



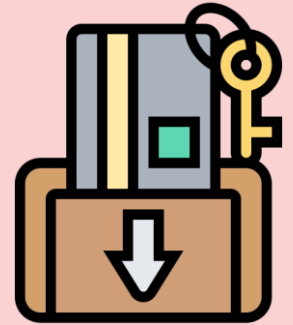
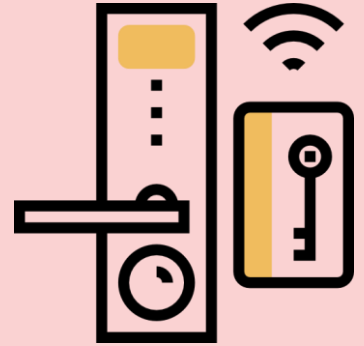
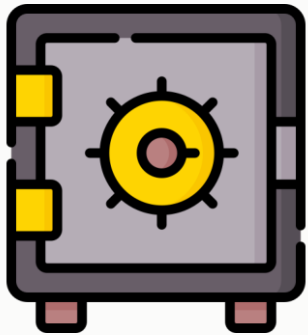
Unit 1.2

Explaining how things work in the hotel room (8)



Content of unit 1.2

- Help guests with the room facilities
- Practice some useful small talk



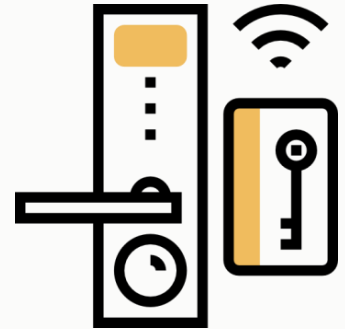


**What problems are the
new hotel guests having?**

Listening 8.1 – how things work

1. The woman has a problem using her **key card** / *door key*.
2. The receptionist *offers to come* / **asks a porter** to help her.

1. I can't **get into** my room.
2. The key card doesn't seem **to work**.

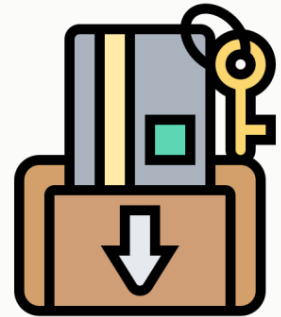


Listening 8.1 – how things work (Cont.)

3. The man in 323 *doesn't know how to make the lights work / hasn't got his key card.*

4. The receptionist tells him to *leave the key card in / remove the key card from* the slot.

3. I have just got into my room but none of the lights work.



Listening 8.1 – how things work (Cont.)

5. The air conditioning isn't *working* / **switch on** in 531.



4. Our room is very hot and stuffy, and we can't open the windows.

5. Can you see an on/off button with an air con symbol?

Listening 8.1 – how things work (Cont.)

6. The man wants to take a **shower** / bath.

6. Of course. Just pull up the silver knob
on top of the bath tap.



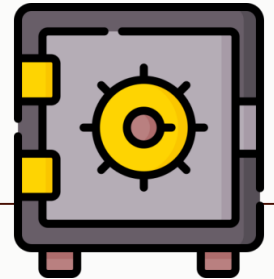
Listening 8.1 – how things work (Cont.)

7. You enter the code *before* / *after* you close the door of the safe deposit box.

8. You use *another* / *the same* 4-digit code to open the box.

7. Then close the door and enter any 4-digit code by pressing the buttons on the door.

8. To unlock, just key in the code.





**Help guests with
the room facilities**

Imperatives = giving instructions

Put your valuables into the box.

Enter the code.

Don't remove the card until you leave the room.

Imperative sentences always start with infinitive without to form of verb and always have full stop.

Homework

Page 18 – expressions to learn

Page 19 – exercise 1

! Expressions to learn

When you insert the card, a little green light shows on the lock.

Take the card out and **turn** the handle to open the door.

Put your card into the slot there.

Don't remove the card until you leave the room.

Have you got the remote control to switch the air conditioning on?

Use the plus or minus buttons to set the temperature.

Put your valuables into the box.

Then **turn** the little knob and **enter** the same code again.

1 Complete the instructions for accessing the hotel's Wi-Fi with the correct verb.

click on log on complete enter ask

To use the hotel's free wireless network connection:

Ask¹ reception for a card with a Wi-Fi access code or network key.

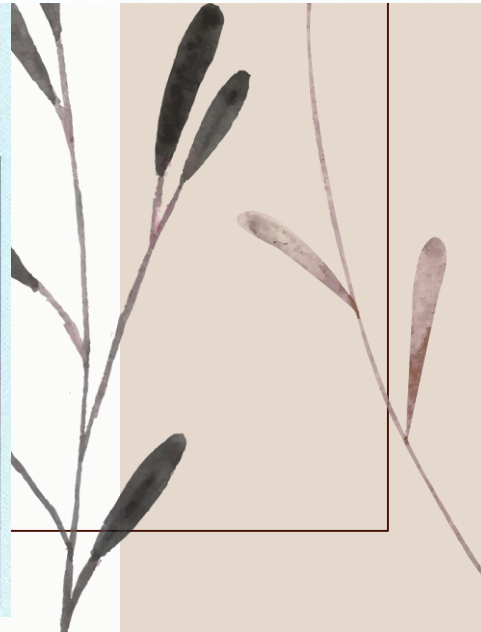
Log on² to your laptop.

