

Script

Unit 1

Track 2

Activity 3: Types of Accommodation (page 5)

Guest 1: I travel a lot—up to three months a year, so I guess you could say I spend a quarter of my life in hotels. For me, the ideal hotel has big rooms with comfortable beds and good facilities, including a business center. It should also be as near the center of town as possible but within easy reach of the airport; in fact, an airport shuttle is always nice.

Guest 2: I love going on vacation, especially in Europe. I worked hard all my life, so I feel I deserve a little luxury now and I don't mind paying for it. I like a hotel with a sauna and full spa services so that I can have a massage and get my nails done. If you ask me, a hotel that doesn't make you feel really special isn't a hotel.

Guest 3: I like smaller hotels because you can learn more about the country, the people, and the culture. And I like when they make free breakfast for you in the morning so you can taste the local food. The staff has more time for you at small hotels. I think that most of the big hotels are so impersonal; they look all the same when you are inside them. You can't tell what country you are in.

Guest 4: It's my job to visit hotels. Not just the deluxe five-star ones, but also the small family-run places with only a few rooms. But if you're asking me personally, the most important things are comfort, polite and friendly staff, and efficient service. There should be air-conditioning if it's hot outside and a warm smile to greet you in the morning. Anything else is really a bonus.

Track 3

Activity 14: Guidebook Description (page 23)

Tourist 1: I want a hotel with everything. I want to feel pampered. I think a pool and spa are essential. Also, the place I stay has to have a good restaurant. I want to be able to exercise, eat, and relax in the same place I'm staying.

Tourist 2: When I travel, I want to save money, so I stay in the least expensive place. I only care that it is clean and that I have my own bathroom. The rest doesn't matter. Since I don't spend much time in the hotel, I don't want to spend much money on it.

Tourist 3: I don't need an expensive hotel, but I also don't want the cheapest hotel. I don't mind spending money to have a comfortable place to stay. I want to be able to relax at the hotel when I'm not out seeing the sights, so it has to be a comfortable hotel, and having a pool would be a plus.

Unit 2

Track 4

Activity 4: Questions about a Hotel (page 28)

Hotel Clerk: Oh, hello, um how can I help you?

Potential Guest: I'd like to get some information about the facilities at this hotel.

Hotel Clerk: Okay. What would you like to know?

Potential Guest: Do you have an indoor pool or a gym?

Hotel Clerk: An indoor pool? No, we don't, but we have a very nice 30-meter outdoor pool.

Potential Guest: Oh, okay. And do you have a gym or a sauna?

Hotel Clerk: We have sauna facilities, a Jacuzzi and, of course, the tennis courts.

Potential Guest: Okay, but no gym?

Hotel Clerk: No gym.

Potential Guest: Oh, okay.

Hotel Clerk: Sorry about that.

Potential Guest: Uh, are there a television and DVD player in all of the rooms?

Hotel Clerk: Oh yes, there are. Yeah, we've got a TV and DVD player in every room that's linked to the local satellite system.

Potential Guest: Oh, good. You have HBO, okay. Um, are there refrigerators in the rooms?

Hotel Clerk: Yes, refrigerators are in the rooms.

Potential Guest: Okay, and this is very important for me. Is there an airport shuttle?

Hotel Clerk: An airport shuttle? There isn't actually, but uh I would say that the taxi is uh, um very reasonable, ten dollars. It would be very easy for me to phone for one anytime.

Potential Guest: Okay.

Hotel Clerk: Just come to the front desk or call from your room.

Potential Guest: Okay, well thank you for your time.

Hotel Clerk: Okay, no problem. Would you like to book now?

Potential Guest: Uh no, I think I'll think about it.

Hotel Clerk: Okay.

Potential Guest: I'll call later.

Hotel Clerk: That's no problem. Bye bye now.

Potential Guest: Bye.

Track 5

Activity 12: Listening to Directions (page 43)

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 onto 4th Avenue. It will be on the left-hand side next to the ice cream shop and just before Western Boulevard.

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. It has wonderful homemade pastas 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 to 3rd Avenue. It will be on the right side, next to the dry cleaners. It's only about a three-minute walk from here.

