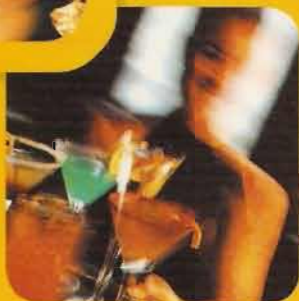


OXFORD

STUDENT'S BOOK

Highly Recommended

English for the hotel and
catering industry



Trish Stott & Rod Revell

**New
Edition**

Unit contents chart

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

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

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1 Taking phone calls

Greet customers

Good morning.
Good afternoon.
Good evening.

Answer the telephone

Good morning.
Can I help you?

Ask who is calling

Who's calling?
Who's speaking?

Take messages

Can I take a message?



Starter

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

Listening Taking phone calls

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

Call 1

1 Caller's name ☐ Mr Carl ☐ Mr Phillips

Call 2

2 Room number ☐ 329 ☐ 221

Call 3

3 Hotel ☐ Rio Parc ☐ Rio Parthenon

Call 4

4 Receptionist ☐ Luke ☐ James

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

help	Can	speaking
connect	calling	through

Call 1

1 Good afternoon, New Palace Hotel. May Lee¹. How can I² you?

Call 2

2 One moment, and I'll³ you.

Call 3

3 Just one moment. Who's⁴, please?
Thank you, Mr Falgado. You're⁵ now.

Call 4

4 Yes, sir.⁶ I have your name, please?

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

Language study

! Expressions to learn

May Lee speaking. How can I help you?

Can I have your name, please?

I'd like to speak to Mrs Bader.

One moment, and I'll connect you.

Who's calling, please?

You're through now.

C = customer

S = member of staff

S
S
C
S
S
S

! New words to use

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

Wordlist page 97

Structures to practise

Can/Could

3 Make requests with Can or Could.

Example speak to / Mrs Bader

Could I speak to Mrs Bader, please?

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

Language review page 76

I'd like to

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

book make speak to reserve

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

Language review page 76

■ Listening Taking messages

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

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

Message for

Room number

Caller

Event

Day

Time

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

- ☐ A Just one moment, and I'll connect you. I'm sorry, there's no answer from room¹. Can I take a message for you?
- ☐ B Hello. Could I speak to Mr² in room³, please?
- ☐ A Good morning, Athens Palace Hotel. Angela speaking. How can I help you?
- ☐ A Certainly, sir.
- ☐ B Yes, please. My name's Hans⁴. Please tell him there's a meeting⁵ at⁶ o'clock.

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

Activity

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

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

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

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

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

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

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

More words to use

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

Giving information

Identify yourself

My name's Caroline.
I'm Scott.

Ask and answer questions

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

Talk about numbers

There are 900 bedrooms.

CUMBERLAND HOTEL



Starter

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

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

Listening Where people work

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

Cumberland Hotel

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

Sydney Tower Restaurant

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

2 Listen again and complete the sentences.

Dialogue 1

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

Dialogue 2

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

Language study

Expressions to learn

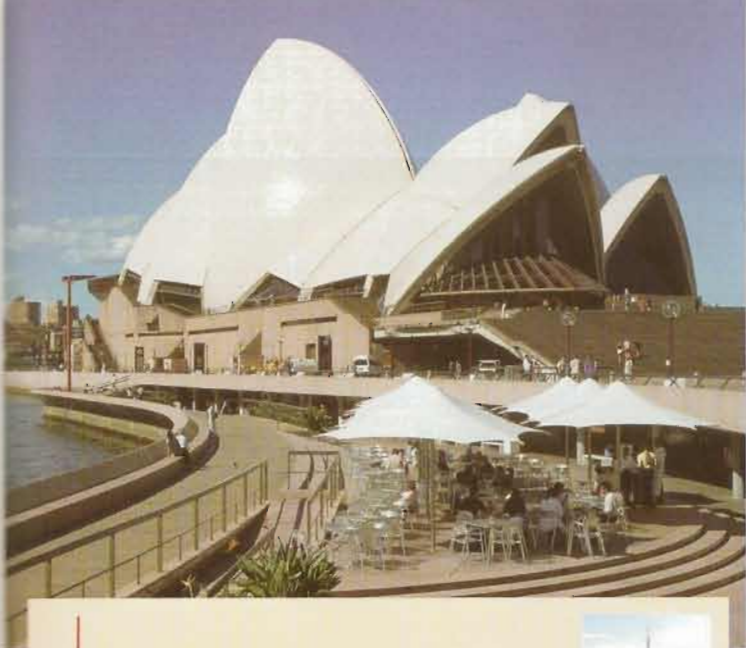
Good morning. My name's Caroline.
There's satellite TV in all rooms.
Are there any shops?
Is there a swimming pool?
Hello, I'm Scott.
There are 200 seats in the restaurant.
The Sydney Tower is an à la carte restaurant.

S
S
C
C
S
S
S

New words to use

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

Wordlist page 97



■ Listening What facilities are there?

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



- | | |
|--|---|
| a ☐ car park | g ☐ cloakroom |
| b ☐ restaurant | h ☐ swimming pool |
| c ☐ exchange bureau | i ☐ laundry |
| d ☐ disabled facilities | j ☐ bar |
| e ☐ Internet access | k ☐ information desk |
| f ☐ satellite TV | l ☐ air-conditioning |

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

Example f

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



Structures to practise

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

Look at these examples.

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

▶ Language review page 76

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

The Plaza Hotel in Chicago.

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

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

Activity

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

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

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

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

More words to use

Numbers

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

3 Taking room reservations

Handle enquiries

Does the hotel have a restaurant?

Take a room reservation

Yes, we have a double room available.

Take down guest details

Do you have a contact number?

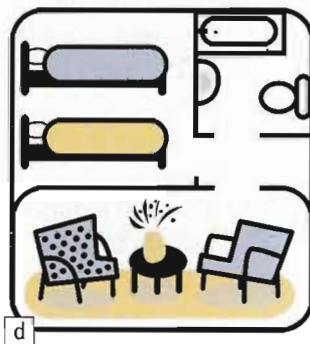
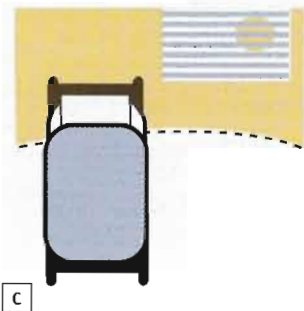
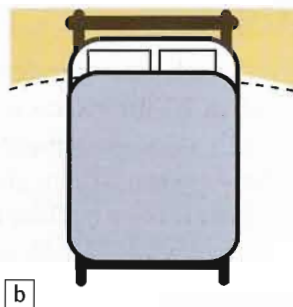
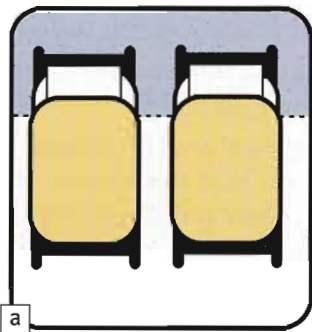
Write an email of confirmation

We confirm your reservation of a double room.

Starter

Match the words to the pictures.

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



Listening Taking a reservation

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

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

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

Reservations Front Desk Cashiering Rooms Management Quick Keys Misc

Reservation No: 12069

Main More Fields

Guest Profile

Surname: Morell Country: Great Britain Go To Profile

Reservation

Arrival: 13/07/04 Wednesday

Nights:

Departure: 15/07/04 Friday

Adults: Child: 0

Rooms: 1 Room Type: Room: 0733

Contact Name: Contact No.:

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

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

Language study

Expressions to learn

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

How words to use

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

Wordlist page 97

Structures to practise

Do, Does

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

Example Do you have a parking space?