Click on³ Internet Explorer to automatically view the hotel's home page.

Complete⁴ the guest information screen.

Enter⁵ the access code.

You should now be connected to the hotel's wireless network.



Small Talk





1. How was your journey?




c. It was very straightforward, thanks.

No hold-up at all.

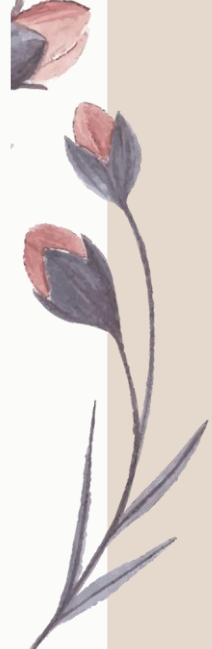




2. Did you find us OK?

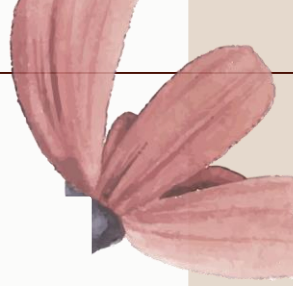


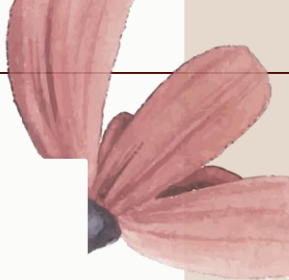
f. Well, the one-way system in the city centre is a bit confusing.



3. Is this your first time in Spain?

a. No. We visited the north last year.





**4. Did you enjoy the trip
to the castle?**

h. Yes, thanks.

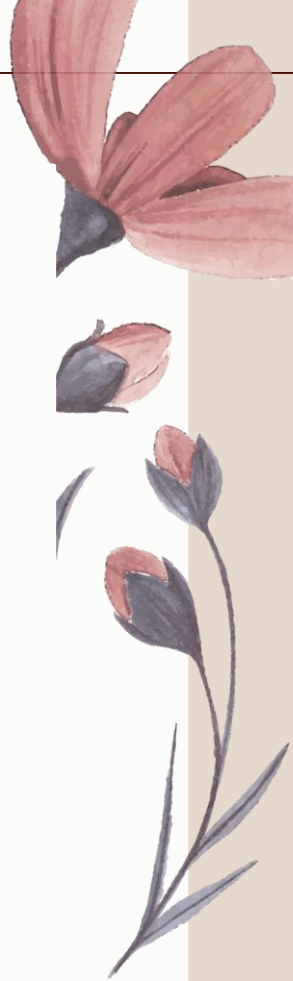
It was very interesting.



5. Have you had a nice evening?

i. Yes, very nice.

We had a meal in the old town.





**6. The river trips are
a really great day out.**

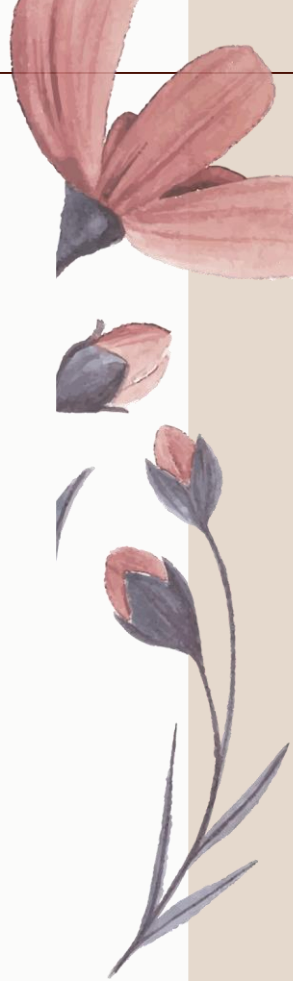
b. Are they?



We'll book one for later in the week.

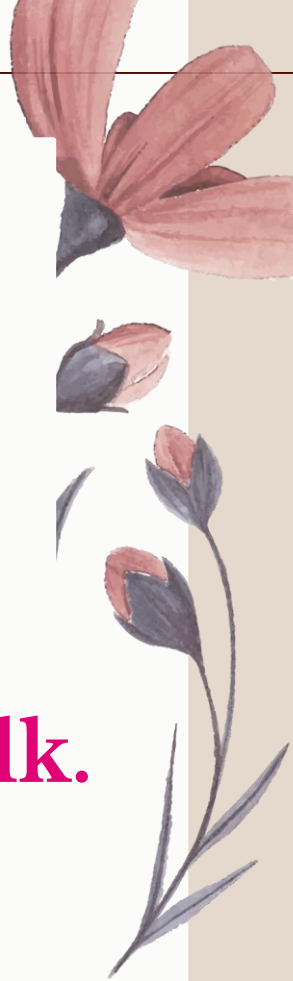
7. Have you visited the old quarter yet?

