

10

PLACES TO STAY



IN THIS UNIT YOU LEARN HOW TO:

- describe places you stayed in
- book somewhere to stay
- apologise for bad news
- explain and deal with problems in hotels
- talk about imagined situations
- talk about past habits

SPEAKING

1 Work in groups. Look at the photo of a planned new resort and discuss the questions.

- Do you think it's a good place for a resort? Why? / Why not?
- Would you go there? Why? / Why not?
- What are the big resorts in your country? What can you do there?
- Have you been to any resorts? Where? Where did you stay? What did you do there?

2 Work in pairs. Discuss the questions.

- What do you look for when you choose somewhere to stay? Think about these things.

entertainment facilities food location price

- Which of these things are most important / least important to you? Why?

BOOKING A ROOM

VOCABULARY Places to stay

- 1 Complete the sentences with the collocations in the box.

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

- 1 It only cost €200 to rent for the week because it was still the _____.
- 2 It was £50 a night for a double room _____.
- 3 It normally costs \$25 a night with electricity, but there was a _____ for groups.
- 4 They had a _____, so we left the kids and went out on our own a couple of nights.
- 5 It was difficult to _____ because the ground was so hard.
- 6 There was a kitchen the guests could use, but they also _____.
- 7 It had a _____ in the living room, which was nice.
- 8 We didn't have to _____ with lots of other people. They had some smaller family rooms.
- 9 There was a _____ which was shared by the whole block.
- 10 You had to walk a long way to get to the toilet and _____, but at least there was plenty of hot water.
- 11 It had quite _____, but the kitchen was OK and it was all very clean.
- 12 They charged a lot for internet access in the room, but there was _____ in the reception area.

- 2 Match each sentence in Exercise 1 to one of these places.

an apartment a campsite a hostel a hotel

- 3 Work in groups. Can you think of:
- 1 two other things you can **share** in a hostel?
 - 2 two other kinds of **room** in a hotel?
 - 3 two other **services** a hotel or hostel **provides**?
 - 4 two other things that can be **included in the price**?
 - 5 two reasons you get a **reduced rate**?
 - 6 the opposite of **putting up a tent**?
 - 7 when the **low** and **high season** is in your country?
- 4 Work in pairs. Think of a hotel, apartment, hostel or camping site you stayed at. Tell your partner about it. Would you recommend it? Why? / Why not?

LISTENING

- 5 ▶ 58 Listen to a phone conversation. David is phoning a hotel for a friend who wants to visit Dublin with his wife and small child. Look at the questions David wants to ask. Then listen and note down the information.

Triple rooms?
How much for everyone?
With breakfast?
Dates: Prefer 12th - 17th August
Car hire cheaper from hotel?
Parking available?
Deposit?

- 6 ▶ 58 Work in pairs and compare your notes. Then listen again and check.
- 7 Look at the audio script for Track 58 on page 202. Underline five words or phrases that you think are useful to learn. Compare what you chose with a partner.

DEVELOPING CONVERSATIONS

Apologising

We often say *I'm afraid* to apologise for giving bad news.

I'm afraid we're fully booked that weekend.

To reply to questions, we use *I'm afraid not* / *I'm afraid so*. We often also add a comment.

D: *And breakfast is included too?*

R: *I'm afraid not. It's 125 with breakfast.*

D: *So if, for whatever reason, they didn't come, they'd lose that money?*

R: *I'm afraid so. The complete payment is made on arrival.*

- 8 Work in pairs. Take turns asking these questions. Your partner should reply with *I'm afraid so* or *I'm afraid not* and add a comment.
- 1 Is there free wi-fi?
 - 2 Do I need to pay a fee if I cancel?
 - 3 Is the swimming pool heated?
 - 4 Can we make a fire on the campsite?
 - 5 Did it reject my credit card again?
 - 6 Are there any tickets left for tonight's performance?
 - 7 Is it going to rain again tomorrow?
 - 8 Can't you do something about it?



