

10

PLACES TO STAY

VOCABULARY Places to stay

1 Make collocations with words from box A and box B.

A		B	
babysitting	provide	fire	breakfast
basic	put up	a room	service
free	real	meals	rate
heated	reduced	season	the tent
including	share	block	furniture
low	shower	wi-fi	pool

2 Complete the collocations in the sentences.

- The room only had basic, but it was only €30 a night including
- We put up fairly quickly, and then I went to get cleaned up, but the water in the shower was cold!
- It was great! There was a heated, which the kids spent all day in, and also a babysitting, so we were able to get out on our own a couple of nights.
- They gave us the room at a reduced, as it was low, but I thought it was still quite expensive.
- It had a huge double bed and a real, and with room service providing, we never left the room all weekend!
- Well, six of us had to share in the hostel, but it was clean, and there was free, which was a nice surprise!

3 Circle the word in *italics* which does not normally collocate with the key word. Use a dictionary to help you.

- service *room / babysitting / low / self*
- provide *meals / price / help / information*
- room *double / tent / single / service*
- tent *put up / leave / take down / pitch*
- season *high / free / holiday / low*
- block *shower / apartment / campsite / office*

LISTENING

4 10.1 You are going to listen to four people talking about the type of holiday accommodation they prefer. Listen and match two of the speakers with the photographs A and B. Write the type of accommodation the other two speakers mention.

- Speaker 1: Speaker 3:
- Speaker 2: Speaker 4:



A – a hostel



B – an apartment block.

5 10.1 Listen again and complete the sentences with phrases that you hear.

- Speaker 1 says the in his type of accommodation helps him to really relax.
- He also likes having so that he can keep in touch with the office if necessary.
- Speaker 2 likes the freedom from a so that she can get up when she wants.
- She also likes going on holiday in the, as it's quieter.
- Speaker 3 likes to know how many people she will with before she goes to her type of accommodation.
- She also checks before deciding where to go.
- Speaker 4 likes having facilities such as a where he goes, because he has children.
- He also likes the fact that the place and so he doesn't always have to cook.

DEVELOPING CONVERSATIONS

Apologising

6 Answer the following questions with *I'm afraid so* or *I'm afraid not*.

- Do you have a babysitting service?
.....
- Is it necessary to book in advance?
.....
- Can we order meals in our room?
.....
- Is there a cancellation fee?
.....
- Do you allow dogs?
.....
- Do we have to pay for the mirror we broke?
.....



7 Answer the following questions. Begin with I'm afraid, and use the words in brackets to help you.

- Do you take Visa?
I'm afraid
(not accept credit cards / but / can pay by cheque).
- Do you have any rooms available from the 12th to the 15th of this month?
I'm afraid
(fully booked / until / end of month)
- Where can I park my car?
I'm afraid
have to park / car park / down the road)
- Is this the only room you have available?
I'm afraid
(wedding party / tomorrow evening / all guests / stay in hotel)
- Do you have a pool?
I'm afraid
(yes / closed for repairs)
- Can I book theatre tickets through the hotel?
I'm afraid
(not have / enough staff)

8 Read the hotel online booking form and answer the questions.

- Who is making the booking enquiry?
- Where do they want to go?
- How many people are going?
- When do they want to go?
- How long do they want to stay?
- Are they having a celebration? If so, for which occasion?
- Will they get any discount? If so, what for?
- Can they take their dog?

9 Match the words (1-8) with their definitions (a-h).

- | | |
|-----------------------|--|
| 1 guest house | a how many nights you want to stay |
| 2 nights | b kind of accommodation: bed and breakfast, or bed and two meals, etc. |
| 3 rooms | c we do not accept animals in the hotel |
| 4 type | d how many rooms you want to book |
| 5 board | e special services offered when you book |
| 6 your details | f kind of room you want: single, double or family room |
| 7 booking information | g small hotel with usually no more than 10 rooms |
| 8 pets not allowed | h the customer's personal information |

10 You want to stay at the Willowmere Guest House with your family for the first two weeks of July. Complete the form below.

