse	friggitrice	freidora	フライ用の深鍋
delay 12	retard	Verzögerung	ritardo	retraso	遅れ、遅延
delicious 10	délicieux	köstlich	squisito	delicioso	とても美味しい
dentist 23	dentiste	Zahnarzt, -ärztin	dentista	dentista	歯医者
departure 3	départ	Abflug	partenza	salida	出発
deposit 26	acompte	Anzahlung	acconto	depósito	保証金、手付金
dessert fork 13	fourchette à dessert	Dessertgabel	forchetta da dessert	tenedor de postre	デザートフォーク
dessert spoon 13	cuillère à dessert	Dessertlöffel	cucchiaino da dessert	cucharilla de postre	デザートスプーン
dial/key in 18	faire/composer un numéro (de téléphone)	wählen	comporre	marcar	ダイヤルを回す、 番号を押す
dialling tone 18	tonalité	Amtszeichen	segnale acustico di linea libera	tono de llamada	発信音
diarrhoea 23	diarrhée	Durchfall	diarrea	diarrea	下痢
digital 22	numérique	digital	digitale	digital	コンピュータ化さ
dinner jacket 17	smoking	Smokingjacke	smoking	smoking	ディナージャケッ
direct (v) 21	indiquer le chemin	den Weg zeigen	indicare la strada	indicar cómo ir a un sitio	道を教える
directly 25	directement	direkt	direttamente	directamente	直接に、まっすぐ
dirty 12	sale	schmutzig	sporco	sucio	汚い、不潔
disabled 12	handicapé	behindert	invalido	discapacitado	身体障害のある
disabled facilities 2	installations pour handicapés	Behinderten- einrichtungen	facilitazioni per disabili	servicios para minusválidos	身体障害者用設備
discount 18	remise/rabais	Diskont/Rabatt	sconto	descuento	割引
dishwasher 15	lave-vaisselle	Geschirrspülmaschine	lavastoviglie	lavavajillas	食器洗浄機
district 11	région	Gegend	regione	distrito	地域
doctor 23	docteur	Arzt, Ärztin	medico	doctor/doctora	医者
double room 1	chambre double	Doppelzimmer	doppia	habitación doble	ダブルベッドの 二人用部屋
Dr 1	docteur	Doktor	dottore	Dr. / Dra.	～博士
drawer 20	tiroir	Schublade	cassetto	cajón	引出し
dressing gown 24 (US bathrobe)	robe de chambre	Bademantel	accappatoio	bata	バスローブ
driving licence 27	permis de conduire	Führerschein	patente di guida	permiso de conducir	運転免許書
dry 7 (wine)	sec	trocken	secco	seco	辛口の (ワイン)
dry cleaning 15	nettoyage à sec	chemische Reinigung	lavatura a secco	limpieza en seco	ドライクリーニング
dual carriageway 21	route à quatre voies	Schnellstraße	strada a due corsie	vía de dos carriles	中央分離帯のある 幹線道路
duck 9	canard	Ente	anatra	pato	鴨
dusty 14	poussiéreux	staubig	polveroso	polvoriento	ほこりっぽい
duty 15	devoir	Aufgabe	servizio, mansione	tarea / guardia	ほこり
duvet/quilt 20	couette	Daunenbett	piumone	edredón	羽ぶとん
earache 23	mal à l'oreille	Ohrenscherzen	mal d'orecchio	dolor de oídos	耳の痛み
east 11	est	Osten	est	este	東
eastern 11	de l'est	östlich	dell'est	del este	東の
egg 9	oeuf	Ei	uovo	huevo	たまご
emergency 19	urgence	Notfall	emergenza	emergencia	非常事態
engaged/busy tone 18	occupé	Besetztzeichen	linea occupata	señal de comunicando	通話中の音
enjoy 10	apprécier	genießen	gustare	disfrutar	楽しむ
enthusiastic 28	enthousiaste	engagiert	entusiasta	entusiasta	熱心な
envelopes 24	enveloppes	Briefumschläge	buste	sobres	封筒
equipment 22	ustensiles (de cuisine)	Küchengeräte	attrezzatura	utensilios	道具
evacuate 19	évacuer	evakuieren	evacuare	evacuar	避難する
excellent 11	excellent	ausgezeichnet	eccellente	exclente	非常に優れた
exchange bureau 2	bureau de change	Wechselstube	cambio	oficina de cambio	両替窓口