- 9 Work in groups. You have three minutes to write as many things as you can that a hotel employee might say to guests using *I'm afraid*. Which group can think of the most sentences? Which group has the funniest ones?

I'm afraid we're full.

I'm afraid the air conditioning is broken.

- 10 ▶ 59 Listen to the receptionist taking another customer's credit card details. Complete the form below.

Name on the card:	<input type="text"/>
Card number:	<input type="text"/>
Security number:	<input type="text"/>
Expiry date:	<input type="text"/>
Contact number:	<input type="text"/>

PRONUNCIATION

- 11 ▶ 60 Listen to the alphabet and put the letters next to the correct vowel sound.

/ɪ:/	b	/eɪ/	a
/e/	f	/aɪ/	i
/əʊ/	o	/u:/	q
/a:/	r		

- 12 Invent some card details like the ones in Exercise 10 and write them on a piece of paper. Then work in pairs. Take turns asking for and giving these details. Note down your partner's details and compare them with what your partner wrote.

CONVERSATION PRACTICE

- 13 You are going to have two conversations similar to the ones you heard in Exercise 5.

Student A: read the role card in File 4 on page 187.

Student B: read the role card in File 12 on page 190.

Think about what information you need and write down the questions you want to ask.

- 14 Take turns being the receptionist and the customer ringing for information. Roleplay the conversations. The receptionist should apologise for at least two things using *I'm afraid*. Start like this:

A: Hello, I'm ringing on behalf of some friends. They want some information about the hostel.

B: Sure. What would you like to know?

▶ 18 To watch the video and do the activities, see the DVD-ROM.



WE'LL DEAL WITH IT RIGHT AWAY

SPEAKING

1 Work in groups. Discuss the questions.

- What problems might people have in a hotel? How many problems can you think of?
- Have you ever asked a hotel receptionist for anything? What happened?

VOCABULARY Solving hotel problems

2 Match the sentences (1–10) with the follow-up questions (a–j). Check you understand the words in bold in the sentences.

- 1 There's a lot of **noise outside** our room.
- 2 My room is **boiling**.
- 3 That's more expensive than I expected.
- 4 Are you sure you don't have a **record of my booking**?
- 5 I've forgotten my **toothbrush** and **toothpaste**.
- 6 I only have a **morning free for sightseeing**.
- 7 I have an **upset stomach**.
- 8 I have an **early flight**.
- 9 I have to leave before you start **servicing breakfast**.
- 10 I **can't get** the air conditioning **to work**.

- a Do you have any?
- b Could you give me a **wake-up call** and **book a taxi**?
- c Could I get something to take with me?
- d Could you tell me what **the bill includes**?
- e Could we **change rooms**?
- f Could you **check again** please?
- g Do you have anything that will help, or is there a **chemist** nearby?
- h Is there any way I can **turn down the heating**?
- i Could you **send someone up** to have a look at it?
- j Where would you **recommend going**?

3 Spend a few minutes memorising the questions in Exercise 2. Then work in pairs and test each other.

Student A: say a sentence (1–10) from Exercise 2.

Student B: close your book. Say the follow-up question.

4 Work with a new partner. Choose four problems from Exercise 2 and roleplay the conversations. Take turns to be the guest and the receptionist.

G: Excuse me. There's a lot of noise outside our room. Could we change rooms?

R: You can, but I'm afraid the only rooms available are more expensive.

LISTENING

5 Work in pairs. Look at the photos. Discuss how they might be connected to problems with a hotel guest. What do you think the guest asks for?



6 ▶ 61 Listen to a conversation between a guest and a hotel receptionist. Check your ideas from Exercise 5. Can the receptionist give the guest what they ask for?

7 ▶ 61 Put the sentences in the order you heard them in the conversation. Then listen again and check your ideas.