DEVELOPING WRITING

An online booking form

Booking Enquiry to: Applecote Guest House

arrival	<input type="text" value="2 Sept 2015"/>	rooms	<input type="text" value="1"/>
nights	<input type="text" value="8"/>	type	<input type="text" value="family"/>
adults	<input type="text" value="2"/>	board	<input type="text" value="B&B"/>
children	<input type="text" value="2"/>		
age of children	<input type="text" value="16, 9"/>		

Your details

name

email

phone

Booking information

Special celebrations:

Children under 12 pay £10 per night.

Pets not allowed

Booking Enquiry to: Willowmere Guest House

arrival	<input type="text"/>	rooms	<input type="text"/>
nights	<input type="text"/>	type	<input type="text"/>
adults	<input type="text"/>	board	<input type="text" value="B&B"/>
children	<input type="text"/>		
number of children under 10	<input type="text"/>		

Your details

name

email

phone

Booking information

Special celebrations:

Children under 10 pay £10 per night.

Dogs are allowed in some rooms – please request at time of booking.

Glossary

B&B: Bed and Breakfast – no other meals are available.

VOCABULARY Solving hotel problems

1 Complete the hotel guests' problems with phrases from the box.

noise outside	boiling
no record	more expensive than I expected
no toothbrush or toothpaste	an upset stomach
free for sightseeing	an early flight
get the jacuzzi to work	before you serve breakfast

- 1 G: Hello. I'm in room 206, and I can't I was really looking forward to a hydromassage.
R:
- 2 G: Reception? This is Mrs. Dobbs here, room 403. The room is It's too hot!
R:
- 3 G: Where should I go? I've only one day
R:
- 4 G: There's of my booking, you say? But there must be!
R:
- 5 G: I've got in the morning, and haven't got an alarm clock.
R:
- 6 G: Excuse me. There's a lot of my room, and I can't sleep.
R:
- 7 G: Erm, hello? I've got I must have eaten something.
R:
- 8 G: Look here! This is I thought the bill would be about €230.
R:
- 9 G: So, you see, we must leave, and the kids are sure to be hungry.
R:
- 10 G: I forgot to pack my toilet bag, and I've got Do you have any?
R:

2 Write the receptionist's response (a-j) to the problems in exercise 1.

- a Let me have a look, sir, and tell you what it includes.
- b I'll send someone up to turn down the heating right away, madam.
- c Oh dear! Would you like to change rooms, sir?
- d I'm afraid not, madam, but there's a shop next door.
- e I could give you a wake-up call and book a taxi for you, sir.
- f I'll send someone up to have a look at it immediately.
- g I'm afraid I can't help, madam, but there's a chemist down the road. It's open 24/7.
- h Don't worry, madam. I can get the cook to make you something to take with you.
- i I could recommend a few places, sir, if you'd like.
- j Let me check again ... No, I'm afraid there's no booking under the name Howe.



GRAMMAR Second conditionals

3 Put the words into the correct order to make sentences.

- 1 you first were, a I'd book I if room.
.....
- 2 would you if happened do what it to you?
.....
- 3 better would be it went home you if.
.....
- 4 he listen him might you if called to you.
.....
- 5 you think do better would it if left we be?
.....

4 Make questions. Use the second conditional, and make any other changes necessary.

- 1 What / you do if / no hot water / your hotel bathroom?
.....
- 2 If / I ask / you / marry me / what / you say?
.....
- 3 you complain / if / it happen / to you?
.....
- 4 If / I order / breakfast in my room / how much / it cost?
.....
- 5 you think / I'm crazy / if / I buy / that hotel?
.....
- 6 you know / what to do / if / you / on your own?
.....

Learner tip

Remember to use the second conditional only for imaginary situations, or situations that cannot be changed. Although we use the past tense for this conditional, we are talking about the present or the future.

5 Give advice for the following situations. Begin with *If I were you ...*

- 1 The hotel breakfast was awful this morning!
If I were you,
(complain / chef)
- 2 There are no clean towels in my room!
.....
(ask / maid)
- 3 I've never been to London before, and I want to book a hotel there.
.....
(search / Internet)
- 4 The waiter in the hotel restaurant was really rude and unfriendly.
.....
(complain / head waiter)
- 5 Our room is filthy, and there are no clean sheets on the bed!
.....
(tell / manager)
- 6 I've checked my bill and they've charged me twice!
.....
(ask / refund)

LISTENING

6 10.2 You are going to listen to three conversations with a hotel receptionist, about a guest's problem. Match the problem with the correct conversation.