English	French	German	Italian	Spanish	Japanese
exchange rate 26	taux de change	Umtauschrate	tasso di cambio	tipo de cambio de divisas	通貨両替レート
excursions 22	excursions	Ausflüge	escursioni, gite	excursiones	小旅行
experience 27	expérience	Erfahrung	esperienza	experiencia	経験
express checkout 22	caisse rapide	Express-Auschecken	cassa veloce	salida exprés	迅速チェックアウトサービス
extra 26	en supplément	zusätzlich	in più	extra	割増の、特別の
eye contact 12	échange de regard	Blickkontakt	negli occhi	contacto visual	目を合わせる
faint 23	s'évanouir	in Ohnmacht fallen	svenire	desmayarse	失神する
family 3	famille	Familie	famiglia	familia	家族
father 3	père	Vater	padre	padre	父
filet steak 9	filet de bœuf	Filetsteak	bistecca di filetto	filete, solomillo de ternera	フィレステーキ
filthy 14	crasseux	schmutzig	sporco	muy sucio	不潔な
fine 11	excellent	gut	di qualità	de calidad	すばらしい、見事な
fire alarm 19	alarme d'incendie	Feuermelder	allarme antincendio	alarma de incendios	火災報知器
fire axe 19	hache d'incendie	Feuerbeil	ascia antincendio	martillo de incendios	非常用の斧
fire blanket 19	couverture contre le feu	Feuerdecke	coperta antincendio	manta para apagar incendios	防火用毛布
fire brigade 19	pompiers	Feuerwehr	pompieri	bomberos	消防士
fire door 19	porte coupe-feu	Feuertür	porta antincendio	puerta contra incendios	防火扉
fire drill 19	exercice d'évacuation en cas d'incendie	Probealarm	esercitazione antincendio	simulacro de incendio	火災避難訓練
fire extinguisher 19	extincteur d'incendie	Feuerlöscher	estintore	extintor	消火器
firm 28	ferme	fest	deciso	firme / fuerte	固い
first name/Christian name 27	prénom	Vorname	nome	nombre de pila	名前 (苗字でない方)
fish fork 13	fourchette à poisson	Fischgabel	forchetta da pesce	tenedor para pescado	魚料理用フォーク
fish knife 13	couteau à poisson	Fischmesser	coltello da pesce	cuchillo para pescado	魚料理用ナイフ
flan/tart dish 15	plat à tarte / à flan	Kuchen-, Tortenblech	timballo	plato para tartas	パイ/タルト用皿
flat 14 (beer)	événement	schal	stantio	sin gas	気が抜けた (ビール)
floor 2	étage	Stock/Etage	piano	piso	階
floret 16	fleurette	(Broccoli)röschen	cime di broccoli	cogollito	(ブロッコリーの) 房
florist 22	fleuriste	Blumengeschäft	florista	floristería	花屋
flower arrangement 13	composition florale	Blumengesteck	composizione di fiori, arte di disporre i fiori	centro de flores	フラワーアレンジメント
flu 23	grippe	Grippe	influenza	gripe	風邪 (インフルエンザ)
fold 16	plier	falten	piegare	doblar	折りたたむ
followed by 9	suivi de	und dann	seguito da	seguido de	次に〜が続く
food processor 15	robot ménager	Küchenmaschine	frullatore	robot de cocina	フードプロセッサー
food slicer 19	éminceur	Küchenschneidemaschine	affettatrice	máquina para cortar o rebanar alimentos	フードスライサー
footpath 21	sentier pédestre	Fußweg	sentiero	sendero	小道、歩道
foyer 17	hall	Eingangshalle	atrio	vestíbulo	ロビー
French fries 17 (US)	pommes frites	Pommes frites	patate fritte	patatas fritas	フライドポテト
fresh 8	fraîs	frisch	fresco	fresco	新鮮な
friendly 27	amical / aimable	freundlich	amichevole	amable	親しみやすい
front office 15	réception	Empfang	ricezione	zona de recepción	フロント、受付
fruit salad 10	salade de fruits	Obstsalat	macedonia	macedonia de fruta	フルーツサラダ
fry 13	frîre	braten	friggere	freír	揚げる
frying pan 15	poêle	Bratpfanne	padella	sartén	フライパン
fully booked 4	complet	ausgebucht	al completo	completo	満室、満席
garlic bread 17	pain chaud tartiné de beurre et d'ail	Knoblauchbrot	bruschetta	pan con mantequilla y ajo	ガーリックブレッド
gin 7	gin	Gin	gin	ginebra	ジン
give 18	donner	geben	dare	dar	与える
give way 21	Priorité	Vorfahrt	dare la precedenza	Ceda el paso	対向車優先
goat's cheese 9	fromage de chèvre	Ziegenkäse	formaggio di capra	queso de cabra	山羊乳が原料のチーズ