Does the hotel have a sauna?

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

Example *Does the hotel have a sauna?*

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

▶ Language review page 76

3 Make questions and short answers using these words.

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

Practise the questions and short answers with a partner.

Example A *Do you serve dinner?*

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

Prepositions of time

Look at these examples.

on Monday, on 1st September,

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

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

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

4 Make questions and answers using the correct preposition.

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

B *No, it closes on Sundays.*

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

Practise the questions and answers with a partner.

■ Listening Checking and confirming

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

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

6 Complete the email confirmation. Use these words.

table	7.30	twin
reserved	confirm	car park

From hoteltowers@düsseldorf.de
To: steven.dickson@aol.com
Subject: Confirmation

Dear Mr Dickson

We¹ your reservation of a double and adjoining² room for five nights from 18 to 22 June. A parking space is³ in the hotel⁴ and a⁵ for four is reserved in the restaurant for dinner at⁶

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

Regards
Trudi Fischer
Reservations

Activity

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

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

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

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

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

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

More words to use

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

Taking restaurant bookings

Say opening and closing times

What time do you serve dinner?

We serve dinner from 7.00 to 11.00 p.m.

Say what is available

I have a table for six on Friday evening.

Talk about dates

Saturday 24th September.

Talk about how often you do things

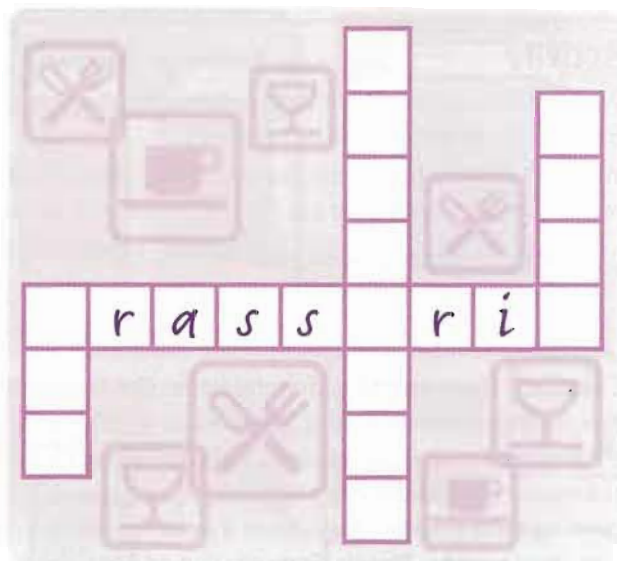
We never open on Mondays.



Starter

Complete the puzzle and find a type of restaurant.

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



Listening I'd like to book a table

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

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

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

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

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

Language study

! Expressions to learn

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

C
C
S
C
S
S
C
S

! New words to use

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

➤ Wordlist page 97

Structures to practise

Dates

- 3 Complete the sentences using the correct dates.

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

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

➡ Language review page 76

Adverbs of frequency

Look at these examples.

I always go to my English classes.

I often meet friends at the weekend.

I sometimes eat in a restaurant on Saturday evenings.

I rarely go to the cinema.

I never drink alcohol in the morning.

➡ Language review page 76

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

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

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

■ Listening What time is it?

- 5 Listen and match the times to the clocks.



a ☐



b ☐



c ☐



d ☐

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



- 7 Read the notes and make questions and answers.

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

What time does the restaurant serve dinner?

From 7.00 to 10.30.

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

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

➡ Language review page 76

Activity

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

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

<i>Good afternoon/evening ...</i>	<i>I have a table for ...</i>
The Bridge Bistro	four at 8.30
The River Brasserie	two at 7.00
The City Restaurant	six at 8.15
<i>We/We're ...</i>	<i>I'm sorry, we're</i>
open from 7.00 to midnight	closed on Sunday
open from 7.30 to 11.30	fully booked on
closed on Sunday evenings	Saturday night
and all day Monday	<i>What name is it, please?</i>

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

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

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

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

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

B *Thank you, 8.30 is fine.*

More words to use

Months

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

5 Giving polite explanations

Give polite explanations

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

Use verb short forms

I'm afraid we're fully booked.

Give formal written apologies

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



Starter

Look at the pictures. Name the four places.

Listening Making apologies

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

- | | |
|---------------------------------------|-------------------------------------|
| 1 ☐ hotel | ☐ restaurant |
| 2 ☐ car park | ☐ restaurant |
| 3 ☐ restaurant | ☐ hotel |
| 4 ☐ restaurant | ☐ bar |
| 5 ☐ car park | ☐ hotel |
| 6 ☐ restaurant | ☐ bar |
| 7 ☐ hotel | ☐ car park |
| 8 ☐ restaurant | ☐ hotel |

2 Listen again and complete the sentences.

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

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

Language study

! Expressions to learn

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

! New words to use

accept	Christmas
age	left (remaining)
anything	

Wordlist page 97

Structures to practise

Present Simple (short forms)

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

Examples *He's in the bar.*

She isn't a receptionist.

We don't have anything left.

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

Language review page 77

3 Rewrite these sentences using the short forms.

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

Practise the short forms with a partner.

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

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

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

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

■ **Listening** *Written apologies*

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

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

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

From: Patrick Rogers [p.rogers@freemove.com]

Subject: reservation

Dear Sir,

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

We will arrive mid-afternoon.

Regards
Patrick Rogers

Activity

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

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

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

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

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

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

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

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

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

More words to use

Times of day

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

6 Receiving guests

Make polite requests

Could I have your passport, please?

Talk about possession

Is this your luggage?

Ask where places are

Excuse me, where's the bar?

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



Starter

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

- | | | | |
|------------------|--------------------------|-------------|--------------------------|
| 1 receptionist | ☐ | 4 luggage | ☐ |
| 2 reception desk | ☐ | 5 telephone | ☐ |
| 3 computer | ☐ | 6 key card | ☐ |

Listening Checking into a hotel

1 Listen and complete the registration card.

Registration card

Name

Address C/Puente 3º, 1, Madrid

Passport Number 428329177

Arrival date

Departure date

Room number

Signature C. Rodrigues

2 Listen again and complete the sentences.

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

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

Language study

! Expressions to learn

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

! New words to use

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

Wordlist page 97

Structures to practise

Possessive adjectives

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

▶ Language review page 80

3 Complete the sentences with the correct possessive form.

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

■ Listening *Where is it?*

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

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

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

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

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



in



on



next to



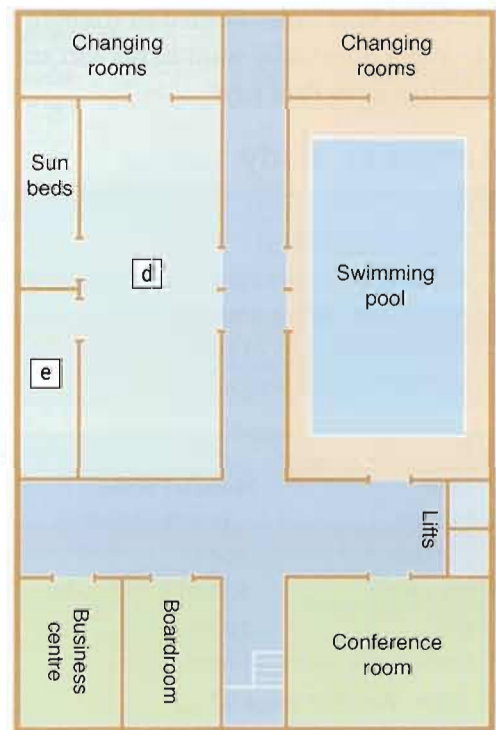
opposite



behind



GROUND FLOOR



FIRST FLOOR

Activity

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

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

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

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

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

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

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

More words to use

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

Serving in the bar

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

Starter

Divide the drinks in the picture into four categories.