- 1 a door that won't open
- 2 the need to buy a present
- 3 faulty air conditioning

7 10.2 Listen again and answer the questions.

- 1 In which conversation does the receptionist give the guest some advice?
- 2 In which conversation does the receptionist give the guest some instructions?
- 3 Which problem is not solved?

8 Complete the sentences.

- 1 In conversation 1, the receptionist tells Mr Wiseman to the air conditioning.
- 2 Mr Wiseman says he can't the switch.
- 3 He couldn't see it because he'd
- 4 In conversation 2, the problem is urgent because Mr Arnold is at a charity dinner.
- 5 In conversation 3, the man is celebrating his
- 6 The receptionist suggests he buys his wife

9 Complete the advice in the following conversations.

- 1 A: I don't know what to get my wife for her birthday.
B: If I were you, (get / perfume)
- 2 A: My husband's stuck in the bathroom!
B: If I were you, (call / hotel manager)
- 3 A: The air conditioning isn't working in my room.
B: If I were you, (change room)
- 4 A: There's no hot water in my room!
B: If I were you, (ask room service / call a plumber)
- 5 A: I'm late for an important meeting in the conference room!
B: If I were you, (ask / receptionist / call and explain / problem)
- 6 A: I don't know where to eat tonight. I'm bored with the hotel dining room.
B: If I were you (ask / receptionist / recommend a restaurant)

10 Put the conversation between the man and his wife in the correct order.

- W: OK, I'll phone reception for help. I won't be a minute ... It's all right, Henri. They'll send someone up in a minute. Be patient.
- M: Aaagh! ... It's no good! It won't move!
- W: What? OK! I'm coming. Give me two seconds ... Right! You pull, I'll push.
- M: Just a minute. I'm nearly ready ... Oh wait, Cherise! I can't open the door!
- W: Right. One, two, three ... go!
- M: Wait. Just one second ... OK, ready!
- W: Hurry up, Henri! We're going to be late!



READING

1 Read the passage below. Decide where it comes from.

- a a travel brochure, advertising holidays in Greece
- b a newspaper
- c a blog on the Internet

2 Choose the best ending for each sentence.

- 1 The writer says he didn't travel much as a child because he lived
 - a in the mountains.
 - b in Greece.
 - c by the sea.
- 2 The writer remembers his childhood holidays as being
 - a adventurous.
 - b good fun.
 - c boring.
- 3 One reason the family stayed at the same place every year was that
 - a it was on the beach.
 - b the owners didn't mind guests.
 - c dogs were allowed.
- 4 As a boy, the writer used to find the bouzouki
 - a pleasant.
 - b annoying.
 - c uninteresting.
- 5 Today the writer
 - a realises the value of such experiences.
 - b appreciates music.
 - c wishes he was still a boy.

Learner tip

Sometimes in reading tasks like the one in exercise 2, more than one option seems possible. Read the text carefully and choose the *best* answer.

PRONUNCIATION

3 Match the underlined vowel sounds to the correct column in the table.

<u>u</u> sually	be <u>au</u> tiful	<u>u</u> ninteresting
su <u>m</u> mer	s <u>u</u> ntan	<u>u</u> seful
c <u>u</u> te	<u>u</u> sed to	do <u>ne</u>
<u>u</u> mbrella		

/ju:/	/ʌ/

4 10.3 Listen and check. Practise saying the words in exercise A.

5 10.4 Listen and practise speaking.

- 1 Practise saying the telephone numbers.
0030 2510 36754
24210 89567
6979 010259
- 2 Practise spelling these names.
Mr Kendall. That's K - E - N - D - A - L - L.
Mrs Tsiakos. That's T - S - I - A - K - O - S.
Miss Pandhi. That's P - A - N - D - H - I.

6 10.4 Listen again and check.

Memories of summer

I live in Volos, one of the most beautiful parts of mainland Greece. It lies on the East coast, at the foot of Pelion Mountain. I was brought up here, and as a boy, I remember spending long summers swimming and diving off rocks with my friends. We didn't need to travel far to have a holiday, as the sea was on our doorstep. Our favourite place was a beach on the far side of Pelion, where we used to rent rooms every year.

