

Collins

English for Work



with
Audio CDs

Hotel & Hospitality English

Mike Seymour

Communicate confidently with guests



**Do you want to communicate more confidently
with your international guests?**



Welcome to the Metro Hotel. Here's Sarah who works on reception, Simon who is head of Guest Services and David the bartender.

In the *Hotel and Hospitality English* self-study course you can follow the daily lives of the Metro Hotel staff. Listen to Sarah, Simon and David talking to guests and answering the phone, and learn the English you need to meet your own guests' needs.

- Listen to the conversations to learn to communicate with guests
- Have fun with practice activities
- Use the key phrases in your own work life

Twenty-four conversations plus exercises

Full colour book with 24 units
and reference section including:

- key words and phrases
- answer key
- audioscript
- pronunciation guide
- model emails

This course provides materials for
approximately 24 hours of study.

LEARN
THROUGH
THE PHOTO
STORY

REAL-LIFE
SITUATIONS
& TASKS

A1-A2

Find us at www.collinselt.com

facebook.com/collinselt

@CollinsELT

ISBN 978-0-00-743198-4



9 780007 431984 >

Collins
English for Work

Hotel & Hospitality English
Mike Seymour

HarperCollins Publishers
The News Building
1 London Bridge Street
London
SE1 9GF

First edition 2011

10 9 8 7 6 5

© HarperCollins Publishers 2011

ISBN 978-0-00-743198-4

Collins ® is a registered trademark
of HarperCollins Publishers Limited

www.collinselt.com

A catalogue record for this book is available
from the British Library.

Typeset in India by Aptara

Printed and bound by CPI Group (UK) Ltd, Croydon, CR0 4YY

All rights reserved. No part of this book may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission in writing of the Publisher. This book is sold subject to the conditions that it shall not, by way of trade or otherwise, be lent, re-sold, hired out or otherwise circulated without the Publisher's prior consent in any form of binding or cover other than that in which it is published and without a similar condition including this condition being imposed on the subsequent purchaser.

Photographs by Toby Madden
Photographic models: Christina Anastasia, Amy Anzel,
Luke Barron, Tina Chang, Stephen de Martin
Photographs taken on location at Mint Hotel

H
W
T
ar
T
w
E
p
la
th
T
a
If
V
In
ti
V
c
V



Introduction


Welcome to Hotel & Hospitality English

This course gives you the English you need to talk to guests – from the moment they arrive at your hotel until the time they check out and you say goodbye.

The 24 units focus on face-to-face communication with guests, plus telephoning and writing emails.

Each unit begins with a conversation for you to listen to and read. The conversation presents the key language. Then there are activities for you to practise the key language including speaking exercises. There is an Answer key at the back of the book.

There are two Audio CDs included. These contain the conversations and speaking activities.

If you see this symbol  , you need to listen to the CD.

We recommend you spend about 45 to 60 minutes on each unit.

In addition, at the back of the book, there are very useful reference sections for you to use and refer to in your day-to-day work.

While you are working through this book, you will see the following symbols after certain words:

[UK] means that the word is more commonly used in British English.

[US] means that the word is more commonly used in American English.

We hope you enjoy using this self-study course. Good luck in your career!

Contents

1	Welcoming guests	6
2	Welcoming a guest with no reservation	10
3	'Difficult' guests	14
4	Looking after guests (1)	18
5	Looking after guests (2)	22
6	Reservation inquiries	26
7	Reservation changes	30
8	Phone calls to reception	34
9	Communication problems	38
10	Guest problems	42
11	At breakfast	46
12	At the bar	50
13	Complaints from guests at the bar	54
14	In the restaurant (1)	58
15	In the restaurant (2)	62
16	In the restaurant (3)	66
17	Housekeeping	70
18	Housekeeping problems	74
19	Room service	78
20	Guest services	82
21	In the business centre	86
22	Recommendations for places to eat	90
23	Checking out	94
24	Problems checking out	98

Resource bank

Answer key / Audio script	102
Key phrases	126
Key words	128
Grammar reference	142
Model emails	150
How do I say ...?	154
On the phone	156

1 Welcoming guests

Checking in guests | Finding out what guests need | Giving guests information



Conversation

01
CD1

- 1 Sarah works in Reception at the Metro Hotel. She is checking in a guest. Listen to the conversation.

Sarah **Good afternoon, madam. Welcome to the Metro Hotel.**

Guest Good afternoon. My name's Caroline Brown. I have a reservation.

Sarah Of course, Ms Brown. One moment, please. Yes, here it is. One double room for three nights.

Guest That's correct. Could I have a room on a lower floor, please? I don't like using the lift.

Sarah Is the second floor OK?

Guest Yes, that's perfect. Thank you.

Sarah **Could I have your credit card, please?**

Guest Yes, here's my VISA card.

Sarah Thank you. You're in Room 209. **Please sign here.** And **would you like a wake-up call?**

Guest Oh, yes. Could I have a wake-up call at 6.30 tomorrow, please?

Sarah Of course, 6.30. **Would you like a newspaper?**

- Guest Yes, I'd like *The Times* every morning, please. And what time's breakfast?
- Sarah **Breakfast is between 7.00 and 10.30.**
- Guest Thank you.
- Sarah **Enjoy your stay, Ms Brown.**

Language tip

Before Sarah knows the guest's name she calls Ms Brown *madam*. In British English it is polite to call female guests *madam*. In American English *ma'am* is used.

Did you know?

In British English the word is *lift*. In American English it is *elevator*. The *ground floor* in British English is the *first floor* in American English.

Understanding



2 Listen to the conversation again and answer these questions.

- 1 Does Ms Brown have a reservation?
- 2 What kind of room does she ask for?
- 3 Why does she want this kind of room?
- 4 What time does she ask for a wake-up call?
- 5 When does the hotel serve breakfast?

Key phrases

Checking in

<i>Good morning / Good afternoon / Good evening.</i>	<i>Would you like a wake-up call?</i>
<i>Welcome to the Metro Hotel.</i>	<i>Would you like a newspaper?</i>
<i>Could I have your credit card, please?</i>	<i>Breakfast is between ... and ...</i>
<i>Please sign here.</i>	<i>Enjoy your stay.</i>

Language tip

Sarah calls Caroline Brown 'Ms Brown'. Ms can be used for married or unmarried women.

Practice

3 Put the words in the sentences into the correct order.

- 1 stay your Enjoy

- 2 wake-up like you a call Would
_____?
- 3 to hotel the Welcome

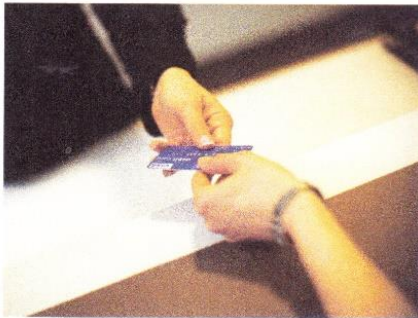
- 4 is 7.00 Breakfast between and 10.30

- 5 your have Could I credit card, please
_____?



4 Complete the sentences in this conversation. Then listen to Track 02 to check your answers.

- Sarah Good afternoon, sir. [1] _____ to the Star Hotel.
- Guest Good afternoon. My name's George Melas. I have a [2] _____.
- Sarah Of course, Mr Melas. One [3] _____, please. A single room for two nights?
- Guest Yes, that's right. Could I have a room on a quiet [4] _____, please?
- Sarah I will put you on the top [5] _____. Is that OK?
- Guest Yes, that's great. Thank you.
- Sarah Could I [6] _____ your [7] _____ card, please?
- Guest Here you are.
- Sarah Please [8] _____ here. Thank you.
- Guest Could I have a [9] _____ call at 8 o'clock tomorrow, please?
- Sarah Yes, of course. I hope that you [10] _____ your stay, Mr Melas.
- Guest Thank you.



Language tip

When we say the time, we say either *7 o'clock in the morning/evening* or *7 am* (morning) / *7 pm* (evening). We don't say *7 o'clock pm*. If we are not talking about full hours, for example, *10.30*, we don't use the words *o'clock*. We don't say *10.30 o'clock*. We say *ten thirty* or *half past ten*.

Speaking



5 Listen to these times and repeat them.

03	1 11.30	3 10.00	5 9.10	7 9.50	9 3.15
CD1	2 7.00	4 12.20	6 5.45	8 1.15	10 2.40



6 You are at Reception when a guest arrives. Read the cues given and check in the guest. Play Track 04 and speak after the beep. You start. Then listen to Track 05 to compare your conversation.

- You** (Say hello to guest in a friendly way.)
Guest Hello, my name's Yang. I have a reservation for one night.
You (Ask for guest's credit card.)
Guest Here's my VISA card.
You (Ask guest if she wants a wake-up call.)
Guest Yes. I would like one at 6 o'clock tomorrow morning, please.
You (Confirm time and ask guest if she wants a newspaper in the morning.)
Guest Yes. Could I have a *Wall Street Journal*, please?
You (Say yes.)
Guest What time's breakfast?
You (Tell guest 7.00 to 10.30 and wish guest a nice stay in the hotel.)



Now you can

Check in a guest

Ask if they want a wake-up call or a newspaper

Tell guests about meal times in the hotel

2 Welcoming a guest with no reservation

Checking in guests | Handling a difficult situation | Saying *No* politely



Conversation



06
CD1

- 1 A guest has arrived without a reservation. Sarah is checking him in. Listen to the conversation.

Sarah Good afternoon, sir. **How can I help you?**

Guest Hi. I need a room for this evening.

Sarah **Do you have a reservation?**

Guest No, I don't. My flight's been delayed until tomorrow evening and I need to stay in the city overnight.

Sarah **I can offer you our walk-up rate** which is £165 per night for a double room including breakfast.

Guest That's very expensive. Is that the cheapest rate you have?

Sarah **I'm afraid so. We're very busy this evening.**

Guest OK. I'll take it.

Sarah Fine. ... **Could you fill in this guest registration card for me, please?**

Guest Can I pay by cheque?



- Sarah **I'm afraid not.** Cash or credit card only, I'm afraid. It's hotel policy.
- Guest What time do I have to check out tomorrow?
- Sarah Our usual check-out time is 11 o'clock, sir, but with this rate you can have a late check-out until 2 pm.
- Guest That's great, thanks.

Understanding



06
CD1

2 Listen to the conversation again. Are these statements True or False?

- 1 The guest's flight has been cancelled. T / F
- 2 The hotel is very busy this evening. T / F
- 3 The room costs £165 plus breakfast. T / F
- 4 Usual check-out time in the hotel is 11 am. T / F
- 5 The guest can stay in his room until 2 pm. T / F

Key phrases

Checking in a guest without a reservation

How can I help you?

I'm afraid so / not.

Do you have a reservation?

We're very busy this evening / this weekend.

I can offer you ...

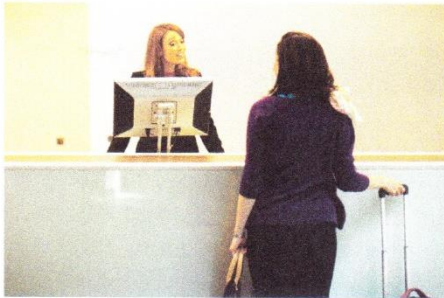
Could you fill in this guest registration

Our rack rate / walk-up rate is ...

card for me, please?

Did you know?

The *rack rate* is the standard price a hotel charges for a room. It is the published rate for a room and is used as a basis to calculate any discounts. It is also called the *run of the house* or *walk-up rate*.



Practice

3 Put the words in the sentences into the correct order.

- 1 have you a reservation Do _____?
- 2 so afraid I'm _____.
- 3 you walk-up our can rate I offer _____.
- 4 busy evening very this We're _____.

4 Use the words in the box to complete this guest registration form.

Country code Nationality Post code Signature Street name Surname

Title: Mr / Mrs / Ms **(1)** _____ : Jones **First name:** Chris
Number / (2) _____ : 73 Westbourne Road **City:** OXFORD
(3) _____ : OX3 7GY
Country: UK **(4)** _____ : British
Phone No.: (5) (_____) +44 **(Area code)** 1607
(Phone number) 580 4411
E-Mail address: CJones@freetel.com
Car Registration No.: SXY 3LQ
Date and (6) _____ : CJones

Did you know?

In British English it is *post code*. In American English it is *zip code*.

Language tip

Use the phrase *I'm afraid* to soften messages that contain bad or unhelpful news and to make them sound more polite. For example: *Can I pay by cheque? – I'm afraid you can't pay by cheque. Is the restaurant closed? – I'm afraid the restaurant is closed.* It is like saying sorry in advance. You can also use the short forms *I'm afraid not* and *I'm afraid so* as replies.

Speaking



5 Practise softening your language. Add *I'm afraid* to make these sentences sound more polite. Listen to Track 07 to compare your answers.

1 The hotel doesn't accept cheques.

Your version: _____

2 We have no vacancies this evening.

Your version: _____

3 You have to check out at noon.

Your version: _____

4 That's the best rate I can offer you, sir.

Your version: _____



6 Reply to these questions from guests using *I'm afraid so* or *I'm afraid not*. Listen to Track 08 to compare your answers.

1 **Guest** My room is very small. Can you upgrade it to a suite?

Your reply _____

2 **Guest** Do I really have to check out of my room by 12.00?

Your reply _____

3 **Guest** Is the bar open now?

Your reply _____

4 **Guest** Is that charge for phone calls really correct?

Your reply _____



Now you can

Check in a guest who has no reservation

Ask a guest to fill in a registration form

Say 'no' in a polite manner

3 'Difficult' guests

Explaining things | Finding solutions to problems | Making suggestions



Conversation



- 1 Sarah is checking in a guest who has arrived early. Listen to the conversation.

Sarah Good morning, sir. How are you today?
Guest Fine, thank you. I have a reservation in the name of Lopez.
Sarah Mr Diego Lopez?
Guest Yes, that's right.
Sarah You're staying with us for two nights.
Guest Yes, that's correct.
Sarah **I'm sorry, Mr Lopez. Your room isn't quite ready yet. Normally our check-in is from 2 pm.**
Guest Yes, I know that but my flight arrived early.
Sarah **I'm sorry but Housekeeping are still cleaning your room.**
Guest That's not very good. What do you suggest I do?
Sarah Well, **you're welcome to store** your luggage with us. **May I suggest** you have a cup of coffee in the restaurant? When your room's ready, I'll come and get you. Is that OK?

- Guest OK, but how long will that be?
- Sarah **I'll ask Housekeeping to do your room as quickly as possible.**
- Guest Thank you. I'd appreciate it. I want to freshen up and get changed before my meeting. How do I get to the restaurant?
- Sarah Just go around the corner to your right, sir.

Did you know?

Baggage is another word for *luggage*. Suitcases, rucksacks and holdalls are types of baggage.

Understanding



2 Listen to the conversation again and answer these questions.

- 1 Does Mr Lopez have a reservation?
- 2 Why can't Mr Lopez check in?
- 3 What time is the usual check-in time?
- 4 What two things does Sarah suggest?
- 5 Why does Mr Lopez want to check in as soon as possible?

Key phrases

Dealing with 'difficult' guests

<i>I'm sorry your room isn't quite ready yet.</i>	<i>You're welcome to do / store / wait / sit ...</i>
<i>Normally our check-in is from ...</i>	<i>May I suggest ... ?</i>
<i>I'm sorry but Housekeeping are still cleaning the room.</i>	<i>I'll ask Housekeeping to do / clean / prepare your room as quickly as possible.</i>

Language tip

Notice how we use *not quite*. Sarah says that *the room isn't quite ready* to indicate it is *almost* ready. She could also say *Housekeeping haven't quite finished cleaning the room*.

Practice

3 Choose the right word to complete the sentences.

- 1 We would be glad to _____ your luggage while you are waiting.
store sell lose
- 2 May I _____ you have a drink in the bar while you are waiting?
suggest offer ask
- 3 I'm sorry, sir. Your room isn't _____ ready yet.
quite totally fully
- 4 When your room is ready, I'll come and _____ you.
send get check
- 5 Our normal check-in time is _____ 2 pm.
from in on
- 6 You're staying with us _____ two nights.
for about over
- 7 The coffee shop is just around the corner _____ your right.
to at in

4 Complete the sentences with words from the box.

afraid cleaning suggest welcome ready Normally get

- 1 _____ our check-in is from 2 pm.
- 2 You're _____ to store your luggage.
- 3 Your room isn't quite _____ yet.
- 4 May I _____ you wait in the restaurant?
- 5 Housekeeping are still _____ your room.
- 6 I'll come and _____ you when your room's ready.
- 7 I'm _____ your room isn't ready yet, sir.



Language tip

In English we use *I'm sorry* to apologize, even when something isn't our fault or responsibility! We can also add *very* to make the apology stronger, for example, *I'm very sorry*.

Speaking

10
CD1

5 Practise apologizing. Add *I'm sorry* to these sentences. Listen to Track 10 to compare your answers.

- 1 Your room isn't ready yet, sir.
Your version: _____
- 2 You're too early to check in, sir.
Your version: _____
- 3 Housekeeping are still cleaning the rooms, madam.
Your version: _____
- 4 I don't have any rooms ready at the moment.
Your version: _____

11-12
CD1

6 A guest has arrived too early to check in. Play Track 11 and speak after the beep. You start. Then listen to Track 12 to compare your conversation.

- You** *[Greet the guest.]*
- Guest** Good morning. I have a reservation for tonight. My name's Jens Weiler.
- You** *[You have been expecting Mr Weiler.]*
- Guest** When can I check in?
- You** *[Check-in is from 2 pm.]*
- Guest** But I have a very heavy suitcase.
- You** *[Offer to store his suitcase.]*
- Guest** And what should I do until my room is ready?
- You** *[Suggest a coffee in the coffee shop.]*
- Guest** And where is the coffee shop?
- You** *[Around the corner on the left.]*



Now you can

Explain about check-in times

Find a solution for a guest who arrives too early

Make polite suggestions

4 Looking after guests (1)

Offering to help | Giving simple directions | Explaining things



Conversation



13
CD1

1 Simon works as a concierge in Guest Services. Listen to the conversation.

- Simon Good evening, madam. **Can I help you?**
- Guest Yes. I've just checked in and I don't have any local currency. Is there an ATM in the hotel?
- Simon Sorry, madam, **I didn't quite catch that.** Is there a *what* in the hotel?
- Guest An ATM, a cash machine – somewhere I can take out some money?
- Simon Ah, now I understand. I'm sorry, madam, I'm afraid there isn't a cash machine in the hotel but there are lots of banks on Maple Street, which isn't far away.
- Guest Could you show me where it is?
- Simon Sure. **Let me give you a map of the city.** The hotel is here. Look, I'll circle it for you. Maple Street **is about five minutes' walk away.**
- Guest Could you show me how to get there?
- Simon Of course. **Turn right out of the hotel. Walk along the street and turn left at the traffic lights.** Walk along Hope Street and then turn right onto Maple Street. There are lots of banks there with cash machines.
- Guest Thank you very much.
- Simon My pleasure, madam.

Language tip

Simon says *My pleasure*. You can also say *You're welcome* or, in a more informal situation, *No problem*.

Did you know?

ATM stands for *Automated Teller Machine* but we just say *ATM*. Another word for *cash machine* is *cashpoint* or *cash dispenser*. Some people refer to *cash machines* as a *hole in the wall*!

Understanding



13
CD1

2 Listen to the conversation again and answer these questions.

- 1 When did the guest arrive?
- 2 What does the guest need to find?
- 3 What did Simon not understand?
- 4 How far away is Maple Street?

Key phrases

Helping guests and giving directions

Can I help you?

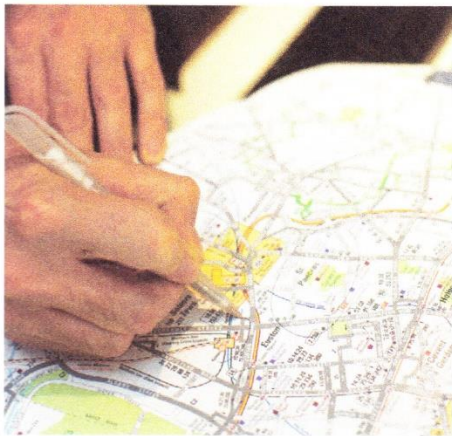
I didn't quite catch that.

Let me give you ... (a map).

Turn left / right out of the hotel.

Walk along ...

It's about ... minutes / metres / miles away.



Language tip

Note that Simon says *Sorry, madam, I didn't quite catch that* when he doesn't understand what the guest says and wants. This is a friendly and informal way of saying that you haven't heard or understood something.

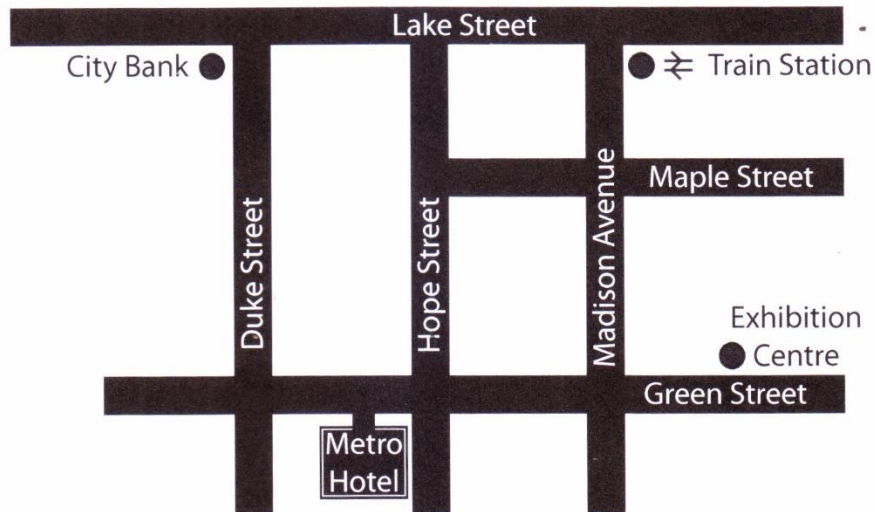
Practice

3 Use the words in the box to complete the sentences.

catch circle map pleasure turn

- 1 Sorry, madam, I didn't quite _____ what you said.
- 2 When you get to the end of the street _____ left into Rothwell Lane.
- 3 Let me show you where we are on this _____.
- 4 My _____, madam.
- 5 I'll _____ the street on this map for you.