Unit 3

Track 6

Activity 9: Reservations Questions (page 57)

A. Hotel Reservation

Receptionist: Hello sir, uh, what can I do for you?

Guest: I'd like a room for two days.

Receptionist: Okay, will that be starting from today?

Guest: From today, yes.

Receptionist: Okay, fine. Let me take some details. Um, what kind of room, um, will you be requiring?

Guest: A double room please.

Receptionist: A double room, a double room. Okay, I'll just try and confirm that. Would you like smoking or non-smoking?

Guest: Uh, non-smoking, please.

Receptionist: Non-smoking, okay. Fine.

Guest: What time do I have to check out?

Receptionist: Be sure to be out by eleven o'clock.

Guest: Eleven o'clock, okay.

Receptionist: Yes.

Guest: And can I get a wake-up call in the morning?

Receptionist: Oh, sure, sir, yeah. What time?

Guest: Tomorrow at eight thirty.

Receptionist: Eight thirty, okay. I'll just make a note of that.

Guest: And I also need two keys.

Receptionist: Two keys, okay. Fine. I'll just get your keys for you then. The total of the room will be \$298.

Guest: How can I pay? With MasterCard or only cash?

Receptionist: Here are your keys. You can pay with MasterCard—no problem, sir.

Guest: Okay, thank you.

Receptionist: No problem. Okay, can you just fill in this little form here? Just initial the rate and check-out date.

Guest: Okay, thank you.

Receptionist: Okay.

B. Restaurant Reservation

- Hostess:* Good evening, McKelly's restaurant, how may I help you?
- Guest:* Hi, yeah, I'd like uh to make a reservation for tomorrow night.
- Hostess:* Okay, how many people will there be in the party?
- Guest:* Uh, party of eight.
- Hostess:* Party of eight, okay. Uh, would you prefer any particular location?
- Guest:* Actually, yeah. I was hoping to get kind of a separate area. It's, it's a birthday party so we'd like to have our own space.
- Hostess:* Oh, okay, it's a birthday party. Would uh, will you be wanting a cake, or we have a little singing sort of quartette with the waiters?
- Guest:* Uh, no that's okay, we can, we don't need a cake and no singing necessary. So we just need a dinner table then.
- Hostess:* Okay.
- Guest:* Kind of in a separate area.
- Hostess:* And this is for tomorrow at what time?
- Guest:* Eight o'clock.
- Hostess:* Eight o'clock, okay. Alright, and your name, please.
- Guest:* Um, Purty. P-U-R-T-Y.
- Hostess:* Okay, is it a surprise birthday party?
- Guest:* No.
- Hostess:* Alright. Purty party of eight at eight o'clock.
- Guest:* Oh, uh, one more thing. Can I, would it be possible to get a baby seat? One of people in the party needs a baby seat.
- Hostess:* Oh, yes, sure. We have lots of booster seats—no problem.
- Guest:* Okay, alright.
- Hostess:* Okay, we'll see you then.
- Guest:* Thank you.

C. Flight Reservation

- Agent:* Hello, Flight Reservations.
- Customer:* Hi, yeah, I'd like to make a reservation for a flight from um Seattle to London.
- Agent:* Okay, what is the departure date?
- Customer:* Uh, November twelfth, and then um returning on the seventeenth.
- Agent:* How many traveling?
- Customer:* Just me.

Agent: Okay, let me have a look at availability. Yes, we can do that. Are you looking for an AM or PM departure?

Customer: Uh yeah, I prefer the morning if possible.

Agent: Okay. We can do that. Nine AM okay?

Customer: Yes.

Agent: Would you be requiring an aisle seat or a window seat?

Customer: Um, I prefer a window seat.

Agent: A window seat.

Customer: Yeah.

Agent: Okay.

Customer: And, uh do they have the vegetarian meals on the flight, cause I'd like to get a vegetarian . . .

Agent: Okay, I can make a note of that. I'll just punch that in. Uh, vegetarian, okay, right, yes. And that's leaving from um, Seattle to London Heathrow.

Customer: Ok.

Agent: Um, and the price for that, I've got \$759.