There were three families that went together, although other friends would come and visit for the day. The owners of the rooms didn't mind, and they also allowed us to take our dog, Achilles. Not many places in Greece accept dogs, so this was another reason we went there often. We kids used to spend all day on the beach, and most of the time in the water. There was a great rock that rose out of the water, and we all used to dive off it.

Evenings were spent barbecuing steaks and sausages, then playing hide-and-seek on the beach in the dark, while my father and his friend played their bouzoukis, and everyone else gathered round to sing. Sometimes others would bring their instruments and play, and one evening I remember a 16-year-old boy asked if he could join in with his violin! I used to think my parents were boring, doing that every night, but now I realise how magical it was, and I actually miss those summer evenings filled with music.

GRAMMAR *used to*

7 The sentences a–d are taken from the Reading text.

- 1 Which three sentences talk about past habits?
- 2 Which sentence talks about a change of opinion?

 - a Our favourite place was a beach on the far side of Pelion, where we used to rent rooms every year.
 - b There was a great rock that rose out of the water, and we all used to dive off it.
 - c I used to think my parents were boring, doing that every night, but now I realise how magical it was ...
 - d We kids used to spend all day on the beach ...

8 Rewrite the sentences below with *used to*.

- 1 When I was young, I walked to school every day.
.....
- 2 When I was a kid, I never went on holiday with my parents, so now family holidays are special to me.
.....
- 3 We went to North Wales every summer, until I went to university.
.....
- 4 My dad went fishing with his friend every morning.
.....
- 5 We stayed in the same place every year, so we made lots of friends there.
.....
- 6 I swam in the sea every day of the holidays.
.....

9 Find five mistakes and correct them.

- 1 I didn't never used to like singing round camp fires, but I do now.
- 2 I used to travel abroad with my parents as a boy, so now I enjoy exploring Britain.
- 3 We use to like going to the outdoor swimming pool.
- 4 When I was at school, we usually go on skiing trips every February.
- 5 I didn't use to play much sport, but I'm in a football team now.
- 6 Last weekend, I used to have to get up early for a hockey tournament.
- 7 We usually visit my cousins in the summer holidays.
- 8 Rob used going to summer camp every August.

Learner tip

When you use *used to* in a sentence, it is easy to make mistakes. Always check what you have written!

Vocabulary Builder Quiz 10

Download the Vocabulary Builder for Unit 10 and try the quiz below. Write your answers in your notebook. Then check them and record your score.

1 Make nouns ending in *-ment* or *-ing* from the verbs in brackets.

- 1 Malik goes (climb) every weekend.
- 2 The hotel offers organised (entertain) every Tuesday and Thursday.
- 3 They made an (arrange) to meet outside the restaurant.
- 4 The hotel has a (babysit) service.
- 5 (park) facilities are at the back of the cinema.
- 6 Passing your driving test first time is quite an (achieve).

2 Match the sentence halves.

- | | |
|-------------------------------|-------|
| 1 The hotel's in a convenient | |
| 2 They could find no record | |
| 3 On the way, we had a close | |
| 4 They finally managed to put | |
| 5 It has an indoor heated | |
| 6 I'd like to welcome you on | |
| 7 I have many fond | |

- a up the tent after an hour.
- b encounter with a bear.
- c pool and a gym, too.
- d behalf of all the staff of the Kent Hotel.
- e location, near the town centre.
- f memories of our trip to Tunisia.
- g of her booking, so she had to leave.

3 Decide whether the statements are true (T) or false (F).

- 1 A hotel with childcare *facilities* can look after your kids for you.
- 2 If you pay the *standard rate*, you pay the normal amount.
- 3 A *demanding* hotel guest is always happy with the service.
- 4 You *doubt* something when you believe it is true.
- 5 A *chemist's* is a place where you can buy medicine.
- 6 If you *reject* an invitation to dinner, you agree to go.

4 Complete the sentences with the correct form of a verb from the box.

mess turn climb take send warn

- 1 Don't worry, madam. I'll your dog out for a walk.
- 2 We need to people about that awful restaurant.
- 3 I'll someone up to deal with the problem, sir.
- 4 She had to down his invitation as she got sick.
- 5 The lift wasn't working so we the stairs to the fourth floor.
- 6 The kids around by the pool all day.

Score ___/25

Wait a couple of weeks and try the quiz again. Compare your scores.