- a I'm afraid that's just not possible.
- b We really didn't have much time to prepare them.
- c I doubt I can find one.
- d I'm calling on behalf of Lady Zaza.
- e You've got hundreds of rooms in this place.
- f I'm sure that if she was, she'd tell you exactly the same thing.
- g There was no way we could stay in that last place.
- h I'll make sure they're taken out.

8 Which of the adjectives below do you think describe Lady Zaza? Work in pairs and compare your ideas. Explain your choices.

ambitious demanding lazy selfish tidy

9 Work in groups. Discuss these questions.

- Can you think of any other adjectives to describe Lady Zaza? Do you know anyone else with these characteristics?
- Have you ever heard of anyone else making similar demands? What did they ask for?
- Why do you think people make demands like this?
- Why do you think people agree to these demands? Would you?

GRAMMAR

Second conditionals

Second conditionals are sentences of two parts. The *if* part uses past tenses to talk about imagined situations, or things that are unlikely or impossible; the *would* part gives the imagined results or further actions.

10 Look at the sentences from the conversation. Answer the questions below each one.

- a *She'd be very ill if she ate one by mistake.*
 - 1 Is she ill? Is it likely that she will eat a chocolate with nuts? Why not?
- b *I would move them if I could.*
 - 2 Does he want to move the people from the room below? Can he move them?

G Check your ideas on page 178 and do Exercise 1.

11 Complete the sentences with the correct form of the verbs in brackets.

- 1 I don't think I _____ so calm if I _____ deal with someone like Lady Zaza. I'd probably say something rude to them. (be, have to)
- 2 To be honest, I don't really like camping. I _____ it if I _____ the money to stay in hotels, but that's too expensive with a family. (never do, have)
- 3 The hotel was awful! Honestly, I _____ stay there again even if you _____ me! (not stay, pay)
- 4 A: The hotel was very noisy because of all the bars on the street.
B: Really? I _____ a review on the web if I _____ you. It's good to warn other people. (post, be)
- 5 A: Which _____ ? Moscow or St Petersburg? We don't really have time to visit both. (you recommend)
B: Difficult! They're both great, but if I _____ choose, I _____ to St Petersburg, just because the traffic isn't as bad. (have to, probably go)
- 6 A: If you _____ only visit one place in your country, where would it be? (can)
B: Probably New York. There's so much to see and do there.

12 Complete each sentence 1–5 in two different ways using your own ideas. Then work in groups and share your ideas.

- 1 If I had more money, I'd _____ .
- 2 I wouldn't _____ even if you paid me!
- 3 If I had to choose between _____ and _____, I'd _____ .
- 4 If I could only _____, I'd _____ .
- 5 If I wasn't _____, I'd _____ .

13 Work in pairs. Look at these situations. Discuss how you would react and what you would do. Explain why.

- 1 You're a receptionist and a customer is refusing to pay for the drinks he has taken from the minibar in his room. He says he didn't take any and is getting quite angry.
- 2 You're in a hotel and you can't get to sleep because of noise next door.
- 3 You're camping. It's raining and water is coming in through your tent.
- 4 You're sharing a kitchen in a hostel and you see someone leave their dirty dishes.
- 5 You've rented an apartment and the air conditioning is broken. It's boiling and the owner of the apartment isn't answering their phone.
- 6 You're a cleaner, and you find \$100 left on the bed when you are cleaning the room after a guest has left.

G For further practice see Exercise 2 on page 179.

BEST HOLIDAY EVER!

SPEAKING

- 1 Look at the different kinds of holidays for primary school children. Rank them from 1 (best holiday for kids) to 6 (worst holiday).
 - going to Disneyland with the family
 - going to stay with relatives in the countryside
 - going with other kids to a summer camp
 - going camping with parents
 - renting a place near the beach with the whole family
 - two weeks with parents in a hotel in a foreign city
- 2 Work in groups. Explain your choices. Discuss what's good / bad about each kind of holiday.