Customer: Does that include tax?

Agent: No, it doesn't. It's \$823 all together.

Customer: Okay.

Agent: And that's leaving at nine AM.

Customer: Alright.

Agent: Flight number three, eight, six.

Customer: Three, eight, six, okay.

Agent: And how, how would you like to pay for that?

Customer: Uh, with my Visa.

Agent: Okay. That number when you are ready.

Track 7

Activity 12: Reservation Confirmation (page 60)

Conversation 1

Agent: Okay, so that's a reservation for three nights. Your name?

Customer: My name is Angela Whitney.

Agent: Okay, Angela, and could you spell the family name for me?

Customer: Sure, it's W-H-I-T-N-E-Y.

Agent: W-H-I-T-N-E-Y. Okay, and you're staying from . . . ?

Customer: Uh, that's December twelfth, Friday.

Agent: Okay, December twelfth to . . . ?

Customer: Uh, I'll be leaving Monday, the fifteenth.

Agent: The fifteenth, okay, and your phone number?

Customer: Um, the area code is six, one, nine, five, five five, two, two, one, three.

Agent: Five, five, five, two, two, one, three. Okay, and your address?

Customer: At 25 north Middleway. That's one word.

Agent: Okay, could you spell that please?

Customer: Sure, that's M-I-D-D-L-E-W-A-Y, and it's a Drive.

Agent: Okay, and what city?

Customer: San Diego, California.

Agent: Okay.

Customer: Nine, six, two, two, one.

Agent: Nine, six, two, two, one. Okay, great uh, then we will see you on Friday, December twelfth.

Customer: Okay, thank you.

Agent: Thanks.

Conversation 2

Agent: Hi. How may I help you?

Customer: I'd like to know your room availability and rates for March 24 through the 27. I'm planning a visit.

Agent: So is that for three or four nights?

Customer: Three nights—the 24th, 25th, and 26th.

Agent: Yes, we have rooms available. Would you like non-smoking?

Customer: Yes, non-smoking would be great.

Agent: Can you give me your name and address?

Customer: Yes, the name is Brendon, that's B-R-E-N-D-O-N Flemming. Flemming with two m's.

Agent: Thank you, and your address?

Customer: 8404 Stratus Way.

Agent: Can you spell that?

Customer: S-T-R-A-T-U-S in Wichita, Kansas, zip code six, seven, two, one, three.

Agent: Thanks, Can you give me a phone number?
Customer: Yes, uh it's area code three, one, six, five, five, five, five, nine, nine, one.
Agent: Three, one, six, five, five, five, five, nine, nine, one.
Customer: Yes.
Agent: Okay, Mr. Flemming, we have a non-smoking room for three nights beginning March 24th, with you leaving on the 27th. Is there anything else?
Customer: No, thanks.
Agent: No problem. Have a nice trip.
Customer: Thanks.

Unit 4

Track 8

Activity 2: Phone Conversations (page 66)

Conversation 1

1: Hello.
2: Hello, uh, John?
1: Yeah.
2: John, it's Bob.
1: Hey, Bob.
2: Yeah, listen, I was wondering if you were going out tonight?
1: You wanna go out?
2: Yeah, I do. Well see, it's it's Thursday, and Mulligan's, um, it's only a dollar, you know for, a drink.
1: Oh, cool!
2: So, will you go out then?
1: Yeah, okay, I'll be there.
2: Great! I'll meet you outside about eight thirty.
1: Okay.

Conversation 2

1: Hello. Shopping Plus Catalogs. How may I help you?
2: Yeah, hi, I'd uh like to order the luggage set that you have in your latest catalog.
1: The Queen Inn Superior Luggage Set?
2: Yeah, that's right.
1: Ok, would you like the Country Floral or the Black Leather?

- 2: Uh, give me the Country Floral.
- 1: Ok, that will be, that's the uh two ninety nine, ninety nine.
- 2: Yeah, that's the sale price, right?
- 1: Uh, yes, it is. Okay. How would you like to pay for that?
- 2: Uh, Visa?
- 1: Okay, and that would be three twenty three ninety six with tax and shipping.
- 2: Alright.
- 1: Alright, thank you.

