

# Appendix B

## Grammar and Useful Structures

### Present Simple (Unit 1, Activity 3)

When to use the present simple:

1. Use present simple to talk about facts and general truths. For example, you can use present simple to describe features of a hotel or restaurant.
  - The pool *is* cold.
  - Our hotel *has* 53 rooms.
2. Use present simple to express what you want, need, or feel.
  - I *need* a vegetarian meal on the flight.
  - We *want* to go to Hawaii.
  - Sue *feels* relaxed after a day at the spa.
  - Nikolay *loves* the beach.
3. Use present simple to talk about regular, habitual, or everyday events.
  - Janis *works* on Mondays and Wednesdays.
  - Alex *takes* the bus to work.
  - That restaurant always *has* clam chowder on Fridays.
4. Use present simple to talk about transportation schedules and other events that happen on a regular schedule (e.g., movie times, museum opening and closing times).
  - My flight *leaves* at 7:05.
  - The museum *opens* at 8:00 AM.
  - Jim's train *arrives* at 3:30 **tomorrow**. (Notice the use of present simple for a transportation schedule even when using an expression of future time.)

## How to Form the Present Simple

### Regular Verbs

Subject	Verb	
I You We They	work do not work (don't)	at Carley Creek Hotel.
He She It	leaves does not leave (doesn't) leave	at 2:30.

### The Verb Be

Subject	Verb	
I	am am not (I'm not)	hungry.
He She It	is is not (isn't)	very nice.
You We They	are are not (aren't)	flight attendants.

## Comparative and Superlative Adjectives (Unit 1, Activities 4 and 10; Unit 6, Activity 5)

To compare objects in English, use comparative or superlative forms.

### Comparative:

Object 1 + verb *be* + comparative + than + Object 2  
 The suites are *bigger* than the rooms.

- The service here is *friendlier* than the service there.
- Palace Place Hotel is *more elegant* than Mark's Motel.

### Superlative:

Object 1 + verb *be* + *the* + superlative  
 The Magnifica suite is *the biggest* in the hotel.  
 The Magnifica suite is *the most luxurious*.

- Tina's is the *niciest* restaurant in town.
- The Grand Plaza is *the most expensive* hotel.

To compare two objects that are equal or similar:

Object 1 + verb *be* + *as* + adjective + *as* + Object 2  
 The Lucky Seven is as busy as the Motel 12.

General Patterns for Forming Comparatives and Superlatives		
For this kind of adjective	To form a comparative	To form a superlative
One-syllable adjectives	Attach <b>er</b> to the end of the adjective.*	Attach <b>est</b> to the end of the adjective.*
Adjectives ending in <b>y</b>	Change the <b>y</b> to an <b>i</b> and then add <b>er</b> .	Change the <b>y</b> to an <b>i</b> and then add <b>est</b> .
Adjectives of two or more syllables not ending in <b>y</b>	Place the word <b>more</b> before the adjective but do not change the adjective's form.	Place the words <b>the most</b> before the adjective but do not change the adjective's form.
Irregular forms	Some words have irregular comparative and superlative forms. See below.	

Examples of Comparative and Superlative Adjectives			
Type of adjective	Adjective	Comparative	Superlative
One syllable	clean old big large	cleaner older bigger* larger*	the cleanest the oldest the biggest* the largest*
ending in <b>y</b>	friendly happy	friendlier happier	the friendliest the happiest
two or more syllables not ending in <b>y</b>	economical comfortable modern	more economical more comfortable more modern	the most economical the most comfortable the most modern
irregular forms	good bad far	better worse farther/further	the best the worst the farthest/furthest

\*Exceptions to spelling rules:

1. If the adjective ends with an *e*, add *r* or *st*.

Example: *large-larger-largest*

2. If the one-syllable adjective ends with a consonant-vowel-consonant combination, double the final consonant before adding *er* or *est*.

Example: *big-bigger-biggest*

## Question Formation (Unit 2, Activity 2; Unit 3, Activity 3)

### Yes/No Questions

- Yes/No Questions are questions that may be answered with *yes* or *no*.

Example: Do you work tonight?

Yes, I do.

