

Enjoy Your Stay **Teacher Materials**

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Unit 1, Activity 12 (page 21)

Amenities Cards (Cut out and distribute to students.)

<p>AMENITY</p> <p>SWIMMING POOL</p>	<p>AMENITY</p> <p>SHUTTLE SERVICE TO THE AIRPORT</p>	<p>TASK</p> <p>ASK 3 QUESTIONS A GUEST ASKS WHEN SHE OR HE MAKES HOTEL RESERVATIONS.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>TENNIS COURTS</p>	<p>AMENITY</p> <p>ROOMS WITH BALCONIES</p>	<p>TASK</p> <p>NAME 3 DIFFERENCES BETWEEN A HOTEL AND A MOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>KING-SIZE BEDS</p>	<p>TASK</p> <p>NAME 6 RECREATIONAL ACTIVITIES.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>COMPARE 2 RESTAURANTS IN THIS TOWN.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>

<p>AMENITY</p> <p>LAUNDRY FACILITIES</p>	<p>TASK</p> <p>NAME 8 THINGS YOU FIND IN A HOTEL ROOM.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>COMPLIMENTARY BREAKFAST</p>	<p>TASK</p> <p>SAY 5 ADJECTIVES THAT DESCRIBE A 5-STAR HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>RESTAURANT</p>	<p>TASK</p> <p>COUNT TO 20.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>

<p>AMENITY</p> <p>EXERCISE FACILITIES</p>	<p>TASK</p> <p>GIVE DIRECTIONS FROM THIS SCHOOL TO THE CLOSEST BANK.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>IN-ROOM REFRIGERATORS</p>	<p>TASK</p> <p>NAME 3 SERVICES HOTELS MIGHT OFFER FOR A FEE.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>NAME 5 JOBS AT A HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>IN-ROOM MICROWAVES</p>	<p>TASK</p> <p>NAME 3 SERVICES A LUXURY HOTEL MIGHT OFFER THAT AN ECONOMY HOTEL WOULDN'T OFFER.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>USE 3 DIFFERENT COMPARATIVE ADJECTIVES TO COMPARE A LUXURY HOTEL TO AN ECONOMY HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>

<p>AMENITY</p> <p>SPA</p>	<p>AMENITY</p> <p>BUSINESS CENTER</p>	<p>AMENITY</p> <p>HAIR DRYERS IN ROOMS</p>
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Unit 2, Activity 6 (page 32)

Hotel Guest Cards (Cut out and distribute to students playing the role of potential guests.)

<p>You have \$100 total to spend. You want to stay in a hotel with a pool. You prefer an indoor pool.</p>	<p>You have \$300 to spend. You want to stay for two nights in a suite with a comfortable sofa and a large TV. You also want room service available.</p>	<p>You have \$400 to spend. You have to stay for three nights in a hotel near the airport. You are staying for business purposes, and you need FAX service available. You also would like breakfast ready in the morning so you can eat and go to meetings quickly.</p>	<p>You have \$400. You need a room for four nights for a conference. You need a hotel with meeting rooms, and you'd like a spa or a sauna to be available.</p>
<p>You have \$50 to spend and you need to stay for two nights. You'd like to watch TV at night if possible.</p>	<p>You have \$250 to spend. You need to stay for three nights. You'd like a big room with plenty of space. You'd also like a restaurant in the hotel.</p>	<p>You have \$500 to spend. You need two rooms for two nights for you and your family. You want a view of the ocean from your room, and your children want to watch movies at night in the room.</p>	<p>You have \$700 to spend. You want to stay for two nights in a luxury hotel. You want a suite with a refrigerator. You are very athletic, so you want exercise facilities and an indoor pool.</p>
<p>You have \$30 to spend. You need to stay in a hotel near the airport for one night.</p>	<p>You have \$280 to spend. You would like a room or a suite with a mini-bar and stove. You need to stay two nights.</p>	<p>You have \$600 to spend. You and your partner want to stay in a suite where you can cook your own food. Your partner likes to play tennis, so you'd like tennis courts available.</p>	<p>You have \$500 to spend. You want to stay for three nights in a hotel that offers a variety of places to eat and drink. You also want room service available.</p>

Hotel Reception Cards (Cut out and distribute to students playing the role of receptionists.)