Conversation 3

- 1: Good afternoon, Vandalay Industries. This is Joan Simons' office. How may I help you?
- 2: Hello there, uh, my name is Jonathan Smith. I want to speak to Joan Simons if I can.
- 1: I'm afraid she's not in right now. Can I take a message, please, Mr. Smith?
- 2: Yes, okay. I want to inform her about the conference uh that is happening at the Longshore Hotel on Monday. And that's at ten AM.
- 1: Ok, that's Monday the twelfth?
- 2: Monday the twelfth, that's right. Yes, and that's about the new line. The new line of products that we'll be using together with your . . .
- 1: Okay, so that's the uh conference about the new line of products that will be at the Longshore Hotel at ten AM.
- 2: Ten AM. Yes, ten AM sharp.
- 1: Okay, I'll let her know.

Track 9

Activity 3: Taking Messages (page 66)

- 1: My name is Eleanor Cortes, that's C-O-R-T-E-S. Uh, I live at seven eighty Jalan Hitam Manis. That's J-A-L-A-N H-I-T-A-M M-A-N-I-S. It's three words. In Singapore. Uh the zip code is three, four, eight, two, four, three. And my phone number is country code six, five, then, five, five, five, zero, six, six, one.
- 2: It's Robert Schumacher. Robert R-O-B-E-R-T Schumacher S-C-H-U-M-A-C-H-E-R. My address is one twenty five Ringstrasse R-I-N-G-S-T-R-A double S-E. In Berlin, zip code one, three, zero, eight, nine. Germany. My telephone number is country code four, nine, then three, oh, five, five, five, seven, eight, nine.
- 3: Yes, the name on the reservation is Wayne Dean. Dean is spelled D-E-A-N, and I live at seventeen Station Road, Manchester, post code M, one, three, then nine, P. L. The city and the county are the same, Manchester. That's M-A-N-C-H-E-S-T-E-R, Britain. And my telephone number is four, four, one, six, one, five, five, zero, four, three, eight, six.

- 4: My name is Mary Vickston. That's V-I-C-K-S-T-O-N. I live at forty seven Brookhurst Avenue. Brookhurst is B-R-O-O-K-H-U-R-S-T in Narberth, Pennsylvania. That's N-A-R-B-E-R-T-H. The zip code is one, nine, oh, seven, two. My phone number is six, one, oh, five, five, five, seven, one, eight, one. And that's in the United States.
- 5: The reservation is for James Warnock. That's W-A-R-N-O-C-K. His address is fifteen fourteen south Center Street. That's in Redlands, R-E-D-L-A-N-D-S, California. Zip code nine, two, three, seven, three. The phone number is area code nine, oh, nine, five, five, five, zero, seven, one, eight.

Unit 5: Handling Service Encounters

Track 10

Activity 2: Taking a Message (page 82)

Receptionist: Park County Hotel. May I help you?

Caller: Yes, I'd like to speak to Maryanne Winters, please.

Receptionist: I'm sorry, she's not in today. Can I take a message?

Caller: Yes, please tell her that Fredrick Sommers called from TeleCalls Communication. I'm one of the vendors for the job fair at your hotel on Saturday.

Receptionist: Fredrick Sommers? Can you spell your last name for me?

Caller: S-O-M-M-E-R-S.

Receptionist: From TeleCalls Communication?

Caller: Yes. Vendors are supposed to be there at the hotel by 8:00 to set up our tables on Saturday, but I won't be able to get there until 8:30 because of a transportation situation. Please tell her I'll be a half an hour late, but I will definitely still be there. If she has any questions, she can call me at seven, three, four, five, five, five, eight, two, two, eight.

Receptionist: Okay, I'll let her know.

Caller: Thank you.

Receptionist: You're welcome. Goodbye.

Caller: Bye.

Track 11

Activity 8: Complaints (page 89)

Conversation 1

Employee: Hello, uh, lobby?

Caller: Yeah, hi. I'm calling from room eight, oh, seven. I just checked in, and the room is filthy. The bed's unmade; there's water all over the bathroom floor. There are towels balled up in the corner. It hasn't been cleaned.