English	French	German	Italian	Spanish	Japanese
good afternoon 1	bonjour	guten Tag	buon giorno (detto dopo mezzogiorno)	buenas tardes	こんにちは
good evening 1	bonsoir	guten Abend	buona sera	buenas tardes	こんばんは
good morning 1	bonjour	guten Morgen	buon giorno	buenos días	おはよう
good night 1	bonne nuit	gute Nacht	buona notte	buenas noches	おやすみなさ
goodbye 1	au revoir	auf Wiedersehen	arrivederci/la nonni	adiós	さようなら
grandparents 28	grands-parents	Großeltern		abuelos (abuela y abuelo)	祖父母
grey 26	gris	grau	grigio	gris	灰色
grill 13 (US broil)	griller	grillen	cuocere alla griglia	asar a la parrilla	網焼きにす
grilled 9	grillé	gegrillt	alla griglia	a la parrilla	網焼きの
guard 19	carter	Schutzvorrichtung	schermo di protezione	mampara de seguridad	保護物、安
guardian 28	tuteur	Vormund	custode	guarda	保護者
haircut 17	coupe de cheveux	Haarschnitt	taglio di capelli	corte de pelo	散髪
hair salon 6	salon de coiffure	Friseursalon	parucchiere	(salón de) peluquería	美容院
half 8	moitié	klein (Getränke)	mezzo	mitad	半分
half-brother/half-sister 28	demi-frère /demi-sœur	Halbbruder, -schwester	fratellastro/sorellastra	hemanastro/hermanastra	異父母の兄
ham 9	jambon	Schinken	prosciutto	jamón	ハム
handshake 28	poignée de main	Händedruck	stretta di mano	apretón de manos	握手
hanger 20	ceintre	Kleiderbügel	gruccia	percha	ハンガー
hard 10	dur	hart	duro	duro	固い
hard-boiled egg 13	œuf dur	hartgekochtes Ei	uovo sodo	huevo duro	ゆで卵
hard-working 27	travailleur	fleißig	diligente	trabajador	勤勉な
headache 23	mal de tête	Kopfschmerzen	mal di testa	dolor de cabeza	頭痛
heat lamp 15	lampe chauffante	Heizlampe	lampada che mantiene caldo il cibo	lámpara infrarroja	調理用バーナ
heating 20	chauffage	Heizung	riscaldamento	calefacción	暖房装置
high-speed 22	rapide	Hochgeschwindigkeits-	alta velocità	de alta velocidad	高速の
high temperature 23	température élevée	hohes Fieber	febbre	fiebre	高熱がある
hob 15	plaque (chauffante)	Kochfeld	piastra	placa	ガスコンロの
home address 6	adresse personnelle	Heimataadresse	indirizzo	domicilio	自宅住所
homework 12	devoirs	Hausaufgaben	compiti per casa	deberes	宿題
hope 25	espérer	hoffen	sperare	esperar	願う、望む
hospital 23	hôpital	Krankenhaus	ospedale	hospital	病院
hospitality 27	hospitalité	Gastfreundschaft	ospitalità	hospitalidad	もてなし
hotel chain 28	chaîne d'hôtel	Hoteltette	catena alberghiera	cadena hotelera	ホテルチェー
housekeeper 15	intendant(e)	Haushälterin	governante	ama de llaves	家政婦、 ハウスキー
humour 28	humour	Humor	senso dell'umorismo	humor	ユーモア
hurt 23 (v)	faire mal	(sich) verletzen	fare male	hacer daño	傷つける
husband 3	mari	Ehemann	marito	marido	夫
hygiene 16	hygiène	Hygiene	igiene	higiene	衛生
ice cream 17	glace (à manger)	Speiseeis	gelato	helado	アイスクリ
important 14	important	wichtig	importante	importante	重要
improve 11	améliorer	verbessern	migliorare	mejorar	改良する
include 18	comprendre/inclure	einschließen	comprendere	incluir	含む
included 25	compris	inbegriffen	compreso	incluido	含まれた
information 2	renseignement	Informationen	informazioni	información	案内、情
in-laws 28	beaux-parents	Schwiegereltern	parenti acquisiti con il matrimonio	familia política	義理の、
in-room services 15	prestations dans la chambre	Zimmerservice	servizio in camera	servicios dentro de la habitación	ミニバー
international 2	international	international	internazionale	internacional	付けサ
international call 18	appel de l'étranger / international	Auslandsgespräch	chiamata internazionale	internacional conferencia / llamada	国際的の 国際電
Internet access 2	accès à l'internet	Anschluss ans Internet	accesso a Internet	acceso a Internet	インタ
invoice 25	facture	Warenrechnung	fattura	factura	セス
issue 26 (v)	fournir	ausstellen	dare, consegnare	expedir	仕切状
itemized 25	détaillé	spezifiziert	dettagliato	detallado	発行す 明細カ

