

Student A

You are a visitor at a hotel. You phone reception (Student B) because of these problems:

room cold last night – problem with heating

TV not in English

Student B begins the conversation.

Now change roles. You are the receptionist and Student B is the hotel guest. Answer Student B's problems with this information. You begin the conversation:

no rooms have baths – mistake on website

change room – yes, but new room price is €100 (B's room now is €80)

Student B

You are a hotel receptionist and Student A is a hotel guest. Student A phones you about some problems. Answer A's problems with this information. You begin the conversation:

there was a problem with heating yesterday, but everything OK now

TV only in French and Spanish, in all rooms.

Now change roles. You are the hotel guest and Student A is the receptionist. You phone reception (Student A) because of these problems:

there is shower – but no bath. wanted a bath!

your room is very noisy – can't sleep because of cars in street

Student A begins the conversation.

- 1** This exercise reviews the grammar from Unit 3. If SS have difficulty finding the answers, direct them to the Grammar Reference on pages 116-117 of the Student's Book.

Give 1pt for each correct answer.

- | | |
|------------|----------|
| 1 people | 6 None |
| 2 selling | 7 really |
| 3 sitting | 8 easily |
| 4 children | 9 can't |
| 5 many | 10 happy |

- 2** This exercise also reviews all the grammar from Unit 3.

- | | |
|---------|--------|
| 1 can't | 6 can |
| 2 his | 7 many |
| 3 is | 8 some |
| 4 got | 9 to |
| 5 on | 10 on |

- 3** This exercise reviews Word Bank 8 on page 71 of the Student's Book.

- | | |
|-----|-----|
| 1 f | 4 c |
| 2 b | 5 a |
| 3 d | 6 e |

- 4** This exercise reviews Word Bank 9 on page 72 of the Student's Book.

- | | |
|---------|-------------|
| 1 eyes | 4 nose |
| 2 ears | 5 moustache |
| 3 beard | 6 mouth |

- 5** This exercise reviews Word Bank 10 on page 73 of the Student's Book.

- | | |
|------|------|
| 1 at | 5 at |
| 2 in | 6 on |
| 3 in | 7 in |
| 4 on | 8 on |

- 6** The first reading task develops the skill of scanning a text looking for specific information. This is a useful skill to practise for exams, where SS are often required to read texts quickly to find specific pieces of information. Give 1pt for each correct answer.

- | | |
|-------------|-------------------|
| 1 19 | 4 French |
| 2 secretary | 5 computer skills |
| 3 English | 6 9-6 |

- 7** The second reading task asks SS to look more closely at the text, and extract specific information.

- 1 cycle
- 2 walk to the park or the shops
- 3 eat chocolate and crisps
- 4 breakfast, lunch and dinner
- 5 a dance class
- 6 very young

- 8** The recording reviews the language of hotels from lesson 3F. It also serves as a preparation task for the following speaking task, where SS need to replicate a similar conversation. Play the recording twice for SS.

- | | |
|---------|---------|
| 1 False | 5 True |
| 2 True | 6 True |
| 3 True | 7 False |
| 4 False | 8 False |

- 9** For the speaking tasks, print one role-card for each student. If you have an odd number of SS in your class, play the second role yourself in one conversation (it is best to do this with the weakest S in the class, so that you can provide them with added support).

Give SS a minute or two to prepare their roles (without writing anything down) before the role-play begins.

Note that there are two conversations here with two different roles so SS will need to change roles/ conversations halfway. They will need instruction from you as to when to do this.

This conversation reviews the language of hotels and problems at hotels from lesson 3F.

Mark the conversation as follows:

- 3pts for playing the role of the receptionist correctly (using the right questions, responding appropriately to partner's requests)
- 3pts for playing the role of the hotel guest correctly (being polite, explaining the problems clearly, agreeing solutions with receptionist)
- 2pts for pronunciation
- 2pts for successfully completing the task

- 10** This exercise reviews Writing 3 from page 62 of the Student's Book.

- | | |
|-------|-------|
| 1 the | 6 the |
| 2 a | 7 a |
| 3 - | 8 the |
| 4 - | 9 - |
| 5 the | 10 an |

2.3

[fx: phone ringing]

- Reception Hello, reception. How can I help you?
 Alan Hello? This is Alan Smith in room 111. I'm phoning because I'm very angry!
 Reception I'm sorry to hear that, Mr Smith. What's the problem?
 Alan My room is really dirty!
 Reception It's dirty? The bed?
 Alan No, the bed's OK. The bathroom's dirty.
 Reception Oh, that's terrible. The cleaners are coming now.
 Alan Thank you. And another thing ... The elevators don't work. There are three elevators, and none of them work!
 Reception Don't worry. The engineer is here now and he's working on it.
 Alan Good. Oh, ... I want to make a cup of tea, and there's no tea in my room.
 Reception Tea. OK. The waiters can bring you some. Have you got a kettle?
 Alan Yes. Oh, and ask the waiters to bring me a cheese sandwich too. I'm a bit hungry.
 Reception Of course, Mr Smith. Can I help you with anything else?
 Alan Hmm... tomorrow, I don't want to get up early. So I don't want the cleaners to come into my room in the morning.
 Reception Would you like room service tomorrow?
 Alan No, I prefer to eat breakfast in the restaurant.
 Reception OK, fine. Is that everything, Mr Smith?
 Alan Yes, yes. Goodbye.
 Reception Thank you for your call...

[fx: phone hangs up]

Reception ... Mr Smith.