Employee: Oh ma'am, I'm, I'm, I'm very sorry that's occurred.

Caller: Yeah, me, too.

Employee: I'm a little bit surprised, and there's obviously been a mistake here with our schedule. Um, would you, would you be so kind just to hang on a couple of minutes, and I can send someone up there straight away to sort this out?

Caller: Uh, yeah, that's fine as long as they hurry.

Employee: They will be right with you ma'am.

Conversation 2

Employee: Good afternoon, Barth Travel.

Caller: Hi, I just got my tickets in the mail that you uh sent, and I'd asked for an aisle seat and you guys gave me a middle seat, so I need to get that changed.

Employee: Okay, sir. Let me check this on the system. Can you give me your name, please?

Caller: Yeah, it's it's Jim Williams.

Employee: Okay, sir, and what was the flight number there, please?

Caller: Um, flight two, oh, four, seven.

Employee: Okay, that's for um, November the twenty-third. Is that right?

Caller: Yeah, yeah.

Employee: Yes. Ah, yes, sir and yes, you have got a, a middle seat there.

Caller: Yeah.

Employee: I'm afraid that uh, did you request an aisle seat, did you say there, sir?

Caller: I, I have to have an aisle seat.

Employee: Oh, I'm sorry, sir, but at the moment, it seems that all the aisle seats are taken on that flight.

Caller: Well I, I specifically, when I, I first bought the ticket, they had, they said I could get an aisle seat. I have to have an aisle seat. I, I, I, I have it's, it's, I have a medical, medical condition, I need to use the restroom a lot. I don't want to be in the middle. I, I really need the aisle. I need an aisle seat.

Employee: Did you book with someone here, sir?

Caller: Yes, I did.

Employee: Do you remember who you talked to?

Caller: Uh, yeah, it was like, I don't know, like a Kel, I don't know a Kelly or something like that. I, I really don't remember, but she did say that I would get an aisle seat.

Employee: I see. I'm sorry, sir, but on that flight, um, what about poss . . . I mean I could, I think I might be able to change the flight, or you can request an aisle seat the

day of the flight at the airport if you check in early. They will probably be able to accommodate you if you explain your situation at the airport.

Caller: [sigh of frustration]

Conversation 3

Employee: Hello, Mulligans.

Caller: Yeah, I'd like to speak to the manager, please.

Employee: This is the manager.

Caller: Hello. I was calling about last night. I came in to eat, uh, at your restaurant last night, and I was very disappointed. The service was horrible. It was very slow, and the food ended up being cold. I've never been so disappointed in your restaurant.

Employee: Oh, I'm sorry to hear that, and I'm a bit surprised. Um.

Caller: Yeah, I was too actually.

Employee: Yeah, oh, I'm sorry. We, we try to pride, we pride ourselves on our service.

Caller: Well, you know, I'm a good customer, and I come in regularly but . . .

Employee: Yeah.

Caller: I was really disappointed with last night.

Employee: Is that Mrs. Dawson?

Caller: It is.

Employee: Oh, okay, um sorry. All I can do for you, Mrs. Dawson, is, um, we can offer a complimentary meal, sometime, you know, in the next couple of weeks, anytime you'd like.

Caller: Oh that would be very nice. That would be very nice.

Employee: I'll tell you what I'll do.

Caller: Mhm.

Employee: You and a family member or friend can have a free meal.

Caller: Oh, well thank you, sir.

Employee: You just let me know, it's Tommy here. You just let me know, and we'll take care of you.

Caller: Okay. Thank you very much, Tommy.

Employee: Ok, see you soon.

Caller: Thanks.