4 Look at the map and complete the directions.



- 1 **Guest** Can you tell me how to get to the City Bank?
You Yes, of course. Turn (1) _____ out of the hotel and walk along Green Street. Turn (2) _____ onto Duke Street. The City Bank is on the (3) _____.
- 2 **Guest** Can you tell me how to get to the Exhibition Centre?
You Yes, of course. Turn (4) _____ out of the hotel and walk along Green Street. The Exhibition Centre is on the (5) _____.

Speaking

14
CD1

- 5 Practise showing you do not understand something. Use *sorry I didn't quite catch ...*. Listen to Track 14 to compare your answers.

Guest Hello. My name is Monika Schl... I have a meeting at ten o'clock with one of your guests.

You _____.

Guest I have to go to an office on R... Lane.

You _____.

Guest My booking reference is MH276....

You _____.

15-16
CD1

- 6 A guest wants to know how to get to the train station. Use the map on the opposite page to explain how to get there. Play Track 15 and speak after the beep. You start. Then listen to Track 16 to compare your conversation.

You (It's 6 pm. Greet the guest.)

Guest I need to get to the train station. Can you tell me where it is?

You (Give the guest a map; point to the hotel; offer to circle it.)

Guest Thank you very much.

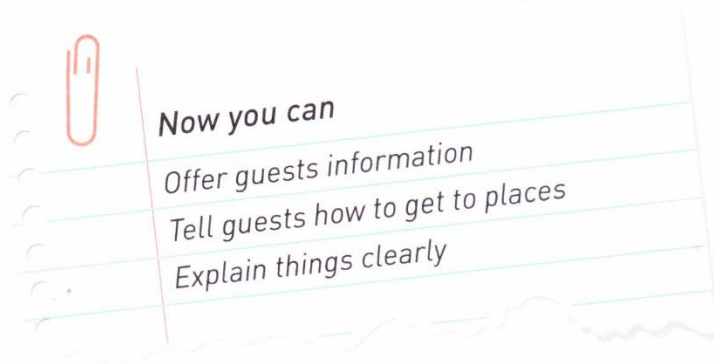
You (Tell the guest the train station is 10 minutes' walk away.)

Guest OK.

You (Give the guest directions.)

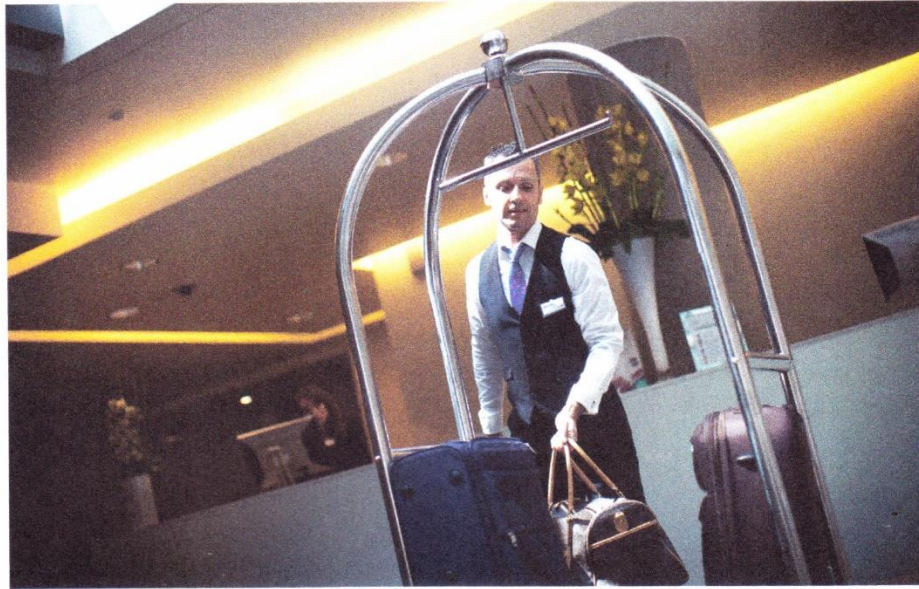
Guest That's very clear. Thank you very much.

You (Respond politely.)



5 Looking after guests (2)

Organizing transport | Giving information to guests | Agreeing to do something



Conversations



17
CD1

1 Simon is at the Guest Services desk. Listen to the two conversations.

- A** Simon Hello madam. Can I help you?
Guest Yes. Can you order me a taxi for later today, please?
Simon Sure, madam, **what time do you need it?**
Guest I have to be at the Exhibition Centre at 10 am.
Simon OK. **I'll order you a taxi for** a quarter to ten. What's your room number, please?
Guest Room 1002 – Mrs Hepworth.
Simon Fine, Mrs Hepworth. **I'll call your room when your taxi arrives.**
Guest Thank you very much.
Simon You're welcome. **Have a nice day.**

- B** Simon Good morning, sir, how can I help you?
 Guest Hello, does the hotel have a business centre?
 Simon Yes, but I'm afraid there's a conference in the business centre today, sir, but **there are three computers with Internet access in the lobby** and **all rooms have free Wi-Fi**.
 Guest I need to send a fax abroad.
 Simon Reception will be happy to do that for you. We charge 75 pence per page.
 Guest OK. And I'm expecting a fax. When it arrives, can you bring it up to my room, please?
 Simon Of course. **We'll do that as soon as it arrives**. Can you tell me your room number, please?
 Guest 532. My name's Smith.
 Simon Thank you.

Understanding



2 Listen to the conversations again and answer these questions.

- 1 What does Mrs Hepworth ask Simon to do?
- 2 Where does Mrs Hepworth have to go?
- 3 When does Mrs Hepworth have to be there?
- 4 What does Mr Smith want to do?
- 5 Which department in the hotel will help him?
- 6 How much will it cost?

Key phrases

Helping guests

What time do you need ...?

I'll order you a taxi for ...

I'll call your room when your taxi arrives.

Have a nice day.

There are three computers with Internet access in the lobby.

All rooms have free Wi-Fi.

We'll do that as soon as it arrives.

Did you know?

Cab is another word for taxi.

Practice

3 Match the two halves of the sentences.

- | | |
|-------------------------------|--------------------------------|
| 1 How can I | A we'll bring it to your room. |
| 2 What time | B when the taxi arrives. |
| 3 As soon as the fax arrives, | C help you? |
| 4 I'll order you a taxi | D do you need a taxi? |
| 5 I'll call your room | E for a quarter to ten. |



18

CD1

4 In Conversation A, Mrs Hepworth asked Simon to order her a taxi. Simon now calls her room to tell her that the taxi is there. Put the sentences into the correct order. The first one has been done for you. Listen to Track 18 to check your answer.

- 7 Guest: Hello? Jill Hepworth speaking.
- Guest: Good morning.
- Guest: Please tell the driver I'll be down in five minutes.
- Simon: Very good, madam. I'll tell the taxi driver that you'll be here soon.
- Simon: Good morning, Mrs Hepworth. This is Simon from Guest Services.
- Simon: I'm calling to let you know that your taxi has arrived.



Language tip

When we promise or agree to do something for somebody we use *will*, for example, *I'll (I will) order you a taxi for 9.30* or *They'll (They will) organize it for you*.

Speaking

19-20
CD1

5 You work at the Guest Services desk. What do you say in these two situations? Play Track 19 and speak after the beep. You start. Then listen to the model conversations on Track 20.

A You *[Greet the guest.]*

Guest Yes, I have a question. Does the hotel have a swimming pool?

You *[Apologize and tell the guest there is no pool.]*

Guest Oh. What a pity. Never mind.

You *[Apologize.]*

B You *[Greet the guest.]*

Guest Hello. Could you order me a taxi for later, please?

You *[Ask the guest what time she needs the taxi.]*

Guest I need it at noon.

You *[Tell the guest you will call her room when it arrives.]*

Guest Thank you.

You *[Respond politely.]*



Now you can

Order taxis for guests

Provide information on what is available in the hotel

Agree to do something for a guest

6 Reservation inquiries

Handling reservation inquiries | Taking reservations | Taking credit card details



Conversation



21
CD1

1 Sarah is at the front desk. She is on the phone. Listen to her conversation.

- Sarah Good morning, Metro Hotel.
- Caller Hello, could I speak to somebody in Reservations, please?
- Sarah Speaking. How can I help you, sir?
- Caller I want to check availability for later this year. I need two rooms for two nights on December 5th.
- Sarah **Let me check, sir. Yes, we still have availability.**
- Caller What's the best rate you can offer?
- Sarah **I can offer you** our promotional weekend rate of £119 per room per night, bed and breakfast.
- Caller That sounds great. Please reserve two double rooms for me.
- Sarah Of course, sir. Could you give me your name, please?
- Caller It's Leach, Michael Leach.
- Sarah Is that L-E-A-C-H?
- Caller Yes, that's right.
- Sarah Mr Leach, **could you give me a credit card number? I need it to guarantee the reservation.**

- Caller Yes. It's a Mastercard and the number is 8192 5212 6232 9965.
- Sarah I'll just repeat that: 8192 5212 6232 9965.
- Caller That's correct.
- Sarah **Could you tell me the expiry date, please?**
- Caller March 2013.
- Sarah Thank you, Mr Leach. Your reservation number is MH374XY. **We look forward to seeing you in December.** Goodbye.
- Caller Goodbye.

Language tip

Sarah says *Speaking* when the caller asks to speak to someone in Reservations. She means *You are speaking to someone in Reservations*.

You can also use *Speaking* if you answer the telephone and the caller asks to speak to you but doesn't recognize your voice.

Understanding



2 Listen to the conversation again and answer these questions.

- 1 When does the caller want to stay in the hotel?
- 2 How much will the room cost?
- 3 Is the price for bed and breakfast or room only?
- 4 Is the price per person or per room?
- 5 Why does Sarah ask for a credit card number?
- 6 When does the caller's credit card expire?

Key phrases

Reservations inquiries

Let me check.

I need it to guarantee the reservation.

Yes, we (still) have availability.

Could you tell me the expiry date, please?

I can offer you ...

We look forward to seeing you in

Could you give me a credit card number?

December.

Did you know?

In British English it is the *expiry date* of a credit card. In American English you can use the *expiration date*.

In American English it is always a *reservation*. In British English you can also use a *booking*.

Practice

3 Rearrange these words to make complete sentences.

1 check me Let

2 reservation it need I to the guarantee

3 tell you me Could date the expiry please

4 forward you in seeing look to We December



Language tip

When you repeat back a credit card number to a customer, group the numbers in blocks of four, for example, 4410 pause 4601 pause 7510 pause 5147. In British English, it is more common to say *double four* rather than *four four*, when the same number is repeated. Use *oh* or *zero* for 0.

Speaking



4 Listen to these numbers and repeat them.

- 1 5972 6226 2672 3508
- 2 2700 6365 6752 8748
- 3 2237 3463 7362 7497



5 You are at Reception when the phone rings. Read the cues given to help you deal with the inquiry. Play Track 23 and speak after the beep. You start. Then listen to Track 24 to compare your conversation.

You *(Answer the phone politely.)*

Caller Good morning. I'd like to reserve a single room for January 5th, please.

You *(Say you have availability.)*

Caller How much will it cost?

You *(Tell the caller your best rate is £140 per night.)*

Caller Does that include breakfast?

You *(Politely tell caller that it's room only.)*

Caller OK. I'll take it.

You *(Ask for caller's name and credit card details to confirm the reservation.)*

Caller It's Gardiner. J Gardiner. My VISA card number is 3412 5679 3451 6012, expiry date 10/14.

You *(Thank the caller and give them the reservation number MH435XY and end conversation politely.)*

Caller Goodbye.



Now you can

Deal with reservation inquiries

Take details from someone making a reservation

Take credit card details

7 Reservation changes

Changing reservations | Cancelling reservations | Confirming cancellations



Conversations



25

CD1

- 1 Sarah is at the front desk. She is on the phone. Listen to her conversations.

A	Sarah	Good morning, Metro Hotel, Sarah speaking.
	Caller	Hello, my name is Michael Leach. I'd like to change a reservation, please.
	Sarah	Certainly, Mr Leach. Do you have the reservation number?
	Caller	Yes, it's MH374XY.
	Sarah	One moment, please. Your reservation is for two rooms for two nights, arriving on December 5 th .
	Caller	Yes, that's correct. Now we need two rooms for three nights.
	Sarah	Fine, Mr Leach. I've changed that for you. Your reservation number is the same.
	Caller	Thank you.
	Sarah	Goodbye.
	Caller	Bye.

- B** Sarah Metro Hotel, Good afternoon.
- Caller Hi, I need to cancel my reservation for next Tuesday, March 6th. Can you help me with that?
- Sarah Of course. **Could you tell me your name and the reservation number, please?**
- Caller It's Mrs Chen and the reservation number is MH374ET.
- Sarah Mrs Chen, that's fine, **I've cancelled your reservation for you.**
- Caller That's good.
- Sarah **There's no cancellation charge because you've cancelled within our 48-hour cancellation deadline.**
- Caller Good.
- Sarah **Would you like me to send you a confirmation email?**
- Caller Yes, please. Thank you and goodbye.
- Sarah Goodbye.

Understanding



2 Listen to the calls again and answer these questions.

- 1 What change does the caller in Conversation A want to make?
- 2 Can Sarah make the change?
- 3 Does the caller in B pay a cancellation charge?
- 4 When is the deadline for cancelling reservations free of charge?
- 5 How does Sarah confirm the cancellation in B?

Key phrases

Changing and cancelling reservations

Could you tell me your name and the reservation number, please?

I've cancelled your reservation for you.

I've changed that [the reservation] for you.

There's no cancellation charge.

Would you like me to send you a confirmation email?

You've cancelled within / outside the cancellation deadline.

Practice

3 Use the words in the box to complete Sarah's email to Mrs Chen.

charge cancelled forward reservation confirmation there

To: lindachen@freenet.com
Cc: guestservices@metrohotels.com

Dear Mrs Chen

Further to our conversation earlier this afternoon, this is (1) _____ that I have (2) _____ your (3) _____ for March 6th. I can also confirm that (4) _____ is no cancellation (5) _____.

We look (6) _____ to seeing you in the future.

Best regards
Sarah Bray
Metrohotels

Language tip

Make polite offers with *Would you like me to ...?* or, in British English, *Shall I ...?* For example, *Would you like me to send you a confirmation email?* or *Shall I ask someone to carry your bags up to your room?*

Did you know?

Nowadays many hotels offer cheaper advance purchase rates, which cannot be changed or cancelled. The cost of the hotel room is charged to your credit card when you make the reservation rather than when you check out.



Speaking

26
CD1

4 Listen to these dates and repeat them.

- | | | | |
|----------------------------|-------------------------|------------------------------|------------------------------|
| 1 January 1 st | 4 April 5 th | 7 July 20 th | 10 October 23 rd |
| 2 February 2 nd | 5 May 10 th | 8 August 21 st | 11 November 30 th |
| 3 March 3 rd | 6 June 16 th | 9 September 22 nd | 12 December 31 st |

27-28
CD15 You are at Reception when the phone rings. Read the cues given to help you deal with the caller, Mr Jackson, who has a reservation for February 12th. Play Track 27 and speak after the beep. You start. Then listen to Track 28 to compare your conversation.

- You** *(Answer phone politely.)*
- Caller** Good morning. I need to cancel a reservation, please.
- You** *(Ask for reservation number.)*
- Caller** The reservation number is MF264FK.
- You** *(Check caller's name and the dates of the stay.)*
- Caller** Yes, that's correct.
- You** *(Tell caller that's fine and the room is cancelled.)*
- Caller** Will there be any charge?
- You** *(Tell caller no.)*
- Caller** That's good. Can you send a confirmation email?
- You** *(Say yes and end call politely.)*
- Caller** Goodbye.



Now you can

- Make changes to reservations
- Cancel reservations
- Confirm cancellations

8 Phone calls to Reception

Transferring calls within the hotel | Dealing with guests' problems



Conversations



29

CD1

1 Sarah is at Reception. Listen to her three phone conversations.

- A** Sarah Hello, Reception, Sarah speaking.
Caller This is Ahmed Tahir in Room 483. I'd like to reserve a table for dinner at 8 pm, please.
Sarah Certainly, **I'll put you through to** the restaurant.
Caller Thank you.
Sarah **Please hold the line.** It's ringing for you now.
- B** Sarah Good morning, Reception, Sarah speaking.
Caller Hello, this is Caroline Brown in Room 469. The air conditioning isn't working. Can you do anything about it?
Sarah **I'm very sorry about that. I'll send up someone from Maintenance.**
Caller How long will that take?
Sarah We'll be as quick as we can, madam.
Caller OK. Thank you. Bye.

- C** Sarah Metro Hotel, Sarah speaking.
- Caller Hi, my colleague, Ian Diamond, is staying with you. Can you tell me which room he's staying in, please?
- Sarah **I'm afraid I can't give out our guests' room numbers.**
- Caller Ah!
- Sarah But I can put you through to Mr Diamond's room. Would you like me to do that?
- Caller Yes, please.
- Sarah Hold the line. ... I'm sorry, sir. Mr Diamond isn't in his room. **Would you like to leave a message?**
- Caller No, thanks. I'll try again later.

Did you know?

Many UK and US hotels do not have a thirteenth floor because the number 13 is considered unlucky. What numbers are lucky and unlucky in your culture?

Understanding



29
CD1

2 Listen to the phone calls again and answer these questions.

- 1 In which call is the caller phoning from outside the hotel, A, B or C?
- 2 In which call does the caller want to speak to another department of the hotel, A, B or C?
- 3 In which call does the caller want to speak to a guest, A, B or C?
- 4 In which call does the caller have a problem, A, B or C?

Key phrases

Answering a front-of-house call

I'll put you through to ...

Please hold the line.

I'm very sorry about that.

I'll send up someone from [Maintenance].

I'm afraid I can't give out our guests' room numbers.

Would you like to leave a message?

Practice

3 Put the words in the sentences into the correct order.

- 1 line the Please hold

- 2 I'm room give I can't out our guests' numbers afraid

- 3 restaurant I'll through put to you the now

- 4 Housekeeping send someone from up I'll

- 5 very that sorry about I'm

- 6 Would leave like a you message to
_____?



30
CD1

4 Number the sentences in the phone conversation in the correct order. The first one is given for you. Then listen to check your answers.

- | | | |
|----------|-----------|--|
| 1 | Sarah: | Good morning, Metro Hotel, Sarah speaking. How can I help you? |
| | Mr Novak: | Yes, my name is Novak and I've reserved a double room for Saturday September 18th for two nights. |
| | Mr Novak: | Yes, that's correct. |
| | Sarah: | Fine, Mr Novak. I've found your reservation. It is confirmed and your reservation number is MH434CW. |
| | Sarah: | I'm sorry, Reservations seems to be busy. No one's answering. Could you give me your name? |
| | Mr Novak: | Good morning. I'm calling to reconfirm a reservation but I've lost my reservation number. |
| | Sarah: | Is that Mr Jan Novak? |
| | Mr Novak: | Thank you. |
| | Sarah: | Hold the line, please. I'll put you through to Reservations. |
| | Sarah: | Thank you. Goodbye. |

Language tip

When you talk about hotel room numbers, say the digits individually rather than as a whole number, for example for Room 409 say *Room four oh nine* not *Room four hundred and nine*.

In a very big hotel, with more than nine floors, you will have room numbers like 1017. In this case, say *Room ten seventeen* not *Room one thousand and seventeen*.

Speaking

31
CD1

5 Listen to these room numbers and repeat them.

1 112

2 608

3 231

4 1142

5 1206

32-33
CD1

6 You are working at Reception. Read the cues given to help you deal with the guest's question or problem. Play Track 32 and speak after the beep. You start. Then listen to the model answers on Track 33.

A You (Say good morning and your name.)

Caller I want to make a reservation, please.

You (Put them through to Reservations.)

Caller Thank you.

You (Tell the guest it is ringing.)

B You (Say good evening and your name.)

Caller Hello. This is Mr Strong in Room 201. We need some more towels.

You (Say what you will do.)

Caller Thank you. How long will that take?

You (Say it will be five minutes.)

C You (Say good afternoon and your name.)

Caller Good afternoon. Can you give me Ian Diamond's room number, please?

You (Say you can't politely but offer to put the caller through to his room.)

Caller Yes, please.

Ian Diamond Hello, Ian Diamond speaking.



Now you can

Transfer a call to another department

Deal with guests' problems

Transfer a call to a guest's room

9 Communication problems

Dealing with a bad phone line | Confirming details | Making information clear



Conversations



34
CD1

- 1 Sarah is at the front desk but having some communication problems. Listen to her phone calls.

- A**
- | | |
|-------|---|
| Sarah | Good morning, Metro Hotel. Sarah speaking. |
| Guest | Good morning. This is Rog ... |
| Sarah | I'm sorry, sir. It's a very bad line. I didn't quite catch your name. Could you repeat that? |
| Guest | This is Rog ... I want to ... |
| Sarah | I'm sorry, sir. I can't hear you properly. Could you possibly call back? |

Guest calls back

- | | |
|-------|--|
| Sarah | Good morning, Metro Hotel. Sarah speaking. |
| Guest | Good morning. This is Roger Dawson. I called a minute ago. |
| Sarah | Oh hello, Mr Dawson. Yes, that's better. How can I help? |
| Guest | I'd like to speak to Mr Diamond in Room 721, please. |
| Sarah | One moment, I'll put you through. |

- B** Sarah Good morning, Metro Hotel. Sarah speaking.
 Guest Hello. I'm calling about a reservation I made last week.
 Sarah Do you have the reservation number?
 Guest Yes it's MH4287JM, no, sorry, I mean JN.
 Sarah I'm sorry. I didn't quite catch the last two letters. **Would you mind repeating the number?**
 Guest It's MH4287JN.
 Sarah Sorry, madam. **Is that M for Mike or N for November?**
 Guest N for November.
 Sarah Thank you. **Let me just read that back to you:** that's MH4287JN. Reservation for Mrs Harris...

Did you know?

In American English Z is pronounced zee. In British English Z is pronounced zed.

Understanding



34
CD1

2 Listen to the calls again and answer these questions.

- 1 In call A, why can't Sarah understand Roger Dawson?
- 2 When Roger Dawson calls back, what does he want?
- 3 In call B, which information does Sarah have problems with?
- 4 What are the correct last two letters of Mrs Harris' reservation number?