No, I don't.

- The word order for most Yes/No Questions is:

Auxiliary Verb + Subject + Main Verb + Other Information.

auxiliary    subject    main    other information  
verb                          verb

Example: Does the hotel have a beauty salon?

- When the verb *be* is the main verb of a sentence and is used in the present simple or past simple tense, the word order of the Yes/No Question is:

Verb *be* + Subject + Other Information.

verb *be*    subject    other information

Example: Was she in her room?

- The construction *be* + *there* + noun can be used to ask questions about the amenities/facilities of a hotel.

Examples: Is there a shuttle to the airport?

Are there any rooms with balconies?

Type of Verb	Auxiliary verb (or main verb <i>be</i> )	Subject	Main Verb	Other information	Response (Short answer)
Present simple	Do	children	stay	free of charge?	Yes, they do. No, they don't.
Present progressive	Are	they	leaving	tomorrow?	Yes, they are. No, they aren't.
Past simple	Did	you	take	a message?	Yes, I did. No, I didn't.
Past progressive	Was	Jim	eating	dinner?	Yes, he was. No, he wasn't.
Verb <i>be</i> (Present)	Is	Sandra		available?	Yes, she is. No, she isn't.
Verb <i>be</i> (Past)	Were	you		in the kitchen?	Yes, we were. No, we weren't.

## Information Questions

- Information Questions use question words (*where, when, why, how, who, whom, what, which, whose*) to ask for information.

Example: Where is the pool?

- The word order for most Information Questions is:

Question Word + Auxiliary Verb + Subject + Main Verb + Other Information.

Question auxiliary subject main other  
Word verb verb information

Example: When did you reserve the room?

- Some question words require (more information / an object), for example:  
*How many people, what time, which room, whose car, etc.*

Example: Which room do you prefer?

- The word order for Information Questions is different if the information that is being requested is the subject of the sentence. (Notice that the auxiliary verb is not used in these questions.)

Subject main verb other information

Examples: Who ordered the iced tea?

What is on the table?

Type of Verb	Question word	Auxiliary verb (or main verb <i>be</i> )	Subject	Main verb	Other information
Present simple	How	do	I	get	to the airport?
Present progressive	Why	is	she	renting	a van?
Past simple	Which flight	did	you	reserve?	
Past progressive	Where	was	Jim	eating	dinner?
Verb <i>be</i> (Present)	When	is	the meeting?		
Verb <i>be</i> (Past)	Where	were	you?		

## Expressions of Time (Unit 2, Activity 7)

### Days of the Week

Sunday      Thursday  
 Monday      Friday  
 Tuesday      Saturday  
 Wednesday

### Months

1. January	4. April	7. July	10. October
2. February	5. May	8. August	11. November
3. March	6. June	9. September	12. December

### Telling Time:

*What time is it?*                      *Do you know what time it is?*      *It's 7:30.*  
*What time do you have?*      *Can you tell me what time it is?*      *It's 4:00.*

### Talking about Time

*When does the show begin?*      *What time is check out?*                      *At 12:00.*  
*When does the restaurant open?*      *What time do you serve continental breakfast?*      *At 8:00.*

Notice the difference in the answers when telling time and when talking about time. Use *it* to tell what time it is now. Use *at* to talk about when something begins or ends.

### Saying the Time

It's seven o'clock	7:00	Seven o'clock in the morning	7:00 AM
It's two o'clock	2:00	Two o'clock in the afternoon	2:00 PM
It's ten o'clock	10:00	Ten o'clock at night	10:00 PM
It's noon	12:00 PM		
It's midnight	12:00 AM		
It's six thirty	6:30	It's half past eight.	8:30
It's one fifteen	1:15	It's quarter past twelve.	12:15
It's three forty-five	3:45	It's quarter to four.	3:45
It's ten ten	10:10	It's ten past ten.	10:10
It's six oh five	6:05	It's five past six.	6:05
It's eight thirty-five	8:35	It's twenty-five to nine.	8:35

Note about the 24-hour clock: The 24 hour clock isn't used in American English. Instead, the expressions AM (morning) and PM (afternoon) are used. For example, 13:45 is the same as 1:45 PM. We say 1:45 PM or 1:45 in the afternoon.