Unit 6: Offering Recommendations, Making Suggestions, and Giving Advice

Track 12

Activity 4: What's It Like? (page 97)

- 1: Yeah, I'm from London, right? I think it's a really good place. You tourists like it because there's lots to do. And the people are nice, but like, you know, the wealthy people live in the west part of the city, right? And that's where all the sort of bankers and those people live, but in the east is the working class. The people that have, you know, the manual jobs and things like that. One of the things about the weather is it rains a lot, and so you need a rain jacket, and if you come in the summer, then you will need a rain jacket but you won't need a sweater or a jumper or anything 'cause it doesn't get very cold. It's just sort of mildly warm in the summer and uh the night life well, terrific, terrific. And there's lots of pubs 'cause we like pubs right in London and a good place to go is called The Ministry. There's always the Palladium, which is, you know, like an old sort of place, very famous. Sight-seeing you can do a lot and you could buy an Underground ticket and go all around and you can see where the Queen lives. That's called Buckingham Palace. And you could see the Tower of London where all those people had their heads chopped off. There's Saint Paul's Cathedral, which is like the big church and there's Westminster Abbey. And you could go shopping, go to Oxford Street. You know it's a big long street with lots of shops. And food. I mean there's lots of fish and chips or steak and kidney pie and uh, there's some lovely cafés where you can get a nice cup of tea, 'cause you know we like to drink tea in the afternoon especially when it's a bit cool in the winter.
- 2: San Francisco is one of the best cities in the world. The people are so friendly. They're used to tourists. They love them. Let's see. If you come in the summer, you have to be careful. In the morning, it looks nice—it's warm and sunny, but by the afternoon it's foggy, damp, and freezing cold, so you have to be sure to bring sweaters and jackets, and you want to be careful there. At night you can do anything: Go to the theater, go to the symphony—the San Francisco Symphony is world-renowned. There are lots of clubs. Um sight-seeing. There are a million things to do. You've got to go to Chinatown and eat some Chinese food. You gotta ride the cable car. Shopping at Pier Thirty Nine or Ghirardelli Square. Some of the best restaurants in the world are in San Francisco, but I prefer a bowl of clam chowder in a sourdough bread bowl so you can eat the bowl after you eat the soup. Go to Fisherman's Wharf.
- 3: If you come to Germany, the people are really friendly, and there's a lot of good food. Maybe you have to come in the summertime or in the spring—it's really nice and green everywhere. And if you go to southern Germany, there are a lot of old castles. There's a lot of history and museums everywhere. And if you go to Munich, it's a really famous

city, and there's a wonderful botanical garden and if you at have more energy you can go out at night. Night clubs are really fun if you were to find you were interested in a good club.

Track 13

Activity 7: Listening to Suggestions (page 100)

1. If you go to Hamburg, Germany, in the fall, you will have a great time. The weather is crisp, but the days are usually sunny. You can often walk around during the day with a sweater, but in the evening you will need a jacket. There are nice city parks and a wonderful botanical garden. You'll want to take good walking shoes. There is a nice path that goes all around a large lake, Die Alster; you can walk along the lake and then stop in a nice café for a pastry and some coffee. There are great little shops with nice clothing and also pretty glassworks. You'll have a great time in Hamburg.
2. When you visit Tokyo, you will be amazed how busy it is. I know I was surprised. There are parts of Tokyo that never sleep. If you like night life, you will love Shinjuku. There are bright lights, lots of stores that are open late for shopping, and karaoke booths. It is similar to Las Vegas in the U.S. There are many places to shop and buy electronic goods. But maybe you don't like the night life, and you prefer quiet and nature. Maybe you don't believe me, but right in Tokyo, the Royal Gardens will make you feel that you are in a nature preserve. Even though it is surrounded by the city, the quiet of the gardens is amazing. Walking on the paths, you will only hear the crunching of gravel under your shoes. My favorite time to go to the garden is in the spring when the leaves are beginning to come out and some flowers are blooming. After enjoying the garden you can find a nice spot to enjoy some good tea.
3. Montreal is nice any time of year; each season brings out a different flavor. There are so very many things to see and do in Montreal. When you are hungry you can find excellent French food. There are fantastic museums, great cathedrals, and many historic buildings. If you are there in the spring, the Botanical Gardens are amazing—everything's in bloom. It's always a popular activity for visitors. Walking through the gardens is a pleasant way to spend a summer afternoon. The Old Port is another great place to visit because there is so much to do there. You can go on jet boat tours in the summer, and the Science Centre is really fun for children and adults, too. But, no matter when you go to Montreal, be sure to bring an umbrella. It is not unusual to get rain showers.