English	French	German	Italian	Spanish	Japanese
Julienne 16	julienne	in feine Streifen schneiden	tagliare a bastoncini	juliana	千切り
Jeep/sweater 17	pull	Pullover	maglione	jersey	セーター
Knee 19	genou	Knie	ginocchio	rodilla	ひざ
Label 11	étiquette	Etikett/Aufschrift	etichetta	etiqueta	ラベル
Ladle 16	louche	Schöpfkelle	mestolo	cucharón	玉杓子、レードル
Lamb 9	agneau	Lamm	agnello	cordero	子羊
Late 14	en retard	spät	in ritardo	con retraso	遅い
Laundry 2	blanchissage	Wäscherei	lavanderia	lavandería	洗濯物、洗濯
Layer 13	couche	Schicht	strato	capa	層、重ね
Left 5 (remaining)	qui reste, restant	übrig	rimasto	quedar	残り
Leg 23	jambe	Bein	gamba	pierna	脚
Less 18	moins	weniger	meno	menos	より少ない
Lift 17 (US elevator)	ascenseur	Fahstuhl	ascensore	ascensor	エレベーター
Light 11 (wine)	léger	leicht	leggero	ligero / suave	軽めの (ワイン)
Light bulb 20	ampoule	Glühbirne	lampadina	bombilla	電球
Liquid 8	liquide	Flüssigkeit	liquido	liquido	液体
Liquor (US) 7	alcohol	Spirituosen	alcolici	alcohol / bebidas alcohólicas	リキュール、蒸留酒
Local call 18	appel local	Ortsgespräch	chiamata urbana	llamada local/urbana	市内通話
Look 28	sembler	aussehen	sembrare	parecer	～に見える
Lounge 6	salon	Gesellschaftsraum	salotto	salón	ラウンジ
Luggage 6	bagages	Gepäck	bagagli	equipaje	荷物
Luggage (US baggage)					
Lunch 4	déjeuner	Mittagstisch	pranzo	almuerzo / comida	昼食
Lady 1	Madame	gnädige Frau	Signora	Señora	～夫人
Ladeira 7	Madère	Madeira	vino di Madeira	vino de Madeira	マデイラ
Main road 21	route principale	Hauptstraße	strada principale	carretera principal	主要道路
Make 1	faire	machen/zubereiten	fare	hacer	作る
Manager 1	directeur	Geschäftsführer (in)	direttore	director	支配人、マネージャー
Married 27	marié	verheiratet	sposato	casado	既婚の
Mattress 20	matelas	Matratze	materasso	colchón	マットレス
Meat 9	viande	Fleisch	carne	carne	肉
Medium dry 7 (wine)	demi-sec	halbtrocken	secco	semiseco	中辛口 (ワイン)
Medium rare 9	à point	rosa, englisch	al sangue	poco hecho	ミディアムレア
Meet 4	rencontrer	(sich) treffen	incontrare	ver / reunirse con (alguien)	合う
Meeting 1	réunion/rendezvous	Treffen	riunione	reunión	会合
End 24	réparer	reparieren	aggiustare	arreglar	修理する
Menu 9	menu	Menü/Speisekarte	menu	menú	メニュー
Meringue 10	meringue	Baiser	meringa	merengue	メレンゲ
Message 1	message	Nachricht	messaggio	mensaje	伝言
Microphone 22	microphone	Mikrofon	microfono	micrófono	マイク
Mid-afternoon 5	milieu de l'après-midi	Nachmittag	a metà pomeriggio	a media tarde	午後3時～
Mid-morning 5	milieu de la matinée	Vormittag	a metà mattina	a media mañana	午前11時～
Mineral water 7	eau minérale	Mineralwasser	acqua minerale	agua mineral	ミネラルウォーター
Mini-break 18	cours séjour	Kurzurlaub	vacanza breve	escapada / descanso breve	短い休暇
Mirror 20	miroir	Spiegel	specchio	espejo	鏡
Miss 1	Mademoiselle	Fräulein	Signorina	Señorita	独身女性の敬称
Miss 21 (v)	rater	übersehen	sfuggire	pasar por alto	見逃す
Mix 8	mélanger	mixen	mischiare	mezclar	混ぜる
Mixing bowl 15	bol à mixer	Rührschüssel	terrina	cuenco para mezclar	ミキシングボール
Mobile phone 18	téléphone portable	Handy	cellulare	teléfono móvil	携帯電話
US cell phone)					
Money 2	argent	Geld	soldi	dinero	お金
Snorkel 9	lotte	Seeteufel	squadro, pesce angelo	rape	アンコウ
More 12	plus	mehr	più	más	より多くの
Mother 3	mère	Mutter	madre	madre	母



English	French	German	Italian	Spanish	Japanese
motorway 21	autoroute	Autobahn	autostrada	autopista	高速道路
Mr 1	M.	Herr	Signore	Sr.	男性の敬称
Mrs 1	Mme	Frau	Signora	Sra.	既婚女性の敬称
Ms 1	Mme	Fräulein	Signorina/Signora	Sra.	女性の敬称
museum 21	musée	Museum	museo	museo	博物館
mushroom 9	champignon	Pilz/Champignon	fungo	champiñón	マッシュルーム
mussels 13	moûles	Muscheln	cozze	mejillones	ムール貝
napkin 13	serviette	Serviette	tovagliolo	servilleta	ナプキン
nationality 27	nationalité	Nationalität	nazionalità	nacionalidad	国籍
needs 12 (n)	besoins	Bedürfnisse	bisogni	necesidades	必要なもの
nephew 28	neveu	Neffe	nipote	sobrino	甥
news 12	nouvelles	Nachrichten	notizie	noticias	ニュース
next door 14	à côté	nebenan	vicino	al lado	隣
next to 20	près de	neben	accanto a	junto a	
niece 28	nièce	Nichte	nipote	sobrina	姪
night 6	nuit	Nacht	notte	noche	夜
No Entry 21	Accès interdit	Keine Einfahrt	vietato l'accesso	Prohibido el paso	立ち入り禁止
No Parking 21	Stationnement interdit	Parkverbot	vietato parcheggiare	Prohibido aparcar	駐車禁止
no through road 21	voie sans issue	Durchfahrt verboten	strada senza uscita	calle sin salida	通り抜け不可
No U-turns 21	Défense de faire demi-tour	Wenden verboten	divieto di inversione	Prohibido girar	Uターン禁止
nobody 14	personne	niemand	nessuno	nadie	誰も～ない
noise 14	bruit	Lärm	rumore	ruido	騒音
north 11	nord	Norden	nord	norte	北
northern 11	du nord	nördlich	a, del nord	del norte	北の
note pad 24	bloc-notes	Notizblock	blocco degli appunti	libreta	メモ用紙と同じ
nurse 23	infirmière	Krankenschwester	infermiera	enfermero(a)	看護婦
o'clock 4	heure	Uhr(zeit)	l'ora	en punto	～時
off 14	pas frais/pourri	schlecht	avariato	malo / pasado	壊れている、腐っている
olive 8	olive	Olive	oliva	aceituna	オリーブ
omelette 17	omelette	Omelett	frittata, omelette	tortilla	オムレツ
on call 23 (doctor)	de garde	in Bereitschaft	in servizio	de guardia (médico)	待機している
One Way 21	A sens unique	Einbahn	senso unico	Sentido único	一方通行
on foot 21	à pied	zu Fuß	a piedi	a pie	歩いて
onion 13	oignon	Zwiebel	cipolla	cebolla	玉ねぎ
open 4	ouvert	geöffnet	aperto	abierto	開店中
operator 18	standardiste	Vermittlung	centralinista	operadora	交換手、オペレーター
opposite 20	en face	gegenüber	di fronte a	enfrente de	向かい側の
optician 23	opticien	Optiker(in)	ottico	óptico	眼鏡屋
organized 27	organisé	diszipliniert	organizzato	organizado	有能な、几帳面な
osteopath 23	ostéopathe	Osteopath(in)	osteologo	osteópata	整骨医
outside 21	à l'extérieur	draußen	fuori	fuera	屋外
overbooked 14	surréservé	überbucht	prenotati più posti di quanti ne siano disponibili	sobrecontratado	定員オーバーの予約
overcooked 14	trop cuit	verköcht	scotto	pasado/demasiado hecho	焼き過ぎた、煮過ぎた
overnight 24	de nuit	über Nacht	per la notte	de un día para otro	一晩中
paper 12	papier	Papier	carta	papel	新聞
paramedic 23	auxiliaire médical	Sanitäter(in)	paramedico	paramédico/ paramédica	医療補助員
parking space 1	place où se garer	Parkplatz	parcheggio	plaza de aparcamiento	駐車スペース
pastis 7	pastis	französischer Anisschnaps	Pernod, liquore al sapore di anice	pastís	バ스티ス
pastries 17	gâteaux	Gebäck	pasticcini	bollos dulces	菓子類、ペストリー
pastry 15	pâtisserie	Teig/Gebäck	pasta (per pasticceria)	pastelería	ペストリー、ケーキ
patient 12	patient	geduldig	paziente	paciente	忍耐強い
pavement 21 (US sidewalk)	trottoir	Bürgersteig/Gehweg	marciapiede	acera	歩道