## Other Expressions of Time

in the morning	yesterday
in the afternoon	today
in the evening	tomorrow
at night	in 1987
on the weekend/on weekends	at the weekend/at weekends (British English)
two hours/days/weeks/months/years ago	in two hours/days/weeks/months/years
last Monday/week/month/year	next Thursday/week/month/year

## Prepositions of Time

- Use *in* with: months (*in June*), years (*in 2001*), seasons (*in the spring*), lengths of time (*in 5 minutes*), and the expressions *in the morning/afternoon/evening*
- Use *on* with: days of the week (*on Saturday*), specific dates (*on August 10<sup>th</sup>*), holidays (*on New Year's Day*)
- Use *at* with: time (*at two o'clock*), and with the expression *at night*

## Imperatives (Unit 2, Activities 10 and 13)

The imperative can be used for:

- Orders/Commands—*Give me that!*
- Warnings—*Don't touch that!*
- Directions—*Turn right at the next stop light.*
- Instructions—*Put the mask over your nose and mouth and breathe normally.*
- Requests—*Please bring me some water.* (Notice that *please* is used to make the request more polite.)
- Recommendations—*Go to Joe's Café on 49<sup>th</sup> Street. It's excellent.*

In hospitality jobs, you will use the imperative most often for giving directions or offering recommendations.

Examples: *Go straight ahead.*

*Follow the signs to the airport.*

*Try the cheesecake in our restaurant. It's delicious.*

The imperative is formed in the following ways:

- Affirmative: Base form of the verb  
Example: Watch out!  
Turn right on Fifth Avenue.
- Negative: *Don't* + Base form of the verb  
Example: Don't open that door!

## Present Progressive (Unit 2, Activity 14)

When to use the present progressive:

1. To talk about an event happening at this moment or right now

Example: *I'm watching* the news.

Situation: Right at this moment

2. For an ongoing or temporary event

Example: *I'm reading* a great book by Anne Lane.

Situation: At this moment, I'm in a restaurant having lunch with a friend. I can tell my friend, "I'm reading a great book by Anne Lane." In reality, I'm not reading at this very moment. Instead, I'm talking to my friend and eating lunch, but these days (or in a time period around now) I'm reading the book.

3. For definite future plans

Example: *I'm traveling* to France next weekend.

Situation: I know that I am going to France. I have already made my plans to go.

Note: When used to indicate future meaning, the present progressive verb must be used with an expression of future time (e.g., tonight, next month, etc.), or both speakers must already understand that they are talking about future time.

How to form the present progressive:

VERB *BE* (am/are/is) + PRESENT PARTICIPLE (base verb + -ing)

Example: Base verb "relax"

I am

you are

he/she it is

+ relaxing

we are

you are

they are

## Polite Forms and Modals (Unit 3, Activity 4; Unit 4, Activities 4 and 12; Unit 5, Activities 1 and 6)

To offer a service item or to offer a recommendation/suggestion:

*Would you like. . .*                      *Would you prefer. . .*  
*May I suggest. . .*                      *May I suggest. . .*

To make a request:

*I'd like . . .*                      *Could I have. . .*                      *Could you. . .*  
*Would it be possible to. . .*                      *Is it possible to. . .*  
*Please bring me. . .*                      *I'd prefer. . .*

You may use the modal verbs *could*, *would*, and *may* to make polite requests. You may also use *can* for requests; when using *can*, include the word *please* to make the request more polite. Use this format:

- *Could* + *you* + base form of verb + rest of sentence.  
Examples: Could you bring me the wine list?  
                     Could you turn down the air conditioning?
- *Could* + *I* + base form of verb + rest of sentence.  
Examples: Could I have some tea?  
                     Could I see a menu, please?
- *Would* + *you* + base form of verb + rest of sentence.  
Examples: Would you warm this up for me?  
                     Would you call a cab for me, please?
- *May* + *I* + base form of verb + rest of sentence.  
Examples: May I have a glass of Chardonnay?  
                     May I have some ketchup, please?
- *Can* + *I* + base form of verb + rest of sentence.  
Examples: Can I have another fork, please?  
                     Can I please see the dessert tray?
- *Can* + *you* + base form of verb + rest of sentence.  
Examples: Can you bring me a cup of coffee, please?  
                     Can you give me directions to the airport, please?