<p>You have suites only. Every suite has a refrigerator, a mini-bar, a stove, and a living room area with a TV and VCR.</p> <p>Suites cost \$150–200 per night</p> <p>Amenities: Spa, exercise facilities, pool, two restaurants, room service, bar and tennis courts (for a fee).</p>	<p>You have rooms with two queen-size beds or one king-size bed. No TVs in rooms, telephones in rooms may be used for a fee. This is an economy motel.</p> <p>Rooms cost \$20 for a single and \$30 for a double.</p> <p>Amenities: restaurant next to motel, 5-minute drive from the airport.</p>	<p>You have rooms with one king-size bed only. TV and VCR in all rooms. Some rooms overlook the ocean.</p> <p>Most rooms cost \$100, ocean-view rooms cost \$180.</p> <p>Amenities: sauna, exercise facilities, locking safes in rooms, restaurant, meeting facilities, free in-room movies.</p>
<p>You have rooms and suites. All rooms and suites have TVs and clock radios. Suites also have refrigerators and sofas.</p> <p>Rooms cost \$85–\$110; suites cost \$140–\$350</p> <p>Amenities: indoor pool and jacuzzi, exercise facilities, one restaurant, and room service.</p>	<p>You have rooms with TVs and free cable. All rooms have clock radios, telephones, and refrigerators.</p> <p>Rooms cost \$45, deluxe room are more spacious and cost \$70.</p> <p>Amenities: pool, restaurant, free shuttle to downtown shops.</p>	<p>You have rooms and some suites. All rooms and suites have TVs and telephones. Suites have mini-bars and kitchenettes. Suites have free movie channel.</p> <p>Amenities: Spa, indoor and outdoor pool, golf course (for a fee), airport shuttle, free hot breakfast, three restaurants, FAX service (for a fee).</p>

Unit 5

Activity 13 (page 92)

Fix It Cards for Courtesy and Complaints Game

Cut the cards apart before beginning the game. When players land on a space that says, "Pick a Fix It card," pick one of these cards. Each card contains a complaint made by a guest or customer. The player is responsible for fixing the situation by apologizing and offering some sort of a remedy or alternative. If the other students playing the game believe that what the student says is appropriate to the situation and the student is successful in fixing the situation, the student can climb the ladder. If the student is unsuccessful, he or she remains on the space where he or she is. When you are finished with a Fix It card, return it to the bottom of the pile of Fix It cards.

<p>A guest calls you at the hotel's front desk. He is angry because his room was not cleaned today and it is already 6:00 PM.</p>	<p>You bring a meal to a customer in the restaurant, but she returns it to you saying that the food is cold.</p>	<p>A customer at one of your tables asked you for more tea about 5 minutes ago. You became very busy and forgot. Now the guest is waving you over to his table and is pointing to his glass.</p>	<p>A customer found a hair in her meal. She is very angry and disgusted.</p>
<p>A guest reserved a room with a balcony, but when he arrived today, you discovered that all of the rooms with balconies are occupied. He is not very happy about the situation.</p>	<p>A guest calls to tell you that she needs to take a shower but there is no hot water. She needs to go to a business meeting in an hour and needs to shower now.</p>	<p>A passenger on the plane insists that he ordered a vegetarian meal, but that is not listed in the information you have. Unfortunately, you are already in the air, and there are no vegetarian meals available.</p>	<p>Two airline passengers were accidentally assigned the same seat. They are arguing about it and are blocking the aisle while other passengers are trying to board and get to their seats.</p>
<p>A restaurant customer ordered his food with no cheese, but there is cheese melted on his food.</p>	<p>You gave a table of customers their bill, and after they looked at it, they called you over to the table to tell you that one of the charges is wrong. They think they were charged twice for an iced tea, but the second charge is really for the extra cheese they asked for on a sandwich.</p>	<p>A guest calls the front desk at 11:00 PM to report that the sink in his hotel room is dripping, and it is keeping him awake at night.</p>	<p>There is a screaming baby on the flight, and a passenger two rows behind the child complains that she cannot sleep and that the child is giving her a headache.</p>
<p>A customer asked for no mayonnaise on his sandwich. He takes a bite and realizes that there is mayonnaise. He angrily calls you to the table. He is allergic to dairy products.</p>	<p>A guest calls you at the hotel front desk to tell you that the volume on her television is not working. It is late at night, and there is no one who can fix it right now.</p>	<p>A customer who is sitting in the non-smoking section of the restaurant complains that he can smell the smoke from the smoking section.</p>	<p>A customer comes out of the restroom and tells you that the restroom is filthy. There is no toilet paper or soap, and there is water all over the floor.</p>

Unit 6

Activity 9

Suggestions/Recommendations (page 102) (Cut out and distribute.)

Questions

Advice/Recommendations

Where can I go shopping?

There's a great new mall on 2nd Avenue.

What's there to do at night?

There are some great clubs where you can go dancing.

What kind of outdoor activities do you suggest?

You could rent a mountain bike and ride up one of the trails behind Elk Park. It's beautiful there.

I'd like to see a show. Do you have any suggestions?

There's a modern dance company performing at the town theater tonight.

Where can I find good seafood?

There's a fabulous restaurant that serves the freshest fish in town about two blocks from here.

What's the best way to get to the airport?

The hotel has a free airport shuttle. Just tell the front desk what day and time you need to leave.

Is there a public golf course near the hotel?

The public golf course is three blocks away.

Are there any good Thai restaurants

There's a place with great Thai food right around the corner.

Where's the nearest spa?

We have a spa in the hotel.

Do any of the restaurants deliver?

The Pizza Shoppe delivers, and so does the Lucky M.

Where can I check email?

The Cyberhaus is an Internet café and has reasonable prices.

Where's a good breakfast place?

The Waffle Palace has nice breakfasts. It's one block north.

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, any-time 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.

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	<i>more 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