English	French	German	Italian	Spanish	Japanese
payment 15	paiement	Bezahlung	pagamento	pago	支払い
pay-per-view 22	pay per view (paiement par visionnage)	Pay-per-View	visione a pagamento	pago por visión	有料のテレビ番組
payphone 18	téléphone publique	Münztelefon	telefono pubblico	teléfono público	公衆電話
pedestrian street 21	rue piétonne/ piétonnière	Fußgängerstraße	strada pedonale	calle peatonal	歩行者通り
pen 24	stylo	Kugelschreiber	penna	bolígrafo	ペン
pepper 13	poivre	Pfeffer	pepe	pimienta	コショウ
pepper mill 13	poivrier	Pfeffermühle	macinapepe	molinillo de pimienta	コショウひき
pharmacist 23	pharmacien	Apotheker(in)	farmacista	farmacéutico(a)	薬剤師
pharmacy 23	pharmacie	Apotheke	farmacia	farmacia	薬局
phonebox (US callbox) 18	cabine téléphonique	Telefonzelle	cabina telefonica	cabina telefónica	電話ボックス
photographer 22	photographe	Fotograf(in)	fotografo	fotógrafo/fotógrafa	写真家
physiotherapist 23	kinésithérapeute	Physiotherapeut(in)	psicoterapista	fisioterapeuta(a)	理学療法士
pillow 20	oreiller	Kissen	guanciale	almohada	枕
pillow case 16	taie d'oreiller	Kissenbezug	federa	funda de almohada	枕カバー
pine nut 13	pignon de pin	Pinienkern	pinoli	piñón	松の実
plane 21	avion	Flugzeug	aereo	avión	飛行機
plaster 23 (first aid)	pansement, sparadrap	Pflaster	cerotto	tirita	ばんそうこう
plate 13	assiette	Teller	piatto	plato	皿、平皿
play 22	jouer	spielen	giocare	obra de teatro	上映する、作動する
p.m. 4 (afternoon/ evening)	de l'après-midi/du soir	nachmittags/abends	di pomeriggio o di sera	por la tarde	午後
pouch 13	pocher	dünsten/pochieren	cuocere 'in camicia'	escalfar	ゆでる
poisonous 19	toxique	giftig	venenoso	venenoso	有毒な
police 23	police	Polizei	polizia	policía	警察
popular 11	qui a du succès	beliebt	popolare	popular	人気のある、評判のよい
pork 9	porc	Schweinefleisch	carne di maiale	cerdo	豚肉
port 7 (wine)	porto	Portwein	Porto	vino de Oporto	ポートワイン
positive 28	positif	positiv	affermativo	positivo	積極的な、前向きな
post cards 24	cartes postales	Ansichtskarten	cartoline	tarjetas postales	絵葉書
posture 28	posture	Haltung	posa, posizione	postura	姿勢、状態
prepare 16	préparer	vorbereiten	preparare	preparar	準備する
printer 15	imprimante	Drucker	stampante	impresora	プリンター
process 15	traiter	bearbeiten	inoltrare	procesar	処理する
produce 11	produire	produzieren	presentare, mostrare	producir	生産する
projector 22 (digital)	projecteur	Projektor	proiettore	proyector	プロジェクター
properly 24	convenablement	zufriedenstellend	bene, correttamente	debidamente	きちんと、完全に
public holiday 6	jour férié	Feiertag	festa nazionale	fiesta oficial	祝日
puff pastry 13	pâte feuilletée	Blätterteig	pasta sfoglia	pastel de hojaldre	パイ生地、パフペースト
pull 20	tirer	zuziehen	tirare	abrir/cerrar, correr/descorrer	引く
qualification 27	qualification	Qualifikation	qualifica	títulos, preparación	資格
qualities 27	qualités	Eigenschaften	qualità	cualidades	品質
quarter 8	quart	Viertel	quarto	cuarto	4分の1
questions 28	questions	Fragen	domande	preguntas	質問
rack rate 18	tarif standard	Zimmerpreis	tariffa media giornaliera	precio normal	通常の室料
raspberry 10	framboise	Himbeere	lampone	frambuesa	ラズベリー
ready 9	prêt	bereit	pronto	preparado	準備が整って
receipt 25	reçu	Quittung	ricevuta	recibo	領収書
receiver/handset 18	combiné	Hörer	ricevitore	auricular	受話器
reception 2	réception	Empfang	banco dell'hotel	recepción	受付、レセプション
recharge 18	recharger	aufladen	caricare	recargar	充電、リチャージ
recommend 11	recommander	empfehlen	consigliare	recomendar	勧める
red 7	rouge	rot	rosso	rojo	赤
refrigerator 15	réfrigérateur, frigo	Kühlschrank	frigorifero	frigorífico	冷蔵庫
register 27	enregistrer	(sich) anmelden	dare il proprio nome	registrar(se)	登録する