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

You can use *some* and *any* to express an amount that is not an exact quantity.

- Can we have *some* water, please? (not an exact quantity)
- Can we have *two* glasses of water, please? (exact number—don't use *some* or *any*)

Use *some* in affirmative statements with plural and non-count nouns. Also, use *some* in questions when you are requesting or offering something.

Examples: There is *some* cream in the sauce.

Can I have *some* grilled onions on my burger?

Use *any* in negative statements and questions with plural and non-count nouns.

Examples: I don't want *any* butter on my toast.

Do you have *any* low fat desserts?

Additional practice with *some* and *any*.

Use *some* or *any* in the following sentences.

1. Do you have \_\_\_\_\_ decaffeinated tea?
2. I want \_\_\_\_\_ milk with my cookies.
3. Is there \_\_\_\_\_ carrot cake left?
4. Would you like \_\_\_\_\_ fresh ground pepper on that salad?
5. Have \_\_\_\_\_ potatoes.
6. Are there \_\_\_\_\_ rooms with a view of the ocean?
7. There are \_\_\_\_\_ clean towels in the closet.
8. Are there \_\_\_\_\_ hangers in the closet?
9. Could I have \_\_\_\_\_ ice please?

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

The modal verb *will* can be used to express intentions or to offer to do something in the (near) future.

- Use the format: subject + *will* + base form of verb + rest of sentence.

Example: We *will* give you a wake up call at 9:00.

We'll give you a wake up call at 9:00.

- Will not = Won't

Example: The shuttle *will not* leave before 6:30. = The shuttle *won't* leave before 6:30.

- You can use *will* + base form of a verb at the moment when you offer to do something.

Example: a: We need more clean towels in room 201.

b: I'll send some right up to your room. (I'll = I will)

- You can use the format: *will* + *probably* + base form of verb, or you can substitute the modal verbs *might* or *may* for *will* to express that you are not 100 percent sure.

Examples: The train *will probably* arrive on platform number two.

The train *might* arrive late.

The train *may* arrive on time.

### Responding to Requests with Will

Situation	Request	Response with <i>will</i>
The phone is ringing	Can somebody get the phone?	I'll get it.
A hotel guest wants more soap.	We're out of soap in room 202.	I'll send some up to your room.
A customer's food is cold.	Waiter, my vegetables are cold.	I'm sorry. I'll bring you a hot plate of vegetables.
A passenger wants to change his plane seat.	Is it possible to have an aisle seat?	I'll check.

### Additional Practice with Modals

*Directions:* Complete the following sentences with an appropriate form of *will*, *might*, or *may*. In some sentences, you may need to use a negative form (*won't*, *might not*, *may not*).

Note: You often contract *will* (*I will = I'll*) in spoken language, but you cannot contract the modal verbs *may* and *might*.

1. *Receptionist:* We only have non-smoking rooms available that weekend.  
*Guest:* Okay, I \_\_\_\_\_ take a non-smoking room.
2. *Guests:* We want to get an order for take-out, but we're not sure what we want.  
*Cashier:* I \_\_\_\_\_ get you a menu.
3. *Travel Agent:* When \_\_\_\_\_ you be returning?  
*Customer:* We \_\_\_\_\_ probably need to return in early June.
4. *Friend 1:* Don't you need to leave soon to pick up John at the airport?  
*Friend 2:* No, his flight \_\_\_\_\_ be on time. WXY Airline is always late.
5. *Traveler:* I'd like a window seat, please.  
*Representative:* I \_\_\_\_\_ try to get you one, but I \_\_\_\_\_ be able to.

### Conditionals for Present and Future Real Situations (Unit 6, Activity 5)

Verb in <i>if</i> clause	Verb in result clause
present simple	<i>will</i> + base verb

Examples: If you *drive*, you *will get* there faster.

If you *take* a bus, you *won't have* to pay for parking.