Key phrases

Communication problems

It's a very bad line.

Would you mind repeating ... ?

I didn't quite catch your name.

Is that M for Mike or N for November?

Could you repeat that?

Let me (just) read that back to you.

Could you possibly call back?

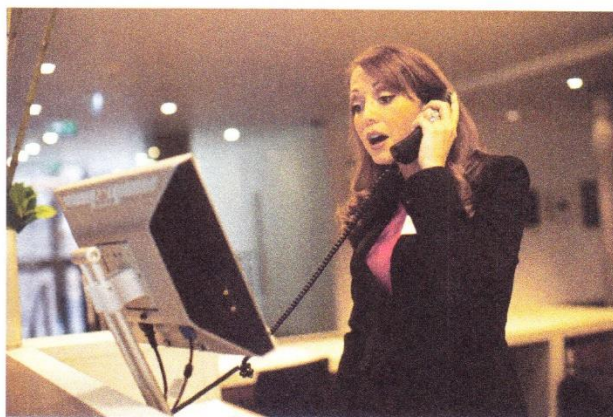
Language tip

Use the phrase *Would you mind + verb + ing*, for example, *Would you mind spelling your name?* to sound very polite when you ask someone to do something.

Practice

3 Choose the correct verb forms in these sentences.

- 1 Would you mind **to spell / spelling** your name for me?
- 2 Could you **repeat / repeating** that for me?
- 3 I'm sorry. I didn't quite **catch / to catch** what you said.
- 4 Could you possibly **calling / call** back?
- 5 One moment, I'll **put / I put** you through.
- 6 Let me **reading / read** that back to you.



Speaking



35
CD1

4 Use the structure *Would you mind + verb + ing* to make these requests very polite. Use the verb in **bold**. Then listen to Track 35 to compare your answers.

- 1 Please **tell** me your name.

- 2 Please **spell** that for me.

- 3 Please **repeat** the last three numbers.

- 4 Please **call** back later.

- 5 Please **use** a different phone.



- 5** Practise spelling these names and reservation references. Use the aviation alphabet on page 157 to help you. Then listen to Track 36 to compare your answers.

Example

Martin Herles, Booking Reference MH432ZY

Martin: M for Mike, A for Alpha, R for Romeo, T for Tango, I for India, N for November ...

Booking Reference is: M for Mike, H for Hotel, 4, 3, 2, Z for Zulu and Y for Yankee.

- 1** Omar Ali, Booking Reference MH965PW
- 2** Gerry McDonnell, Booking Reference MH732GV
- 3** Tanya Koshkina, Booking Reference MH645JQ
- 4** Claire Birkel, Booking Reference MH152SO



- 6** You are at Reception when you get a call on a bad line. Read the cues given to help you deal with the situation. Play Track 37 and speak after the beep. You start. Then listen to Track 38 to compare your conversation.

You *(Answer the phone politely.)*

Caller Good morning. My name is Mi ... I want to ...

You *(Politely tell caller that you can't understand her and ask her to repeat her name.)*

Caller My name is Michelle ... I want to ca ...

You *(Tell caller you still can't understand her and ask her to call back.)*

Caller Hello. My name is Michelle Williams and I want to cancel a table for dinner.

You *(Tell caller that's much better and you will put her through to the restaurant.)*

Caller Thanks.

You *(Say it is ringing.)*



Now you can

Deal with communication problems
Confirm details when it is difficult to understand a caller
Make sure a caller understands the information you give them

10 Guest problems

Handling guest complaints | Solving problems | Moving guests to a new room



Conversations



39
CD1

- 1 Sarah is at the front desk and has a problem that needs the help of one of her colleagues. Listen to her phone calls.

- A** Sarah Good afternoon, Reception, Sarah speaking. How can I help you?
Guest Hello. I have a complaint. I've just checked into Room 855 and it smells of smoke.
Sarah **I'm very sorry to hear that, madam. Please accept my apologies.**
Guest It's horrible.
Sarah Yes, some guests unfortunately ignore the *No Smoking* signs.
Guest Well, what are you going to do about it?
Sarah Don't worry, I'll find you another room immediately. Please wait in your room. **I'll send somebody up to** collect your bags and move you to another room.
Guest Thank you.
Sarah **I can offer you a superior room** on a higher floor with a view over the city. **Would that be acceptable?**
Guest That sounds fine. Thank you very much.

- B** Simon Good afternoon, Guest Services. Simon speaking.
- Sarah Simon, **this is Sarah**. Please go up to Room 855 ASAP, collect the guest's luggage and move her to Room 1002. She says the room smells of smoke. And tell her we will send up a bottle of wine on the house. Thanks.
- Simon OK, Sarah, will do.

Did you know?

When we use the abbreviation *ASAP* or *asap*, which stands for *as soon as possible*, we usually say the letters separately, like this A – S – A – P. This is quite informal.

Understanding



39
CD1

- 2** Listen to the conversations again and decide if these statements are True or False.

- 1 The guest says that Room 1002 smells of smoke. T / F
- 2 Sarah will move the unhappy guest to a better room. T / F
- 3 Sarah tells the unhappy guest to come back down to Reception. T / F
- 4 Sarah plans to give the unhappy guest a free bottle of wine. T / F
- 5 The guest is happy with Sarah's solution to the problem. T / F

Key phrases

Handling problems

I'm (very) sorry to hear that.

Please accept my apologies.

I'll send somebody up to ...

I can offer you a superior room.

Would that be acceptable?

This is (Sarah).



Practice

3 Put the words in the sentences into the correct order.

- 1 accept my apologies Please
_____.
- 2 up I'll your send to collect bags somebody
_____.
- 3 be that acceptable Would
_____?
- 4 offer a room superior you I can
_____.

4 The unhappy guest receives a note from the hotel manager with the bottle of wine. Complete the note with words from the box.

smoke can Thank you apologies room superior accept

Dear Ms Hepworth,

Please (1) _____ my (2) _____ for the smell of
(3) _____ in your (4) _____. (5) _____ for
bringing it to our attention. I hope that your (6) _____ room is to your
satisfaction.

Please accept this bottle of wine with the compliments of the hotel. I hope you
enjoy the rest of your stay. If there is anything else I (7) _____ do for
you, please don't hesitate to contact me or my staff.

Yours sincerely,

J Heathcote

Jim Heathcote
General Manager



Speaking

40-41
CD1

- 5 You are working at Reception when an unhappy guest calls. Read the cues and deal with the problem. Play Track 40 and speak after the beep. You start. Then listen to Track 41 to compare your conversation.

You *(Answer the internal phone call politely.)*

Guest Hello. There is a problem with my room!

You *(Say sorry politely and ask what the problem is.)*

Guest I've just checked into Room 762 and I'm not happy. My room hasn't been cleaned. The bathroom is still dirty.

You *(Say sorry again.)*

Guest Well? What are you going to do about it?

You *(Tell caller she can have a new room; tell her to wait in the room for Guest Services to collect the guest's bags.)*

Guest OK. Thanks.

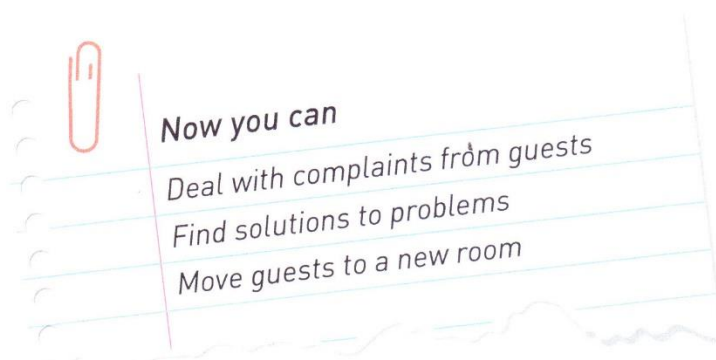
Now you call Guest Services.

Guest Services Hello, Guest Services. Simon speaking.

You *(Ask Simon to go to Room 762 to move the guest's bags to Room 1112.)*

Guest Services OK.

You *(Say thank you.)*



11 At breakfast

Saying where things are | Offering food and drink | Taking breakfast orders



Conversations



42

CD1

- 1 David works in Metro Hotel's restaurant. This morning he is serving breakfast. Listen to his conversations.

- A** David Good morning. **Could I have your room number, please?**
- Guest 1 Morning. We're in Room 406.
- David Thank you. **The continental breakfast is on the buffet** over there. **Feel free to help yourselves. Here are your menus** if you'd like something from the kitchen. **I'll come and take your orders in a moment. Can I bring you** some tea or coffee?
- Guest 1 Coffee for me, please, with hot milk.
- Guest 2 And tea for me.
- David What kind of tea would you like?
- Guest 2 English breakfast, please. With milk. And could we have some toast?
- David Of course. Would you like white, brown or wholemeal?
- Guest 2 Wholemeal, please.

- B** David Here's your tea and coffee, and your toast. **Would you like anything from the menu?**
- Guest 1 I'll have the sausages, scrambled eggs, and hash browns.
- David Madam?
- Guest 2 I'd like the blueberry pancakes, please.
- David Thank you. I'll get those for you right away.
[...]
- David **Here you are. Enjoy your breakfasts. Is there anything else I can get you?**
- Guest 2 No, thanks.

Did you know?

At breakfast there are several ways to cook eggs: soft / hard boiled, scrambled, fried, poached and in an omelette. In the US, there are many different ways to ask for fried eggs to be cooked, for example *over easy*, which means cooked on both sides, and *sunny side up*, which means cooked on one side.

Understanding



- 2 Listen to the conversations again and complete the order for breakfast.

_____ x coffee with milk

1 x _____ with milk

1 x wholemeal _____

1 x sausages, _____ eggs,
and hash _____

1 x blueberry _____

Key phrases

Breakfast orders

Could I have your room number, please?

Can I bring you ...?

The continental breakfast is on the buffet.

What kind of tea / bread would you like?

(Feel free to) help yourselves / yourself to the buffet.

Would you like anything from the menu?

Here are your menus.

Here you are.

I'll come and take your orders in a moment.

Enjoy (your breakfast).

Is there anything else I can get you?

Practice

3 Put the words in the sentences into the correct order.

- 1 free help to Feel yourselves
_____.
- 2 please your number room have I Could?
_____?
- 3 bring you Can coffee I some
_____?
- 4 menu Would anything the you from like
_____?
- 5 breakfast Enjoy your
_____.



43
CD1

4 Complete the sentences in this conversation. Then listen to Track 43 to check your answers.

- David** Good morning, madam. Could I have your room (1) _____, please?
- Guest** It's 469.
- David** Thank you. The continental breakfast is on the (2) _____. Feel free to help (3) _____. Here's the (4) _____ if you'd like to order something from the kitchen.
- Guest** Thanks. Could I have some coffee?
- David** Of (5) _____. I'll (6) _____ some right (7) _____.
- David** Here's your (8) _____. (9) _____ you like anything from the menu?
- Guest** No, thanks.
- David** Enjoy your (10) _____.



Speaking

Language tip

Say *Here you are* when you give plates of food to guests. You can also say *Here / There you go*.

Say *right away* to show you will do something quickly. You can also use *straight away* in British English and *coming right up* in American English.



44-45
CD1

- 5 You are serving at breakfast. Read the cues and take the guest's breakfast order. Play Track 44 and speak after the beep. You start. Then listen to Track 45 to compare your conversation.

You (Say hello to guest politely.)
Guest Good morning.
You (Ask for room number.)
Guest I'm staying in Room 872.
You (Continental breakfast or something from the menu?)
Guest I haven't decided yet.
You (Give guest breakfast menu.)
Guest Thank you.
You (Ask if she wants tea or coffee.)
Guest Could I have a pot of Earl Grey tea, please?
You (Milk or lemon?)
Guest Lemon, please.
You (Offer guest toast.)
Guest Yes please. And I don't think I'll have anything from the menu.
You (Invite guest to go to buffet.)
Guest Thank you.
You (Give guest tea and end conversation politely.)



Now you can

Tell guests where things are
 Offer guests a choice of breakfasts
 Take guests' breakfast orders

12 At the bar

Taking orders at the bar | Recommending something | Taking payment



Conversations



46
CD1

1 David is working in the Metro Hotel's bar. Listen to his conversations.

- A** David Good evening, sir. How are you this evening?
Guest Fine, thanks.
David **What can I get you?**
Guest I'll have a beer, please.
David Of course, sir. **Would you like draught or bottled beer?**
Guest I'd like to try a draught beer. What would you recommend?
David Well, the German and Czech pilsner on draught are very popular.
Guest Right. I'll have a Czech pilsner, please.
David There you are, sir. **That'll be £3.90, please.**
Guest Thank you.

- B** David Good evening, ladies. What would you like this evening?
- Guest Two gin and tonics, please – and could we have long drinks with lots of ice please?
- David Of course. **Would you like a slice of lemon?**
- Guest Yes, please.
- David Here you are. **Would you like to pay for them now or shall I start a tab for you?**
- Guest I think we'll start a tab. We might have another drink later on.
- David Of course. Could you give me your room number, please?
- Guest I'm in 469.
- David **Could you sign here, please?**
- Guest Thank you.

Did you know?

In American English the phrase *on tap* is a more common way of saying *on draught*.

Understanding



- 2** Listen to the conversations again and decide if the statements below are True or False.

46
CD1

- 1 The man chooses a bottled beer. T / F
- 2 David recommends beers from Germany and the Czech Republic. T / F
- 3 The ladies don't want ice and lemon in their drinks. T / F
- 4 The ladies are not staying in the hotel. T / F
- 5 The ladies want to pay for their drinks later in the evening. T / F

Key phrases

At the bar

What can I get you?

Would you like draught or bottled beer?

That'll be [price], please.

Would you like ice / a slice of lemon?

Would you like to pay for them now?

Shall I start a tab for you?

Could you sign here, please?

Practice

3 Fill in the missing letters to complete the sentences.

- 1 W _ _ _ t c _ _ _ l _ _ _ t you?
- 2 S _ _ _ _ l l st _ _ _ t a t _ _ _ f _ _ _ you?
- 3 W _ _ _ l _ _ you _ _ _ _ e i _ _ _ and l _ _ _ on?
- 4 W _ _ _ ld you li _ _ _ b _ _ _ t _ _ _ d or _ _ ra _ _ _ h _ _ beer?



4 Put this dialogue between David and a hotel guest into the correct order. Then listen to Track 47 to check your answers. The first one has been done for you.

David: Would you like ice?

1 David: Good evening, sir. How are you this evening?

Guest: I'm fine, thank you.

Guest: Can you charge it to my room?

Guest: Scotch and soda, please.

Guest: No, thank you.

Guest: It's 1107.

David: That'll be £6.00, please.

David: What can I get you?

David: Of course, sir. Can you give me your room number?



Language tip

When you say prices, first say the main number, second the currency – although this part is optional –, and third the smaller numbers, for example: *six (euros) ninety* [€6.90], *two (pounds) fifty* [£2.50], *three (dollars) ninety-nine* [\$3.99].

Speaking



48
CD1

5 Listen to these prices and repeat them.

- 1 £9.99 2 €3.20 3 £11.50 4 \$147.90 5 €16.45



49-50
CD1

6 You are working at the bar. Read the cues and take the guest's order.

Play Track 49 and speak after the beep. You start.

Then listen to Track 50 to compare your conversation.

You *(Say hello to guest politely.)*

Guest Good evening, how are you?

You *(Answer politely and ask guest what he would like to drink.)*

Guest I think I'll have a beer. What bottled beers do you have?

You *(Tell guest Grolsch, Heineken and Budweiser.)*

Guest What would you recommend?

You *(Choose one of the three beers yourself and recommend it.)*

Guest Fine. Then I'll have one of those.

You *(Give beer to guest.)*

Guest How much do I owe you?

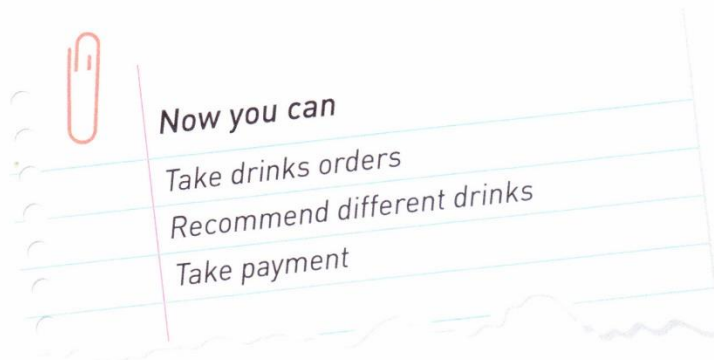
You *(Tell guest £4.00.)*

Guest Can I put it on a tab?

You *(Tell guest yes and ask for his room number.)*

Guest I'm staying in Room 406.

You *(Thank him and ask guest for signature.)*



13 Complaints from guests at the bar

Dealing with complaints | Apologizing for mistakes | Explaining the bill



Conversations



01
CD2

- 1 At the bar David has to deal with some unhappy customers. Listen to his conversations.

- A** David Here's your mineral water with ice and lemon, madam.
Guest I'm sorry, I can't drink out of that. The glass is dirty and there's lipstick around the edge. Please take it away and bring me another one.
David **I'm very sorry**, madam. **I'll replace it right away.**
Guest Thank you.
David Here you are, madam. **I hope this glass is better for you.**
Guest Yes, that looks a lot better, thank you.
David My pleasure.
Guest Excuse me?
David **Is there another problem**, madam?
Guest I asked for still mineral water, not sparkling.
David Oh, sorry. **I do apologize.** I'll exchange it at once.

- B** Guest Excuse me. Could we have the bill, please?
 David Of course, sir. That'll be £55.19, please.
 Guest £55? That's very expensive!
 David Well, **that's for your food and two drinks**, sir, and there's a 15% service charge which is added to the bill.
 Guest Service charge?
 David Yes, sir. If you look at the menu, it says a service charge of 15% is added to your bill. **I'm afraid it's hotel policy**, sir.

Did you know?

In British English guests ask for the *bill*. In American English they ask for the *check*.

Understanding



01
CD2

2 Listen to the conversations again and answer the following questions.

- 1 In conversation A, what drink has the guest ordered from the bar?
- 2 What is the problem with her glass?
- 3 Why is she unhappy with her drink?
- 4 Why is the guest in conversation B not satisfied?
- 5 How much is the service charge?

Key phrases

Dealing with complaints at the bar

I'm very / really sorry.

I'll replace it right away.

I hope this one is better for you.

Is there a / another problem?

I do apologize.

That's for your food and two drinks.

I'm afraid it's hotel policy.



Practice

3 Put the words in the sentences into the correct order.

- 1 away back I'll bar the take right to it
_____.
- 2 afraid hotel policy I'm it's
_____.
- 3 better one hope for I you is this
_____.
- 4 madam Is a problem, there
_____?

4 Choose the right word to complete these sentences.

- 1 Here's your mineral water _____ ice and lemon.
by of with
- 2 I'll take it back _____ the bar.
from to at
- 3 Look _____ the menu.
at by to
- 4 The service charge is added _____ the bill.
with to by
- 5 The glass has lipstick _____ it.
on by of

Language tip

Stress the second syllable in numbers 13, 14, 15, 16, 17, 18 and 19 like this **fifteen** so they do not sound like 30, 40, 50 and so on.



Language tip

Add *do* to make *I apologize* sound stronger, for example *I **do** apologize*.

With *I'm sorry*, stress *am* to make it sound stronger, for example *I **am** sorry*.

Speaking



5 Practise making stronger apologies. Listen to Track 02 to compare your answers.

1 I'm sorry that your food is cold, madam.

You: _____

2 I apologize for the wait, sir.

You: _____

3 Sorry that you don't like your table.

You: _____

4 I apologize for keeping you waiting.

You: _____



6 You are working at the bar. Read the cues and respond to the guest's complaint. Play Track 03 and speak after the beep. You start. Then listen to Track 04 to compare your conversation.

Guest Excuse me, waiter.

You *(Reply politely.)*

Guest There's a problem with my drink.

You *(Ask what the problem is.)*

Guest I asked for still water, not sparkling.

You *(Apologize very politely and tell guest you will change it.)*

Guest Thank you. Please be quick! I'm in a hurry.


You *(Tell guest you'll bring it immediately.)*

Guest Thank you.

You *(Give guest the still water and apologize again.)*

Guest Thanks. That was quick.

You *(Say sorry again and finish conversation politely.)*



Now you can

Deal with complaints from guests
Apologize for wrong food / drink orders
Explain charges on the bill

Practice

3 Put the words in the sentences into the correct order.

- 1 take coats your I May
_____?
- 2 you Can aperitif bring I an
_____?
- 3 menus give me Let some you
_____.
- 4 order me to know are you when Let ready
_____.
- 5 the list wine Would see like to you
_____?
- 6 a moments come few in your back I'll order take to.
_____.

4 This waiter is very impolite. Rephrase what he says to make the sentences more polite.

- 1 Give me your coat!
- 2 Hi. Thanks for coming to eat here!
- 3 Here. Take the menu!
- 4 You want wine?
- 5 Tell me when you've decided what you want to eat.

5 A lot of French words are used in restaurants. Can you match these French restaurant terms to their explanation?

French word or phrase	Explanation
1 <i>digestif</i>	A The person in charge of a restaurant who welcomes diners and gives orders to the waiters
2 <i>aperitif</i>	B A style of menu in a restaurant where each dish has a separate price
3 <i>maitre d'</i>	C A meal served in a restaurant at a fixed price, with a limited number of dishes to choose from
4 <i>à la carte</i>	D An alcoholic drink that people drink before a meal
5 <i>table d'hôte</i>	E An alcoholic drink that people drink after a meal



Speaking

Language tip

Use *May I* as in *May I take your coat?* to sound especially polite in a formal situation like welcoming diners to a restaurant.



- 6 You are working in the hotel restaurant. Read the cues and welcome two diners. Play Track 06 and speak after the beep. You start. Then listen to Track 07 to compare your conversation.

You *(Say good evening politely and welcome diners.)*

Diner 1 Thank you. We have a table reserved for 8 pm in the name of Johansson.

You *(Reply politely and offer to take their coats.)*

Diner 2 Thank you. That's very kind.