READING

- 3 Read the series of messages from a social media site on page 93. Find out:
 - 1 why Mark started the thread about holidays.
 - 2 two ways Zinaida's holidays were different to kids' holidays today.
 - 3 which three people often stayed near water.
 - 4 who had a close encounter with danger.
 - 5 who has nice memories of cooking.
 - 6 who sometimes stayed in a theme park.
 - 7 who suffered a loss.
 - 8 who spent two weeks with each set of relatives every year.
 - 9 who last went somewhere over 20 years ago – and why they're going back.
- 4 Match the verbs 1–8 with the words (a–h) they were used with on the social media page. Can you remember who used these words – and why?

1 mess around	a on the fence
2 sit	b for long walks
3 rent	c breakfast on the terrace
4 climb	d a cottage
5 have	e by the river
6 get	f chickens
7 scare	g a tree
8 go	h bored

GRAMMAR

used to

We often use (*never*) *used to* + infinitive (without *to*) instead of the past simple to describe past habits or states – especially to talk about things that have changed since.

Used to does not have a present form. For habits in the present, use the present simple + *sometimes*, *never*, *two* or *three times a week*, etc.

- 5 Look at these sentences from the social media page and answer the questions below.
 - a My parents **used to own** an apartment on the beach.
 - b We **went** swimming all the time.
 - c We **once did** cornflake cakes.
 - d My son **usually spends** his summers like this.
 - e It **was** so strict.
 - f They **used to take** us on day trips.
 - 1 Which sentences describe past habits?
 - 2 Which sentences describe past states?
 - 3 Which sentence describes a single event in the past?
 - 4 Which sentence describes a present habit?

G Check your ideas on page 179 and do Exercise 1.

- 6 Decide which of these sentences you can rewrite using (*never*) *used to* and rewrite them.
 - 1 I didn't like camping, but I love it now.
 - 2 I did judo when I was younger, but then I stopped.
 - 3 We usually camp, but we rented a flat this year.
 - 4 He's quite fit and healthy now, but he smoked quite heavily when he was younger.
 - 5 I had really long hair when I was at college, but I had it cut short a few years ago.
 - 6 It's become very popular. It wasn't crowded before.

PRONUNCIATION

- 7 ▶ 62 Listen and check your answers to Exercise 6. Notice that *used to* is pronounced /ju:stə/.
 - 8 Work in groups. Tell each other about:
 - something you never used to like, but do now.
 - a place, activity or thing that used to be popular.
 - three things you used to love doing and three things you used to hate doing when you were a kid.
 - three things that have changed in your life.

G For further practice, see Exercise 2 on page 179.

SOUNDS AND VOCABULARY REVIEW

- 9 ▶ 63 Listen and repeat the sounds with /ʌ/, /ɒ/, /ʊ/ and /u:/. Are any of them difficult to hear or say?
- 10 ▶ 64 Work in groups. Listen to eight sentences using the words below. Together, try to write them down. Then listen again and check.

booking	holiday	money	room
deposit	look	pool	toothbrush

- 11 Work in teams. You have three minutes to write collocations / phrases for the words in Exercise 10.



Mark Reed Am returning to the place I spent my childhood holidays this week. First time in more than two decades. Started me thinking. Where did you all spend your holidays when you were kids?

5 hours ago Like



Zinaida Vozgova I used to spend holidays with my grandparents out of town – that meant lots of fresh air, messing around by the river, fresh fruit and vegetables ... and no TV or technology, which isn't typical for our kids now ...

5 hours ago Like



Biggi Wimmer Went to Italy every year. Near Trieste. My parents used to own an apartment on the beach. We went swimming all the time. Can't remember what my parents did! By the way, **Mark**. Where did YOU used to go as a kid? And how come you're going back?

4 hours ago Like



Julia Tcvetkova Used to spend a fortnight in a tiny village out in the countryside in Siberia. Sounds dull, but I never used to get bored. Remember sitting on the fence before sunset, watching the cows being brought back to the village. And running around the fields after my dog ... before the neighbours took him away for scaring their chickens!

