

Answer Key

Unit 1: Talking about Hotels and Restaurants (pages 1–24)

Activity 2: Amenities Symbol Familiarization (page 3)

1. swimming pool
2. restaurant
3. television
4. airport shuttle
5. bar
6. telephone in room
7. facilities for handicapped
8. wireless

Activity 3: Types of Accommodation (page 5)

Guest 1

big rooms & comfortable beds
business center
airport shuttle

Guest 2

sauna
spa

Guest 3

free breakfast

Guest 4

air conditioning

Activity 4: Comparing Hotels (page 6)

Adjective	Comparative	Superlative
<i>close</i>	closer	the closest
expensive	more <i>expensive</i>	the most expensive
new	newer	<i>the newest</i>
<i>beautiful</i>	more beautiful	the most beautiful
big	<i>bigger</i>	the biggest
small	smaller	<i>the smallest</i>
<i>good</i>	better	the best
cheap	<i>cheaper</i>	the cheapest
convenient	more convenient	<i>the most convenient</i>
<i>spacious</i>	more spacious	the most spacious
far	<i>farther/further</i>	The farthest/furthest
hot	hotter	<i>the hottest</i>

Activity 8: Restaurant Scene: Information Gap (page 16)

Scene B has flowers on the tables.

Scene A has a coat rack.

Scene B has tablecloths on the tables.

Scene A has a waiter holding a coffeepot.

Scene A has coffee cups on all the tables.

Scene A has candle on all the tables.

Scene B has a waiter holding a tray.

Scene B has wine glasses on the table.

Activity 14: Guidebook Description (page 23)

Tourist 1: Best hotel—Libertador Arequipa

Tourist 2: Best hotel—The Colonial House Inn

Tourist 3: Best hotel—La Casa de Mi Abuela

Unit 2: Exchanging Information (pages 25–48)

Activity 4: Questions about a Hotel (page 28)

- *Guest asks about* indoor pool, gym, sauna, TV and DVD player, HBO, refrigerators, and airport shuttle.
- *Facilities and amenities the hotel has:* outdoor pool, sauna, jacuzzi, tennis courts, TV, DVD player, HBO, refrigerators

Activity 9: Travel Choices (page 34)

Answers to example questions:

1. 1:00 AM; 8:45 AM, and 12:35 PM
2. \$211.70
3. On the bus for \$90.10 with 7-day advance purchase
4. Either train or airplane
5. Yes, one.

Activity 12: Listening to Directions (page 43)

Underlined words are missing from the dialogue:

1. *Tourist:* Excuse me. Does this bus stop near a supermarket?
Bus Driver: Yes, there's a supermarket on the corner of 3rd Avenue and Western Boulevard. The bus stops very close to that market.
2. *Guest:* Could you give me directions to the movie theater?
Receptionist: Yes, go out of the hotel and turn right on Marshall Way. Pass 3rd Avenue, and turn right on 4th Avenue. It will be on the left-hand side next to the ice cream shop and just before Western Blvd.
3. *Tourist:* Excuse me. Where can we get a drink and listen to some live music in town?
Local person: There's a nice little bar on 4th Avenue between the Thai Restaurant and the bakery.
Tourist: Thanks!
4. *Tourist:* Excuse me. Are there any good restaurants in town?
Concierge: Yes, the Italian restaurant on 3rd Avenue is great. They have wonderful homemade pasta and bread.
Tourist: Oh good! Can you tell me how to get there?
Concierge: Yes, it's on 3rd Avenue between Western Boulevard and Marshall Way. Just go right out of the hotel lobby and take the first right onto 3rd Avenue. It will be on the right side next to the dry cleaner's. It's only about a three-minute walk from here.

Unit 3: Getting the Specifics: Asking Clarification/Elaboration Questions (49–62)

Activity 2: “How Would You Like That Cooked?” (page 51)

Answer will vary. Possible options, based on the menu provided:

1. How would you like that cooked?
2. What would you like with that?
3. Do you want that with potatoes or cole slaw?
4. Do you want potato salad, cole slaw, French fries, or sweet potato fries?
5. Would you like cheese on that?
6. Would you like soup or salad with that?
7. Would you like any appetizers with your lunch today?
8. How would you like your eggs cooked?
9. What kind of toast do you want?
10. Do you want cream with your coffee?
11. What kind of milk? Whole or low fat?
12. What kind of cheese do you want in that omelet?
13. Would you like lemon in your tea?