You *(Ask if they want an aperitif.)*

Diner 1 Yes, please. I'll have a gin and tonic.

Diner 2 And I'd like a Campari and soda.

You *(Give them the menus and tell them you will bring their drinks right away.)*

Diner 2 Thank you.

You *(Ask diners if they want the wine list.)*

Diner 1 Yes, please.

You *(Give diners the wine list.)*

Diner 2 The food all looks delicious. I'm very hungry. Are there any specials this evening?

You *(Tell diner that they are on the specials board behind her.)*

Diner 2 OK. I'll take a look.

You *(Tell diners you will return soon to take their order.)*



15 In the restaurant (2)

Taking food orders | Explaining dishes | Choosing drinks



Conversations



- 1 Danielle is very busy in the restaurant. Listen to her conversation with one table.

Danielle Good evening, everyone. **Are you ready to order?**

Diner 1 Not quite. I think we need a little bit longer. Please tell us the specials again.

Danielle Of course, madam. On the specials board this evening we have lemon sole, rack of lamb and a vegetarian pasta dish.

Diner 2 It all sounds so nice. I don't know what to have!

Danielle **Take your time.** I'll be back in a few minutes to take your orders.

Later

Diner 1 Excuse me, I think we're ready to order now.

Danielle Very good, madam. **What are you going to have?**

Diner 1 No appetizers to start. I'll have the lemon sole and can we have one steak, cooked medium rare, please?

- Danielle Excellent choices. **And have you chosen some wine?**
- Diner 2 Yes, we'll have a bottle of the house red, please.
- Danielle Of course, sir. Would you like some water too?
- Diner 2 Yes, a bottle of still, and one sparkling.

Did you know?

In British English the three parts of a meal are the *starter* or *appetizer*, *main course* and *dessert*, *sweet* or *pudding*. In American English they are *appetizer*, *main course* or *entrée*, and *dessert*.



08
CD2

Understanding

- 2 Listen to the conversation again and take the order.

Key phrases

In the restaurant

Are you ready to order?

Take your time.

What are you going to have?

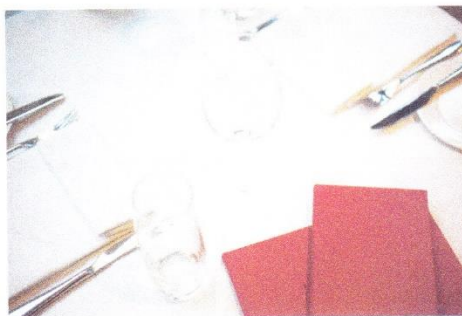
Have you chosen some wine?

Practice



3 Put the sentences into the correct order. The first one has been done for you. Listen to Track 09 to check your answer.

- 09
CD2
- 1 Danielle: Good afternoon, madam. Are you ready to order?
 - Danielle: Very good, madam. What are you going to have?
 - Danielle: Of course. Still or sparkling?
 - Diner: Not quite. Please give me five more minutes.
 - Diner: I'll have pâté as an appetizer and then a Caesar salad with chicken, please.
 - Danielle: Of course. I'll be back in a moment.
 - Diner: No, thank you. But could I have a bottle of water?
 - Danielle: Excuse me, I'm ready to order now.
 - Danielle: An excellent choice, madam. Are you going to have a glass of wine?
 - Diner: Still please, with ice and lemon.



Speaking



4 Practise using *going to* to ask diners questions. Listen to Track 10 to compare your answers.

- 10
CD2
- 1 you / order / some wine, sir?
You: _____?
 - 2 you / have / an appetizer, madam?
You: _____?
 - 3 you / have / a dessert?
You: _____?
 - 4 What / you / have for your main course?
You: _____?



- 5 You are serving two diners in the restaurant. Read the cues given and take their orders. Play Track 11 and speak after the beep. You start. Then listen to Track 12 to compare your conversation.

You *[Ask diners if they are ready to order.]*

Diner 1 Yes, we are. Thank you.

You *[Ask the woman what she wants to eat.]*

Diner 1 I'll start with the soup, please, and I'd like the mixed grill for my main course.

You *[Ask the man what he wants to eat.]*

Diner 2 I'd like oysters as an appetizer, please, and a seafood salad for my main course.

You *[Ask if they are having wine.]*

Diner 1 Yes, please. A small glass of Shiraz.

Diner 2 And a large glass of Sauvignon Blanc.

You *[Ask if they want water.]*

Diner 1 Yes, please. A bottle of Perrier.

You *[Say politely that you don't serve Perrier.]*

Diner 1 Oh, I see. What kinds of sparkling water do you have?

You *[Tell diners: San Pellegrino, Voss or Poland Spring.]*

Diner 1 Then we'll have a bottle of Poland Spring, please.

You *[Praise the choice, finish conversation politely by saying you'll bring drinks quickly.]*



Now you can

Take food orders

Explain the menu

Help diners make a choice

16 In the restaurant (3)

Asking about dessert and coffee | Bringing the bill | Handling payment



Conversation



13
CD2

- 1 Danielle is attending to two diners who have finished their main courses. Listen to her conversation.

Danielle Sorry to interrupt. **May I clear away your plates?**
Diner 1 Yes, please do. We've finished.
Danielle **How were your main courses? Was everything OK?**
Diner 2 Yes, thank you. It was all excellent.
Danielle **Would you like to see the dessert menu?**
Diner 2 No, thank you. I think we'll skip dessert.
Danielle **Can I bring you anything else?** A coffee or a *digestif*, perhaps?
Diner 2 Could we just have two espressos?
Danielle Of course.
Diner 1 And then could I have the bill, please?
Danielle Of course, sir. I'll be back right away with your coffees.
Diner 1 Can I pay by credit card?

- Danielle Yes, sir. ... **Oh, I'm afraid we don't accept that kind of credit card, sir, only VISA and MasterCard.**
- Diner 1 OK. Then I'll use my VISA card.
- Danielle Here's your bill, sir. **Please put your card in the terminal, enter your PIN, and then press the green OK button.**

Did you know?

In the UK an optional service charge of between 10% and 15% is often added to a restaurant bill. This can also be called a discretionary service charge. This means that diners don't need to leave a tip in addition to that. In the US, a service charge of between 15% and 17% is also often added to the bill of larger parties. Otherwise, diners are expected to leave a tip of at least 15%.

Understanding



2 Listen to the conversation again and answer the following questions.

- 1 Are the diners going to have dessert?
- 2 Do the diners order anything else?
- 3 How does the diner want to pay?
- 4 Which credit cards does the restaurant accept?
- 5 What is the problem with the diner's first credit card?
- 6 List the three instructions that Danielle gives to the diner.

Key phrases

Finishing the meal

May I clear away your plates?

Can I bring you anything else?

How were your main courses / was your meal?

We accept ... I'm afraid we don't accept ...

Was everything OK?

Put your card in the terminal. Enter your PIN number. Press the green OK button.

Would you like to see the dessert menu?



Practice

3 Use the words in the box to complete the conversation.

afraid use enter press by Was accept May

Danielle (1) _____ I clear away the plates?

Diner Of course.

Danielle (2) _____ everything OK?

Diner Yes, fine, thanks. Can I pay the bill (3) _____ credit card?

Danielle Yes, but I'm (4) _____ we don't (5) _____ that kind of credit card, madam.

Diner OK. Then I'll (6) _____ my VISA card.

Danielle Here's your bill, madam. Please put your card in the terminal, (7) _____ your PIN, and then (8) _____ the green OK button.

Did you know?

A card like VISA or MasterCard is a **credit card**. The other form of payment card that users can use to pay for goods and withdraw money from a cash machine is called a **debit card**.

Chip and Pin is not widely used in the US yet, and can cause problems for Americans when they travel abroad.

Language tip

When you ask *A coffee or digestif, perhaps?* make sure it sounds like a real question by raising the pitch of your voice at the end of the statement.

Speaking



14
CD2

4 Listen to these questions and repeat them.

- 1 Was everything OK?
- 2 Do you want coffee or tea?
- 3 Would you like to pay by credit card?
- 4 A coffee or a *digestif*, perhaps?
- 5 Rare or medium rare?



15-16

CD2

- 5** A couple in the restaurant have finished their main courses. Read the cues and attend to the diners. Play Track 15 and speak after the beep. You start. Then listen to Track 16 to compare your conversation.

- You** *(Ask diners if they have finished their meal.)*
- Diner 1** Yes we have, thank you.
- You** *(Ask if they enjoyed their meal.)*
- Diner 2** Yes, it was very good. My steak was perfectly cooked.
- You** *(Reply politely. Ask if they want dessert.)*
- Diner 1** No, thank you. I don't think we could eat anything else.
- You** *(Coffee?)*
- Diner 2** Yes, please. Two espressos.
- You** *(Ask if they want anything else.)*
- Diner 1** No, thanks. Could I have our bill, please?
- You** *(Say you'll bring the espressos and the bill immediately.)*
- Diner 1** Do you accept traveller's cheques?
- You** *(Tell diner politely that you don't accept traveller's cheques, only cash or credit cards.)*
- Diner 1** OK. Do you take AMEX?
- You** *(Tell diner Yes.)*
- Diner 2** Is service included?
- You** *(Tell diner a 15% service charge has been added to the bill; give payment terminal to diner and explain what to do.)*
- Diner 1** Done. There you are.
- You** *(Thank diner.)*



Now you can

Offer dessert and coffee

Bring the bill (or check) at the end of a meal

Handle payment

17 Housekeeping

Briefing new staff | Explaining hotel rules | Answering questions



Conversation



17
CD2

- 1 Karen, a senior housekeeper, is briefing a new maid. Listen to the conversation.

- Karen **Make sure that you** replace the hot drinks packets every day: enough for four cups a day – two per person.
- Maid Where can I find the supplies?
- Karen There's a supplies cabinet on every floor. The toiletries, soap and toilet paper are also stored there. **Every room must have** three rolls of toilet paper at all times.
- Maid Do I have to change the sheets every day?
- Karen No, **you don't have to**. Only do it if the guest asks you to. But, if a guest is staying for more than three nights, **you must** change the sheets on the fourth day.
- Maid What about the pillowcases?
- Karen **Change them every day**. They're in the linen cabinet with the towels and bathrobes.
- Maid Do I have to vacuum under the bed every day?

- Karen Yes. Also, dust and polish all the surfaces, and **pay special attention to** the mirrors and TV screen. But **you mustn't clean** the TV screen with water.
- Maid OK.
- Karen And **don't forget to** replace the TV remote control in the holder!

Did you know?

In British English it is *toilet*, *ladies* or *gents*. In American English it is *restroom*, *bathroom*, or *washroom*. In American English *toilet* is impolite.

Understanding



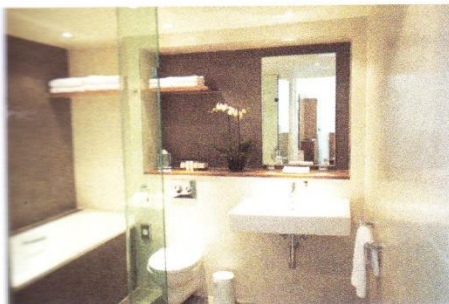
2 Listen to the conversation again and answer these questions.

- 1 How many hot drinks packets must there be in the room every day?
- 2 Where are hot drinks packets and supplies stored?
- 3 How many toilet rolls must there be in the bathroom at all times?
- 4 Does the maid have to change the sheets every day?
- 5 Does the maid have to change the pillowcases every day?

Key phrases

Giving instructions to a maid

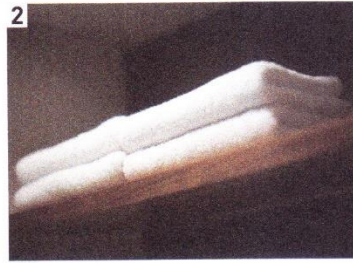
Make sure that you ...	Change the ... every day
Every room must have ...	Pay special attention to ...
You have to / don't have to ...	You mustn't ...
You must ...	Don't forget to ...



Practice

3 Identify these bedroom and bathroom objects. Use the words in the box.

towels bathrobe toilet roll toiletries soap
bed drinks packets cups safe



4 Choose the correct option in these sentences.

- 1 Make sure that you **clean / cleaning** under the bed.
- 2 Don't forget **dusting / to dust** the mirror in the bedroom.
- 3 You must **change / to change** the pillowcases every day.
- 4 You **don't have / don't have to** change the sheets every day.
- 5 Dust and **polish / polishing** all the surfaces.

Language tip

Use *must* or *have to* to say something is necessary, for example, *You must / have to clean the room every day.*

Use *don't have to* to say something is not necessary, for example, *You don't have to change the sheets every day.*

Use *must not* or *mustn't* to tell someone not to do something.
You mustn't / must not clean the TV screen with water.

Use *Do I have to ... ?* in questions.

Speaking




5 Practise using *must*, *mustn't*, *have to* and *don't have to*. Make sentences starting with *You*. Listen to Track 18 to compare your answers.

- 1 have to – polish – TV [necessary]
- 2 have to – clean – windows [not necessary]
- 3 must – replace – drinks packets [necessary]
- 4 mustn't – clean – TV screen with water [not allowed]



6 You are giving instructions to a new maid who has lots of questions. Read the cues and give her instructions. Play Track 19 and speak after the beep. The new maid starts. Then listen to Track 20 to compare your answers.

- Maid** How often do I have to vacuum the room?
You (Every day.)
- Maid** Even under the bed?
You (Say yes, it is necessary.)
- Maid** When do I change the sheets?
You (Only on fourth morning.)
- Maid** And do I change the pillowcases every fourth day too?
You (No: every day.)
- Maid** How many coffee and tea packets do I put in the room?
You (Two per person per day.)
- Maid** Should I clean the TV screen with water?
You (No, say you mustn't. Just use a duster.)



Now you can

- Give instructions to new staff
- Explain hotel rules to a new maid
- Answer staff questions

18 Housekeeping problems

Dealing with requests | Solving problems | Agreeing to come back later



Conversations



21
CD2

- 1 Karen Dawson has to deal with some housekeeping problems. Listen to her conversations.

A	Karen	Good morning, Housekeeping. Karen speaking.
	Guest	Hello. Can you bring us some extra pillows, please?
	Karen	Of course, sir. How many would you like?
	Guest	Could we have four extra ones, please?
	Karen	Certainly, sir. What's your room number?
	Guest	It's Room 406.
	Karen	I'll send them up as soon as I can, sir.

- B** Karen Good morning, Housekeeping. Karen speaking.
 Guest Is that Housekeeping?
 Karen Yes, it is. How can I help you?
 Guest We've just come back to Room 369 and our room hasn't been cleaned. The breakfast dishes haven't been taken away and the bed hasn't been made. And we need some fresh towels.
 Karen Oh, I'm very sorry, madam. I'll send a maid up right away to clean the room.
- C** Karen Housekeeping. **Sorry to disturb you. I've come to clean your room.**
 Guest Could you come back later, please? We're not ready.
 Karen Of course. Sorry about that. **Please hang the 'Please Tidy My Room' sign on the door when you're ready.**
 Guest OK. Thank you.

Understanding



21
CD2

2 Listen to the conversations again and answer the following questions.

- 1 In which conversation does the guest have a complaint, A, B or C?
- 2 In which conversation does the guest want something brought to the room, A, B or C?
- 3 Name two reasons why the guest in conversation B isn't happy.
- 4 Why won't the guest in conversation C let Karen enter the room?
- 5 What does Karen ask the guest in conversation C to do?

Key phrases

Housekeeping problems

How many [extra ...] would you like?

What's your room number?

I'll send it / them up as soon as I can.

Sorry to disturb you.

I've come to clean your room.

Please hang the sign on the door when you're ready.



Practice

3 Match the two halves to make sentences.

- | | |
|-------------|---------------------------------|
| 1 I've come | A send somebody up immediately. |
| 2 I'll | B to clean your room. |
| 3 I'm sorry | C I help you? |
| 4 I'll come | D to disturb you. |
| 5 How many | E back when you've finished. |
| 6 How can | F do you need? |

Language tip

Use *bring* when you want someone to move something toward a person [here], for example, *I'll bring the towels to your room.* [The guest is in this room.]

Use *take* when you want someone to move something to another location [there], for example, *Maria, take the towels to Room 124.* [Maria is not in Room 124.]

4 Complete the sentences using *bring* or *take*.

- 1 Ali, can you _____ this new bathrobe to Room 1015?
- 2 Our pillows are too soft. Could you _____ us some firmer ones, please?
- 3 Where are you going? – Karen asked me to _____ these pillows to Room 254.
- 4 Hello, Mr Norman. This is Karen from Housekeeping. One of the maids will _____ the new pillows to your room immediately.



Language tip

Use *Certainly* or *Of course* to respond to requests by guests and to say that you will do something.

Speaking


5 You are on duty in Housekeeping when the phone rings. Read the cues given and deal with the guest's problem. Play Track 22 and speak after the beep. You start. Then listen to Track 23 to compare your conversation.

- You** *[Answer by saying your name and department and asking what the caller wants.]*
- Guest** Good morning. We have a problem with our bed. Can you help?
- You** *[Answer positively and ask what problem is.]*
- Guest** My husband says the pillows are too soft. He says they hurt his neck.
- You** *[Offer to bring different / extra pillows – ask how many.]*
- Guest** That would be great. Could you bring six?
- You** *[Agree and ask for room number.]*
- Guest** We're on the tenth floor in Suite 1023.
- You** *[Tell guest you will do it immediately.]*
- Guest** Thank you very much.
- You** *[Reply to guest's thanks and end call politely.]*

6 You are moving from room to room to clean them. Read the cues given. Play Track 24 and speak after the beep. You start. Then listen to Track 25 to compare your conversation.

[Knock on the door]

- You** *[Say who you are and what you want.]*
- Guest** Please don't come in. We're still in bed.
- You** *[Say sorry and tell guest you'll come back later.]*
- Guest** Thank you.
- You** *[Ask guest to use sign to let you know when he wants room cleaned.]*



Now you can

- Deal with guests' requests and complaints
- Solve housekeeping problems
- Agree to come back later when guests are ready

19 Room service

Taking room service orders | Agreeing delivery times | Delivering room service



Conversations



26
CD2

- 1 David is also responsible for room service orders. Listen to his conversations.

A	David	Room Service, can I help you?
	Guest	Good morning. Can I order some room service?
	David	Of course, madam. What would you like?
	Guest	I'd like a continental breakfast.
	David	Very good, madam. Would you like tea or coffee?
	Guest	Coffee. Could I have a cappuccino?
	David	Certainly, madam.
	Guest	How long will that be? I'm in a hurry this morning.
	David	It'll be with you in ten minutes.
	Guest	Good.
	David	Could I have your room number, please?
	Guest	It's 1002. Mrs Hepworth.
	David	Thank you, Mrs Hepworth. Goodbye.
	Guest	Thank you. Goodbye.

- B** Guest One moment. Just coming!
- David Good morning, madam. Room Service.
- Guest That was quick.
- David One continental breakfast with a cappuccino. **Could you sign here please, madam?** Thank you. **Enjoy your breakfast.**
- Guest Thanks.

Did you know?

Cappuccino is an Italian way of serving coffee. Traditionally in Italy it is only served in the morning.

A continental breakfast usually includes coffee or tea, a *croissant* with butter and jam or preserve, and fresh fruit.

Understanding

- 2** Listen to the conversations again and answer the following questions.
- 1 What kind of breakfast does the guest order?
 - 2 What kind of coffee does the guest order?
 - 3 How quickly will the guest get her breakfast?
 - 4 Why does the guest want her breakfast quickly?

Key phrases

Room Service

What would you like?

Would you like tea or coffee?

It'll be with you in (about) ... minutes.

Could I have your room number, please?

Could you sign here, please?

Enjoy your breakfast.



Practice

3 Put this conversation in the correct order. The first and last lines have already been done for you.

David: Very good, madam. Would you like tea or coffee?

1 David: Room Service, can I help you?

David: Of course, madam. What would you like?

13 David: Thank you.

Guest: Good morning. Can I order breakfast?

Guest: I'd like a boiled egg with wholemeal toast and fresh fruit.

Guest: How long will that be? I have a meeting in an hour.

Guest: Tea, please. English breakfast with milk.

David: Certainly, madam.

Guest: Good.

David: Could I have your room number?

Guest: It's 745.

David: It'll be with you in 15 minutes.



Speaking

27-28
CD2

- 4 You have to take and deliver the room service orders. Read the cues given and take the guest's order. Play Track 27 and speak after the beep. You start. Then listen to Track 28 to compare your conversation.

You *(Answer phone by saying department and your name and asking what the caller wants.)*

Guest Good evening. Is it too late to order some room service?

You *(Tell guest it's not too late and ask what guest wants.)*

Guest Could I have a Metroburger with fries and a beer?

You *(Reply politely and ask guest what kind of beer.)*

Guest I'll have a Budweiser, please.

You *(Ask guest if he wants ketchup with his burger.)*

Guest Yes, please. How long will that be?

You *(Tell guest about 15 minutes and end call politely.)*

29-30
CD2

- 5 You are delivering a room service order. You have just knocked on the guest's door. Read the cues given and deliver the order. Play Track 29 and speak after the beep. You start. Then listen to Track 30 to compare your conversation.

Guest Yes. What is it?

You *(Tell guest who you are and why you are knocking.)*

Guest Oh, right. One moment, please.


You *(Confirm to the guest what you have brought.)*

Guest Just put it down on the table, please.

You *(Do as guest asks and ask guest for a signature.)*

Guest Sure. Here you are.