English	French	German	Italian	Spanish	Japanese
regularly 19 reservation 1 reserve 1 responsibility 27 reversed charges 18 (US collect call) ridiculous 26	régulièrement réservation réserver responsabilité en pcv  ridicule	regelmäßig Reservierung reservieren Verantwortung R-Gespräch  lächerlich	regolarmente prenotazione riservare responsabilità telefonata addebitata al ricevente assurdo	con regularidad reserva reservar responsabilidad (a) cobro revertido  ridículo	定期的に、いつも 予約 予約する 責任 コレクトコール、 受信人払い ばかばかしい、 途方もない
ring 12 (n) roast 9 roasting tin 15 rocket salad 9	sonnerie rôtir plat à rôtir roquette	Klingeln braten Bräter Rucola Salat	suonare arrostire teglia per arrosti insalata a base di rucola	llamada asar fuente de horno ensalada de lechuga	(電話の) 鳴る音 オープンで焼く ロースト用の型 ルッコラのサラダ
roll call 19 rolling pin 16 roof garden 20	appel rouleau à pâtisserie jardin aménagé sur le toit	Namensaufruf Teigrolle Dachgarten	appello matterello giardino pensile	(pasar) lista rodillo jardín en la azotea	点呼 綿棒 屋上庭園
room rate 18 room temperature 11 roulade 10 rubbish 15 rude 14 rum 7	prix de la chambre température ambiante roulade ordures malpoli rhum	Zimmerpreis Zimmertemperatur Roulade Müll unhöflich Rum	costo della stanza temperatura ambiente rotolo spazzatura scortese, maleducato rum, liquore	precio por habitación temperatura ambiente rollito (comida) basura maleducado ron	部屋料金 室温 ルーラード (料理名) ゴミ 無礼な、無作法な ラム
salmon 9 salt 13 salt cellar 13 salty 14 sand bucket 19 sandwich 9 saucepan 15 sauna 3 scallops 13 scrape 16 screen 22 second name/ surname 27 serious 19	saumon sel salière salé seau de sable sandwich casserole sauna coquilles Saint-Jacques gratter écran nom de famille  grave	Lachs Salz Salzfässchen salzig Sandeimer Sandwich/Butterbrot Kochtopf Sauna Kammuscheln schaben Schirm Familienname  ernst	salmone sale saliera salata secchiello tramezzino pentola sauna cappe sante raschiare schermo cognome  serio	salmón sal salero salado cubo de arena bocadillo/sandwich cazuela sauna vieiras limpiar pantalla apellido  grave	サーモン 塩 塩入れ 塩っぱい 非常用の砂バケツ サンドイッチ シチュー鍋、深鍋 サウナ ホタテガイ こする、こすり取る スクリーン、画面 姓、苗字  重大な、 容易ならない サービス料金 裁縫道具 研ぐ、鋭くする 電気かみそり用 ソケット 羊乳が原料のチーズ
service charge 26 sewing kit 24 sharpen 15 shaver point 20	service nécessaire à couture éguiser prise rasoir	Bedienung Näh-Set schärfen Steckdose für Rasierapparate Schafskäse	servizio il necessario per cucire affilare presa per il rasoio  formaggio di pecora	servicio costurero afilarse enchufe para máquina de afeitar queso de oveja	サービス料金 裁縫道具 研ぐ、鋭くする 電気かみそり用 ソケット 羊乳が原料のチーズ
sheep's cheese 10	fromage de lait de brebis				
sheet 16 shelf 20 sherry 7 shirt 17 shoe cleaning kit 24	drap rayonnage/étagère sherry/xérès chemise trousse de cirage à chaussures à court de personnel	Laken Regal Sherry Hemd Schuhputzzeug	lenzuolo ripiano sherry camicia occorrente per lucidare le scarpe a corto di personale	sábana estante jerez camisa kit de limpieza de calzado corto de personal	シート 棚 シェリー ワイシャツ 靴磨きセット
short-staffed 14		knapp an Arbeitskräften			従業員不足
shower 20 shower cap 20 sick 23 side order 15	douche bonnet de douche malade plat d'accompagnement	Dusche Duschkappe krank Beilage	doccia cuffia per la doccia malato contorno	ducha gorro de baño/ducha enfermo guarnición	シャワー シャワーキャップ 病気 付け合せ料理の注文
side plate 13 sieve 16 single 3 (room) single 27 (person)	petite assiette tamis/passoire pour une personne célibataire	Nebengedeck Sieb Einzel- ledig	piattino per il pane colino singola celibe (M), nubile (F)	plato del pan tamiz individual soltero(a)	添え皿 こしき、ふるい 1人部屋 独身

