

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

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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