- beer • wine • spirits • soft drinks/mixers

Listening What can I get you?

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

Margarita San Miguel Guinness gin and tonic

- 1 Paul
2 Gaby
3 Michelle
4 Kurt

- 2 Listen again and answer the questions.

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

Language study

! Expressions to learn

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

S
S
S
S
C

! New words to use

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

➤ Wordlist page 97



Structures to practise

Requests and offers

Look at these examples.

Requests

Could I have a beer?

Can I have your key card?

Offers

Would you like ice?

Shall I charge this to your room?

➤ Language review page 80

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

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

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

Adjectives

Look at the adjectives we use with different drinks.

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



BAR TARIFF in € (euros)

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

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

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

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

A *A large one, please.*

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

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

■ Listening *How much is that?*

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

Example A *What can I get you?*

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

A *A large or a small beer?*

B *Small, please.*

A *Would you like ice with the vodka?*

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

A *Twelve euros.*

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

Activity

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

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

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

A *A large one.*

B *Would you like ice and lemon?*

A *Ice but no lemon, thank you.*

vodka and orange

brandy and ginger ale

whisky and soda

Bacardi and Coke

gin and tonic

white wine (sweet, medium dry, dry)

red wine

beer

mineral water

orange juice

lemonade

More words to use

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

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

❖ **Ask for instructions**

How do you make a Margarita?

❖ **Explain how to do things**

Pour in one measure of tequila.

❖ **Put things in order**

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



■ **Starter**

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

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

1 Listen to the instructions and follow the sequence of pictures from 1–9.

2 Match the instructions to the pictures.

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

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

■ **Language study**

! **Expressions to learn**

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

! **New words to use**

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

Wordlist page 97

Structures to practise

Instructions and sequence markers

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

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

3 Write instructions using sequence markers.

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

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

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

- | | |
|--|--|
| ☐ ice | ☐ cocktail shaker |
| ☐ lemon juice | ☐ large glass |
| ☐ crushed ice | ☐ Angostura bitters |
| ☐ cherry | ☐ sweet vermouth |
| ☐ Canadian whisky | ☐ cocktail glass |
| ☐ caster sugar | ☐ slice of lemon |
| ☐ slice of lemon | ☐ light rum |
| | ☐ cocktail glass |

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

Daiquiri

First, take the
¹ and fill it with
². After
 that, add three measures of
³, one
 measure of⁴
 and a teaspoon of
⁵. Then shake well and
 strain into a⁶.
 Finally, garnish with a
⁷ and
 that's it.



Activity

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

A1

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

A2

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

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

More words to use

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

Manhattan

Half fill a large glass
 with⁸, then add
 one and a half measures of
⁹ and
 three quarters of a measure of
¹⁰. Then add a
 dash of¹¹. Stir
 it well and strain into a
¹². Finally, add a
¹³ and garnish
 with a¹⁴.



9 Taking a food order

Look after guests as they arrive

Can I take your coats?
This way, please.

Make guests feel welcome

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

Take orders

Are you ready to order?

Starter

Read the menu. Which dishes are vegetarian?

Listening Taking an order

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

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

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



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

À La Carte Menu

First courses

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

Main courses

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

Language study

Expressions to learn

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

New words to learn

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

➔ Wordlist page 97



Structures to practise

a/an, the

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

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

I'd like an aperitif, please.

Is this the menu?

▶ Language review page 80

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

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

a/an, some

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

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

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

▶ Language review page 80

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

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

■ Listening Are you ready to order?

5 Listen to the dialogues and complete the orders. Use these words.

soup	mushroom	tea
salad	bacon	sandwich

Dialogue 1

- 1 egg and
- 2 pot of

Dialogue 2

- 3 basil and tomato
- 4 risotto

Dialogue 3

- 5 cheese and ham
- 6 chef's

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

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

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

Activity

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

Starters	Main course
mushroom pâté	chicken casserole

More words to use

Starters/First courses	Main courses
crab cakes	fillet/sirloin/T-bone steak
duck's liver pâté	poached monkfish/salmon/
moules marinière	halibut
red onion tart	pork or lamb chops/cutlets
rocket salad	roast beef/lamb/chicken/
smoked salmon terrine	pork

➤ **Present the dessert menu**

Today, we have French apple tart.

➤ **Give guests a choice**

Would you like it with cream or ice cream?

➤ **Talk about cheese**

➤ Manchego is a hard cheese from Spain.



■ **Starter**

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



TODAY'S SPECIALS

- French apple tart
- Summer pudding
- Hazelnut meringue with summer berries

All desserts served with cream or ice cream.

■ **Listening What's for dessert?**

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

Examples A *What do you recommend?*

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

A *I'll have the summer pudding.*

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

A *Ice cream, please.*

■ **Language study**

! **Expressions to learn**

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

! **New words to use**

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

Wordlist page 97



Structures to practise

some, any

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

Examples *I'd like some ice cream.*

Would you like some more wine?

Can we have some bread, please?

Use *any* in questions and negative statements.

Examples *Do you have any cheese?*

We don't have any wine.

▶ Language review page 80

- 3 Complete the sentences with *some* or *any*.
- 1 Do you have fresh fruit?
 - 2 Could we have water, please?
 - 3 Would you like coffee?
 - 4 I'm sorry, we don't have fresh fish today.
 - 5 Can I get you more drinks?
 - 6 There isn't cheese.

- 4 Make questions and answers.

Example apple pie (cream or ice cream)

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

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

A *Ice cream, please.*

- 1 coffee (milk or without)
- 2 cheesecake (cream or ice cream)
- 3 steak (French fries or salad)
- 4 profiteroles (chocolate sauce or without)
- 5 salad (French dressing or mayonnaise)

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

■ Listening *What about some cheese?*

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

Cheddar	hard	Britain
Mozzarella		
Manchego		
Gouda		
Gruyère		
Camembert		
Stilton		
Danish Blue		



- 6 Practise describing these cheeses with your partner.

Example A *What kind of cheese is Cheddar?*

B *Cheddar is a hard cheese from Britain.*

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

Activity

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

More words to use

Desserts		Cheese
apple pie	fruit salad	cow's cheese
crème caramel	roulade	goat's cheese
crêpes		sheep's cheese

Countries and nationalities

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

11 Talking about wine

Compare different wines

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

Talk about countries and nationalities

It comes from Spain.
Chianti is an Italian wine.

Starter

What wines can you see in the photographs?

Listening Would you like to order some wine?

1 Listen to the dialogue. Which wines do the customers choose?

2 Listen again. Are the statements true or false?

- | | |
|---|------------|
| 1 The Riesling is drier than the Sauvignon Blanc. | true/false |
| 2 The Sauvignon Blanc isn't as dry as the Pinot Grigio. | true/false |
| 3 The Chardonnay is sweeter than the Sauvignon Blanc. | true/false |
| 4 The Chilean Merlot is a full-bodied wine. | true/false |
| 5 The Chilean Merlot is smoother than the French. | true/false |
| 6 The French Merlot is more expensive than the Chilean. | true/false |

Language study

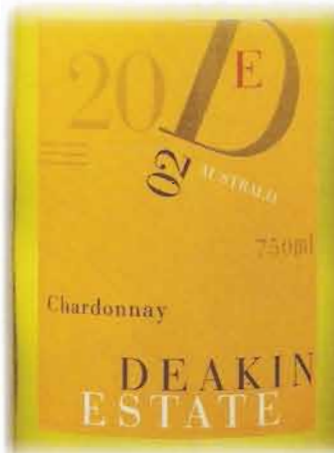
! Expressions to learn

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

! New words to learn

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

➡ Wordlist page 97



Structures to practise

Comparisons

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

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

The French wine is more expensive than the Chilean.

