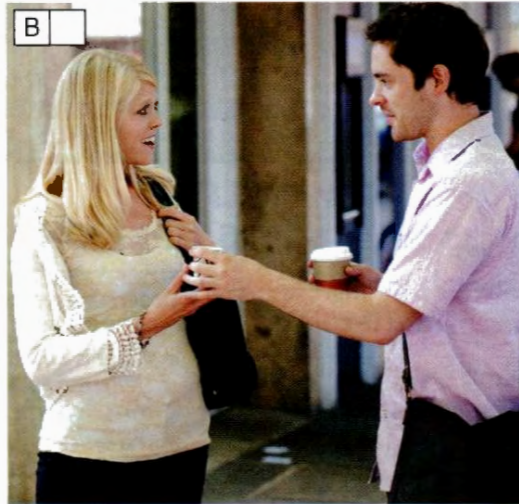


# Practical English Hotel problems

EPISODE 1

## 1 INTRODUCTION

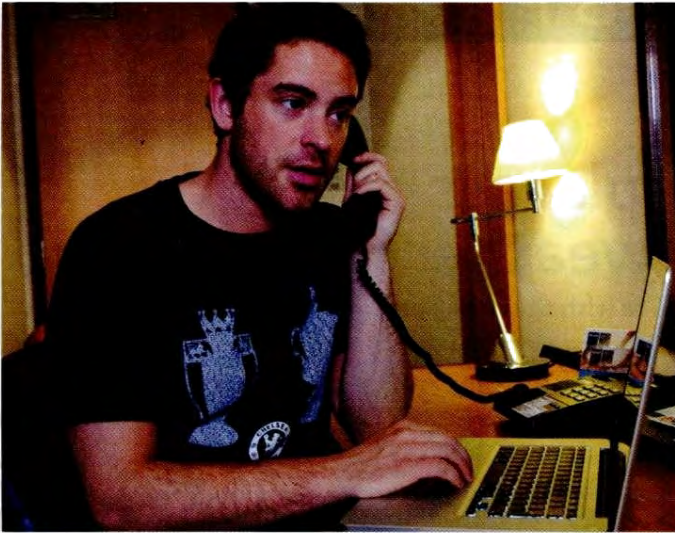
- a Look at the photos. Describe Jenny and Rob.
- b (1 26)) Watch or listen to Jenny. Number the pictures 1–6 in the order she mentions them.
- c Watch or listen again and answer the questions.
- 1 What does Jenny do?
  - 2 Where did she go a few months ago?
  - 3 Who's Rob Walker?
  - 4 What did they do together?
  - 5 What does she think of Rob?
  - 6 What's Rob's one negative quality?
  - 7 How long is Rob going to be in New York?





## 2 ■ CALLING RECEPTION

- a **1.27**) Cover the dialogue and watch or listen. Who does Rob call? Why?



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

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

- c **1.28**) Watch or listen and repeat the **You Say** phrases. Copy the **rhythm**.



**I'll**

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

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

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

- e In pairs, roleplay the dialogue.

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

- f Swap roles.

## 3 ■ JENNY AND ROB MEET AGAIN



- a **1.29**) That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences **T** or **F**.

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

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

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

### Social English phrases

**Jenny** Here you \_\_\_\_\_ at last.

**Rob** It's \_\_\_\_\_ to be here.

**Jenny** Do you have a \_\_\_\_\_ view?

**Jenny** Barbara's \_\_\_\_\_ forward to meeting you.

**Jenny** You \_\_\_\_\_ be really tired.

**Rob** I guess you're \_\_\_\_\_.

**Rob** By the \_\_\_\_\_...

**Jenny** It's \_\_\_\_\_ to see you too.

- d **1.30**) Watch or listen and complete the phrases.

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



### Can you...?

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