Track 14**Activity 12: Places to See in Mexico City (page 105)**

Tourist: Hi, I'm just in Mexico City for a few days and wondered what you would suggest I see.

Tourist Agent: Well, there are many places to see. The Museum of Anthropology is one of the finest. Almost everyone who comes here goes there.

Tourist: Great. I love anthropology. Are there any good art museums?

Tourist Agent: Yes. Two of my favorites are the Diego Rivera Mural Museum and the Museum of Modern Art. You will see many familiar pictures in the Diego Rivera Mural Museum. Whenever I have guests who enjoy art, I always take them to these two museums. The Palace of Fine Arts is also nice if you have time.

Tourist: Thanks. That's helpful.

Tourist Agent: Are you here on Saturday?

Tourist: Yes, why?

Tourist Agent: Well, on Saturday, there is a great bazaar—the Bazaar Sabado. You really should see it too since you are here on Saturday. You might find some souvenirs.

Tourist: Thanks. You've been really helpful.

Tourist Agent: Please come back if you want any other suggestions of places to go and see.

Unit 7: Interacting with Colleagues**Track 15****Activity 3: Informational Notes (page 110)***Conversation 1*

Attendant: Front desk.

Caller: Yeah, hi. I'm calling from room three, two, two. Our faucet is dripping.

Attendant: Oh, okay. Well, I'll get in touch with maintenance right away. I'll leave them a message, and hopefully somebody will be up there shortly.

Caller: Okay, thanks.

Conversation 2

Attendant: Front desk.

Caller: Yes, hello there. This is Mrs. Smith from room four oh one. Um, can you tell me when the first shuttle leaves for the airport in the morning?

Attendant: Oh, I'm new, and I'm not sure. Let me see if I can find that list here somewhere. Oh, I don't see it, but my colleague would know and, um, she'll be back in about ten minutes. Can I have her call you in room four, oh, one?

Caller: Ah, yeah, yeah, that's alright. I'm not going anywhere.

Attendant: Okay, great.

Conversation 3

Attendant: Front desk.

Caller: Yeah, this is Carl from Bob's Vending. If you could leave a message for your supervisor that, uh, the vending machine is fixed.

Attendant: Oh okay. Is that the one in the front lobby?

Caller: Yes, it is. And if, and if you want it to be refilled, just give us a call.

Attendant: Okay. I'll leave the message for my supervisor, thanks.

Caller: Thank you.

Track 16

Activity 6: Work to Be Done (page 115)

Conversation 1

1: Have you made the staff schedule for next month? I need to make an appointment for a hair cut and need to know my work schedule.

2: I haven't made it yet. I think I'll be able to make the staff schedule today.

Conversation 2

1: Can you tell me the cost of flights from New York to Rome in September?

2: Yes, I can get the information for you right now.

Conversation 3

1: We've been so busy checking guests in that the front desk is a mess. Can you clean it up a bit?

2: Probably. I'll try to do it before my break.

Conversation 4

1: Do you know how many rooms we have available for tonight?

2: No, not yet. I am going to update the room availability records and check for any changes or cancellations right now.

Track 17**Activity 8: Listening: Status of Work (page 118)***Conversation A*

- 1: Hi, Kate. Do you know if the lock on room three ten's been fixed?
2: Uh, yeah. Maintenance got to that yesterday.

Conversation B

- 1: Hey, Molly, have you taken the wine list to table twenty-four?
2: No, I haven't yet, but I'm going there right now.
1: Okay, then. Don't forget.

Conversation C

- 1: Uh, Bridget, did you describe the specials to table ten?
2: No, uh, I wasn't sure—is the fish grilled or baked tonight?
1: It's grilled tonight.
2: And was it a pepper sauce or a lemon sauce?
1: Um, lemon sauce.
2: Okay, yeah, I'll go tell them.
1: Okay.

Conversation D

- 1: Ted, have you called the airline to request the wheelchair assistance for Mrs. Walker?
2: Uh, I'm on the phone with them right now actually. They've got me on hold.
1: Very good.