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

➡ Language review page 82

3 Complete these sentences with the correct comparative forms.

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



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

Champagne	Port	France	Bordeaux
Italian	Spain	Frascati	

.....¹ is the famous sparkling wine produced east of Paris. St. Emilion is also produced in² in the³ region. Two⁴ wines include Chianti from the Florence region and⁵ near Rome.⁶ comes from Portugal and sherry from the south of⁷.

■ Listening Wines around the world

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

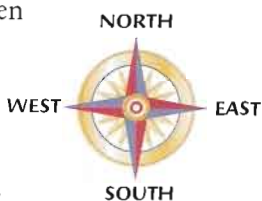
- | | |
|--|---------------|
| 1 ☐ Port | a France |
| 2 ☐ Sherry | b New Zealand |
| 3 ☐ Champagne | c Australia |
| 4 ☐ Sauvignon Blanc | d Portugal |
| 5 ☐ Frascati | e California |
| 6 ☐ Zinfandel | f Italy |
| 7 ☐ Chardonnay | g Spain |

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

Examples *It's north of Paris.*

It's in the north-west.

It comes from the south.



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

Activity

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

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

More words to use

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

➔ **Help guests at reception**

I'll order a taxi right away.

➔ **Help guests in the restaurant**

Of course. I'll get you some.

➔ **Follow customer care advice**

Always welcome customers with a smile.

■ Starter

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

■ Listening *I'll get you some now*

1 Listen and complete the requests.

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

2 Match these responses to the requests in exercise 1.

Listen again and check your answers.

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

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

■ Language study

! Expressions to learn

I'll get you one right away.

I'll see if there's one free.

One moment, I'll check for you.

I'll bring you another.

! New words to use

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

➔ Wordlist page 97



Structures to practise

Offering help

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

Examples A *I'd like a map.*

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

A *I'd like some bread.*

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

A *This spoon is dirty.*

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

A *There isn't any bread left.*

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

➔ Language review page 82



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

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

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

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

Practise the requests and responses with a partner.

■ Listening Customer care

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

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

Activity

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

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

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

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

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

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

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

More words to use

Uncountable nouns

advice	paper
cutlery	time
homework	work
news	

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



STARTERS

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

MAIN COURSES

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

■ Starter

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

■ Listening *What's it made from?*

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

Take turns to describe the dishes with a partner.

■ Language study

! Expressions to learn

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

! New words to use

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

Wordlist page 97

Structures to practise

Present Simple Passive

The Passive is often used to describe how things are made or done.

Look at these examples.

The chef makes ice cream from cream, eggs, and sugar.

Ice cream is made from cream, eggs, and sugar.

The chef makes pancakes from eggs, milk, and flour.

Pancakes are made from eggs, milk, and flour.

▶ Language review page 82

3 Change these sentences to the Passive form.

- 1 We make pasta from flour, eggs and salt.
- 2 You make a Margarita with tequila.
- 3 The receptionist tells guests about the hotel facilities.
- 4 The restaurant serves dinner from 7.30 to 11.00.
- 5 We make dressing from oil and vinegar.
- 6 The waitress takes your order at the table.

■ Listening Do you know how to lay a table?

4 Listen and match the items in the place setting.

- | | |
|---|--|
| 1 ☐ napkin | 7 ☐ first course fork |
| 2 ☐ side plate | 8 ☐ soup spoon |
| 3 ☐ butter knife | 9 ☐ wine glass |
| 4 ☐ main course knife | 10 ☐ salt and pepper |
| 5 ☐ main course fork | 11 ☐ fish knife and fork |
| 6 ☐ first course knife | 12 ☐ dessert spoon and fork |

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

Example *The table is laid in the evening.*

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

Activity

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

More words to use

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



Dealing with complaints

Accept and apologize for complaints

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

Take action to help customers

I'll speak to the chef.

Talk about the past

I started work three years ago.

Starter

Look at the pictures and identify five problem situations.

Listening What is there to complain about?

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

- | | |
|---------------------------------------|-----------------------|
| 1 ☐ car park | a overcooked |
| 2 ☐ restaurant | b full |
| 3 ☐ rooms | c nobody gave it |
| 4 ☐ steak | d short-staffed |
| 5 ☐ message | e on different floors |

2 Listen again and match the sentences with the replies.

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



Language study

! Useful phrases to learn

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

! New words to use

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

Wordlist page 97

Structures to practise

Past Simple (Regular verbs)

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

We asked you to reserve a parking space.

We ordered our drinks twenty minutes ago

Language review page 82

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

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

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

Past Simple (Irregular verbs)

Look at these examples of irregular verbs.

My friend left (leave) a message at reception.

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

Language review page 82

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

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

Listening I'll look into it for you

5 Listen to the complaints and fill in the table.

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

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

Activity

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

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

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

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

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

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

More words to use

Customer complaints

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

❖ **Show people around**

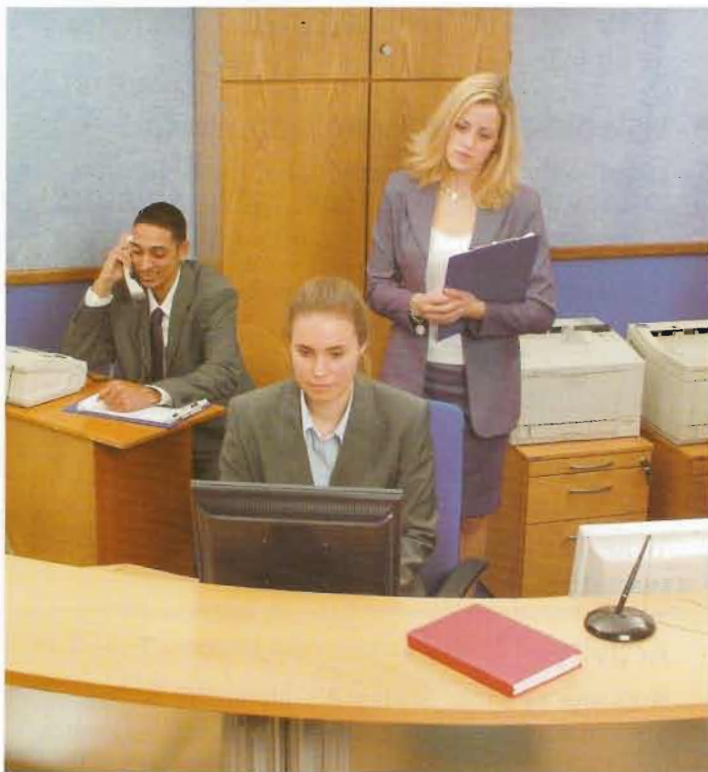
Here's front office.

❖ **Introduce people**

This is Louise, our reception manager.

❖ **Talk about people's jobs**

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



2 Listen again and complete the sentences.

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

■ **Starter**

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

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

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

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

■ **Language study**

! **Extra listening for fun**

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

S
S
S
S
S

! **New words to use**

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

Wordlist page 97

Structures to practise

this/that, these/those, here/there



This is Louise.



That's Seth.



These guests are checking in.



Those guests checked out five minutes ago.



Here's the reception desk.



There's the reservations office.

▶ Language review page 82

- 3 Practise with a partner using objects in the room.
Examples A *These* are my books. *Those* are Henri's books.

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

responsible to, responsible for

Look at these examples.

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

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

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

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

■ Listening ... and in the kitchen

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

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

- 6 Listen again and complete the sentences.

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

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

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

▶ Activity page 65

More words to use

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

❖ **Explain how to do things**

Put the dirty linen in the laundry bag.

❖ **Talk about food preparation**

I'll chop the onions.

