

# 7.4 Speaking and writing

GOALS ■ Check into a hotel ■ Write short notes and messages



## Listening & Speaking checking into a hotel

1 Work with a partner and answer the questions.

- 1 What kind of place do you prefer to stay in when you go away? Why?

hostel international hotel bed and breakfast  
self-catering apartment local hotel

2 How do you choose your accommodation? Tick (✓) the three things that are most important to you. Put a cross (X) for two things that aren't important. Explain why.

- |                            |                          |
|----------------------------|--------------------------|
| • cost                     | • location               |
| • a good breakfast         | • air conditioning       |
| • helpful staff            | • a gym or swimming pool |
| • internet access or Wi-Fi | • an en suite bathroom   |
| • parking                  | • room service           |
| • minibar                  |                          |

2a You are going to listen to Lars checking into a hotel and Carmen booking into a hostel. Before you listen, write questions you think they might ask the receptionist about the following.

Wi-Fi breakfast luggage checkout

b 7.6 ))) Listen to the two conversations. Did they ask your questions from exercise 2a?

3 7.6 ))) Listen again and match the sentences to the people who say them. Write L for Lars, C for Carmen and R for receptionist.

- 1 I'd like to check in, please.
- 2 Do you have a reservation?
- 3 Could you fill in the registration form, please?
- 4 Is Wi-Fi available in the room?
- 5 Is there a charge for it?
- 6 Sorry, what was the name again?
- 7 Is there somewhere we can leave our luggage?
- 8 I'll get someone to help you with that.
- 9 What time is checkout?

4 7.7 ))) Listen and repeat the sentences.

5 Work with a partner. Turn to the audioscript on page 162 and practise the conversations.

6 **TASK** You are going to role-play checking into a hotel. Student A, turn to page 128. Student B, turn to page 132. Use the Language for speaking box to help you.

### LANGUAGE FOR SPEAKING checking into a hotel

#### Guest

*I'd like to check in/check out, please.  
Could we check in, please?  
What time is checkout?  
Is ... available in the room?  
Is there a charge for ...?  
Is there somewhere we can leave our luggage?*

#### Receptionist

*Do you have a reservation?  
What was the name (again)?  
Could you fill in the registration form, please?  
I'll get someone to help you with ...*





## Writing short notes and messages

7 Work with a partner. Match the notes and messages a–g to the reasons for writing 1–7.

- 1 making a request
- 2 passing on a phone message
- 3 making a suggestion
- 4 making an arrangement
- 5 making an apology
- 6 giving information
- 7 making an offer



8 Read the Language for writing box and find more examples of the features in the notes and messages in exercise 7.

### LANGUAGE FOR WRITING short notes and messages

When we write short notes and messages we often:

- 1 use only the key words which are important to understand the message. We miss out pronouns (*I, we, etc.*), auxiliary verbs, forms of *be* and articles, as these don't usually carry the main meaning.  
*I am on the train.* → *On train*
- 2 use direct forms, instead of more polite, longer forms.  
*Could you call back after 6?* → *Call back after 6.*
- 3 use abbreviations and short forms of words.  
*minutes* → *mins*

Note: The abbreviation *U* (= *you*) is only common in text messages (*C* = *see* and *R* = *are* are other examples).

9 Cross out words in the sentences to make them into messages b and c in exercise 7. What types of words have you crossed out?

*I am just arriving at the bus station. I will meet you at Café Noir. Is 7.30 OK?* → *Just arriving at bus station. Meet at Café Noir. 7.30 OK?*

- 1 The traffic is terrible. I will be 20 minutes late. I am sorry.
- 2 I am at the supermarket. Do you want me to get you anything?

10 Write the sentences below as short notes or messages.

- 1 This coffee machine is out of order. You can use the machine on the second floor.
- 2 I am in the city centre. Do you want me to get some currency for the holiday?
- 3 I am working late tonight. I will be home at eight o'clock.
- 4 Thanks very much for the dinner invitation on Saturday night. I would love to come. I will see you then.
- 5 I have missed the bus. I will be there in an hour.
- 6 I will see you at the station on Tuesday. The train leaves at half past seven.

11 **TASK** Choose one of the situations and write a message to your partner. Exchange messages and write a reply to each other.

- 1 Ask your partner to meet you in the library to prepare for class together.
- 2 Tell your partner you will see them outside the cinema in ten minutes.
- 3 Tell your partner you are stuck in traffic and will be late for a meeting.