Activity 7: Unscrambling a Hotel Reservation (page 55)

6, 2, 12, 9, 5, 11, 7, 3, 8, 4, 1, 10

Activity 9: Reservations Questions (page 57)

Answers will vary but should include some variation of the following.

A. Hotel Reservations

What questions did the guest ask?

- What time is check-out?
- Can I get a wake-up call in the morning?
- What is the payment method? (How can I pay?)

What questions did the receptionist ask?

- When does the reservation start?
- What type of room do you require?
- Do you want a smoking or non-smoking room?
- What time do you want your wake-up call?
- Can you please fill out our reservation form?

Did the guest make a reservation?

Yes

How much did it cost?

\$298.

What kind of room did the guest reserve?

A double, non-smoking room.

B. Restaurant Reservation

How many guests are there?

8

Is it a special event?

It's a birthday party.

Where/what kind of table do they want?

They want a separate area so they can have their own space for the party.

What day and what time is the reservation made for?

The reservation is for 8 o'clock tomorrow.

What kinds of questions were asked by the hostess and the guest?

Hostess asks how she or he can help the customer, how many people are in the party, whether a particular location in the restaurant is preferred, whether the guests would like a cake or singing waiters, what time the party is to be, whether it's a surprise party.

Guest asks to make a reservation and if he/she can get a baby seat.

C. Flight Reservation

How many travelers are there?

One traveler.

When are they traveling?

Leaving November twelfth and returning on November seventeenth.

What are the departure/arrival times?

9 AM departure

We don't know the arrival (in London) time from this dialogue.

What is the price?

\$759

How much is tax?

$\$823 - \$759 = \$64$

What kinds of questions were asked by the customer and the reservation agent?

The customer asks whether there are vegetarian meals on the flight, and whether the price originally quoted includes tax.

The agent asks the date and time of day the customer wants to depart, how many people are traveling, whether the customer wants an aisle or a window seat, and the payment method the customer would like to use.

Activity 10: Payment (page 58)

- a. cash b. credit card c. change/coins d. personal check e. traveler's check
 1. 12/15/01 2. No 3. Yes 4. 11/04 5. VISA 6. Yes 7. \$75 8. Quarters

Activity 12: Reservation Confirmation (page 60)

Customer 1: Whitney

Angela
 25 North Middleway Drive
 San Diego, California 96221
 619-555-2213
 12/12 to 12/15
 3 nights

Customer 2: Flemming

Brendon
 8408 Stratus Way
 Wichita, Kansas 67213
 316-555-5991
 3/24 to 3/27
 3 nights

Activity 13: Check-Out Role Play (page 61)

1. \$85.00
2. \$255
3. \$21.47
4. 3 nights
5. August 8th
6. \$2.00

Unit 4: Talking on the Telephone (pages 63–78)**Useful Words and Phrases (pages 64–65)**

- 1a. F
- 1b. F/I
- 1c. I
- 1d. I
- 2a. F
- 2b. F
- 2c. I
- 2d. F
- 2e. I

- 3a. F
- 3b. I
- 3c. F
- 3d. I
- 3e. F
- 3f. F
- 3g. F
- 3h. I
- 3i. F
- 3j. F
- 3k. I
- 3l. F
- 3m. I
- 3n. F

- 4a. I
- 4b. F
- 4c. F
- 4d. F

Activity 2: Telephone Conversations (page 66)

Conversation 1: Informal

Expressions:

You wanna go out?

. . . it's only a dollar, you know, for a drink. . . .

Oh, cool!

So you are coming then?

Yeah, okay. I'll be there.

Conversation 2: Formal Sales/Service Conversation

Expressions:

How may I help you?

Would you like the country Floral or the...Black leather?

Okay . . . that's . . . two ninety nine, ninety nine.

How would you like to pay for that?

. . . that would be three twenty three ninety six with tax and shipping.

Conversation 3: Formal Business Conversation

Expressions:

Good afternoon, Vandalay Industries. This is Joan Simon's office. How may I help you?

I'm afraid she's not in right now. Can I take a message, please, Mr. Smith?

