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)

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

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


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
Answer Key

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. Wilshire 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)

Conversaion 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: restaurant

Problem: 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.

Employee Response/Solution: 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)

<table>
<thead>
<tr>
<th>Person</th>
<th>Country/ City</th>
<th>Weather and Clothes</th>
<th>Things to Do</th>
<th>Food and Drink</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>London</td>
<td>mildly warm weather</td>
<td>terrific nightlife</td>
<td>nice cup of tea</td>
</tr>
<tr>
<td></td>
<td>wealthy people</td>
<td>not very cold weather</td>
<td>good place (the Ministry)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>nice people</td>
<td></td>
<td>old place (the Palladium)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>cool winter</td>
<td></td>
<td>big church (St. Paul’s Cathedral)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>big, long street (Oxford St.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>lovely cafes</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>San Francisco</td>
<td>nice warm sunny morning</td>
<td>world-renowned symphony</td>
<td></td>
</tr>
<tr>
<td></td>
<td>best cities</td>
<td>foggy damp freezing cold afternoon</td>
<td>great things to do</td>
<td></td>
</tr>
<tr>
<td></td>
<td>friendly people</td>
<td></td>
<td>best restaurants</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Germany</td>
<td>nice and green summertime or spring</td>
<td>old castles</td>
<td>good food</td>
</tr>
<tr>
<td></td>
<td>really friendly people</td>
<td></td>
<td>really famous city (Munich)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>wonderful botanical gardens</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>fun night clubs</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>good club</td>
<td></td>
</tr>
</tbody>
</table>
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)

<table>
<thead>
<tr>
<th>Person</th>
<th>Country/City</th>
<th>Weather and Clothes</th>
<th>Things to Do</th>
<th>Food and Drink</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hamburg, Germany</td>
<td>crisp, sunny weather, day: sweater, evening: Jacket</td>
<td>city parks, botanical garden, walk around Lake Die Alster, shopping—clothing and glasswork</td>
<td>pastry and coffee</td>
</tr>
<tr>
<td>2</td>
<td>Tokyo, Japan</td>
<td>In spring, the leaves come out and some flowers are blooming.</td>
<td>Night life / Shinjuku. Lots of stores open late for shopping and karaoke booths. Many places to shop and buy electronic goods. Royal Gardens</td>
<td>tea</td>
</tr>
<tr>
<td>3</td>
<td>Montreal, Canada</td>
<td>nice any time of year but always bring an umbrella; rain showers</td>
<td>museums, cathedrals, historic buildings, walking in Botanical Garden, old port, jet boat tours, science centre</td>
<td>excellent French food</td>
</tr>
</tbody>
</table>

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