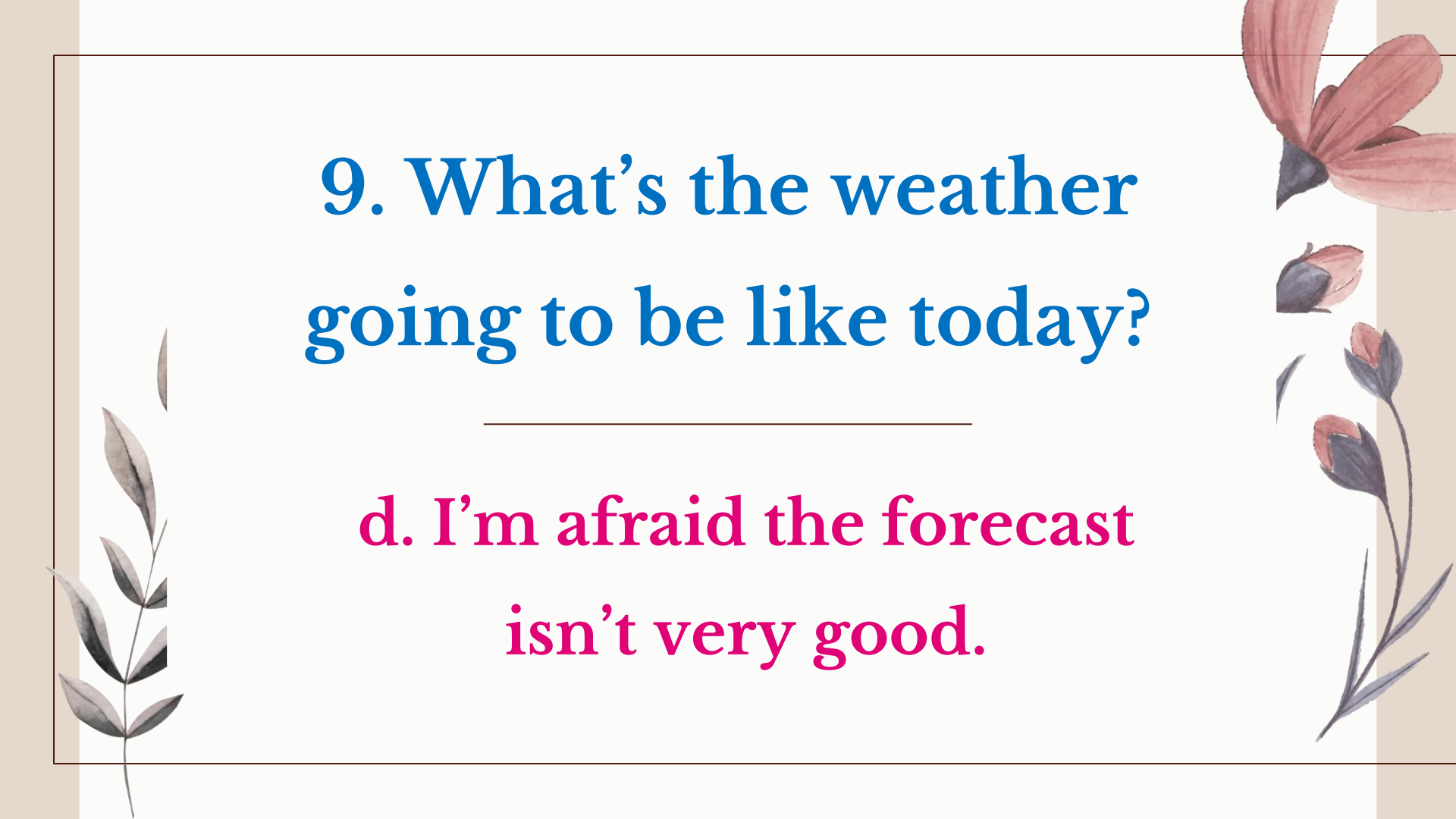
e. Not yet. We're planning
to eat there this evening.



8. It's a beautiful
morning, isn't it?

g. Yes, so we're off for a long walk.



The slide features decorative floral illustrations. On the left side, there is a vertical stem with several green leaves. On the right side, there are several red flowers with dark centers, some in full bloom and some as buds, arranged vertically. The background is a light beige color with a thin dark border.

**9. What's the weather
going to be like today?**

**d. I'm afraid the forecast
isn't very good.**

Quick review: new word

Arrow

Insert

Slot

Button

Journey

Stuffy

Control switch

Knob

Trip

Digit

Point down

Valuables

Face

Remote control





End of Unit 1



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