❖ **Understand hygiene regulations**

You must wash your hands in the hand basin.



■ **Starter**

Match the words with the items in the pictures.

- | | | |
|---------------------------------------|-------------------------------------|--|
| 1 ☐ knife | 4 ☐ toilet | 7 ☐ saucepan |
| 2 ☐ shower | 5 ☐ towels | 8 ☐ toiletries |
| 3 ☐ hand basin | 6 ☐ colander | 9 ☐ laundry bag |

■ **Listening** *How to do it right*

1 Listen to the two dialogues and answer the questions.

Dialogue 1

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

Dialogue 2

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

2 Listen again and complete the sentences.

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

■ **Language study**

! **Expressions to learn**

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

! New words to use

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

Wordlist page 97

Structures to practise

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

Look at these examples.

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

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

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

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

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

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

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

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

Language review page 84

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

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

■ Listening Kitchen hygiene

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

- | | |
|--|--|
| 1 ☐ must always wash | a all kitchen work surfaces regularly |
| 2 ☐ mustn't wash | b the bins regularly |
| 3 ☐ must clean | c the floors every day |
| 4 ☐ must sweep and wash | d your hands in the food preparation sinks |
| 5 ☐ have to clean | e the rubbish in the correct bins |
| 6 ☐ must put | f their hands in the hand basin |

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

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

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

Activity

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

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

Mulet à la Martegale

- ☐ Then pour on some olive oil.
- ☐ Slice a lemon and place it on top of the fish.
- ☐ First, wash, clean, and dry the fish.
- ☐ Season with salt and pepper.
- ☐ Cook in a moderate oven for 25–30 minutes.
- ☐ Place the fish in an oiled dish with the tomato and onion.
- ☐ Slice the tomato and chop the onion.

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

More words to use

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

17 Taking telephone requests

Give good customer service

I'll send someone up for them right away.

Describe hotel facilities

The coffee shop is over there behind the lifts.

Starter

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

Listening Room service. Can I help you?

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

- | | |
|---------------------------------------|------------------------------------|
| 1 ☐ champagne | 3 ☐ lunch |
| ☐ wine | ☐ breakfast |
| ☐ glasses | ☐ coffee |
| 2 ☐ washing | 4 ☐ button |
| ☐ dry cleaning | ☐ zip |
| ☐ ironing | ☐ repair |
| ☐ cleaning | ☐ pressing |

2 Listen again and complete the sentences.

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

Language study

Expressions to learn

How many glasses do you need?

No, you don't need to do that.

I'll send someone up for them right away.

How long will it be?

Do they need pressing?

New words to use

continental breakfast	lift (US elevator)
foyer	trousers
haircut	zip

Wordlist page 97



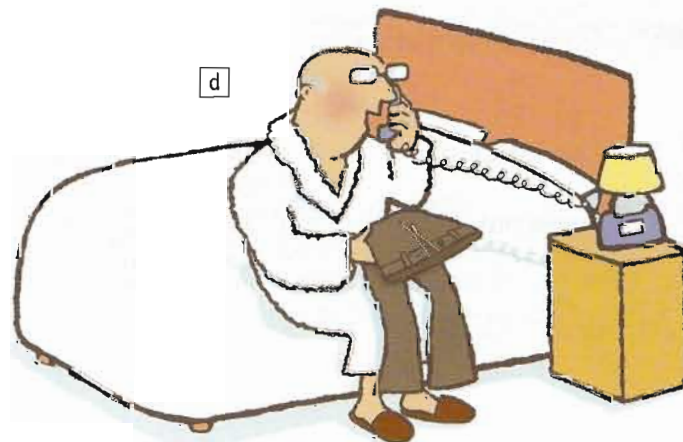
a



b



c



d

Structures to practise

need

Look at these examples.

He needs his trousers this afternoon.

She doesn't need her jacket this afternoon.

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

(need + noun)

Her dress needs ironing.

(need + -ing)

We need to have them this afternoon.

(need + full infinitive)

▶ Language review page 84

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

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

■ Listening Facilities and services

4 Listen to the dialogue and answer the questions.

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

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

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

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

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

Activity

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

Student B's information is on page 60.

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

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

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

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

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

More words to use

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

18 Taking difficult phone calls

Ask for clarification over the phone

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

Clarify spelling

Did you say N for November?

Negotiate prices with customers

I can do a weekend mini-break discount.

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

Starter

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

Listening Could you repeat that, please?

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



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

Language study

Expressions to learn

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

S C
 S C
 S C
 S
 S C
 S C
 S
 S C

New words to use

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

Wordlist page 97



Structures to practise

Past Simple: questions and short answers

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

Examples *Did you say N for November?*
Yes, I did./No I didn't.
Did he make a reservation?
Yes, he did./No, he didn't.

▶ Language review page 84

4 Make questions and short answers.

Example *Did they arrive last night? (yes)*
Yes, they did.

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

Past Simple: negative statements

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

Examples *We didn't leave the hotel last night.*
She didn't have a contact number.

▶ Language review page 84

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

■ Listening *Negotiating room rates*

6 Listen to the dialogue and complete the table.

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

7 Listen again. Underline the correct alternative.

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

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

Activity

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

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

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

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

Example *Good morning. Gatehouse Hotel ...*

More words to use

Telephone words

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

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

Starter

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

Listening Your health and safety is important to us

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

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

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

immediately carefully clearly carefully regularly

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

Language study

! Expressions to learn

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



! New words to use

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

Wordlist page 97

Structures to practise

Adjectives and adverbs

Adjectives describe nouns; adverbs describe verbs.

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

We take health and safety very seriously.
(adverb)

There are regular fire drills. (adjective)

We have fire drills regularly. (adverb)

Note the irregular adverbs.

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

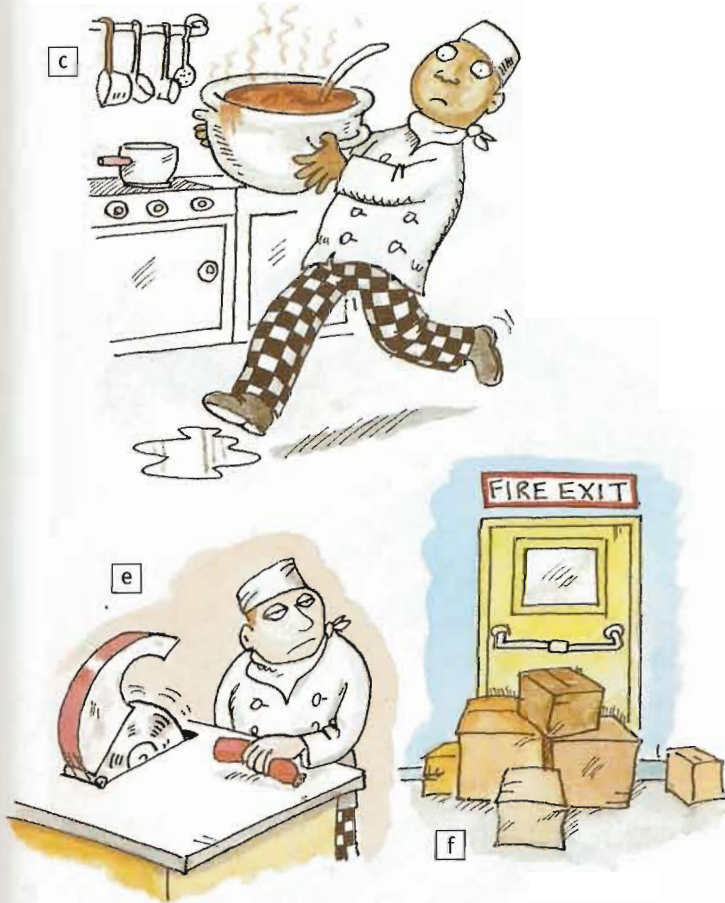
Language review page 84

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

WHAT TO DO IN THE CASE OF A FIRE

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

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



- 3 Complete the sentences with the correct adjective or adverb.

quiet	hard	expensive	carefully
fresh	late	politely	serious

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

■ Listening Sound the alarm!

