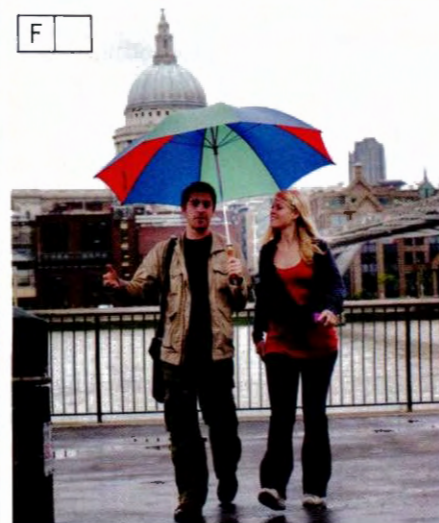
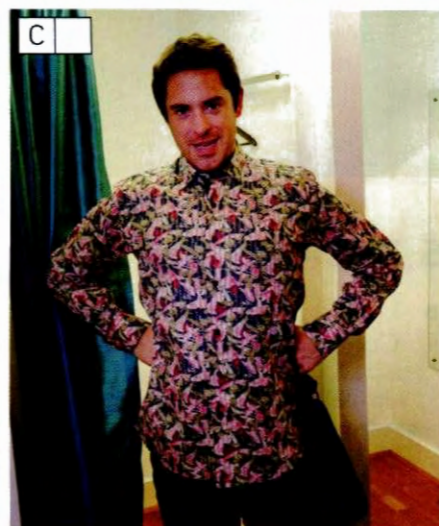
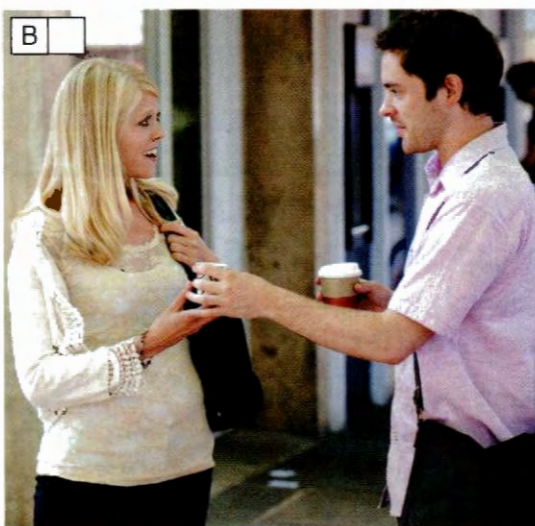


Practical English Hotel problems

EPISODE 1

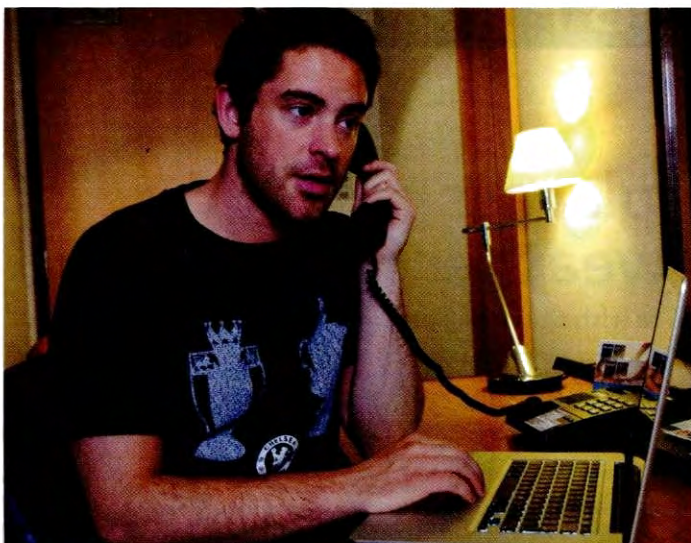
1 INTRODUCTION

- a Look at the photos. Describe Jenny and Rob.
- b 126 Watch or listen to Jenny. Number the pictures 1–6 in the order she mentions them.
- c Watch or listen again and answer the questions.
- 1 What does Jenny do?
 - 2 Where did she go a few months ago?
 - 3 Who's Rob Walker?
 - 4 What did they do together?
 - 5 What does she think of Rob?
 - 6 What's Rob's one negative quality?
 - 7 How long is Rob going to be in New York?



2 ■ CALLING RECEPTION

- a 1 27))) Cover the dialogue and watch or listen. Who does Rob call? Why?



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

))) You Hear	You Say
Hello, reception.	Hello. This is room 613.
How can I _____ you?	There's a problem with the air conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll _____ somebody up to look at it right now.	Thank you.
Good _____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the Wi-fi. I can't get a signal.
I'm sorry sir. I'll _____ you through to IT.	Thanks.

- c 1 28))) Watch or listen and repeat the **You Say** phrases. Copy the rhythm.



I'll

- A There's a problem with the air conditioning.
B I'll send somebody to look at it.

I'll = I will. We use I'll + verb to offer to do something.

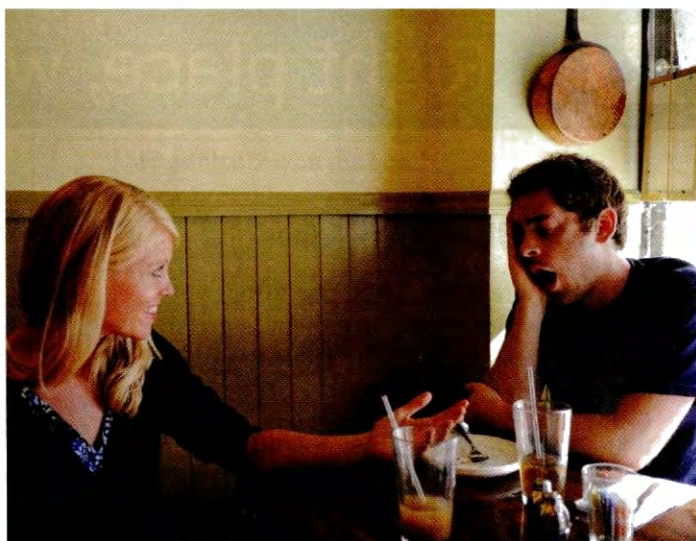
- d Practise the dialogue in 2b with a partner.

- e ■ In pairs, roleplay the dialogue.

A (book open) You are the receptionist. B (book closed) You are a guest. You have two problems with your room (think about what they are). A Offer to do something about B's problems. You begin with *Hello, reception*.

- f Swap roles.

3 ■ JENNY AND ROB MEET AGAIN



- a 1 29))) That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences **T** or **F**.

- Rob says he doesn't like the hotel.
- Jenny is going to show him round the city tomorrow.
- Barbara is Jenny's boss.
- Rob is hungry.
- It's four in the morning for Rob.
- They're going to meet at eleven.
- Jenny thinks that Rob is going to get lost.

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

- c Look at the **Social English phrases**. Can you remember any of the missing words?

Social English phrases

Jenny Here you _____ at last.

Rob It's _____ to be here.

Jenny Do you have a _____ view?

Jenny Barbara's _____ forward to meeting you.

Jenny You _____ be really tired.

Rob I guess you're _____.

Rob By the _____...

Jenny It's _____ to see you too.

- d 1 30))) Watch or listen and complete the phrases.

- e Watch or listen again and repeat the phrases. How do you say them in your language?



Can you...?

- ☐ tell somebody about a problem (e.g. in a hotel)
- ☐ offer to do something
- ☐ greet a friend who you haven't seen for a long time