

## Day 18

## Vocab Review

## Fill in the blanks.

1. We have just received the information about the f\_\_\_\_\_ming conference.
2. We need a car with plenty of l\_\_\_\_\_m
3. The debate is becoming p\_\_\_\_\_ed and there seems to be no middle ground.
4. The incident o\_\_\_\_\_ed shortly after the plane took off.
5. Money worries are a c\_\_\_\_\_n problem for people raising children.
6. The company is being questioned r\_\_\_\_\_ng its employment policy.

## 1 Connections



## Module 1.11 Checking into the Hotel



Mr. Simon Coulter is checking into the Hotel.

- Complete the following dialogue by filling in the blanks with the words in the box.

available/ Should/ shortly/ accept/ exit/ take/ spell/ bellboy/ pleasure/  
reservation/ Turn / from/ At/ on/ to/ on/ to/ on/ in/ Here/

Receptionist: Good afternoon. Welcome to the Grand Hotel. How may I help you?

Simon Coulter: I'm checking in. I have a ..... for today ..... the name of Coulter.

R: Could you please ..... that out for me, sir?

SC: Sure. C-O-U-L-T-E-R.

R: Yes, Mr. Coulter. We've reserved a single queen-size bed, spacious, and nonsmoking. Is that correct?

SC: Yes, it is.

R: May I see your ID, please, Mr. Coulter?

SC: ..... it is.

R: Thank you. Do you have a credit card, Mr. Coulter?

SC: Yes, I do. Do you ..... American Express?

R: Sorry, sir, just VISA or MasterCard.

SC: I thought American Express was accepted everywhere. Never mind. Here's my VISA.

R: Thank you, sir. Could you just sign here?

SC: OK.

R: Here is your key card and your room number is 1525, ..... the 15th floor. To get ..... your room, ..... the elevator ..... the left up ..... the 15th floor. .... right when you ..... the elevator and your room will be ..... the left hand side. A ..... will bring your bags up .....

SC: Great. Thanks.

R: ..... you have any questions or requests, please dial '0' ..... your room. Also, there is internet ..... in the lobby 24 hours a day.

SC: Good. And what time is check-out?

R: ..... midday, sir.

SC: OK, thanks.

R: My ....., Mr. Coulter. Have a wonderful stay at the Grand Hotel.

➤ Role play 1

You play the role of the visitor and your teacher plays that of the receptionist.

➤ Role play 2

Switch roles.

➤ **Global business travel survival kit**

Business travel covers a lot of situations when you need to know how to express yourself in good English. Here are some of the most common ones.

● Hotel conversation 1

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

● Hotel conversation 2

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

● Hotel problem 1

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

## ● Hotel problem 2

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

## ◆ Useful language (Complaints) :

There's something wrong with the ...

The ... isn't working.

I'm afraid I have a complaint.

I'm afraid there's a problem with ...

## ● Changing a flight reservation

1. Listen to your teacher reading a short dialogue between a hotel guest and a hotel receptionist without looking at the text.
2. Repeat after the teacher sentence by sentence until you memorize them.
3. Role-play the conversation.
4. Switch roles.

**Match each definition (A – E) with today's vocabulary word (1 – 5)****DEFINITIONS**

- A. a statement that something is wrong or not satisfactory
- B. soon
- C. a detailed plan or route of a trip
- D. a person in a hotel employed to carry cases, open doors, etc.
- E. able to be bought or used

1. itinerary
2. available
3. complaint
4. shortly
5. bellboy

**Fill in the blanks.**

1. There is no money a\_\_\_\_\_le for an office party this year.
2. How long have you been a b\_\_\_\_\_y?
3. We planned our i\_\_\_\_\_ry several weeks before the trip.
4. We will be landing s\_\_\_\_\_ly.
5. We've received a c\_\_\_\_\_t from one of our listeners about offensive language.

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