- 4 Listen to the dialogue and answer the questions.

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

Activity



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

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

More words to use

Fire fighting equipment

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

Direct guests around the hotel

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

Talk about room preparation

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

Starter

Match these parts of the building.

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

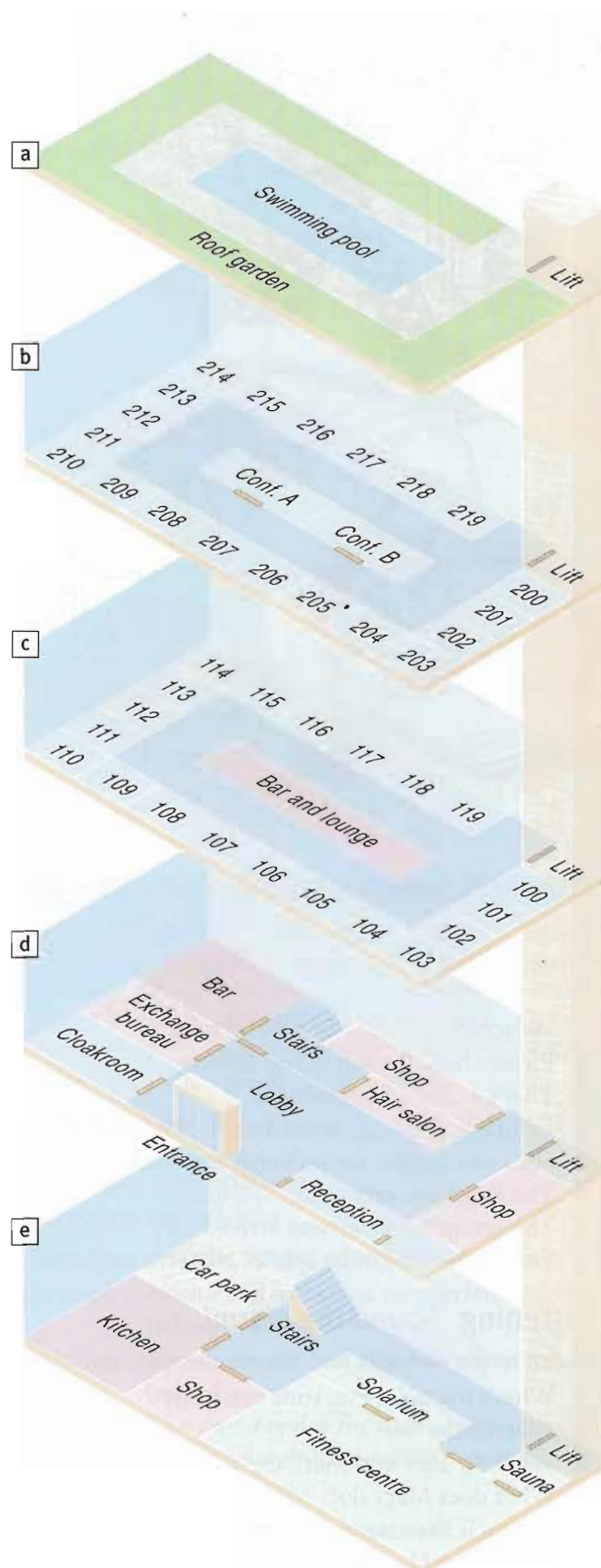
Listening Excuse me, where's the bar?

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

Language study

Expressions to learn

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



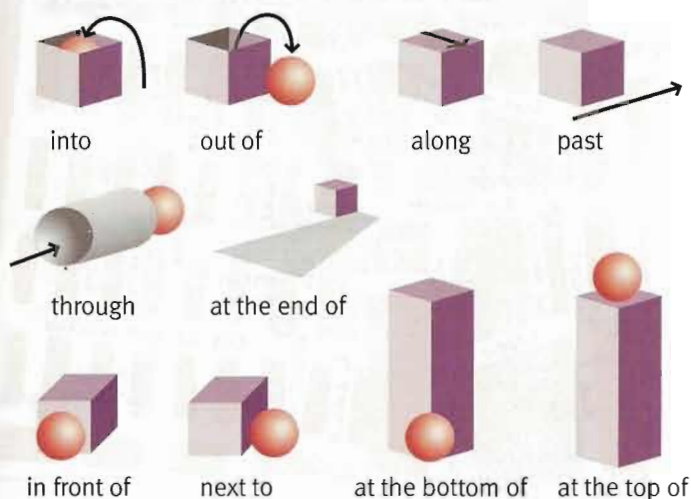
! New words to use

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

Wordlist page 97

Structures to practise

Prepositions of location and direction (1)



3 Study the diagrams and the building plan. Read the sentences and underline the correct alternative.

- Room 213 is at the end of / at the top of the corridor.
- The roof garden is at the top of / at the end of the hotel.
- From the entrance, walk out of / past reception to get to the shop.
- For the sauna, turn left at the end of / out of the lift.
- The kitchen is at the top of / at the bottom of the stairs in the basement.

4 Write directions from reception to these places.

Example room 104

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

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

■ Listening Is the room ready?

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

- | | |
|---------------------------------------|---|
| 1 ☐ wardrobe | 5 ☐ hangers |
| 2 ☐ light bulb | 6 ☐ welcome folder |
| 3 ☐ cabinet | 7 ☐ drawers |
| 4 ☐ table lamp | 8 ☐ minibar |



6 Listen again and answer the questions.

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

Activity

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

More words to use

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

❖ **Ask for directions**

How do I get to the museum?

❖ **Give directions**

Turn left outside the hotel and walk towards Rossio square.

❖ **Talk about the London underground system**

Take the Victoria line to Green Park.

■ **Starter**

Which of the following places can you find on this tourist map of Lisbon?

bus station	hotel	swimming pool
café	railway station	theatre
cinema	restaurant	underground station

■ **Listening** *Can you direct me to the theatre?*

- 1 Listen to the directions from the Hotel International and follow them on the map.

- 2 Listen again and complete the directions.

The Dona Maria theatre (Teatro Nacional Dona Maria II)

- 1 You can go¹. Turn left outside the hotel and walk² Rossio square. The theatre is³ the other side of the square.

The Roman museum (Núcleo Arqueológico)

- 2 Turn right⁴ the hotel. Then⁵ the first right down Rua dos Correeiros. Keep⁶ down that street for 700 metres. You'll see the museum⁷ your right.

Oceanarium

- 3 The best way is to⁸ the metro from Rossio. Get a ticket for Oriente.⁹ lines at Alameda and then¹⁰ at Oriente.

Work with a partner. Practise asking for and giving directions. Use the map of Lisbon or your own map.

■ **Language study**

! **Expressions to learn**

It's quite near here.