I want to inform her about that conference that is happening at the Longshore Hotel on Monday. And that's at ten AM.

. . . so that's the . . . conference about the new line of products that will be at the Longshore Hotel at ten AM.

Activity 3: Taking Messages (page 66)

Caller #1

Full Name Eleanor Cortes
 Phone # 65-555-0661
 Address 780 Jalan Hitam Manis
 City/State
 Zip Code 348743
 Country Singapore

Caller #2

Full Name Robert Schumacher
 Phone # 75-30555789
 Address 125 Ringstrasse
 City/State Berlin
 Zip Code 13089
 Country Germany

Caller #3

Full Name Wayne Dean
 Phone # 44-6455-504386
 Address 17 Station Road
 City/State Manchester
 Zip Code post code M13 9PL
 Country Britain

Caller #4

Full Name Mary Vickston
Phone # 610-555-7181
Address 47 Brookhurst Avenue
City/State Narberth, Pennsylvania
Zip Code 19072
Country United States

Caller #5

Full Name James Warnock
Phone # 909-555-0718
Address 1514 South Center Street
City/State Redlands, California
Zip Code 92373
Country United States

Activity 6: Airline Reservation (page 70)

1. Flight 786 with 484
2. No
3. Flight 792 at 2:15 PM or flight 35 at 5:18 PM
4. Yes, Flight 340 leaving at 8:20 AM, or flight 481 leaving at 6:00 AM
5. Flight 786 leaving at 6:04 AM combined with flight 484, leaving at 8:50 AM

Activity 9: Faxes (page 73)

1. Marcus Shuman
2. Anderson & Company
3. Administrative Assistant
4. To change the reservation from one king to two double beds and to extend the stay for two more nights
5. Mr. J. D. Anderson's reservation
6. Because his daughter is coming, too, so he needs to have two beds and two more nights
7. Kind and number of beds in room (two double beds instead of one king) and number of nights (two more nights)
8. by fax
9. 734-555-5991
10. Wilshore Hotel and Suites
11. Sincerely
12. A24766

Activity 10: Mixed-Up Conversation (page 75)

The correct order is

1. 2, 2. 13, 3. 11, 4. 5, 5. 4, 6. 7, 7. 1,
8. 8, 9. 6, 10. 10, 11. 12, 12. 9, 13. 3

Unit 5: Handling Service Encounters (79–94)**Activity 2: Taking a Message (page 82)**

For: Maryanne Winters

Caller: Frederick Sommers

of TeleCalls Communication (vendor for Sat. job fair)

Phone: 734-555-8228

Message: He will be here Saturday at 8:30 AM instead of 8 AM due to transportation problem. Call him with questions.

Activity 8: Handling Complaints (page 89)

Conversation 1:

hotel

Problem:

The room hasn't been cleaned yet.

Employee Response/Solution:

Employee apologizes, says there must have been a mistake with the hotel cleaning schedule, and offers to send someone up right away to sort out the situation.

Is the customer satisfied or still unhappy: satisfied

Conversation 2:

travel agency

Problem:

The customer wasn't given an aisle seat as originally requested but was given a middle seat instead. Customer needs an aisle seat due to a health issue.

Employee Response/Solution:

Employee checks the system; confirms the customer's name, flight number, and date; confirms that the middle seat was indeed booked; asks who the customer made the reservation with at the travel agency; and offers to possibly change the flight or says the customer can request an aisle seat at the airport if the customer checks in early.

Is the customer satisfied or still unhappy: still unhappy

Conversation 3:

Problem:

Employee Response/Solution:

restaurant

The service was bad and the food was cold when a regular customer dined at the restaurant last night.

The customer is very disappointed in the restaurant.

The employee apologizes, confirms her name (Mrs. Dawson), and offers her and a friend a free meal.

The employee tells her to “just let me know, and we’ll take care of you.”