## Advice and Suggestions (Unit 6, Activities 6 and 8)

Common expressions used for offering suggestions or giving advice:

1. You *should* + base form of a verb + other information.  
Example: You should talk to your supervisor about the problem.
2. You *ought to* + base form of verb + other information.  
Example: You ought to apply for that job.
3. You *could* + base form of verb + other information.  
Example: You could try the Thai restaurant downtown.
4. *I suggest you* + base form of verb.  
Example: I suggest you take a break.

## Necessity or Obligation (Unit 7, Activity 3)

Common constructions for expressing necessity and obligation

\*Note: To express the idea of necessity or obligation in negative form, use the construction *must not*.

Expressions	Examples	Meaning
<i>have to</i> + base form of verb	You <i>have to</i> arrive at work on time.	It is necessary that you arrive on time.
<i>need to</i> + base form of a verb	I <i>need to</i> reconfirm my flight.	It is necessary that I reconfirm my flight.
<i>must</i> + base form of a verb	You <i>must</i> return that customer's call.	I am obliged to return the call.
<i>must not</i> + base form of a verb	You <i>must not</i> insult the guests.	It is important that you do not insult the guests.
* <i>not</i> + <i>have to</i> + base form of a verb	You <i>don't have to</i> pay for children under age 12.	It is not necessary to pay for children under 12.
* <i>not</i> + <i>need to</i> + base form of a verb	He doesn't <i>need to</i> come to work on Sunday.	It is not necessary for him to come to work on Sunday.

In the negative form, *have to* and *need to* do not express necessity/obligation. The negative form of these constructions expresses that something is not necessary. Notice this in the starred (\*) examples.

## Expressing Future Time (Unit 7, Activity 6)

The most common way to express future time is by using *will* + base form of a verb or *be going to* + base form of a verb.

- *Will* + base form of a verb

Examples: She *will be* in Florida next week.

I'll *call* the airline for you.

Use: predictions, future events, and offering to do something now or in the future

- *Be going to* + base form of a verb

Examples: You're *going to* like this hotel.

He's *going to* apply for the job.

It's *going to* rain.

Use: predictions, future events, plans, future intentions, when it is clear now that something is going to happen very soon, when you made a prior decision

Sometimes we can express future time by using the Present Simple or Present Progressive.

- Present Progressive (*be* + verb + *ing*)

Examples: I'm *meeting* John at the baggage claim at 3:15.

We're *eating* lunch at Fizbo's tomorrow.

Use: Future intentions or plans that have already been arranged. It is usually necessary to use an expression of future time (tomorrow, at 7:00, etc.) unless the people communicating already understand that they are talking about the future.

- Present simple

Examples: The bus *leaves* at 4 o'clock.

The show *begins* at 7:00 PM.

Use: Generally used for timetables and scheduled events.

## Past Simple (Unit 7, Activity 8)

Use the past simple to talk about something that is (or is not) finished or completed.

Examples: The guests *played* golf this morning.

I *didn't* reserve a rental car.

How to form the past simple:

- Regular verbs: Add *-ed* to the end of the verb.
- Irregular verbs: There are many irregular past simple verbs in English. A short list follows. You can refer to an ESL dictionary for a longer list.
- Use *did* as an auxiliary verb to make negative and question forms for both regular and irregular verbs except for verb *be*.

Regular Verbs		
Subject	Verb	
I You He/She/It We You They	cleaned	the lobby this morning.
Irregular Verbs		
Subject	Verb	
I You He/She/It We You They	gave did not give (didn't)	the guests a tour of the property.
Verb Be		
Subject	Verb	
I He She It	was was not (wasn't)	tired.
You We They	were were not (weren't)	in room 611.

**Examples:****Affirmative:**

Regular verb: We *enjoyed* our stay.

Irregular verb: I *gave* an extra key to the guests in room 1225.

*Be:* The service *was* excellent!

**Negative:**

Regular verb: I *didn't clean* room 103 this morning.

Irregular verb: They *didn't take* a taxi to the airport.

*Be:* The bed *was not* very comfortable.

**Question Form:**

Regular verb: Did you assign seats for Mr. and Mrs. Lopez?