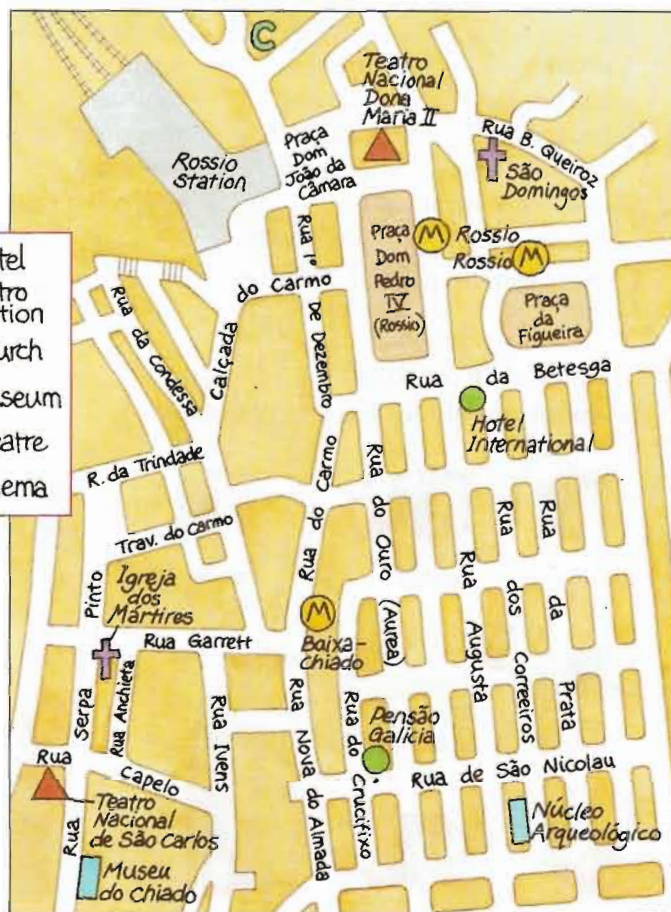
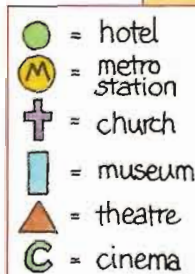
Turn right/left outside the hotel.

Walk towards the square.

It's on the other side of the square.

Keep straight on down the street.

You can't miss it.



! **New words to use**

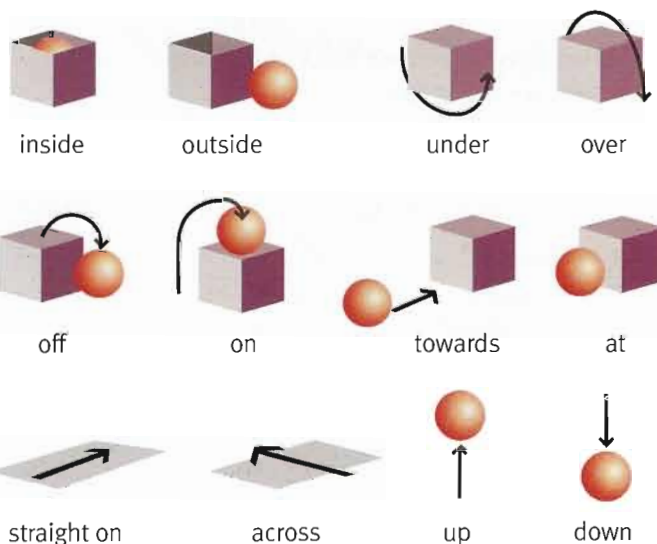
cross (v)	museum	stop (n)
direct (v)	outside	tube/underground
miss (v)	station (train)	(US subway)

➡ Wordlist page 97

Structures to practise

Prepositions of location and direction (2)

Look at the illustrations.



3 Complete these sentences with the correct preposition.

off	across	up	outside
straight on	over	on	towards

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

■ Listening *Travel in the city*

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

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

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

Example A *Victoria to Baker Street*

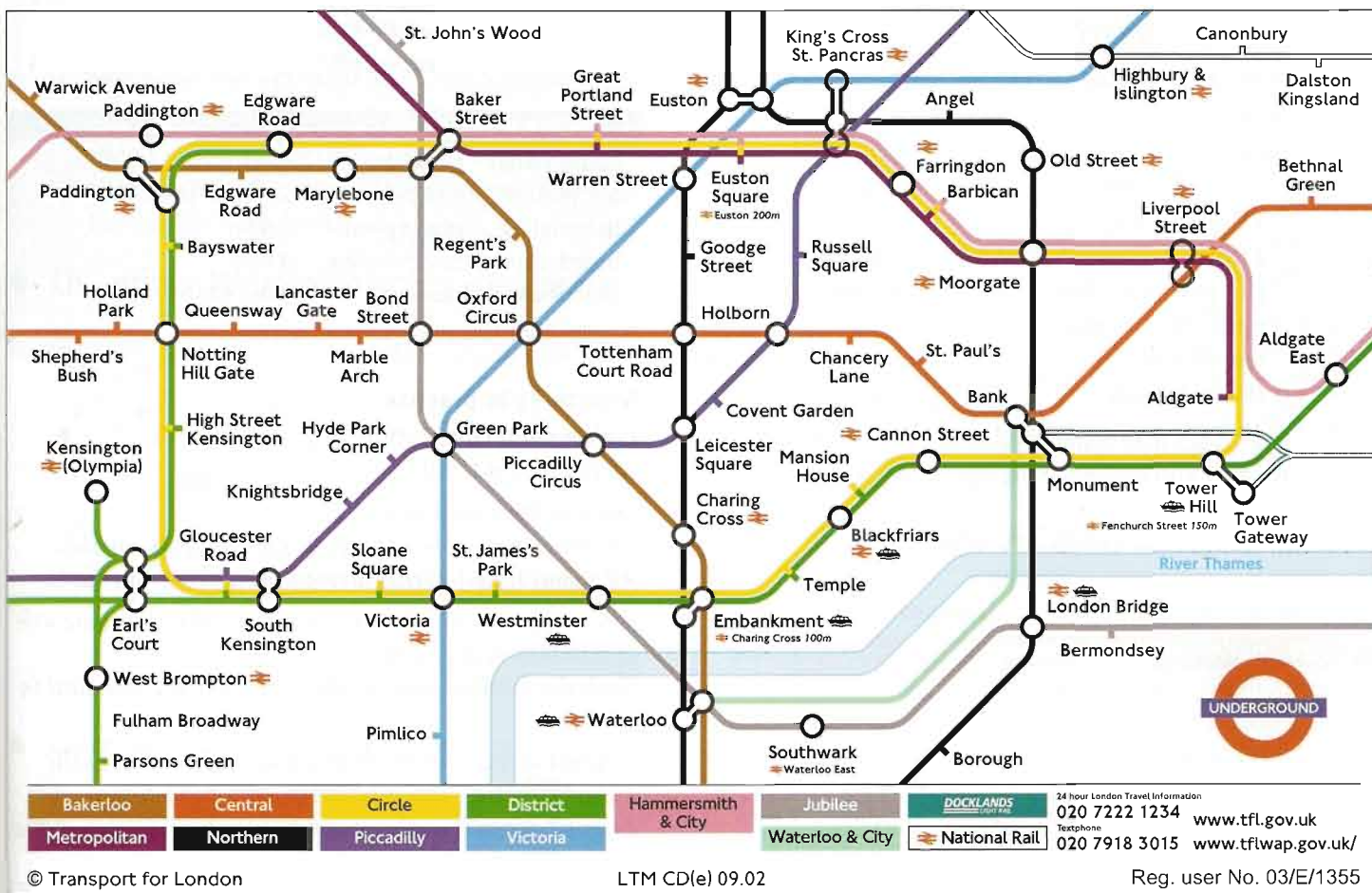
B *Take the Victoria line to Green Park. Then change onto the Jubilee line and it's two stops to Baker Street.*

Activity

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

More words to use

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



➤ **Explain about room facilities**

The rooms have high-speed Internet access.

➤ **Talk about hotel services**

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

➤ **Talk about conference facilities**

There are projectors and screens.



■ **Starter**

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

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

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

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

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

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

■ **Language study**

! **Expressions to learn**

Can you tell me about your in-room facilities?

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

What about facilities for business travellers?

The centre's fully equipped.

! **New words to use**

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

Wordlist page 97

Structures to practise

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

Look at these sentences.