Is the customer satisfied or still unhappy: satisfied

Unit 6: Offering Recommendations, Making Suggestions, and Giving Advice (pages 95–106)

Activity 4: What’s It Like? (page 97)

Person	Country/ City	Weather and Clothes	Things to Do	Food and Drink
1	<ul style="list-style-type: none"> London wealthy people nice people cool winter 	<ul style="list-style-type: none"> mildly warm weather not very cold weather 	<ul style="list-style-type: none"> terrific nightlife good place (the Ministry) old place (the Palladium) big church (St. Paul’s Cathedral) big, long street (Oxford St.) lovely cafes 	<ul style="list-style-type: none"> nice cup of tea
2	<ul style="list-style-type: none"> San Francisco best cities friendly people 	<ul style="list-style-type: none"> nice warm sunny morning foggy damp freezing cold afternoon 	<ul style="list-style-type: none"> world-renowned symphony great things to do best restaurants 	
3	<ul style="list-style-type: none"> Germany really friendly people 	<ul style="list-style-type: none"> nice and green summertime or spring 	<ul style="list-style-type: none"> old castles really famous city (Munich) wonderful botanical gardens fun night clubs good club 	<ul style="list-style-type: none"> good food

Activity 5: Travel Questions (page 98)

1. by plane
2. 14 hours
3. \$100
4. 18 hours
5. by bus
6. by car

Activity 7: Listening to Suggestions (page 100)

Person	Country/ City	Weather and Clothes	Things to Do	Food and Drink
1	Hamburg, Germany	<ul style="list-style-type: none"> • crisp, sunny weather • day: sweater • evening: Jacket 	<ul style="list-style-type: none"> • city parks • botanical garden • walk around Lake Die Alster • shopping—clothing and glasswork 	pastry and coffee
2	Tokyo, Japan	In spring, the leaves come out and some flowers are blooming.	<ul style="list-style-type: none"> • Night life / Shinjuku. Lots of stores open late for shopping and karaoke booths. Many places to shop and buy electronic goods. • Royal Gardens 	tea
3	Montreal, Canada	nice any time of year but always bring an umbrella; rain showers	<ul style="list-style-type: none"> • museums, cathedrals, historic buildings • walking in Botanical Garden • old port • jet boat tours • science centre 	excellent French food

Activity 12: Places to See in Mexico City (page 105)

The following places should be checked:

The Museum of Anthropology

Diego Rivera Mural Museum

Palace of Fine Arts

Museum of Modern Art

Bazaar Sabado

Unit 7: Interacting with Colleagues (pages 107–122)

Activity 3: Informational Notes (page 110)

Notes will vary.

Sample messages:

Conversation 1

Maintenance: Check Room 322 as soon as possible. Faucet dripping.

Conversation 2

Call Mr. Smith in Room 401 when you return from break. Needs to know the time that the first shuttle leaves for the airport tomorrow morning.

Conversation 3

Carl from Bob's Vending: Vending machine in front lobby is fixed. Call when you want it refilled.

Activity 4: Memo: Finding Information (page 112)

1. Jim Reeves, General Manager
2. All front lobby employees—ABC Hotel
3. It explains the changes in room rates starting 1/1/07 and the new check-out policy
4. 12/18/06

Activity 6: Work to Be Done (page 115)

Person 2:

- get the cost of flights from New York to Frankfurt in September
- different expression (“can”)
- certain

Person 3:

- clean up the front desk
- will
- uncertain (I'll try to/Probably)

Person 4:

- update room availability records and check for changes or cancellations
- be going to
- certain

Activity 8: Listening: Status of Work (page 118)

- B.
 1. Job: take the wine list to table 24
 2. Job is in progress.
- C.
 1. Job: describe the specials to table 10
 2. Job is in need of assistance.
- D.
 1. Job: call airline to request wheelchair for Mrs. Walker
 2. Job is in progress.

Appendix B: Grammar and Useful Structures (page 127–145)

Using *Some* and *Any* (Unit 3, Activity 4)

Additional Practice with *Some* or *Any* (page 136)

1. any
2. some
3. any
4. some
5. some
6. any
7. some
8. any or some
9. some

***Will* to Express Intentions or to Offer to Do Something (Unit 5, Activity 3)**

Additional Practice with Modals (page 138)

1. 'll
2. 'll
3. will; 'll or will
4. will not or won't
5. 'll; might not

Tag Questions (Unit 7, Activity 9)

Additional Practice with Tag Questions (pages 143–44)

1. aren't you
2. doesn't it
3. did you
4. isn't he
5. didn't she
6. isn't it
7. isn't it
8. does it
9. can't they
10. didn't they
11. aren't there
12. didn't you
13. is it
14. do you