Irregular verb: Did Mike bring menus to table 5?

*Be:* Were the Johnsons happy with their meal?

Here is a brief list of irregular past simple verb forms:

be	was/were
bring	brought
can	could
come	came
do	did
drive	drove
eat	ate
get	got
give	gave
go	went
know	knew
make	made
say	said
see	saw
take	took
think	thought

## Tag Questions (Unit 7, Activity 9)

### Use

- Tag questions may be used to check that you are correct about something or to confirm information.

Example: That hotel has rooms overlooking the ocean, *doesn't it?* (You think the hotel has rooms overlooking the ocean, but you want to confirm that it is true.)

- Some tag questions are used more for conversational purposes than to ask for information. When tag questions are used in this way, the speaker often expects the listener to agree with him or her.

Example: It's really a beautiful lake, *isn't it?* (You expect the listener to agree that the lake is beautiful. You are just making conversation.)

### Form

- Tag questions are not formed in the same way that most questions in English are formed. Tag questions have a statement and then a question "tag."

Example: You aren't finished with that, *are you?*

- If the verb in the statement is affirmative, the question tag must be negative.
- If the verb in the statement is negative, the question tag must be affirmative.
- In the question tag, only pronouns (no nouns) are used.
- The question tag is formed with an auxiliary verb. In the question tag, use the same auxiliary verb that you would use if you wanted to change the verb in the statement into regular question format.

Examples: They have valet parking, *don't they?*

They have valet parking = statement

Do they have valet parking = question format

*Do* = auxiliary verb (*Do* is used to form the question tag because *do* is the auxiliary verb used with the present simple, and the main verb, *have*, in this sentence is in the present simple. )

Additional practice with tag questions:

1. You are checking out on Monday, \_\_\_\_\_?
2. The room has two queen-size beds, \_\_\_\_\_?
3. You didn't order the wine, \_\_\_\_\_?

4. Mr. Mantino is in room 204, \_\_\_\_\_?
5. Ms. Henderson ordered the fish, \_\_\_\_\_?
6. This is the non-smoking section, \_\_\_\_\_?
7. Palazzi's is the best restaurant in town, \_\_\_\_\_?
8. The museum doesn't open until noon on Sundays, \_\_\_\_\_?
9. Guests can use the exercise facilities any time of day, \_\_\_\_\_?
10. The guests in room 610 ordered room service, \_\_\_\_\_?
11. There are extra blankets in the drawers, \_\_\_\_\_?
12. You sent more clean towels up to room 355, \_\_\_\_\_?
13. The ice-machine isn't broken, \_\_\_\_\_?
14. You don't have change for a twenty, \_\_\_\_\_?

### **Present Perfect for Questions about Past Actions (Unit 7, Activities 9 and 10)**

Use questions with the present perfect to ask about events that happened (or didn't happen) at an unspecified time in the past.

- *Have you already cleaned* room 207? Yes, I cleaned it this morning. (response in past simple)
- *Have you ever been* to Acapulco? No, I haven't. or No, I've never been there. (response in present perfect)
- *Has Jeff arrived?* Yes. He's in his office. (response in present simple)

Note: You can answer in the present perfect, or you can answer in the past simple with a specific time that the action was completed or the present simple to give information that is needed now.

## Present Perfect (Form)

*have* + Past Participle

*has*

Past Participle (Regular Verbs) = Verb + *ed*

clean → cleaned

Example: They *have* already *cleaned* your room.

## Past Participle (Irregular Verbs)

<u>Base Verb</u>	<u>Past</u>	<u>Past Participle</u>
<i>be</i>	<i>was/were</i>	<i>been</i>
<i>do</i>	<i>did</i>	<i>done</i>
<i>drive</i>	<i>drove</i>	<i>driven</i>
<i>give</i>	<i>gave</i>	<i>given</i>
<i>go</i>	<i>went</i>	<i>gone</i>
<i>make</i>	<i>made</i>	<i>made</i>
<i>see</i>	<i>saw</i>	<i>seen</i>
<i>write</i>	<i>wrote</i>	<i>written</i>

Example: Mr. Fargo *has seen* that message.