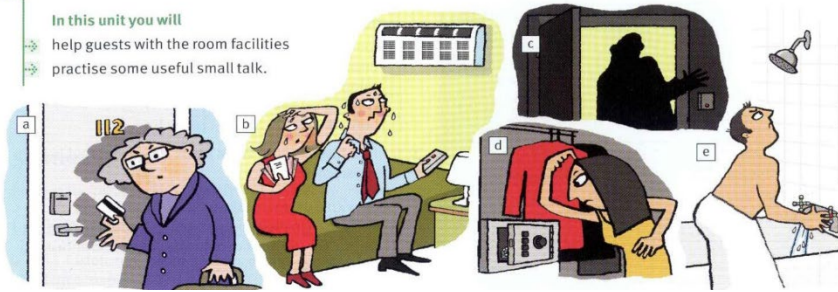


8 Explaining how things work in the hotel room

8

Explaining how things work in the hotel room

In this unit you will
 → help guests with the room facilities
 → practise some useful small talk.



Starter

Look at the picture. What problems are the new hotel guests having? Can you think of any other problems hotel guests have with things in their room?

Listening *How things work*

1 8.1 Listen and underline the correct alternative.

- 1 The woman has a problem using her key *card/door key*.
- 2 The receptionist *offers to come/asks a porter* to help her.
- 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.
- 5 The air conditioning isn't working/*switched on* in 531.
- 6 The man wants to take a shower/*bath*.
- 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.

2 8.1 Listen again and complete the sentences.

- 1 I can't.....my room.
- 2 The keycard doesn't seem
- 3 I into my room but none of the
- 4 Our room is verystuff and wethe windows.
- 5 Can you see anwith an air con symbol?
- 6 Of course. Just.....the silver knob.....the bath tap.
- 7 Then close the door andanycode by pressing the buttons on the door.
- 8 To unlock, just.....the code.

3 Work with a partner. Practise explaining how things work using the verb.

1 Explain to the guest how to get into the room and turn on the lights.

Insert take out turn open put not remove

2 Explain to the guest how to work the safe deposit box.

Put close enter turn enter(again) key in

4 Work with a partner. Choose one of the other problems you thought of in the Starter. Explain how to deal with the situation.

Language study

! Expression 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 conditioner 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.

! New words to use

Arrow insert slot

Button journey stuffy

Control switch knob trip

Digit point down valuable

Face remote control

- Glossary page 102

! Language Check

Imperatives

Use the imperative form for giving instructions.

Examples

Put your valuables into the box.

Enter the code.

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

1. Complete the instructions or accessing the hotels Wi-Fi with the correct verb.

Click on log on complete enter ask

To use the hotel's free wireless network connection:

.....¹ reception for a card with a Wi-Fi access code or network key.

.....² to your laptop.

.....³ Internet Explorer to automatically view the hotel's home page.

.....⁴ the guest information screen.

.....⁵ the access code.

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

2. Work with a partner. Choose one of these activities (or think your own). Write some instructions for the activity using the imperative.

- Operating a coffee machine to make espresso
- Using a computerized booking system
- Welcoming a guest at reception

Adjectives and adverbs

Look at these example.

Do I have the **correct key card**? (adjective + noun)

Are you **putting** it into the slot **correctly**? (verb + adverb)

Note these irregular adverbs: *good/well, hard/hard, fast/fast,*

late/late

➤ Language review page 88

3. Underline the correct alternative.

1 The porter opened the door *easy/easily* with the woman's key card.

2 After the event, serving staff cleared the room *quick/quickly*

3 The safe deposit box is *secure/securely* locked with the guest's 4-digit code.

4 The hotel is *good/well* managed by an international staff.


5 Shuttle buses run *frequent/frequently* in high season.

6 They asked for *separate/separately* rooms for the children.

7 The bar was *busy/busily* and service was very slow/slowly.

8 He's got a *really good/well* job at the hotel.

■ Listening *Small talk*

1  8.2 Listen the match 1-9 with a-I to make dialogues.

- 1 How was your journey?
- 2 Did you find us OK?
- 3 Is did your first time in Spain?
- 4 Did you enjoy the trip to the castle?
- 5 Have you had a nice evening?
- 6 The river trips are a really good day out.
- 7 Have a visited the old quarter yet?
- 8 It's a beautiful morning, isn't it?
- 9 What's the weather going to be like today?

a No. We visited the north last year.

b Are they? We'll book one for later in the week.

c It was very straightforward, thanks. No hold-ups at all.

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


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

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

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

h Yes, thank. It was very interesting.

i Yes, very nice. We had a meal in the old town.

2  8.2 Listen again carefully to the receptionist's intonation and practice the dialogues with a partner.

Activity

Work with a partner. Student A's information is here. Student B's information is on pages 61 and 62

A1 You work on reception. Use this information to check in the new guest.

- ♡ Greet / ask about journey
- ♡ Weather forecast- hot and sunny all week
- ♡ Deal with check-in (sight registration/passport)
- ♡ Give key card- room 726. Room is on 7th floor.
- ♡ Explain how key card work for door and lights.
- ♡ All rooms have air conditioning – remote control.
- ♡ Offer help with luggage. Wish guest enjoyable stay.

Example *Good evening . Would you like to check-in?*

A2 You check in ten minutes ago. Call reception with some queries.

- You don't know how safe deposit box works- instructions aren't clear. Admit you only entered code once.
- You want to know how to operate shower.
- Ask about weather forecast for tomorrow – you're planning trip to national park.

Example *I don't know how the safe deposit box works.*