

Contents

<i>Scope and Sequence</i>	xii
1: Talking about Hotels and Restaurants	1
ACTIVITIES	
1: Hotel Picture Description	3
2: Amenities Symbol Familiarization	3
3: Types of Accommodation	5
4: Comparing Hotels	6
5: Hotel Owners	10
6: Dream Vacation	13
7: Picture Descriptions	14
8: Restaurant Scene: Information Gap	16
9: Restaurant Description	19
10: Hotel Rooms	19
11: Describing Scenes	20
12: Amenities Board Game	21
13: Writing	23
14: Guidebook Description	23
2: Exchanging Information	25
ACTIVITIES	
1: Hotel Questions	26
2: Description Exchange	27
3: Question/Answer Exchange	27
4: Questions about a Hotel	28
5: Numbers: Bingo	30
6: Hotel Mingle	32
7: Questions about Time and Travel	32
8: Time Exchange	33
9: Travel Choices	34
10: Locations/Giving Directions	38
11: Information Gap Maps	41
12: Listening to Directions	43
13: Transportation	45
14: Calendar Information Gap	46

3: Getting the Specifics: Asking Clarification/Elaboration Questions	49
ACTIVITIES	
1: Menu Discussion	50
2: "How Would You Like That Cooked?"	51
3: Food Items Vocabulary	52
4: Restaurant Role Play	53
5: Getting Information	54
6: Question/Answer Role Play	55
7: Unscrambling a Hotel Reservation	55
8: Brainstorming Questions	56
9: Reservations Questions	57
10: Payment	58
11: Dialogues: Closed Book	59
12: Reservation Confirmations	60
13: Check-Out Role Play	61
14: Hotel Price Lists	62
4: Talking on the Telephone	63
ACTIVITIES	
1: Answering the Telephone	64
2: Phone Conversations	66
3: Taking Messages	66
4: Create a Dialogue	68
5: Assisted Role Play: Complete the Dialogue	68
6: Airline Reservation	70
7: Hotel Role Play	71
8: Role Play Extension: Faxes	72
9: Faxes	73
10: Mixed-Up Conversation	75
11: Messages	76
12: Room Service Role Play	77
5: Handling Services Encounters	79
ACTIVITIES	
1: Polite Expressions	80
2: Taking a Message	82
3: Role-Play Requests	83
4: Apologizing	85
5: Suggesting Alternatives	86
6: Menu Role Play	87

7: Service Situations	88
8: Complaints	89
9: Complaint Brainstorming	90
10: Responses Brainstorming	90
11: Discussing How to Handle Complaints	91
12: Create a Conversation	91
13: Courtesy and Complaints Board Game	92
6: Offering Recommendations, Making Suggestions, and Giving Advice	95
ACTIVITIES	
1: Going on Vacation	96
2: Descriptive Words Vocabulary	96
3: Favorite Place	97
4: What's It Like?	97
5: Travel Questions	98
6: Advice/Suggestions Role Play	99
7: Listening to Suggestions	100
8: Pairwork: Giving Advice	101
9: Mingle Activity: Suggestions/Recommendations	102
10: Tours	103
11: Group Decision	105
12: Places to See in Mexico City	105
7: Interacting with Colleagues	107
ACTIVITIES	
1: Kinds of Messages	108
2: Writing Brief Notes	109
3: Informational Notes	110
4: Memo: Finding Information	112
5: Memo Writing	113
6: Listening: Work to Be Done	115
7: Email Message	116
8: Listening: Status of Work	118
9: Confirming Information: Role-Play Situations	119
10: Information Gap	121
<i>Appendix A: Materials for Student B</i>	123
<i>Appendix B: Grammar and Useful Structures</i>	127