You *(Thank guest, end conversation politely and say good night.)*

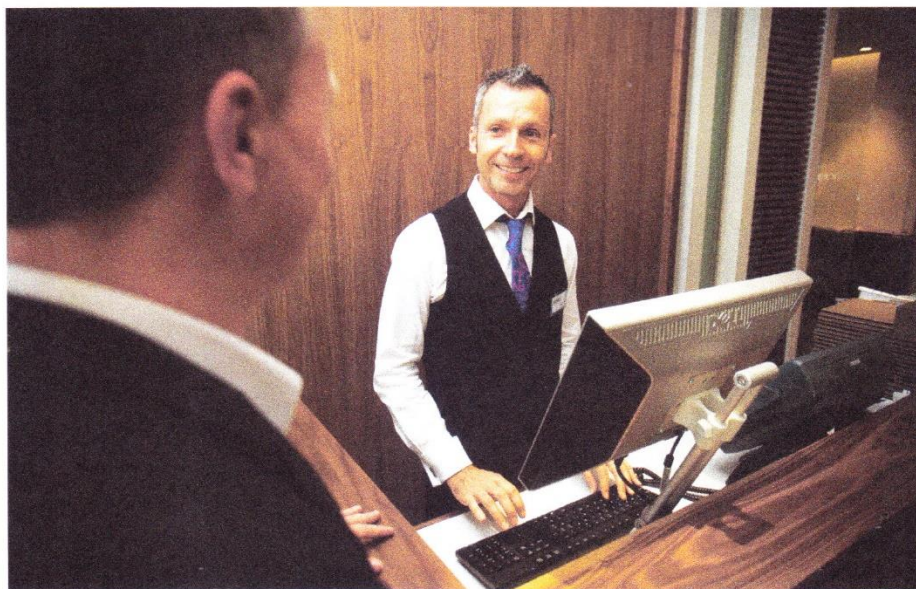


Now you can

- Take room service orders
- Agree when you will deliver the order
- Deliver room service orders

20 Guest services

Ordering things for guests | Making appointments | Checking information



Conversations



31
CD2

1 Simon works in Guest Services. Listen to his conversations.

- A**
- Simon Good morning, sir. **What can I do for you?**
- Guest Hello. I'd like to order some flowers. It's my wife's birthday tomorrow.
- Simon Of course, sir. What kind of flowers would you like?
- Guest A bouquet of red roses, please. Could you have them delivered tomorrow morning at 9.30?
- Simon Certainly, sir. **I'll take care of that for you.**
-
- B**
- Simon Hello, madam. **How can I help you?**
- Guest Is there a hairdresser in the hotel?
- Simon I'm afraid not, madam. But **I can make you an appointment at a local salon if you like.**
- Guest Yes, please. Could you do that for me? I'd like an appointment at 11.30. Mrs Lee.
- Simon Of course, Mrs Lee. **I'll call them now.**

- C** Guest Hi, would you look something up for me?
- Simon Yes certainly, madam. **What would you like me to look up for you?**
- Guest Could you check which terminal my flight leaves from? The flight number is EM693 to Dubai.
- Simon One moment. **I'll just check for you.** It leaves from Terminal 3, at 13.50.
- Guest Thanks very much.

Understanding

- 2** Listen to the conversations again and decide whether the statements are True or False.
- 1 In conversation A, the guest orders flowers for his wife for their wedding anniversary. T / F
 - 2 There isn't a hairdresser in the hotel. T / F
 - 3 Mrs Lee wants a hair appointment at 11.30. T / F
 - 4 In conversation C, the guest is flying at 15.30. T / F
 - 5 In conversation C, the guest is flying to Dubai. T / F

Key phrases

Guest Services

<i>What can I do for you?</i>	<i>I'll call them now.</i>
<i>I'll take care of that for you.</i>	<i>Would you like me to look something up for you?</i>
<i>How can I help you?</i>	<i>I'll just check for you.</i>
<i>I can make you an appointment if you like.</i>	

Language tip

Use *look up something* (or *look something up*) when you check information on the Internet, for example, *I'll look up the flight times for you.*

Practice

3 Put the words in the sentences into the correct order.

- 1 you for I'll check just
_____.
- 2 something like you for look me up you to Would
_____?
- 3 that care of you for take I'll
_____.
- 4 like I can an appointment you if make you
_____.

4 Complete the sentences with *for*, *of*, *up*, *at*, *on* or *in*.

- 1 Can you look something _____ for me?
- 2 I'll check the flight time _____ the Internet.
- 3 The flight leaves _____ 7.30.
- 4 What can I do _____ you?
- 5 The swimming pool opens _____ June.
- 6 I'll take care _____ that for you.



Language tip

Use *at* in front of times, for example, *at 9.30*. Use *on* in front of days, for example, *on Monday*. Use *in* in front of months, for example, *in September*. In American English say *on the weekend*. In British English say *at the weekend*.

Speaking

32-33
CD2

- 5** You are working at the Guest Services counter. A guest wants some information. Read the cues and help the woman. Play Track 32 and speak after the beep. You start. Then listen to Track 33 to compare your conversation.

You *[Say hello to guest politely and ask what he wants.]*
Guest Hello. Is there a sauna in the hotel?
You *[Tell the guest yes there is a sauna.]*
Guest Is it open at the weekend?
You *[Tell guest yes.]*
Guest What time does it open today?
You *[Sauna opens: 10 am; closes: 8 pm.]*
Guest Is it a mixed sauna?
You *[Tell guest yes but ladies only: Saturday afternoon.]*
Guest Thank you.
You *[Respond to guest's thanks and end conversation politely.]*

34-35
CD2

- 6** You are working at the Guest Services desk. A guest wants some information. Read the cues and help the woman. Play Track 34 and speak after the beep. Then listen to Track 35 to compare your conversation.

Guest Can you look up something on the Internet for me?
You *[Tell guest yes and ask what she wants.]*
Guest Can you check which terminal the Delta flight from Toronto arrives at?
You *[Tell guest you will do it.]*
Guest Thanks.
You *[Tell guest: Delta from Toronto: Terminal 5, 20.15.]*
Guest Thanks.
You *[Respond to guest's thanks and end conversation politely.]*

Now you can

Order things for guests

Offer to make appointments for them

Check information for guests

21 In the business centre

Explaining available services | Providing equipment | Providing information



Conversations



36
CD2

- 1 Sarah at the front desk and Simon in the business centre are talking to guests about their IT requirements. Listen to their conversations.

- A** Guest Hello. My flight's been delayed until this evening. Is there somewhere I could work for a couple of hours?
- Sarah Yes, of course, madam! **Our business centre has free Wi-Fi for guests** and is very quiet.
- Guest Thank you. And where is the business centre?
- Sarah Take the lift up to the second floor and you'll see the entrance in front of you.
- B** Guest Hi, I need to use the Internet but my laptop isn't working.
- Simon Are you staying here, sir?
- Guest Yes.
- Simon Then **you can use the business centre facilities free of charge.**
- Guest Great. Will I need a password for the computer?
- Simon Yes, you will and it's printed on this card. **Enter your username MetroRes and this password: ...**

- C**
- Guest Can I borrow an adaptor, please? The plug on my lead doesn't fit in this socket.
- Simon Of course, madam. **I can lend you a travel adaptor.** That should fit.
- Guest Is there a printer here, too? I need to print something out.
- Simon Yes, madam. **Printouts cost 10 pence per page.**
- Guest And is it a colour printer?
- Simon Yes, it is.

Did you know?

In British English you plug your electronic equipment into a *socket*. In American English it is an *outlet*.

Understanding



36
CD2

2 Listen to the conversations again and answer these questions.

- 1 On which floor is the business centre?
- 2 Does the guest have to pay to use the business centre?
- 3 Why does the guest need an adaptor?
- 4 How much does it cost to print one page?
- 5 Can the guest print in colour?

Key phrases

Using the business centre

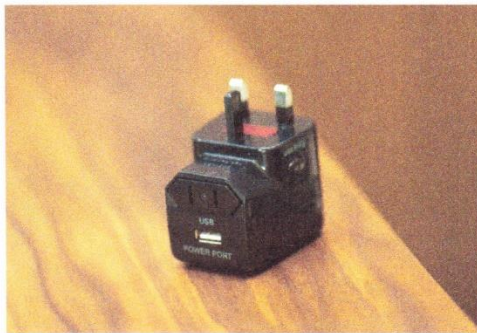
Our business centre has free Internet access / Wi-Fi for guests.

You can use the business centre facilities free of charge.

Enter your username [...] and this password: ...

I can lend you a travel adaptor.

Printouts cost 10 pence per page.



Did you know?

British English spells words like *centre* and *theatre* with *re* at the end. American English spells these words *center* and *theater*. American English omits the letter *u* in words like *color* and *honor*.

Practice

3 Complete these sentences with words from the box.

on	of	per	up	out	for
----	----	-----	----	-----	-----

- 1 I need to print something _____.
- 2 Our business centre has free Internet access _____ guests.
- 3 You can use the business centre facilities free _____ charge.
- 4 Colour printouts cost 10 pence _____ page.
- 5 The business centre is _____ the second floor.
- 6 Take the lift _____ to the second floor.



Speaking

Language tip

Use *borrow* like this: *Can I borrow your pen?*

Use *lend* like this: *Can you lend me your pen? / I can lend you a pen.*

- 4 You are working at the business centre. Read the cues and answer the guest's questions. Play Track 37 and speak after the beep. You start. Then listen to Track 38 to compare your conversation.

- You** *[Say hello to guest politely.]*
- Guest** Hi. Is this the business centre? I need to check my emails.
- You** *[Answer politely that it is and ask if guest is staying at the hotel.]*
- Guest** Yes. I'm in Room 478.
- You** *[Explain that business centre is free for guests.]*
- Guest** Where can I plug in my laptop?
- You** *[Answer and direct guest to a work station.]*
- Guest** Oh! My lead doesn't fit in this socket.
- You** *[Politely offer to lend guest an adaptor.]*
- Guest** That would be great. Thanks a lot.
- You** *[Reply to guest's thanks.]*
- Guest** Can I use the printer here too?
- You** *[Tell guest yes but there is a charge.]*
- Guest** How much does it cost?
- You** *[Tell guest 10 pence per sheet.]*
- Guest** Can I charge it to my room?
- You** *[Tell guest yes he can.]*

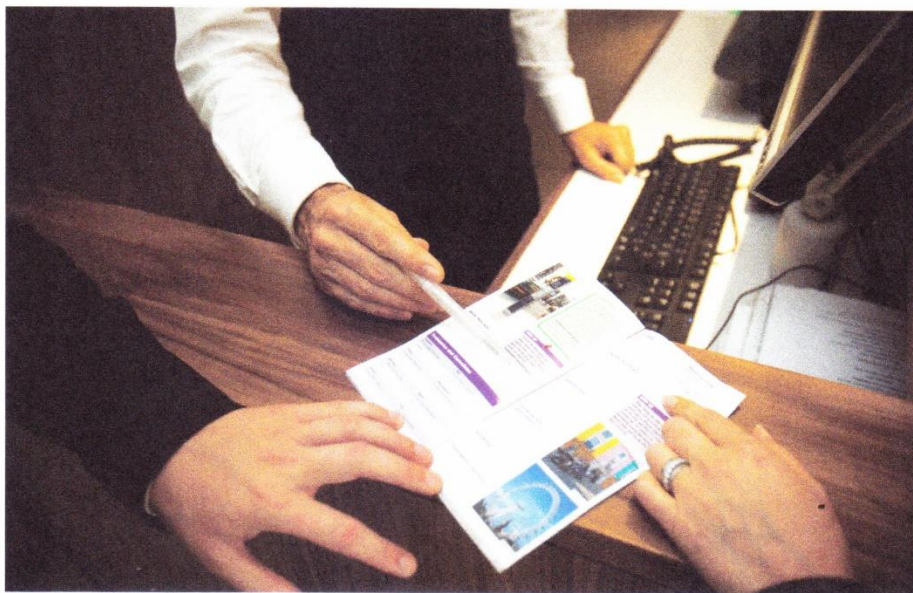


Now you can

- Explain the services that are available for guests to use
- Provide equipment for guests
- Provide information about the hotel services

22 Recommendations for places to eat

Making restaurant recommendations | Comparing things



Conversations



39
CD2

- 1 Guests often ask Simon about places to eat locally. Listen to his conversations.

- A** Guest 1 Good evening, Simon.
Simon Good evening, Mr & Mrs Hepworth. Have you had a good day?
Guest 2 Yes, thanks. Simon, can you recommend a good Indian restaurant?
Simon Well, the most famous one in the city is the Majestic on Bristol Street but **it gets very busy**. On Friday nights **you usually have to make reservations**.
Guest 1 I see.
Simon But, in fact, **I think the Taj Mahal is better than the Majestic**. Also, it's cheaper. And **it's closer** too. **I'd recommend that**.
Guest 2 Sounds good. Could you make reservations for us?
Simon **You don't usually need reservations**.
Guest 1 OK, can you show us where it is on a map?
Simon Of course.

Later that evening

- B** Simon Hello, again. **How was your meal?**
- Guest 2 Simon, thanks very much for your tip. It was an excellent recommendation. The food was great and the service was wonderful. And it was so cheap.
- Simon **I'm glad you liked it.**

Understanding

2 Listen to the conversations again and decide whether the statements are True or False.

- 1 The guests want to eat in an Indian restaurant. T / F
- 2 Simon thinks the Majestic is better than the Taj Mahal. T / F
- 3 Simon makes a table reservation for the guests. T / F
- 4 The Taj Mahal is more expensive than the Majestic. T / F
- 5 The guests were happy with Simon's recommendation. T / F

Key phrases

Recommendations

It gets very busy.

You usually have to make reservations.

You don't usually need reservations.

I think restaurant X is better / cheaper than Y.

It's closer.

I'd recommend that.

How was your meal / evening?

I'm glad you liked it.



Practice

3 Put the words in the sentences into the correct order.

- 1 your meal was How _____?
- 2 glad you it I'm liked _____.
- 3 reservations You need don't _____.
- 4 busy The very restaurant gets _____.
- 5 that I'd recommend _____.

Language tip

Add *er* to one-syllable adjectives to make the comparative, for example, *close* → *closer*.

With adjectives of two or more syllables, add *more*, for example, *expensive* → *more expensive*.

4 Use Simon's notes about local restaurants to compare the size and price of the restaurants and how popular they are.

- 1 Majestic Indian Restaurant [500 metres away]
Tables: 100; Dinner per person: £30–60; Reservation necessary? Always
- 2 Bella Roma Italian Restaurant [200 metres]
Tables: 30; Dinner per person: £20–40; Reservation necessary? Sometimes
- 3 Le Pont Bistro [1 kilometre]
Tables: 15; Dinner per person: £10–20; Reservation necessary? No

- 1 The Majestic is _____ than Bella Roma. (big)
- 2 Le Pont Bistro is _____ than the Majestic. (cheap)
- 3 Bella Roma is _____ than Le Pont Bistro. (expensive)
- 4 The Majestic is _____ than Le Pont Bistro. (popular)
- 5 Le Pont Bistro is _____ than Bella Roma. (small)
- 6 Bella Roma is _____ than the Majestic. (close)

Speaking

Language tip

Use *I'd recommend* to give advice, for example, *I'd recommend the Taj Mahal* or *I'd recommend **going to** / **eating at** the Taj Mahal*.

Use *I think* to give your opinion on something.

You are at the Guest Services desk. A guest asks you for a restaurant recommendation. Read the instructions and make a recommendation. Use Simon's notes on page 92 to help with the details. Play Track 40 and speak after the beep. You start. Then listen to Track 41 to compare your conversation.

You *(Say hello to guest politely and ask what she wants.)*

Guest Hi, my husband and I want to eat out tonight. Can you recommend a good restaurant?

You *(Ask guest what kind of food she wants to eat.)*

Guest We were thinking of Italian or French.

You *(Use notes to give guest names of two restaurants.)*

Guest Oh, that French one sounds interesting. Is it expensive?

You *(Tell guest price range for dinner for two.)*

Guest Wow. That sounds really cheap. Do we need reservations?

You *(Tell guest that she won't have to reserve.)*

Guest Great. I think we'll try it. Thanks for the recommendation.

You *(Respond to guest's thanks and end conversation politely.)*

Now you can

- Recommend a restaurant
- Compare restaurants for guests
- Ask if guests enjoyed their meal / evening

23 Checking out

Checking guests out | Checking items on the bill | Saying goodbye



Conversation



42
CD2

1 Sarah is checking out a guest. Listen to her conversation.

- | | |
|-------|---|
| Guest | Good morning. I'd like to check out, please. |
| Sarah | Good morning, sir. What was your room number? |
| Guest | Room 532. |
| Sarah | 532 ... Mr Smith. How was your stay, Mr Smith? |
| Guest | It was great, thank you. |
| Sarah | Are you using the same credit card you gave me when you checked in? |
| Guest | Yes, that's right. |
| Sarah | Fine, Mr Smith. Please have a look at this printout: two nights' accommodation, breakfast on Saturday and Sunday morning, bar drinks from Friday and last night, three phone calls and two newspapers. |
| Guest | Yes, that's all correct. |
| Sarah | Did you have anything from the minibar last night? |

- Guest Oh yes, I almost forgot. We had two bottles of mineral water last night.
- Sarah OK. **I'll add those to your bill. Could you sign here, please?**
Thank you. Would you like me to staple your credit card slip to your bill?
- Guest Yes, please. And here are our key cards.
- Sarah Thank you. There you are, Mr Smith. **See you next time. Have a safe trip home. Goodbye.**

Understanding



2 Listen to the conversation again and decide whether the statements are True or False.

- 1 Mr Smith is paying with a different credit card. T / F
- 2 Mr Smith stayed for two nights. T / F
- 3 Mr Smith didn't have anything from the minibar. T / F
- 4 Mr Smith didn't make any phone calls from his room. T / F
- 5 Mr Smith ordered a newspaper both mornings. T / F

Key phrases

Checking out

How was your stay?

I'll add that / those to your bill.

Are you using the same credit card (you gave me when you checked in)?

Could you sign here, please?

Please have a look at this printout.

See you next time.

Did you have anything from the minibar?

Have a safe trip home.



Practice

3 Put the words in the sentences into the correct order.

- 1 please here, you sign Could _____?
- 2 stay was How your _____?
- 3 have the you anything minibar Did from _____?
- 4 home safe trip Have a _____.
- 5 the card same you Are credit using _____?



43
CD2

4 Put the sentences into the correct order. The first one has been done for you. Listen to Track 43 to check your answer.

- Guest: Yes, that's all correct.
- Sarah: Did you enjoy your stay, Mrs Rand?
- Guest: Yes, I did – I had a mineral water.
- Guest: I was in Room 189. Mrs Rand.
- 1 Guest: Good morning. Can I check out, please?
- Sarah: OK. Please sign here and I'll staple the credit card slip to your bill.
- Sarah: Thank you and see you again.
- Sarah: Of course, madam. What was your room number?
- Guest: Yes, it was very nice, thank you.
- Sarah: Please take a look at this printout of your bill.
- Sarah: Did you have anything from the minibar last night?
- Sarah: See you again, madam. Have a safe drive home.

Speaking



44
CD2

5 Practise making questions using the past tense. Listen to Track 44 to compare your answers.

- 1 enjoy / stay?
Your question: _____?
- 2 what / room number?
Your question: _____?
- 3 have / minibar / last night?
Your question: _____?
- 4 ... make / phone calls?
Your question: _____?
- 5 use / pay TV?
Your question: _____?



45-46
CD2

6 You are checking a guest out. Read the cues given and check out the guest. Play Track 45 and speak after the beep. Then listen to Track 46 to compare your conversation.

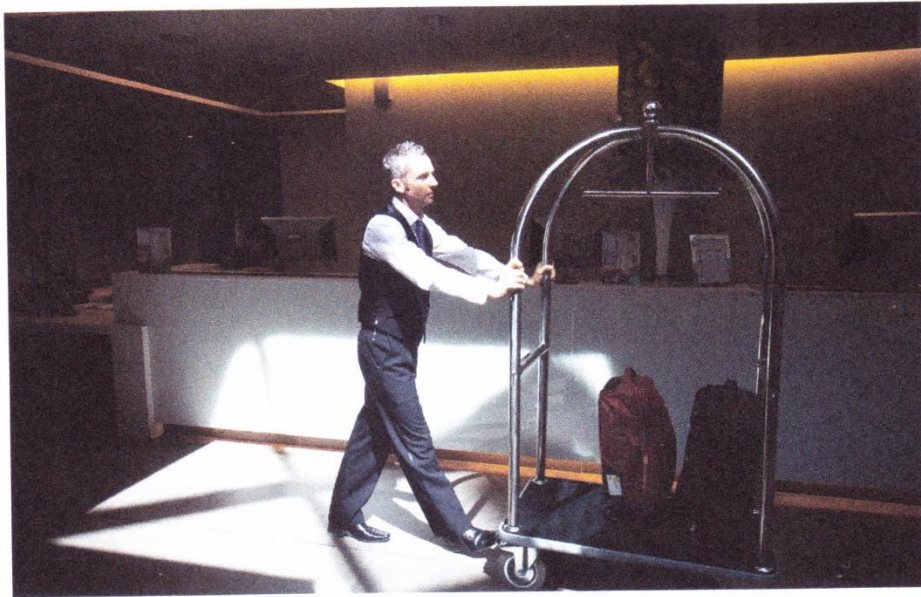
- Guest** Hello. I'd like to check out, please.
You *(Respond to request and ask for room number.)*
Guest Room 631.
You *(Give guest printout and ask him to check the bill.)*
Guest That looks all correct.
You *(Ask guest for credit card.)*
Guest Here you are.
You *(Ask guest for signature.)*
Guest Of course. Could you staple my credit card slip to the bill, please?
You *(Agree and give papers to guest.)*
Guest Thank you.
You *(Respond to guest's thanks and ask if everything was OK.)*
Guest Yes, it was a great weekend. I'm sure we'll be back.
You *(Wish guest safe trip and end conversation politely.)*



Now you can
 Check guests out
 Prepare the bill for a guest
 Say goodbye to guests

24 Problems checking out

Correcting mistakes on the bill | Apologizing | Keeping guests happy



Conversations



- 1 Sarah is checking out guests but there are a few problems. Listen to her conversations.

A	Guest	Excuse me, but this bill isn't correct. There are some incorrect charges on it.
	Sarah	What's the problem, sir?
	Guest	There are nine phone call charges but I never used the phone in my room. I used my own mobile phone!
	Sarah	I'm sorry, sir. I don't know how that happened! I'll remove those and adjust your bill.
	Guest	OK. Thank you.
	Sarah	I do apologize, sir. Is everything else OK?
	Guest	Yes. Everything else is fine. Thank you.