All rooms have Internet access. You can send emails.

All rooms have Internet access so you can send emails.

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

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

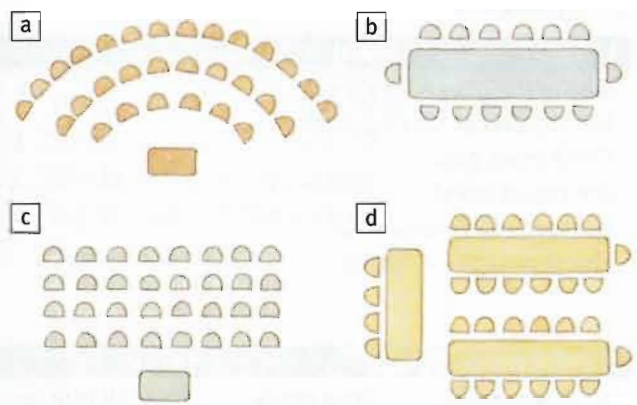
Internet access is in the rooms. Fax facilities are in the business centre.

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



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

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



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

5 Listen again and complete the table.

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

Activity

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

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

Organization International Tango Teachers' Association
Delegates 150
Rooms needed boardroom or conference room (capacity 150), five classroom-style rooms (capacity 30), ballroom and banqueting room
Equipment digital projectors, flip charts, PowerPoint
Accommodation full board
Time three days from midday 24 November to midday 27 November.

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

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

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

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

More words to use

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

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



■ Starter

What has happened to the man in the photographs?

■ Listening *Emergency first aid needed*

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

■ Language study

! Expressions to learn

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

S C
S
S
S
S
S

! New words to use

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

Wordlist page 97

Structures to practise

Present Perfect

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

Examples *One of the guests has fallen over.*

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

The doctor hasn't arrived.

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

▶ Language review page 86

3 Complete the sentences with the Present Perfect.

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

Giving advice

should

Look at these examples.

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

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

4 Match these sentences to each other.

- 1 ☐ It's going to rain.
 - 2 ☐ He has hurt his leg badly.
 - 3 ☐ It's my mother's birthday.
 - 4 ☐ I was late for work yesterday.
 - 5 ☐ She has lost her bag.
 - 6 ☐ Tom has bought a very expensive car.
- a He should see a doctor.
 - b You shouldn't be late today.
 - c She should contact the police.
 - d You should take an umbrella.
 - e He shouldn't waste his money.
 - f You should buy her a present.

■ Listening Can you call a doctor, please?

5 Listen to the four dialogues and complete the table.

Problem	Action
1	
2	
3	
4	

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

Activity

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

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

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

More words to use

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

Complain about bad service

My room hasn't been cleaned.

Give an explanation

This should have been done this morning.

Give solutions

I'll call the housekeeper straightaway.



Starter

Match the problems with the pictures.

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

Listening Are we service-minded enough?

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

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

- 2 Listen again and complete sentences.

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

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



Language study

Expressing a complaint

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

New words to use

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

Wordlist page 97

Structures to practise

should + Present Perfect Passive

Look at these examples.

The room should have been cleaned.

The shirts should have been delivered.

Language review page 86

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

Example The phone doesn't work. (check)

It should have been checked.

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

4 What would you say to guests in these situations?

Example The bed isn't made.

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

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

Listening Did you enjoy your stay?

5 Listen and tick (✓) the correct statements.

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

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

Activity

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

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

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

More words to use

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

Deal with customer payments

Your bill's ready for you.

Handle different forms of payment

How would you like to pay?

Explain the bill to customers

The total in euros is just here.

a

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

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

Billing Mrs. De Canio Room: 0234

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

POA Checked In

(1) De Canio 502.80

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

Starter

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

Listening *Could we have our bill, please?*

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

Dialogue 1 ☐

Dialogue 2 ☐

- 2 Listen again and answer the questions.

Dialogue 1

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

Dialogue 2

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

b

(Cashier 10) 13/07/04

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

Point of Sale

Drinks First Course Main Course Dessert

Checked In

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

Language study

Expressions to learn

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

New words to use

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

Wordlist page 97

Structures to practise

Present Continuous

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

Look at these examples.

We're leaving now.

I'm paying in cash.

Language review page 86

3 Answer these questions about what is happening now.

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

Object pronouns

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

Look at these examples.

Could you bring us the bill, please?

I've included them here.

▶ Language review page 86

4 Complete these sentences with the correct object pronoun.

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

■ Listening *How would you like to pay?*

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

- 1
- 2
- 3
- 4

6 Listen again. Are these sentences true or false?

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

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

Activity

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

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

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

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

More words to use

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

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

❖ **Acknowledge customers' queries**

I'm sorry, madam. This isn't your bill.

❖ **Provide a solution**

One moment, I'll get the right bill for you.

❖ **Handle queries politely**

One moment, I'll just check for you.

Starter

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

Listening *I think there's a mistake*

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

Dialogue 1

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

Dialogue 2

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

2 Listen again and complete these sentences.

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

Language study

! Expressions to learn

Could we have the bill, please?

I think there's a mistake.

I'm sorry, madam. This isn't your bill.

I'll get the right bill for you.

I'd like to settle my bill.

! New words to use

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

➤ Wordlist page 97



Structures to practise

much, many, a lot of

Look at these examples.

I don't have much money.

How much time do you have?

(negative sentences and questions with uncountable nouns)

There aren't many free tables left.

How many rooms are booked tonight?

(negative sentences and questions with countable nouns)

We have a lot of guests from Scandinavia.

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

Are there a lot of guests in the hotel?

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

➤ Language review page 88

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

■ Listening Working with Fidelio Suite 7

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

Activity

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

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

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

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

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

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

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

More words to use

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

✦ Write your CV

✦ Begin and end letters correctly

Dear Sir/Madam, Yours faithfully

Dear Mrs Ramirez, Yours sincerely

✦ Answer a job advertisement

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



■ Starter

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

■ Listening Writing your CV

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

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

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

■ Language study

! Expressions to learn

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

Curriculum Vitae

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

! New words to use

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

➤ Wordlist page 97

Structures to practise

Formal language for business letters and applications

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

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

18 rue de Rousseau
1205 Geneva

Swissotel Metropole
34 Quai General Guisan
1204 Geneva

24th May 2003

Dear¹

RE: VACANCY FOR RECEPTIONIST

.....² the job of receptionist which you advertised in this month's *Hotelkeeper*.

.....³ an application form? I⁴ an s.a.e.

Yours faithfully

Caroline Davros

■ Listening Writing a covering letter

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

➡ Language review page 88

- 4 Listen to the biography and complete the information.

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



JUNIOR SOUS CHEF

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

Live out. Own transport.

Post available immediately.

Apply in writing with CV and covering letter to Sebastian Lescaux at headchef@lacroixdor.fr

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

Activity

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

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

More words to use

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

➤ **Talk about yourself**

I've lived in Lyon all my life.

➤ **Talk about your future plans**

I'd like to see more of the world.

➤ **Respond to interview questions**

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



■ **Starter**

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

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

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

1 Listen to the interview and answer the questions.

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

2 Listen again and complete the sentences.

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

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

■ **Language study**

! **Expressions to learn**

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

I = interviewer

! **New words to use**

candidate	hotel chain	television series
career	team worker	various
enthusiastic		

Wordlist page 97

Structures to practise

Talking about the future

Look at these examples.

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

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

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

A number of applicants will be disappointed.
 (prediction)

▶ Language review page 88

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

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

■ Listening *A celebrity chef*

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



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

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

Activity

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

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

Manager, Front of house, Bristol Hotel, Tinnis

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

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

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

Head waiter, Le Tomate, Lubenham

Example *Tell me something about yourself.*

More words to use

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

