

## Unit 8 At the Hotel



### Requesting a Wake-up Call

#### Listening for information

- Listen to the dialogue between Naomi and a front desk clerk and try to understand it without looking at the words in your book.
- Now you can look at the Key Words while the teacher explains them.

**Naomi calls the front desk to arrange a wake-up call for 7 and then sets a 7 am alarm on her cellphone.**

**Naomi:** Hello? Is this the Front Desk?

**Front Desk:** Yes. Can I help you?

**N :** Could you give me a wake-up call tomorrow morning? I'm in 425.

**FD:** Certainly. What time would you like us to call you?

**N:** At 7, please.

**FD:** Not a problem. We'll call you tomorrow morning at 7. Can I help you with anything else?

**N:** No, I think that's about it.

**FD:** Okay. Have a pleasant evening.

#### Key Words

**Front Desk** =reception

**That's about it** that's all

#### ⊙ Role-playing



#### Having some problems

##### Listening for information

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Naomi has some problems in the hotel

1.

**Reception: Hello. Reception.**

**Naomi: Hello. Could you help me? The heating in my room is not working and it's very cold here. I'm in 425.**

**R: I'll send someone immediately to fix it, Ms. Abe. Anything else?**

##### Key Words

**work** *do what is supposed to do*

**immediately** *without delay*

**fix** *repair*

#### ⊙ Role-playing

2.

**Naomi: Yes, could you tell the people in the room next to me to be quiet at night? They were screaming all night and I couldn't sleep.**

**R: Absolutely. I'll ask them to keep the noise down. Anything else?**

##### Key Words

**scream** *make a loud high noise with your voice; shriek*

**absolutely** *used to say that you completely agree*

3.

**Naomi:** Yes. Could you tell me where I could make a photocopy of a document?

**R:** No problem, Ms. Abe. There's a copy machine in our computer lab.

**N:** Very good! Is there a charge?

**R:** It's 5 pence a copy.

**N:** That sounds reasonable. I'll be down there immediately.

**R:** I don't think there will be any long lines. Anything else?

#### Key Words

**lab** *laboratory; special room*  
**reasonable** *not too expensive*

4.

**Naomi:** Yes. Is there a hospital near here? I'm not feeling well. I would like to see a doctor.

**R:** Yes, there is a good hospital in the vicinity, called 'St. Mary's Hospital'.

**N:** Good. Could you please reserve a taxi for me at three thirty?

**R:** Certainly. Where would you like the taxi to take you?

**N:** My destination is St. Mary's Hospital.

**R:** Certainly. I'll have a taxi waiting for you at three thirty. Anything else?

**N:** No, I think that's about it. Thank you very much.

#### Key Words

**in the vicinity** *nearby; not far away*  
**destination** *the place that someone is going to*

#### *At the hospital*



#### Listening for information

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**Doctor:** What seems to be the trouble?

**Naomi:** I'm not feeling well, doctor. I have a sore throat.

**D:** Do you have any aches and pains?

**N:** Yes, my back aches.

**D:** Let me take your temperature. . . How long have you been feeling ill?

**N:** It began last night.

**D:** You have a temperature, but it's nothing serious. It's probably just the flu. I'll give you a prescription. **Take this to the chemist's. Take one tablet every four hours.**

**N:** Thank you very much, doctor.

### Key Words

sore      painful

### © Role-playing

### Exercise

**Match a symptom in column A with an expression in column B..**

A		B
If your head hurts,		you have (or have got=UK) a backache.
If your stomach hurts,		you feel dizzy.
If your back hurts,		you have (or have got=UK) a headache.
If the world is going around in circles,		you have (or have got=UK) a stomachache.
If you have to go to the toilet very often,		you feel nauseous
If you feel you need to vomit,		you have diarrhea.

**symptom**      *condition of disease apparent to the patient*

**vomit**      *be sick, bring up food from the stomach*

### © **Let's review the numbers.**

1. Listen and repeat

12,345                  54,321  
123,456                1,000,000

2. Say the number your teacher write on the whiteboard.

3. Write the numbers you hear.

#### Vocab Review

Match the words with the meanings.

**accommodation**  
**be looking for**  
**spell (out)**  
**single room**  
**double room**  
**that'll**  
**£ /páund/**  
**Just a moment**  
**book**  
**receptionist**  
**reservation**  
**register**  
**serve**  
**available**

*a room large enough for two people to sleep in*  
*wait a short period of time*  
*the standard unit of money in Britain, which is divided into 100 pence*  
*someone employed to receive and assist guests*  
*a place for someone to stay*  
*booking*  
*show how a word is spelled by saying the letters separately in order*  
*be trying to find*  
*reserve; arrange to use a hotel room or have a ticket at a particular time*  
*a room large enough for one person to sleep in*  
*bring food to the table*  
*can be used*  
*contraction of that will*  
*put your name on a list*

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