- B** Sarah There you are, madam. Here's your credit card and your bill.
How was your stay?
- Guest Actually, not very good. It was very noisy last night and I couldn't sleep.
- Sarah Oh, **I'm sorry to hear that, madam.** What caused the noise?
- Guest There was a noisy group staying on my floor. They came back very late and woke me up.
- Sarah Oh, my apologies. **I'll put a note in your file** and make sure you get a quieter room next time. **I'll also pass your comments on to our General Manager.**
- Guest OK. Thank you. I know it wasn't your fault.
- Sarah **I'm sure it won't happen next time you stay with us,** madam.

Understanding

2 Listen to the conversations again and answer these questions.

- 1 In conversation A, which charges does the guest question on his bill?
- 2 How does the guest know that the charges are incorrect?
- 3 In conversation B, why was the guest not happy?
- 4 What caused the problem in conversation B?
- 5 What does Sarah promise to do?

Key phrases

Checking out

What's the problem, sir / madam?

I'll put a note in your file.

I'll remove the charges.

How was your stay?

I'll adjust your bill.

I'll pass your comments on to our General Manager.

Is everything else ok?

I'm sorry to hear that sir / madam.

I'm sure it won't happen next time you stay with us.



Practice

3 Use the verbs in the box to complete the sentences.

adjust happen hear put pass remove

- 1 I'll _____ the incorrect call charges.
- 2 I'll _____ on your comments to the hotel manager.
- 3 I'm sure it won't _____ again, sir.
- 4 I'll _____ a note in your guest file.
- 5 I'm sorry to _____ that, madam.
- 6 I'll _____ your bill, sir.

4 Sarah passes on the guest's complaint and the General Manager later sends the guest an email. Complete the words in the email.

Dear Mrs Brown

I am s_____ (1) to hear that your stay in our hotel last weekend wasn't completely satisfactory. I a_____ (2) that you were disturbed late at night.

Next time you stay with us p_____ (3) contact me directly and I will arrange for you to be upgraded to a s_____ (4). Our suites are on a quiet f_____ (5) and I am sure you w_____ (6) be very comfortable.

I look forward to welcoming you back to the hotel soon.

Yours sincerely

Jim Heathcote
General Manager



Speaking

Language tip

When you use the verb *look forward to*, use the *ing* form, for example, *I look forward to **seeing** you again.*

5 Use the phrase *I look forward to + ing* to make statements to a regular guest.

1 see you again soon

Your version: _____

2 welcome you back to the Metro Hotel

Your version: _____

3 show you our new gym and swimming pool

Your version: _____

4 hear your thoughts on the new hotel design

Your version: _____

5 read your comments in our visitors book

Your version: _____

6 You are checking out a guest who has a problem with her bill. Read the cues given and check out the guest. Play Track 48 and speak after the beep. The guest starts. Then listen to Track 49 to compare your conversation.

Guest Excuse me. There's a mistake on my bill.

You *[Respond and ask for more information.]*

Guest There's a charge for room service last night but I didn't order any room service.

You *[Say sorry politely and tell guest you will change bill.]*

Guest Thank you.

You *[Show guest new changed bill. Ask if everything else is OK.]*

Guest Thank you. Yes, everything else is correct.

You *[Say sorry for mistake again and end conversation politely – so that guest will return.]*

Now you can

Deal with mistakes on the bill

Apologize for any mistakes on the bill

Be polite and helpful so that guests will return

Unit 1

Conversation

- 1 See page 6 for audio script.

Understanding

- 2
 1 Yes, she does.
 2 She asks for a room on a lower floor.
 3 Because she doesn't like using lifts.
 4 She asks for a wake-up call at 6.30.
 5 The hotel serves breakfast between 7.00 and 10.30.

Practice

- 3
 1 Enjoy your stay.
 2 Would you like a wake-up call?
 3 Welcome to the hotel.
 4 Breakfast is between 7.00 and 10.30.
 5 Could I have your credit card, please?

- 4
 1 Welcome
 2 reservation
 3 moment
 4 floor
 5 floor
 6 have
 7 credit
 8 sign
 9 wake-up
 10 enjoy

Speaking

5

- 1 eleven thirty
 2 seven o'clock
 3 ten o'clock
 4 twelve twenty
 5 nine ten
 6 five forty-five
 7 nine fifty
 8 one fifteen
 9 three fifteen
 10 two forty

6

Model conversation

- | | |
|-------|--|
| You | Good afternoon. Welcome to the City Hotel. |
| Guest | Hello, my name's Yang. I have a reservation for one night. |
| You | Could I have your credit card? |
| Guest | Here's my VISA card. |
| You | Would you like a wake-up call? |
| Guest | Yes. I would like one at 6 o'clock tomorrow morning, please. |
| You | Good. 6 am. Would you like a newspaper? |
| Guest | Yes. Could I have a <i>Wall Street Journal</i> , please? |
| You | Yes, that's fine. |
| Guest | What time's breakfast? |
| You | Breakfast is between 7.00 and 10.30. |

Unit 2

Conversation

- 1 See page 10 for audio script.

Understanding

2

- 1 False. It has been *delayed*.
 2 True
 3 False. It is £165 *including* breakfast.
 4 True
 5 True

Practice

3

- 1 Do you have a reservation?
 2 I'm afraid so.
 3 I can offer you our walk-up rate.
 4 We're very busy this evening.

4

- 1 Surname
 2 Street name
 3 Post code
 4 Nationality
 5 Country code
 6 Signature

Speaking

5

- 1 I'm afraid the hotel doesn't accept cheques.
 2 I'm afraid we have no vacancies this evening.
 3 I'm afraid you have to check out at noon.
 4 I'm afraid that's the best rate I can offer you, sir.

6

Model conversation

1

Guest My room is very small. Can you upgrade it to a suite?

Reply I'm afraid not.

2

Guest Do I really have to check out of my room by twelve o'clock?

Reply I'm afraid so.

3

Guest Is the bar open now?

Reply I'm afraid not.

4

Guest Is that charge for phone calls really correct?

Reply I'm afraid so.

Unit 3

Conversation

- 1 See page 14 for audio script.

Understanding

- 2
- 1 Yes he does have a reservation.
 - 2 He has arrived too early.
 - 3 The usual check in time is 2 pm.
 - 4 Sarah suggests he can store his luggage and go and have a cup of coffee.
 - 5 He wants to freshen up and change before a meeting.

Practice

- 3
- 1 We would be glad to store your luggage while you are waiting.
 - 2 May I suggest you have a drink in the bar while you are waiting?
 - 3 I'm sorry, sir. Your room isn't quite ready yet.
 - 4 When your room's ready, I'll come and get you.
 - 5 Our normal check-in time is from 2 pm.
 - 6 You're staying with us for two nights.
 - 7 The coffee shop is just around the corner to your right.
- 4
- 1 Normally our check in time is from 2 pm.
 - 2 You're welcome to store your luggage.
 - 3 Your room isn't quite ready yet.
 - 4 May I suggest you wait in the restaurant.
 - 5 Housekeeping are still cleaning your room.

- 6 I'll come and get you when your room's ready.
- 7 I'm afraid your room isn't ready yet, sir.

Speaking

- 5
- 1 I'm sorry your room isn't ready yet, sir.
 - 2 I'm sorry you are too early to check in, sir.
 - 3 I'm sorry Housekeeping are still cleaning the rooms, madam.
 - 4 I'm sorry I don't have any rooms ready at the moment.

6

Model conversation

- | | |
|-------|--|
| You | Good morning. How can I help you? |
| Guest | Good morning. I have a reservation for tonight. My name's Jens Weiler. |
| You | Ah, yes. Mr Weiler. |
| Guest | When can I check in? |
| You | Our check in time is 2 pm, sir. |
| Guest | But I have a very heavy suitcase. |
| You | You're welcome to store your suitcase with us, sir. |
| Guest | And what should I do until my room is ready? |
| You | May I suggest you go for a cup of coffee in the coffee shop? |
| Guest | And where is the coffee shop? |
| You | Just go around the corner to your left, sir. |

Unit 4

Conversation

- 1 See page 18 for audio script.

Understanding

- 2
 1 She has just checked in.
 2 She needs to find an ATM / some local currency.
 3 He didn't understand ATM.
 4 Maple Street is five minutes' walk away.

Practice

- 3
 1 catch
 2 turn
 3 map
 4 pleasure
 5 circle

- 4
 1 left
 2 right
 3 left
 4 right
 5 left

Speaking

5
 Model conversation

A
 Guest Hello. My name is Monika Schl... I have a meeting at 10 o'clock with one of your guests.
 You Sorry, I didn't quite catch your last name.

B
 Guest I have to go to an office on R... Lane.
 You Sorry, I didn't quite catch the address.

C
 Guest My booking reference is MH276...
 You Sorry, I didn't quite catch the booking reference.

6
 Model conversation

You Good evening, madam. Can I help you?
 Guest I need to get to the train station. Can you tell me where it is?
 You Let me give you a map of the city. The hotel is here. I'll circle it for you.
 Guest Thank you very much.
 You The train station is about ten minutes' walk away.
 Guest OK.
 You So turn right out of the hotel. Walk along Green Street and turn left onto Madison Avenue. The train station is on your right.
 Guest That's very clear. Thank you very much.
 You You're welcome.

Unit 6

Conversation

- 1 See page 26 for audio script.

Understanding

2

- 1 The caller wants to stay in the hotel on December 5th for 2 nights.
- 2 The room will cost £119 per night.
- 3 The price is for bed and breakfast.
- 4 The price is per room.
- 5 To guarantee the reservation.
- 6 The caller's credit card expires in March 2013.

Practice

3

- 1 Let me check.
- 2 I need it to guarantee the reservation.
- 3 Could you tell me the expiry date, please?
- 4 We look forward to seeing you in December.

4

- 1 five nine seven two – six double two six – two six seven two – three five zero eight
- 2 two seven double zero – six three six five – six seven five two – eight seven four eight
- 3 double two three seven – three four six three – seven three six two – seven four nine seven

Speaking

5

Model conversation

- | | |
|-------|--|
| You | Good morning. Reservations. |
| Guest | Good morning. I'd like to reserve a single room for January 5th, please. |
| You | Let me check. Yes we have availability for January 5th. |
| Guest | How much will it cost? |
| You | I can offer you our best rate of £140 per night. |
| Guest | Does that include breakfast? |
| You | I'm afraid that is room only. |
| Guest | OK. I'll take it. |
| You | Could you please give me your name and credit card details? |
| Guest | It's Gardiner. J Gardiner. My VISA card number is 3-4-1-2 5-6-7-9 3-4-5-1 6-0-1-2, expiry date 10/14. |
| You | Thank you, Mr Gardiner. Your reservation number is M-H-4-3-5-X-Y. We look forward to seeing you in January. Goodbye. |
| Guest | Goodbye. |

Unit 7

Conversations

1 See pages 30 and 31 for audio script.

Understanding

2

- 1 A change from two nights to three nights.
- 2 Yes, she can.
- 3 No, she doesn't.
- 4 48 hours.
- 5 By email.

Practice

3

- | | |
|----------------|-----------|
| 1 confirmation | 4 there |
| 2 cancelled | 5 charge |
| 3 reservation | 6 forward |

4

- 1 January first
- 2 February second
- 3 March third
- 4 April fifth
- 5 May tenth
- 6 June sixteenth
- 7 July twentieth
- 8 August twenty-first
- 9 September twenty-second
- 10 October twenty-third
- 11 November thirtieth
- 12 December thirty-first

Speaking

5

Model conversation

You	Good morning. Metro Hotel.
Guest	Good morning. I need to cancel a reservation, please.

You	Could you tell me your reservation number, please?
Guest	The reservation number is M-F-2-6-4-F-K.
You	Mr Jackson on February twelfth?
Guest	Yes, that's correct.
You	That's fine. I've cancelled your reservation.
Guest	Will there be any charge?
You	No, there is no charge.
Guest	That's good. Can you send a confirmation email?
You	Of course. Thank you for your call. Goodbye.
Guest	Goodbye.

Unit 8

Conversations

1 See pages 34 and 35 for audio script.

Understanding

2

- 1 Call C
- 2 Call A
- 3 Call C
- 4 Call B

Practice

3

- 1 Please hold the line.
- 2 I'm afraid I can't give out our guests' room numbers.
- 3 I'll put you through to the restaurant now.
- 4 I'll send someone from Housekeeping up.
- 5 I'm very sorry about that.
- 6 Would you like to leave a message?

4

[1]	Sarah	Good morning City Inn, Sarah speaking. How can I help you?
[2]	Mr Novak	Good morning. I'm calling to reconfirm a reservation but I've lost my reservation number.
[3]	Sarah	Hold the line, please. I'll put you through to Reservations.
[4]	Sarah	I'm sorry, Reservations seems to be busy. No one's answering. Could you give me your name?
[5]	Mr Novak	Yes, my name is Novak and I've reserved a double room for Saturday September 18th for two nights.
[6]	Sarah	Is that Mr Jan Novak?
[7]	Mr Novak	Yes, that's correct.
[8]	Sarah	Fine, Mr Novak. I've found your reservation. It is confirmed and your reservation number is MH434CW.
[9]	Mr Novak	Thank you.
[10]	Sarah	Thank you. Goodbye.

Speaking

5

- 1 one one two
- 2 six oh eight
- 3 two three one
- 4 eleven four two *or* one one four two
- 5 twelve oh six *or* one two oh six

6

Model conversation

A

You Good morning, Sarah speaking.

Guest I want to make a reservation, please.

You I'll put you through to Reservations.

Guest Thank you.

You It's ringing for you now.

B

You Good evening, Sarah speaking.

Guest Hello. This is Mr Strong in Room two-oh-one. We need some more towels.

You I'll ask Housekeeping to send some more towels to your room.

Guest Thank you. How long will that take?

You About five minutes.

C

You Good afternoon, Sarah speaking.

Guest 1 Good afternoon. Can you give me Ian Diamond's room number, please?

You I'm afraid I can't but I can put you through to his room.

Guest 1 Yes, please.

Guest 2 Hello, Ian Diamond speaking.

Unit 9

Conversations

- 1 See pages 38 and 39 for audio script.

Understanding

- 2
- 1 In call A, Sarah can't understand the caller because it is a bad line.
- 2 When he calls back, he wants to speak to a guest, Mr Diamond.
- 3 In call B, Sarah has problems with the guest's reservation number.
- 4 The correct last two letters of Mrs Harris' reservation number are JN.

Practice

- 3
 - 1 Would you mind spelling your name for me?
 - 2 Could you repeat that for me?
 - 3 I'm sorry I didn't quite catch what you said.
 - 4 Could you possibly call back?
 - 5 One moment, I'll put you through.
 - 6 Let me read that back to you.
-
- 4
 - 1 Would you mind telling me your name?
 - 2 Would you mind spelling that for me?
 - 3 Would you mind repeating the last three numbers?
 - 4 Would you mind calling back later?
 - 5 Would you mind using a different phone?

Speaking

5

- 1 Omar Ali, Booking Reference M for Mike, H for Hotel, 9, 6, 5, P for Papa, W for Whisky
- 2 Gerry McDonnell, Booking Reference M for Mike, H for Hotel, 7, 3, 2, G for Golf, V for Victor
- 3 Tanya Koshkina, Booking Reference M for Mike, H for Hotel, 6, 4, 5, J for Juliet, Q for Quebec
- 4 Claire Birkel, Booking Reference M for Mike, H for Hotel, 1, 5, 2, S for Sierra, O for Oscar

6

Model conversation

You	Good morning Metro Hotel. How can I help you?
Guest	Good morning. My name is Mi... Wi.... I want to ...
You	I'm sorry I didn't quite catch that. Would you mind repeating your name?
Guest	My name is Michelle ... I want to ca...
You	I'm sorry. I still can't understand. Could you possibly call back?
Guest	Hello. My name is Michelle Williams and I want to cancel a table for dinner.
You	That's much better, madam. One moment I'll put you through to the restaurant.
Guest	Thanks.
You	It's ringing for you.

Unit 10

Conversations

- 1 See pages 42 and 43 for audio script.

Understanding

2

- 1 False. Room 855 smells of smoke; Room 1002 is the new room.
 2 True
 3 False. She tells her to wait in her room.
 4 True
 5 True

Practice

3

- 1 Please accept my apologies.
 2 I'll send somebody up to collect your bags.
 3 Would that be acceptable?
 4 I can offer you a superior room.

4

- 1 accept
 2 apologies
 3 smoke
 4 room
 5 Thank you
 6 superior
 7 can

Speaking

5

Model conversation

- You Reception. Sarah speaking. How can I help you?
 Guest Hello. There is a problem with my room!
 You I'm very sorry to hear that. What's the problem?
 Guest I've just checked into Room 762 and I'm not happy. My room hasn't been cleaned. The bathroom is still dirty.
 You I'm very sorry about that.
 Guest Well? What are you going to do about it?
 You I can offer you a new room. Please wait in your room and I will send someone from Guest Services to collect your bags and move you to a new room.
 Guest OK. Thanks.
 Now you call Guest Services.
 Simon Hello, Guest Services. Simon speaking.
 You Can you go up to Room 762 and move the guest to Room 1112?
 Simon OK.
 You Thanks.

Unit 10

Conversations

- 1 See pages 42 and 43 for audio script.

Understanding

- 2
1 False. Room 855 smells of smoke; Room 1002 is the new room.
2 True
3 False. She tells her to wait in her room.
4 True
5 True

Practice

- 3
1 Please accept my apologies.
2 I'll send somebody up to collect your bags.
3 Would that be acceptable?
4 I can offer you a superior room.
4
1 accept
2 apologies
3 smoke
4 room
5 Thank you
6 superior
7 can

Speaking

5

Model conversation

You Reception. Sarah speaking. How can I help you?
Guest Hello. There is a problem with my room!
You I'm very sorry to hear that. What's the problem?
Guest I've just checked into Room 762 and I'm not happy. My room hasn't been cleaned. The bathroom is still dirty.
You I'm very sorry about that.
Guest Well? What are you going to do about it?
You I can offer you a new room. Please wait in your room and I will send someone from Guest Services to collect your bags and move you to a new room.
Guest OK. Thanks.
Now you call Guest Services.
Simon Hello, Guest Services. Simon speaking.
You Can you go up to Room 762 and move the guest to Room 1112?
Simon OK.
You Thanks.

Unit 11

Conversations

- 1 See pages 46 and 47 for audio script.

Understanding

2

- 1x coffee with milk
- 1x tea with milk
- 1x wholemeal toast
- 1x sausages, scrambled eggs, hash browns
- 1x blueberry pancakes

Practice

3

- 1 Feel free to help yourselves.
- 2 Please could I have your room number?
- 3 Can I bring you some coffee?
- 4 Would you like anything from the menu?
- 5 Enjoy your breakfast.

4

- 1 number
- 2 buffet
- 3 yourselves
- 4 menu
- 5 course
- 6 bring
- 7 away
- 8 coffee
- 9 would
- 10 breakfast

Speaking

5

Model conversation

- | | |
|-------|---|
| You | Good morning, madam. |
| Guest | Good morning. |
| You | Could I have your room number, please? |
| Guest | I'm staying in Room 872. |
| You | Are you going to have the continental breakfast or something from the menu? |
| Guest | I haven't decided yet. |
| You | Here's the menu if you'd like to order something from the kitchen. |
| Guest | Thank you. |
| You | Would you like tea or coffee? |
| Guest | Could I have a pot of Earl Grey tea, please? |
| You | Would you like milk or lemon? |
| Guest | Lemon, please. |
| You | And can I bring you some toast? |
| Guest | Yes please. And I don't think I'll have anything from the menu. |
| You | Of course, madam. Feel free to help yourself to the buffet. |
| Guest | Thank you. |
| You | Here's your tea, madam. Enjoy your breakfast. |

Unit 12

Conversations

- 1 See pages 50 and 51 for audio script.

Understanding

- 2
- 1 False. He chooses a draught beer.
 - 2 True
 - 3 False. They ask for lots of ice and lemon.
 - 4 False. They tell David a room number.
 - 5 True. They want to start a tab.

Practice

- 3
- 1 What can I get you?
 - 2 Shall I start a tab for you?
 - 3 Would you like ice and lemon?
 - 4 Would you like bottled or draught beer?

4

[1]	David	Good evening, sir. How are you this evening?
[2]	Guest	I'm, fine thank you.
[3]	David	What can I get you?
[4]	Guest	Scotch and soda, please.
[5]	David	Would you like ice?
[6]	Guest	No, thank you.
[7]	David	That'll be £6.00, please.
[8]	Guest	Can you charge it to my room?
[9]	David	Of course, sir. Can you give me your room number?
[10]	Guest	It's 1107.

Speaking

5

- 1 nine pounds ninety-nine or nine ninety-nine
- 2 three euros twenty or three twenty
- 3 eleven pounds fifty or eleven fifty
- 4 one hundred and forty-seven dollars ninety or one hundred and forty-seven ninety
- 5 sixteen euros forty-five or sixteen forty-five

6

Model conversation

You	Good evening, sir.
Guest	Good evening, how are you?
You	I'm fine, thank you. What can I get you?
Guest	I think I'll have a beer. What bottled beers do you have?
You	We have Grolsch, Heineken and Budweiser.
Guest	What would you recommend?
You	Well, Grolsch is very popular.
Guest	Fine. Then I'll have one of those.
You	Here you are, sir.
Guest	How much do I owe you?
You	That'll be four pounds.
Guest	Can I put it on a tab?
You	Of course, sir. Could you give me your room number?
Guest	I'm staying in Room 406.
You	Thank you sir. Could you sign here, please?

Unit 13

Conversations

- 1 See pages 54 and 55 for audio script.

Understanding

2

- 1 A mineral water with ice and lemon.
- 2 It is dirty and has lipstick around the edge.
- 3 It is the wrong kind of mineral water. She ordered still and has been given sparkling.
- 4 He thinks the bill is very high.
- 5 The service charge is 15%.

Practice

3

- 1 I'll take it back to the bar right away.
- 2 I'm afraid it's hotel policy.
- 3 I hope this one is better for you.
- 4 Is there a problem, madam?

4

- 1 with
- 2 to
- 3 at
- 4 to
- 5 on

Speaking

5

- 1 I am sorry that your food is cold, madam.
- 2 I do apologize for the wait, sir.
- 3 I am sorry that you don't like your table.
- 4 I do apologize for keeping you waiting.