English	French	German	Italian	Spanish	Japanese
sir 1	Monsieur	(mein) Herr	Signor	Señor	男性の敬称
sirloin 9	aloyau	Lendenfilet	lombo di manzo, filetto	carne de vaca	サーロイン
sister 3	sœur	Schwester	sorella	hermana	姉妹
sister hotel 18	hôtel sœur	Schwesterhotel	albergo gemello	hotel asociado	姉妹店
skill 27	compétence	Fertigkeit	abilità	capacidad / habilidad	技能、腕前
skin 16	peau	Schale	buccia	piel	皮
skirt 17	jupe	Rock	gonna	falda	スカート
sleep 24 (v)	dormir	schlafen	dormire	dormir	眠る
slice 16	couper en tranches	schneiden	affettare	cortar en rodajas	薄切りにする
slippers 24	chaussons	Hausschuhe	pantofole	zapatillas de casa	スリッパ
smart 28	élégant	gepflegt	elegante	elegante	洗練された、 きちんとした
smell 24	sentir	riechen	sentire odore di	oler	臭う
smile 12	sourire	lächeln	sorridere	sonrisa	笑う
smoke alarm 19	détecteur de fumée	Rauchmelder	allarme antifumo	detector de humo	煙報知器
smoked 9	fumé	geräuchert	affumicato	ahumado	燻製にした、いぶした
smooth 11 (wine)	moelleux	lieblich	vellutato	suave	滑らかな (ワイン)
Slow 21	Ralentissez	Langsam	rallentare	Despacio	徐行運転
soap 16	savon	Seife	sapone	jabón	石鹸
sociable 27	sociable	umgänglich	socievole	sociable	社交的な
socks 17	chaussettes	Socken	calzini	calcetines	ソックス
soda 7	eau de seltz	Sodawasser	acqua di seltz	agua de seltz	ソーダー
soft 10	à pâte molle	weich	morbido	blando	柔らかい
soft drink 7 (US soda)	boisson non alcoolisée	alkoholfreies Getränk	bevande non alcoliche	refresco	ソフトドリンク、 清涼飲料
son 3	fil	Sohn	figlio	hijo	息子
sorbet 10	sorbet	Fruchteis	sorbetto	sorbete	シャーベット
soufflé dish 15	plat à soufflé	Souffléschüssel	pirofila per soufflé	plato para suflé	スフレ用皿
soup 9	soupe	Suppe	zuppa, minestra	sopa	スープ
south 11	sud	Süden	sud	sur	南
southern 11	du sud	südlich	a, del sud	del sur	南の
spare 20	de rechange	überzählig	d'avanzo, disponibile	sobranante / de repuesto	予備の
sparkling 7 (water)	gazéifiée	kohlensäurehaltig	gassata	con gas	発泡性の (水)
spicy 13	épicé/piquant	würzig	piccante	picante	スパイシー、 香料的きいた
spirit 7	spiritueux	Branntwein	superalcoolico	licor	蒸留酒
spoon 13	cuillère	Löffel	cucchiaino	cuchara	スプーン
spotless 16	impeccable	blitzsauber	pulito	impeccable / limpiísimo	しみのない、清潔な
spring 6	printemps	Frühling	primavera	primavera	春
squeeze 8	presser	pressen	spremere, schiacciare	exprimir	搾る
stained 14	taché	schmutzig	macchiato	manchado	汚れている
stale 14	qui n'est pas frais	schal/alt	stantio	pasado/revenido	新鮮でない
standard 18	standard	Standard-	normale	estándar / normal	標準
starter 15	entrée	Vorspeise	antipasto	entrante/primer plato	前菜
station 21 (train)	gare	Bahnhof	stazione ferroviaria	estación	駅
station 15 (work)	poste	Arbeitsplatz	posto	lugar / puesto	部署
stationery 22	papeterie	Briefpapier	articoli di cartoleria	papelería	文房具
steam 13	cuire à la vapeur	ausdünsten	cuocere a vapore	cocer al vapor	蒸す、ふかす
step-brother/	beau-frère / belle-sœur	Stiefbruder, -schwester	sorellastra/fratellastro	hermanastro/	異父母の兄弟/姉妹
step-sister 28				hermanastra	
stew 13	ragoût	Eintopfgericht	spezzatino	guiso	煮込む
till 7 (water)	non gazeuse	ohne Kohlensäure	non gassato	sin gas	発泡性でない (水)
till 18 (adv)	toujours, encore	noch immer	ancora	aún / todavía	まだ、相変わらず
stir 8	remuer	rühren	rimescolare	dar vueltas/revolver	かき混ぜる
stockpot 15	marmite à bouillon	Suppentopf	marmitta	olla	ソース鍋
stomach ache 23	mal de ventre	Magenschmerzen	mal di stomaco	dolor de estómago	腹痛
stop 21 (n)	arrêt	Haltestelle	fermata	parada	駅
stop 21	Stop	Stoppschild	stop	Stop	止まれ
straightaway 14	tout de suite	sofort	subito	en seguida	直ちに
strain 8 (v)	passer	abgießen	scolare	colar	こす
strain 19 (n)	muscle froissé	Zerrung	slogatura	esguince	捻挫、筋違い
stringy 14	filandreux	zäh	filamentoso	con hebras	筋の多い
subject 19	sujet	Thema	argomento	tema	主題、テーマ