6

Model conversation

- | | |
|-------|---|
| Guest | Excuse me, waiter. |
| You | Yes, sir. |
| Guest | There's a problem with my drink. |
| You | What's the problem? |
| Guest | I asked for still water, not sparkling. |
| You | I do apologize, sir. I'll change it for you right away. |
| Guest | Thank you. Please be quick! I'm in a hurry. |
| You | I'll bring it right away. |
| Guest | Thank you. |
| You | Here's your water, sir. I'm sorry to have delayed you. |
| Guest | Thanks. That was quick. |
| You | I apologize again and hope you have a nice day. |

Unit 14

Conversation

- 1 See page 58 for audio script.

Understanding

- 2
- 1 Danielle offers to take their coats and bring them an aperitif.
 - 2 They order prosecco.
 - 3 No, she says that she will come back in a few moments.
 - 4 The specials are rack of lamb, lemon sole or a vegetarian pasta dish.
 - 5 Four house wines are on the wine list.

Practice

- 3
- 1 May I take your coats?
 - 2 Can I bring you an aperitif?
 - 3 Let me give you some menus.
 - 4 Let me know when you are ready to order.
 - 5 Would you like to see the wine list?
 - 6 I'll come back to take your order in a few moments. / I'll come back in a few moments to take your order.
- 4
- 1 May I take your coat?
 - 2 Good evening. Welcome to the restaurant.
 - 3 Let me give you a menu.
 - 4 Are you having wine this evening?
 - 5 Let me know when you're ready to order.
- 5
- | | |
|-----|-----|
| 1 E | 4 B |
| 2 D | 5 C |
| 3 A | |

Speaking

6

Model conversation

- You Good evening sir, good evening madam. Welcome to the Metro Restaurant.
- Guest 1 Thank you. We have a table reserved for 8 pm in the name of Johansson.
- You Very good sir. May I take your coats?
- Guest 2 Thank you. That's very kind.
- You Would you like an aperitif?
- Guest 1 Yes please. I'll have a gin and tonic.
- Guest 2 And I'd like a Campari and soda.
- You Let me give you two menus. I'll bring your aperitifs right away.
- Guest 2 Thank you.
- You Would you like to see the wine list?
- Guest 1 Yes, please.
- You Here's the wine list, sir.
- Guest 2 The food all looks delicious. I'm very hungry. Are there any specials this evening?
- You Yes, madam. They're on the specials board behind you.
- Guest 2 OK. I'll take a look.
- You I'll be back in a moment to take your orders.

Answer key / Audio script

Unit 15

Conversations

1 See page 62 for audio script.

Understanding

2

No appetizers

1x lemon sole

1x steak – cooked medium rare

1x bottle of house red

1x bottle of still water, 1x sparkling

Practice

3

- | | | |
|-----|----------|--|
| [1] | Danielle | Good afternoon, madam. Are you ready to order? |
| [2] | Diner | Not quite. Please give me five more minutes |
| [3] | Danielle | Of course. I'll be back in a moment. |
| [4] | Danielle | Excuse me, I'm ready to order now. |
| [5] | Danielle | Very good, madam. What are you going to have? |
| [6] | Diner | I'll have pâté as an appetizer and then a Caesar salad with chicken, please. |
| [7] | Danielle | An excellent choice, madam. Are you going to have a glass of wine? |

- | | | |
|------|----------|--|
| [8] | Diner | No, thank you. But could I have a bottle of water? |
| [9] | Danielle | Of course. Still or sparkling? |
| [10] | Diner | Still please, with ice and lemon. |

4

- 1 Are you going to order some wine, sir?
- 2 Are you going to have an appetizer, madam?
- 3 Are you going to have a dessert?
- 4 What are you going to have for your main course?

Speaking

5

Model conversation

- | | |
|---------|--|
| You | Good evening. Are you ready to order? |
| Guest 2 | Yes, we are. Thank you. |
| You | What are you going to have, madam? |
| Guest 2 | I'll start with the soup, please, and I'd like the mixed grill for my main course. |
| You | What are you going to have, sir? |
| Guest 1 | I'd like oysters as an appetizer, please, and a seafood salad for my main course. |
| You | Are you going to have any wine? |
| Guest 2 | Yes, please. A small glass of Shiraz. |
| Guest 1 | And a large glass of Sauvignon Blanc. |

- You Would you like any water?
- Guest 2 Yes, please. A bottle of Perrier.
- You I'm afraid we don't serve Perrier. I'm sorry.
- Guest 2 Oh, I see. What kinds of sparkling water do you have?
- You We have San Pellegrino, Voss, or Poland Spring.
- Guest 2 Then we'll have a bottle of Poland Spring, please.
- You An excellent choice. I'll bring your drinks right away.

Unit 16

Conversation

- 1 See page 66 for audio script.

Understanding

- 2
- 1 No, they say that they will skip dessert.
- 2 Yes, they order two espressos.
- 3 The diner wants to pay by credit card.
- 4 The restaurant accepts Visa and MasterCard.
- 5 He wants to pay with a card which the restaurant doesn't accept.
- 6 1) put your card in the terminal,
2) enter your PIN, and then
3) press the green OK button.

Practice

- 3
- 1 May 4 afraid 7 enter
2 Was 5 accept 8 press
3 by 6 use

Speaking

5

Model conversation

- You Have you finished with your meal?
- Guest 1 Yes we have, thank you.
- You Was everything OK?
- Guest 2 Yes, it was very good. My steak was perfectly cooked.
- You Thank you. Would you like to see the dessert menu?
- Guest 1 No, thank you. I don't think we could eat anything else.
- You A coffee, perhaps?
- Guest 2 Yes, please. Two espressos.
- You Would you like anything else?
- Guest 1 No, thanks. Could I have our bill, please?
- You Of course. I'll bring the bill and your coffees right away.
- Guest 1 Do you accept traveller's cheques?
- You I'm afraid we don't accept traveller's cheques. We only take cash or credit cards.
- Guest 1 OK. Do you take AMEX?
- You Yes we do.
- Guest 2 Is service included?
- You There's a 15% service charge added to the bill, sir. Here's the terminal. Put in your card, enter your PIN number then press OK.
- Guest 1 Done. There you are.
- You Thank you, madam.

Unit 17

Conversation

- 1 See page 70 for audio script.

Understanding

- 2
- 1 There should be four hot drinks packets in the room every day.
- 2 Hot drinks packets are stored in the supplies cabinet on each floor.
- 3 There should be three toilet rolls in the bathroom at all times.
- 4 No. Sheets are only changed on the fourth day.
- 5 Yes. Pillowcases should be changed every day.

Practice

- 3
 - 1 bathrobe
 - 2 towels
 - 3 bed
 - 4 soap
 - 5 toiletries
 - 6 drinks packets
 - 7 cups
 - 8 toilet roll
 - 9 safe
-
- 4
 - 1 Make sure that you clean under the bed.
 - 2 Don't forget to dust the mirror in the bedroom.
 - 3 You must change the pillowcases every day.
 - 4 You don't have to change the sheets every day.
 - 5 Dust and polish all the surfaces.

5

- 1 You have to polish the TV.
- 2 You don't have to clean the windows.
- 3 You must replace the drinks packets.
- 4 You mustn't clean the TV screen with water.

Speaking

6

Model conversation

- | | |
|------|---|
| Maid | How often do I have to vacuum the room? |
| You | You must make sure you vacuum the room every day. |
| Maid | Even under the bed? |
| You | Yes, you must clean under the bed. |
| Maid | When do I change the sheets? |
| You | You only have to change the sheets every fourth morning. |
| Maid | And do I change the pillowcases every fourth day too? |
| You | No, you have to change the pillowcases every day. |
| Maid | How many coffee and tea packets do I put in the room? |
| You | Make sure you put two packets per person per day in the room. |
| Maid | Should I clean the TV screen with water? |
| You | No, you mustn't do that. Just use a duster. |

Unit 18

Conversations

- 1 See pages 74 and 75 for audio script.

Understanding

- 2
- 1 In conversation B.
- 2 In conversation A.
- 3 The room hasn't been cleaned; the breakfast dishes haven't been taken away; the bed hasn't been made; they need some fresh towels.
- 4 They aren't ready.
- 5 She asks him to hang the sign on the door when he is ready.

Practice

3

- 1 B
- 2 A
- 3 D
- 4 E
- 5 F
- 6 C

4

- 1 take
- 2 bring
- 3 take
- 4 bring

Speaking

5

Model conversation

- You Hello, Housekeeping. Karen speaking. How can I help you?
- Guest Good morning. We have a problem with our bed. Can you help?
- You Of course, madam. What's the problem?
- Guest My husband says the pillows are too soft. He says they hurt his neck.
- You I'll bring you some more pillows, madam. How many would you like?
- Guest That would be great. Could you bring six?
- You Certainly, madam. I'll bring you six extra pillows. What's your room number?
- Guest We're on the tenth floor in Suite 1023
- You I'll be up right away, madam.
- Guest Thank you very much.
- You You're welcome, madam. Thank you for calling.

6

Model conversation

- You Good morning, Housekeeping. I've come to clean your room.
- Guest Please don't come in. We're still in bed.
- You OK. Sorry to disturb you. I'll come back later.
- Guest Thank you.
- You Please hang the sign on the door when you want me to clean your room, sir.

Unit 19

Conversations

- 1 See pages 78 and 79 for audio script.

Understanding

2

- 1 She orders a continental breakfast.
- 2 She orders a cappuccino.
- 3 Her breakfast will be delivered in ten minutes.
- 4 She is in a hurry.

Practice

3

- | | | |
|------|-------|---|
| [1] | David | Room Service, can I help you? |
| [2] | Guest | Good morning. Can I order breakfast? |
| [3] | David | Of course, madam. What would you like? |
| [4] | Guest | I'd like a boiled egg with wholemeal toast and fresh fruit. |
| [5] | David | Very good, madam. Would you like tea or coffee? |
| [6] | Guest | Tea, please. English breakfast with milk. |
| [7] | David | Certainly, madam. |
| [8] | Guest | How long will that be? I have a meeting in an hour. |
| [9] | David | It'll be with you in 15 minutes. |
| [10] | Guest | Good. |
| [11] | David | Could I have your room number? |
| [12] | Guest | It's 745. |
| [13] | David | Thank you. |

Speaking

4

Model conversation

- | | |
|-------|---|
| You | Good evening. Room Service. David speaking. How can I help you? |
| Guest | Good evening. Is it too late to order some room service? |
| You | No, it isn't too late. What would you like? |
| Guest | Could I have a Metroburger with fries and a beer? |
| You | Of course. What kind of beer would you like? |
| Guest | I'll have a Budweiser, please. |
| You | Would you like ketchup with your burger? |
| Guest | Yes, please. How long will that be? |
| You | It'll be with you in 15 minutes. |

5

Model conversation

- | | |
|-------|--|
| Guest | Yes. What is it? |
| You | It's Room Service, sir. I've brought your order. |
| Guest | Oh, right. One moment, please. |
| You | Here's your burger, fries and beer, sir. |
| Guest | Just put it down on the table, please. |
| You | Of course, sir. Could you sign here, please? |
| Guest | Sure. Here you are. |
| You | Thank you, sir. Enjoy your food. Good night. |

Unit 20

Conversations

- 1 See pages 82 and 83 for audio script.

Understanding

2

- 1 False. The flowers are for her birthday.
2 True
3 True
4 False. He is flying at 13.50.
5 True

Practice

3

- 1 I'll just check for you.
2 Would you like me to look up something (or look something up) for you?
3 I'll take care of that for you.
4 I can make you an appointment if you like.

4

- 1 up
2 on
3 at
4 for
5 in
6 of

Speaking

5

Model conversation

You Good morning. Can I help you?
Guest Hello. Is there a sauna in the hotel?

You Yes, there is.
Guest Is it open at the weekend?
You Yes, it is.
Guest What time does it open today?
You Today the sauna opens at 10 o'clock and closes at 8 o'clock this evening.
Guest Is it a mixed sauna?
You Yes, it is but it's ladies only on Saturday afternoon.
Guest Thank you.
You My pleasure. Have a nice day.

6

Model conversation

Guest Can you look something up on the Internet for me?
You Of course. What would you like me to look up for you?
Guest Can you check which terminal the Delta flight from Toronto arrives at?
You Certainly. I'll look it up right away.
Guest Thanks.
You The Delta flight from Toronto arrives in Terminal 5 at 20.15 this evening.
Guest Thanks.
You You're welcome. Have a nice day.

Unit 21

Conversations

- 1 See pages 86 and 87 for audio script.

Understanding

2

- 1 On the second floor.
- 2 No she doesn't because she's a guest.
- 3 Because her plug won't fit in the socket.
- 4 10 pence per page.
- 5 Yes, she can print in colour.

3

- 1 out
- 2 for
- 3 of
- 4 per
- 5 on
- 6 up

Speaking

4

Model conversation

- You Good morning. Can I help you?
- Guest Hi. Is this the business centre? I need to check my emails.
- You Yes it is, sir. Are you staying at the hotel?
- Guest Yes. I'm in Room 478.
- You The business centre is free for guests, sir.
- Guest Where can I plug in my laptop?

- You You can plug in your laptop in that socket over there.
- Guest Oh! My lead doesn't fit in this socket.
- You Would you like an adaptor, sir?
- Guest That would be great. Thanks a lot.
- You You're welcome.
- Guest Can I use the printer here too?
- You Yes, you can sir, but there is a charge.
- Guest How much does it cost?
- You It costs 10 pence per sheet.
- Guest Can I charge it to my room?
- You Yes, of course.

Unit 22

Conversations

- 1 See pages 90 and 91 for audio script.

Understanding

2

- 1 True
 2 False. Simon thinks the Taj Mahal is better.
 3 False. You don't need reservations.
 4 False. The Taj Mahal is cheaper.
 5 True

Practice

3

- 1 How was your meal?
 2 I'm glad you liked it.
 3 You don't need reservations.
 4 The restaurant gets very busy.
 5 I'd recommend that.

4

- 1 The Majestic is *bigger* than the Bella Roma.
 2 Le Pont Bistro is *cheaper* than The Majestic.
 3 Bella Roma is *more expensive* than Le Pont Bistro.
 4 The Majestic is *more popular* than Le Pont Bistro.
 5 Le Pont Bistro is *smaller* than the Bella Roma.
 6 Bella Roma is *closer* than the Majestic.

Speaking

5

Model conversation

- You Good evening, madam. How can I help you?
- Guest Hi, my husband and I want to eat out tonight. Can you recommend a good restaurant?
- You What kind of food do you want, madam?
- Guest We were thinking of Italian or French.
- You I'd recommend the Bella Roma Italian restaurant or Le Pont Bistro.
- Guest Oh, that French one sounds interesting. Is it expensive?
- You No. Dinner for two is twenty to forty pounds.
- Guest Wow. That sounds really cheap. Do we need reservations?
- You No, madam. You don't need reservations.
- Guest Great. I think we'll try it. Thanks for the recommendation.
- You You're welcome, madam. Enjoy your evening.

Unit 23

Conversation

- 1 See page 94 for audio script.

Understanding

2

- 1 False. He uses the same credit card.
- 2 True
- 3 False. He had two bottles of mineral water.
- 4 False. He made three phone calls.
- 5 True

Practice

3

- 1 Could you sign here, please?
- 2 How was your stay?
- 3 Did you have anything from the minibar?
- 4 Have a safe trip home.
- 5 Are you using the same credit card?

4

- | | | |
|-----|-------|---|
| [1] | Guest | Good morning. Can I check out, please? |
| [2] | Sarah | Of course, madam. What was your room number? |
| [3] | Guest | I was in Room 189. Mrs Rand. |
| [4] | Sarah | Did you enjoy your stay, Mrs Rand? |
| [5] | Guest | Yes, it was very nice, thank you. |
| [6] | Sarah | Please take a look at this printout of your bill. |
| [7] | Guest | Yes, that's all correct. |

- | | | |
|------|-------|---|
| [8] | Sarah | Did you have anything from the minibar last night? |
| [9] | Guest | Yes, I did – I had a mineral water. |
| [10] | Sarah | OK. Please sign here and I'll staple the credit card slip to your bill. |
| [11] | Guest | Thank you and see you again. |
| [12] | Sarah | See you again, madam. Have a safe drive home. |

5

- 1 Did you enjoy your stay?
- 2 What was your room number?
- 3 Did you have anything from the minibar last night?
- 4 Did you make any phone calls?
- 5 Did you use the pay TV?

Speaking

6

Model conversation

- | | |
|-------|--|
| Guest | Hello. I'd like to check out, please. |
| You | Of course, sir. What was your room number? |
| Guest | Room 631. |
| You | Please have a look at this printout, sir. |
| Guest | That looks all correct. |
| You | Could I have your credit card, sir? |
| Guest | Here you are. |
| You | Could you sign here, please? |

- Guest Of course. Could you staple my credit card slip to the bill, please?
- You Certainly, sir. Here you are.
- Guest Thank you.
- You You're welcome. Did you enjoy your stay?
- Guest Yes, it was a great weekend. I'm sure we'll be back.
- You We hope to see you again, sir. Have a safe trip.

Unit 24

Conversations

- 1 See pages 98 and 99 for audio script.

Understanding

- 2
- 1 In conversation A, the guest questions the telephone charges.
 - 2 Because he used his own mobile phone and not the phone in his room.
 - 3 Because she was woken up during the night.
 - 4 Noisy guests on the floor were the problem.
 - 5 Sarah promises to make a note in her file, pass on her comments to the General Manager and give her a quiet room next time.

Practice

- 3
- | | | |
|----------|----------|----------|
| 1 remove | 3 happen | 5 hear |
| 2 pass | 4 make | 6 adjust |

4

- | | | |
|-------------|----------|---------|
| 1 sorry | 3 please | 5 floor |
| 2 apologize | 4 suite | 6 will |

5

- 1 I look forward to seeing you again soon.
- 2 I look forward to welcoming you back to the Metro Hotel.
- 3 I look forward to showing you our new gym and swimming pool.
- 4 I look forward to hearing your thoughts on the new hotel design.
- 5 I look forward to reading your comments in our visitors book.

Speaking

6

Model conversation

- Guest Excuse me. There's a mistake on my bill.
- You I'm sorry about that. What's the problem?
- Guest There's a charge for room service last night but I didn't order any room service.
- You I do apologize, madam. I'll remove the room service charge from your bill.
- Guest Thank you.
- You Here you are, madam, I've adjusted your bill. Is everything else OK?
- Guest Thank you. Yes, everything else is correct.
- You I apologize again, madam. We look forward to seeing you again soon.

Key phrases

Apologizing

I'm very sorry about that.

Sorry to disturb you.

Please accept my apologies.

I do apologize.

I'm afraid I can't do that.

I'm afraid not, sir.

I'm sorry it's closed now.

Asking for information

Do you have a reservation?

Can you tell me your name, please?

Asking someone to do something

Could you sign this, please?

Please could you give me your first name?

Can you tell me your room number, please?

Would you mind repeating that?

Please enter your PIN number.

Describing where things are

The business centre is on the first floor.

There's a swimming pool in the fitness centre.

There are two bars in the hotel.

The gift shop is next to the florist.

The continental breakfast is on the buffet over there.

Directions

Turn right, then take the first left, then go straight on.

Walk along the street.

Giving advice and recommending

Make sure you visit the museum.

The German and Czech pils on draught are very popular.

May I suggest you have a coffee in the restaurant?

I think the Taj Mahal is better than the Majestic restaurant.

I'd recommend the Taj Mahal.

Offering to do something

May I take your coats?

Let me take your bag.

Would you like me to take your orders now?

Shall I start a tab for you?

Polite instructions

Please hold the line.

Please put your card in the terminal, follow the instructions, enter your PIN, and then press the green OK button.

Enjoy your stay / breakfast.

Have a good day.

Saying what is necessary / not necessary

I need your credit card details to guarantee the booking.

You must check out by 12 noon.

You mustn't use bathroom towels at the swimming pool.

We have to clean the room now.

You don't have to pay extra for Wi-Fi. It's included in the room rate.

You don't need to make a reservation for the restaurant.

Saying what is possible / not possible

I can offer you a single room with shower.

I'm afraid I can't offer you a room with a bath.

Welcoming guests / Saying goodbye

Good morning / afternoon / evening.

Welcome to the Metro Hotel.

How are you today / this evening?

Have a nice day.

We look forward to seeing you again soon.

See you next time and have a safe trip home.

Goodbye.

Key words

Hotel personnel

Your translation

assistant manager
bellboy (UK) / bellhop (US)
concierge
doorman
duty manager
food and beverages manager
front-of-house manager
general manager
head waiter
housekeeper
maid / chambermaid (UK)
meetings and conference manager
night porter (UK) / doorman (US)
porter (UK) / doorman (US)
receptionist
sales manager
security guard

Key words

Housekeeping and maintenance

Your translation

cloth
duster
furniture polish
turn-down service
vacuum cleaner / Hoover (UK)
to borrow
to change the sheets / towels
to clean a room
to collect / deliver the dry-cleaning
to dust
to empty the bin
to fix
to inspect a room
to iron
to make the bed
to mop
to polish
to repair
to replace
to replenish
to restock
to service a room
to sweep
to take away the room service tray
to tidy
to vacuum / to Hoover (UK)

Bookings, and checking in and out

Your translation

accommodation
advance purchase booking
arrival date
bed and breakfast
bill
cancellation deadline
cancellation fee
check-in / check-out time
credit card guarantee
departure date
deposit
full board (UK) / all meals included (US)
half board (UK) / breakfast and dinner
included (US)
rack rate
reception
reservation
room only
walk-up rate
to book (UK) / reserve a room
to cancel a booking (UK) / reservation
to change a booking (UK) / reservation
to check in
to check out
to hold a booking (UK) / reservation
to modify a booking (UK) / to change a
reservation (US)
to pay a bill
to query a charge (UK) / to question a
charge (US)
to store luggage / baggage

Bathroom toiletries

Your translation

conditioner

razor

shampoo

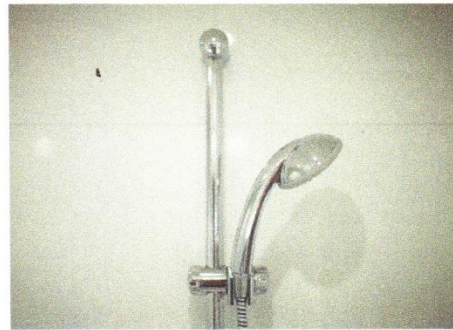
shower gel

soap

toiletries

toothbrush

toothpaste



Restaurant and kitchen personnel

Your translation

busboy (US)
chef
head waiter
maitre d'
waiter
waitress
wine waiter (UK) / sommelier / wine
steward (US)

Restaurant – paying the bill

Your translation

bill (UK) / check (US)
cover charge
credit card terminal
discretionary (especially UK) / optional
service charge
tip / gratuity
to (leave a) tip
to ask for the bill (UK) / check (US)
to pay the bill (UK) / check (US)
to bring the bill (UK) / check (US)
to charge to a room

Key words

Cooking methods

Your translation

baked
 barbecued
 basted
 blended
 boiled
 carved
 chilled
 chopped
 deep-fried
 diced
 dressed
 filled
 filleted
 frozen
 fried
 garnished
 grilled (UK) / broiled (US)
 marinated
 minced
 mixed
 poached
 poured
 roasted
 seasoned
 served
 shallow-fried (UK) / sautéed
 simmered
 sliced
 sprinkled
 steamed
 stewed
 stuffed
 whipped
 to taste
 to warm

rare, medium-rare, medium, well done /
 medium well (US) [meat, usually beef]
 scrambled eggs, soft / hard boiled eggs

Dining in the restaurant

Your translation

à la carte
aperitif
dessert / pudding (UK) / sweet (UK)
digestif
early bird menu
first / second sitting
fish course
main course / entrée (US)
set / fixed price menu
starter (UK) / appetizer
table d'hôte / prix fixe (US)
two- / three- / four-course meal
to book / reserve a table (UK) / to make a reservation (US)
to cancel a booking / reservation (US)
to clear a table
to complain about the food
to confirm a booking / reservation (US)
to order
to seat somebody
to (ask to) see the menu
to show somebody to a table

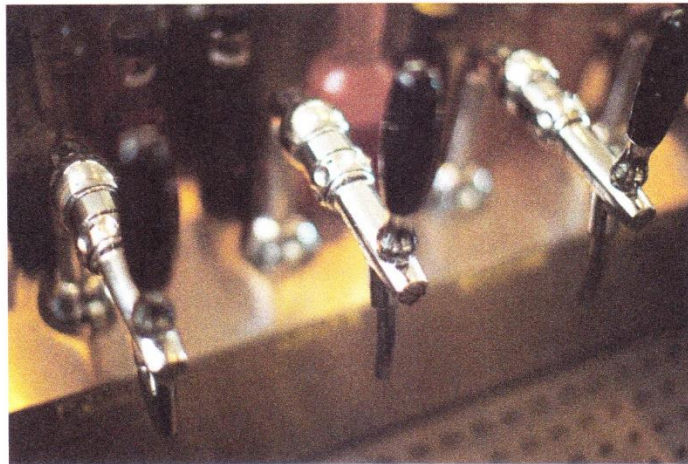


Key words

In the bar

Your translation

bar
bar stool
barkeeper (UK)
barman (UK) / barmaid (UK) / bartender (US)
beer mat / coaster
bottle opener
bottle top
cocktail shaker
cork
corkscrew
crushed ice
happy hour
ice (cube)
measure
on tap (US) / draught (UK) / draft (US)
snacks
to mix a drink / cocktail
to open a bottle
to order a drink
to pour
to serve



Alcoholic drinks

Your translation

Beer

bottled beer
draught beer (UK) / draft beer (US)
lager
light beer
wheat beer

Wine

white wine
dry white wine
medium dry white wine
sweet white wine
red wine
rosé wine
dessert wine
sparkling wine

Other

cocktail
double measure
measure
short
spirits

Non-alcoholic drinks

Your translation

coffee
fizzy (UK) / sparkling
mineral water
mixers
non-alcoholic beer
slice of lemon
soda water
soft drinks
still water
tap water (UK)
tea

Present simple

Words that often take the present simple are: *often, seldom, usually, never, always, normally, rarely*:

- It **often** rains a lot in April.
- We **never** close.

Positive forms: I **work** on the reception desk.
She **enjoys** her job very much.
Our employees **love** helping guests.

Negative forms: I **don't [do not] work** for the Savoy Hotel.
This guest **doesn't [does not] have** a reservation.
We **don't allow** dogs in the restaurant.

Questions: **Does** she **work** for the Metro Hotel?
Where **do** you **come** from?

Long answers: Yes, she **does work** for the Metro Hotel.
No, she **doesn't work** for the Metro Hotel.

Short answers: Yes, I **do**.
No, I **don't**.
Yes, she **does**.
No, she **doesn't**.

This tense is used to express facts:

- Chris **works** in London but he **comes** from the USA.
- Kate **works** in a hotel in Manchester and she **lives** in Liverpool.
- The hotel **is** on the corner of Market Street and East Parade.

and for actions that are regular activities or routines:

- We **clean** the rooms every day.
- The senior housekeeper **checks** the rooms after they are serviced.

It is also used with timetables and schedules:

- The hotel swimming pool **opens** at ten o'clock.
- The hotel bar **closes** at midnight.

It is also used in clauses with *if, when, until, as soon as* and *after*:

- She'll give you her credit card *when* she **checks in**.
- I'll help you *after* I **finish** this room inspection.
- We'll start the meeting *as soon as* the duty manager **arrives**.
- Let's wait *until* the General Manager **gets here**.

Present continuous

Words that often take the present continuous are: *now, at the moment, presently.*

Positive form:	I'm [I am] waiting for my bill. We're [We are] staying in Room 641 They're [They are] celebrating their wedding anniversary
Negative form:	No, I'm not staying in the hotel She isn't [She is not] queuing for breakfast.
Questions:	Are you staying in the hotel? Is Mr Jones waiting to check in? When are they leaving ?
Long answers:	Yes, I'm staying in the hotel. No, I'm not staying in the hotel.
Short answers:	Yes, I am . No, I'm not . Yes, she is . No, she isn't . Yes, they are . No, they aren't .

This tense is used to describe an action that is happening now:

- Would you like an umbrella because it's **raining** (now)?

Or an action that has started but is not finished:

- I'm **waiting** to check in.

It is also used for temporary actions or situations:

- She's **staying** at the Metro Hotel in New York for three nights.

It can also have a future meaning and is used to talk about future activities that have been arranged or planned:

- I'm **staying** in the hotel next week too.

Watch out – we don't usually use these verbs in the continuous form:

remember, understand, want, like, belong, suppose, need, seem, prefer, believe, know, think (= believe), hear, smell, have (= possess)

Past simple

Words that often take the past simple are: *yesterday, an hour ago, last year, in 2009, last week, a year ago.*

Positive form:	He checked in yesterday. I confirmed my booking last week. We refurbished all the suites last month. She knew there was a cancellation fee. We ate in the restaurant last night.
Negative form:	He didn't (did not) check in yesterday. She didn't tell me that I would have to pay. They didn't enjoy their breakfast. I didn't expect to have to wait so long for a table.
Questions:	Did Mr Lawson check in yesterday? Did you enjoy your stay ladies? Did the guests receive a wake-up call this morning? What did you have from the mini-bar?
Long answers:	Yes, he checked in yesterday. No, he didn't check in yesterday. Yes, we spoke to the manager about your complaint. No, we didn't speak to the manager about your complaint.
Short answers:	Yes, we did . No, we didn't . Yes, I did . No, I didn't .

This tense is used for finished actions in the past:

- I **stayed** at your hotel last week.

and for longer situations in the past:

- I **worked** at the Raffles Hotel for 20 years.

Going to future

Positive form:	I'm [I am] going to check out tomorrow. They're [They are] going to complain about the service. He's [He is] going to book three conference rooms. We're going to write to the manager.
Negative form:	I'm not [I am not] going to check out tomorrow. We aren't [We are not] going to eat in the hotel after all. She isn't [is not] going to take the room on the ground floor.
Questions:	Are you going to check out tomorrow? Is he going to make a complaint? Who's going to clean Room 101?
Long answers:	Yes, I'm going to check out tomorrow. No, I'm not going to check out tomorrow. Yes, they're going to write to the manager. No, they aren't going to write to the manager.
Short answers:	Yes, I am . No, I'm not . Yes, he is . No, he isn't . Yes, they are . No, they aren't .

This tense is used to say that something has been planned or decided and will definitely happen:

- What **are you going to order**?
- **We're going to refurbish** the hotel next year.
- When **are you going to clean** room 234?
- When I get home, **I'm going to write** a review on the hotel.

Simple future – will

Positive form:	I'll [I will] post it tomorrow. We'll do our best, sir. They'll call me as soon as your room is ready, madam.
Negative form:	I won't [will not] do it tomorrow. George won't forget to do it, madam. They won't come back.
Questions:	Will you do it tomorrow? Will they call my room when my dry cleaning is ready? When will my room be ready?
Long answers:	Yes, I'll do it in a minute. No, I won't do it tomorrow.
Short answers:	Yes, I will . No, I won't .

This tense is used to announce spontaneous decisions, offers, promises, requests, instructions and suggestions:

- I'll send someone up to clean the room.
- That sounds good. I'll **have** the steak too.
- The room **won't be** ready until 2 pm.
- I'll **tell** you as soon as your room is ready.
- **Will** you **fill** in this form please?

Present perfect simple

Positive form:	I've [I have] worked here for 10 years. She's [She has] done bar work before. They've stopped serving breakfast now. The manager has read your letter.
Negative form:	I haven't [have not] worked in a hotel before. She hasn't [has not] cleaned the bathroom.
Questions:	Have you worked in a hotel before? Has my room been serviced? Where have you put the keys?
Long answers:	Yes, I've finished the rooms on the fifth floor. No, I haven't [have not] seen a mobile phone in the corridor.
Short answers:	Yes, I have . No, I haven't . Yes, it has . No, it hasn't .

This tense is used to describe a completed action in the past which is still relevant to the present.

- Can you help me? I've **lost** my room key. (= I don't have it)
- We have to cancel our booking because she's **broken** her leg. (= Her leg is broken)
- I've **read** some good reviews of your hotel. (= I know about the hotel)
- We've **renovated** all the rooms since your last stay. (= The rooms are now renovated)

Note that we **do not** use the present perfect if we say when something happened, for example, with finished time expressions such as *yesterday, last week, at ten o'clock this morning, in 2010, last October*.

- I'm sure we've **met** before!
- **Have** you ever **stayed** in the hotel before?
- The hotel **has been** in the Metro Group for over 25 years.

It is also used to describe events with expressions of 'time elapsing up to now'
Signal words are *just, yet, already*.

- **Have** you **serviced** Room 1010 **yet**?
- She's **just finished** the rooms on the sixth floor.
- We've **just received** a cancellation.
- I've **already ordered** Mrs Wilson's flowers.

Comparatives and superlatives

When we compare two things, we add the suffix *-er* to the adjective and use the word *than*. When we compare more than two things, we add the suffix *-est* to the adjective.

adjective	comparative	superlative
small	smaller than	the smallest
big	bigger than	the biggest
cheap	cheaper than	the cheapest
high	higher than	the highest

- Your hotel room is ***smaller than*** mine.
- The Metro Hotel is ***bigger than*** the Travelstay Hotel.
- The Ritz is ***the biggest*** hotel in the city.
- Our ***cheapest*** room is £49 per night.
- The 14th floor is ***the highest*** floor in the hotel.

If an adjective has two or three syllables, for example, *ex-pen-sive*, then we don't add *-er*. In the comparative we use the words *more* or *less* before the adjective. We don't say ~~*expensiver than*~~ or ~~*difficulter than*~~. In the superlative we use the words *most* or *least*.

adjective	comparative	superlative
expensive	more / less expensive than	the most / least expensive
beautiful	more / less beautiful than	the most / least beautiful
difficult	more / less difficult than	the most / least difficult
exclusive	more / less exclusive than	the most / least exclusive

- The Carlton Hotel is ***more expensive than*** the Metro.
- The view from our rooftop restaurant is the ***most beautiful*** in the city.
- The Presidential Suite is the ***most exclusive*** room we have, sir.
- He was one of the ***most difficult*** guests I have ever served.

Two-syllable adjectives ending in *-y*, for example *pretty*, follow the one syllable adjective comparative and superlative forms.

- The Royal Park is ***prettier than*** the City Gardens. In fact, it is ***the prettiest*** place to walk in the city.

If we are saying things are the same or not the same then we use (*not*) *as ... as*.

adjective	comparative
big	as big as
beautiful	as beautiful as
expensive	as expensive as
cheap	as cheap as
good	as good as

- The food in the bistro is **as tasty as** the food in the restaurant.
- The bistro is **not as expensive as** the restaurant.
- A club room is **not as big as** a superior room.
- The Metro Hotel is just **as cheap as** the Grand Hotel.
- The service here is **just as good as** the service in the Grand Hotel.

Note that the words ~~gooder~~ and ~~goodest~~ and ~~badder~~ and ~~baddest~~ don't exist but have irregular forms.

adjective	comparative	superlative
good	better	best
bad	worse	worst

- This hotel is **better than** the last one we stayed in.
- This is **the best** steak I've ever tasted.
- The service is much **worse than** it was last year.
- I think this is **the worst** customer feedback I have ever read.

Confirming a reservation (1)

Confirmation Number: 80139942

Dear Mr Jones

We are pleased to confirm your reservation with the Metro Hotel.

Reservation Details

Confirmation Number: 80139942

Your hotel: Metro Hotel

Check-in: Thursday 5 May 2012 (16:00)

Check-out: Friday 6 May 2012 (12:00)

Room type: King room

Number of rooms: 1

Guests per room: 2

Guest name: Robert Jones

Reservation confirmed: Thursday 3 March 2012

Guarantee method: Credit card guarantee

Summary of Room Charges

Thursday 5 May 2012 - Friday 6 May 2012: 1 night

Cost per night per room - GBP 270.00

Stay for Breakfast rate, includes breakfast for 2 adults

Estimated government taxes and fees - GBP 54.00

Total for stay (for all rooms) - GBP 324.00

Cancelling Your Reservation

You may cancel your reservation for no charge until 16:00 hotel time on Thursday 5 May 2012.

Please note that we will charge a fee of GBP 324.00 if you cancel after this deadline.

We look forward to welcoming you to the Metro Hotel.

Yours sincerely

J. Smith
Reservations Manager

Confirming a reservation (2)

Dear Mr & Mrs Jones

Thank you for your reservation. I am pleased to confirm your booking as follows:

Name of guest: Mr R Jones

Arrival: 20 June 2012

Length of stay: 3 nights

Room rate: GBP 65.00 per room per night excl. breakfast

Our cancellation terms are as follows:

Cancellation within 7 days of arrival date: no charge

Cancellation within 72 hours of arrival date: one night's accommodation

Cancellation within 24 hours / no show: 100% of entire stay

We look forward to welcoming you to the Metro Hotel.

Yours sincerely

J. Smith
Reservations Manager

Confirming a cancellation

Dear Mr Jones

Further to your telephone call this afternoon I hereby confirm cancellation of your booking (cancellation reference MH4287GX).

Please make a note of this reference number and quote it in any future correspondence.

We hope to welcome you back to the Metro Hotel in the near future.

Yours sincerely

J. Smith
Reservations Manager

Replying to an inquiry

Dear Mr & Mrs Jones

Thank you for your inquiry. For the dates you requested I can quote you the following rates:

Advance Purchase Rate: GBP 85 per room per night room only*

Advance Purchase Rate: GBP 95 per room per night bed and breakfast*

*Please note that these rates are payable at the time of booking and are non-refundable.

Standard Rate: GBP 100 per room per night room only

Standard Rate: GBP 115 per room per night bed and breakfast

Weekend Rate: GBP 205 per room bed and breakfast**

**NB: Only valid for Saturday and Sunday nights.

Please do not hesitate to contact me if you require any further information.

We look forward to welcoming you to the Metro Hotel.

Yours sincerely

J. Smith
Reservations Manager

Responding to positive feedback

Dear Mr Jones

Thank you for your feedback in the hotel's online visitors' book. I will pass on your kind comments to our housekeeping team.

We are glad that you enjoyed your stay, and look forward to welcoming you back to the hotel in the near future.

Yours sincerely

S. Paterson
Guest Relations

Responding to negative feedback

Dear Mr Jones

Thank you for your recent feedback on your stay in June. I am sorry that this stay did not live up to your expectations. I have passed on your comments to my team and they will address all the issues you raised.

I hope this experience will not stop you staying with us in the future. When you next return to the hotel please contact me directly on [phone number] and I will arrange for you to be upgraded to a superior room.

Yours sincerely

P. Doyle
General Manager

How do I say ... ?

Dates

You write	You say
Monday 18 August (especially UK)	Monday, the eighteenth of August
Monday, August 18 (US)	Monday, August (the) eighteenth
2011	two thousand and eleven OR twenty eleven
2/11/2011 (UK)	the second of November, two thousand and eleven OR twenty eleven
11/2/2011 (US)	November the second, two thousand and eleven OR twenty eleven
October 3rd (US)	October (the) third
3rd October (UK)	the third of October

- In British English you usually write and say dates like this: date / month / year.
- In American English you usually write and say dates like this: month / date / year.

Times

The time is....	You say
09.15	nine fifteen OR quarter past nine OR quarter after nine (US)
10.00	ten o'clock (in the morning) OR ten am
22.00 (UK)	ten o'clock (in the evening) OR ten pm
11.30	eleven thirty OR half past eleven
14.40	fourteen forty (UK) OR two forty in the afternoon OR twenty to three
16.20	sixteen twenty OR twenty past four (in the afternoon) OR twenty after four (US)
16.21	sixteen twenty one OR twenty one minutes past four
15.00	fifteen hundred (hours) OR three o'clock (in the afternoon)
17.45	seventeen forty-five OR quarter to six

- In American English you don't use the 24-hour clock. For example, 22.00 is 10 pm and 10.00 is 10 am.

Periods of time

1.5 hours	ninety minutes OR one and a half hours OR an hour and a half
15 minutes	fifteen minutes OR quarter of an hour
30 minutes	thirty minutes OR half an hour
45 minutes	forty five minutes OR three quarters of an hour

- In British English you use the 24-hour clock (16.45 = sixteen forty five) mainly when we talk about train and flight times. The 24-hour clock is rarely used in American English.
- We don't usually use the 24-hour clock (16.45 = sixteen forty five) in everyday language. For example, we do not say *Your room will be available at fifteen hundred hours* but do say *Your room will be available at three pm / at three o'clock*.

Prices

You write	You say
£10.99	ten pounds ninety-nine (pence)
€140.00	one hundred (and) forty euros
\$22.90	twenty two (dollars) (and) ninety (cents)
£87.00	eighty seven pounds

Telephone numbers

The telephone number is:	You say:
0044 171 200 3612	double oh, double four, one seven one, two double oh, three six one two (UK)
0044 171 200 3612	zero zero four four, one seven one, two zero zero, three six one two (US)
020 677 3219	oh two oh six double seven, three two one nine
ex: 5640	extension five six four oh (UK)
ex: 5640	extension five six four zero /oh (US)

- In American English you don't usually say double four or treble four. Just say four four, or four, four, four.
- You can say *oh* or *zero* for the number 0. *Zero* is used more often in American English.

Hotel room numbers

The room number is:	You say:
Room 101	Room one oh one
Room 370	Room three seven oh / three seven zero
Room 1021	Room one oh two one / Room ten twenty-one / Room ten two one

Hotel room sizes

How big is the room?	You say:
7 m × 8 m	seven metres by eight metres
22 ft × 12 ft	twenty-two feet by twelve feet
38m ²	thirty-eight square metres

On the phone – useful phrases

You can use these phrases when you're on the phone. Why don't you photocopy these 2 pages and keep them near the telephone for easy reference.



50
CD2

Asking to speak to someone on the phone

- Could I speak to _____, please?
- Can I speak to _____, please?
- Could you put me through to _____, please?
- I'm trying to contact _____.
- I'm trying to get in touch with _____.
- I'm trying to get hold of _____.



51
CD2

Asking for identification on the phone

- Who's calling, please?
- Who's speaking?
- Who shall I say is calling?
- Could I have your name (again), please?
- Could you give me your name, please?
- I'm sorry I didn't quite catch / get your name.
- **Would you mind** spelling that (your name / first name / surname) for me?
- Could you spell that for me?



52
CD2

Asking for repetition / clarification on the phone

- I'm sorry, I didn't quite catch / get that. Could you repeat it?
- I'm afraid that was a little (bit) too fast. **Would you mind** repeating it more slowly for me?
- I didn't understand the last word of the address. Could you give it to me again?
- Is that Mr Cerales or Mrs?
- I'm sorry, did you say Oxford Road or Oxford Parade?
- Pardon? / I beg your pardon?
- Sorry?
- I'm (very) sorry. I'm not familiar with English / French / Japanese surnames. Could you spell that for me?
- Could you repeat that a little more slowly, please?



You may photocopy these pages.



Asking the caller to wait

53

CD2

- Hold the line, please.
- Please hold the line.
- Would you (just) hold the line a moment, please?
- (Just) One moment, please. I'm just putting you through to that room / department.
- Could you hold on a moment, please?
- Could you wait a moment, please?
- One moment, please. I'll be with you in a second.



Answering the phone

54

CD2

- Good morning, Metro Hotel. Simon speaking. How can I help you?
- Good morning, Metro Hotel. Simon speaking. How may I direct your call?



Offering to help

55

CD2

- I'm sorry, the line's busy. Can I help?
- I'm sorry, the number's engaged. Can I help?
- I'm sorry, there's no one answering. Can I take a message?
- Would you like to leave a message?



The aviation alphabet

56

CD2

Use the following words to check spelling.

My name's Mr Whyte- that's W for Whisky, H for Hotel, Y for Yankee, T for Tango and E for Echo.

A for Alpha	G for Golf	M for Mike	S for Sierra	Y for Yankee
B for Bravo	H for Hotel	N for November	T for Tango	Z for Zulu
C for Charlie	I for India	O for Oscar	U for Uniform	
D for Delta	J for Juliet	P for Papa	V for Victor	
E for Echo	K for Kilo	Q for Quebec	W for Whisky	
F for Foxtrot	L for Lima	R for Romeo	X for X-Ray	

Note that Z is pronounced *zee* in American English and *zed* in British English.

You may photocopy these pages.



58-59-106-129-32-34-136 pages missing.