# Useful vocabulary

## Food

### Meat

beef  
chicken  
duck  
goose  
lamb  
pork  
turkey

### Fish

cod  
haddock  
monkfish  
octopus  
plaice  
salmon  
sardine  
shark  
sole  
squid  
swordfish  
trout  
tuna  
turbot

### Shellfish

crab  
crayfish  
king prawn  
langoustine  
lobster  
mussels  
oysters  
scallops  
shrimps

### Game

grouse  
guinea fowl  
partridge  
pheasant  
quail  
rabbit  
venison

### Fruit

apple  
apricot  
avocado  
banana  
blackcurrants  
blueberries  
cherries  
cranberries

fig  
grapefruit  
grapes  
kiwi  
lemon  
lime  
mango  
melon  
olives  
orange  
peach  
pear  
pineapple  
plums  
raspberries  
redcurrants  
strawberries

### Vegetables

artichoke  
asparagus  
aubergine  
beans  
broccoli  
Brussels sprouts  
cabbage  
carrot  
cauliflower  
celery  
courgette  
cucumber  
fennel  
garlic  
green beans  
leek  
lentils  
lettuce  
mushrooms  
onion  
parsnip  
peas  
pepper  
potato  
radishes  
spinach  
sweetcorn  
tomato  
watercress

## Ordinal numbers

1st	first
2nd	second
3rd	third
4th	fourth
5th	fifth
6th	sixth
7th	seventh
8th	eighth
9th	ninth
10th	tenth
11th	eleventh
12th	twelfth
13th	thirteenth
14th	fourteenth
15th	fifteenth
16th	sixteenth
17th	seventeenth
18th	eighteenth
19th	nineteenth
20th	twentieth
21st	twenty-first
22nd	twenty-second
23rd	twenty-third
24th	twenty-fourth
25th	twenty-fifth
30th	thirtieth
31st	thirty-first

## Telephone alphabet

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whisky
X	X-ray
Y	Yankee
Z	Zulu

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pheasant  
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cranberries

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12th	twelfth
13th	thirteenth
14th	fourteenth
15th	fifteenth
16th	sixteenth
17th	seventeenth
18th	eighteenth
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X	X-ray
Y	Yankee
Z	Zulu



# Irregular verbs

Infinitive	Past tense	Past participle	Infinitive	Past tense	Past participle
be	was/were	been	lend	lent	lent
beat	beat	beaten	let	let	let
become	became	become	lie	lay	lain
begin	began	begun	light	lit	lit
bend	bent	bent	lose	lost	lost
bite	bit	bitten	make	made	made
blow	blew	blown	mean	meant	meant
break	broke	broken	meet	met	met
bring	brought	brought	pay	paid	paid
build	built	built	put	put	put
burn	burnt	burnt	read	read	read
buy	bought	bought	ride	rode	ridden
catch	caught	caught	ring	rang	rung
choose	chose	chosen	rise	rose	risen
come	came	come	run	ran	run
cost	cost	cost	say	said	said
cut	cut	cut	see	saw	seen
dig	dug	dug	sell	sold	sold
do	did	done	send	sent	sent
draw	drew	drawn	set	set	set
dream	dreamt	dreamt	shake	shook	shaken
drink	drank	drunk	shine	shone	shone
drive	drove	driven	shoot	shot	shot
eat	ate	eaten	shut	shut	shut
fall	fell	fallen	sing	sang	sung
feed	fed	fed	sink	sank	sunk
feel	felt	felt	sit	sat	sat
fight	fought	fought	sleep	slept	slept
find	found	found	slide	slid	slid
fly	flew	flown	smell	smelt	smelt
forget	forgot	forgotten	speak	spoke	spoken
freeze	froze	frozen	spend	spent	spent
get	got	got	stand	stood	stood
give	gave	given	steal	stole	stolen
go	went	gone	stick	stuck	stuck
hang	hung	hung	strike	struck	struck
have	had	had	swear	swore	sworn
hear	heard	heard	swim	swam	swum
hide	hid	hidden	take	took	taken
hit	hit	hit	teach	taught	taught
hold	held	held	tear	tore	torn
hurt	hurt	hurt	tell	told	told
keep	kept	kept	think	thought	thought
know	knew	known	throw	threw	thrown
lay	laid	laid	understand	understood	understood
lead	led	led	wake	woke	woken
lean	leant	leant	wear	wore	worn
learn	learnt	learnt	win	won	won
leave	left	left	write	wrote	written

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