4 hours ago Like



Mark Reed Eastbourne on the south coast of England, **Biggi**. Used to be my favourite place in the world. Not sure I'll feel the same anymore!

3 hours ago Like



Christina Rebuffet-Broadus We either went to Disneyworld in Florida or the Smoky Mountains in Tennessee in the summer! At Disney, we stayed in the Polynesian Village. In the Smokies, we used to rent a cottage in the mountains. We woke up one morning to find a black bear climbing a tree near the terrace we used to have breakfast on!

1 hour ago Like



Mark Reed **Julia**: so sad to hear about your dog! **Christina**: Wow! Crazy! Oh, and **Biggi** – work trip. Meeting new clients.

55 minutes ago Like



Biggi Wimmer Got you **Mark**. Hi **Julia**. Mad story. Where are you from?

48 minutes ago Like



Zinaida Vozgova There was another option – summer camp, which I did a couple of times. I really hated it! It was so strict. Nowadays, though, everything's changed – camps have become more creative and child-friendly, with lots of activities and English classes and so on. My son usually spends his summers like this.

41 minutes ago Like



Julia Tcvetkova Siberia-Lithuania-St. Petersburg-Cape Town-London.

37 minutes ago Like



Biggi Wimmer Wow! Complicated life. :-)

26 minutes ago Like



Julia Tcvetkova But interesting!

10 minutes ago Like



Sandy Millin My brother and I always spent a fortnight with each set of grandparents – one in Gloucester, the other near Liverpool. They used to take us on day trips to places all over the south- and north-west – to places like Bristol and the castles of North Wales. We also spent time playing board and card games and going for long walks in the local area, among many other things. Food was also a big part of it: for example, I remember making homemade pizzas with one grandma and I think we once made cornflake cakes with the other. Really fond memories. Cool question **Mark**. Thanks for asking and reminding me.


3 minutes ago Like


VIDEO 5



THE FUTURE OF A VILLAGE

- 1 Work in groups. Look at the photo of Essaouira, Morocco and discuss:**
- what you think the main industry in Essaouira is.
 - what difficulties a place like this might have and why.
 - how the people there might solve these problems.

- 2**  **19 Watch the video and take notes on Essaouira, its economy and how it's changing.**

- 3**  **19 Work in pairs. From your notes, try to complete the summary and the definitions below. Then listen again to check.**

Local fishermen don't have regular work now because there are fewer ¹ _____, some work has moved ² _____ and they can't ³ _____ with big ships. The town is trying to increase ⁴ _____ to replace employment in the fishing industry. Essaouira used to be well-known in the ⁵ _____, and lots of rock stars and other people visited it because of the historic old town, which is on ⁶ _____'s World Heritage List. Since 1996 there has been a ⁷ _____ in the number of tourists. This has caused concern among local people about water, land use and ⁸ _____.

Glossary


Trawlers are ⁹ _____.

The Medina is ¹⁰ _____.

- 4 Work in groups. Discuss these questions.**

- Would you like to stay in Essaouira for a holiday? Why? / Why not?
- How has the economy changed in your country?
- What industries used to be stronger? Why did they decline? What's replaced them?
- Do you know any places where tourism has increased a lot? Has that been a good thing? Why? / Why not?

UNDERSTANDING FAST SPEECH

- 5**  **20 Read and listen to this extract from the video said at natural pace and then slowed down. To help you, groups of words are marked with / and pauses are marked //. Stressed sounds are in CAPITALS.**

the FISHerMen are prePARing / for aNOTHer year OUT on the WATER // all aROUND the PORT / you can hear the SOUNDS of BOAT building / and SMELL fresh PAINT in the air.

- 6 Now you have a go! Practise saying the extract at natural pace.**

REVIEW 5

GRAMMAR

1 Complete the text with one word in each space. Contractions like *don't* count as one word.

¹_____ you're looking for interesting places to go this summer, ²_____ panic! There are plenty of options to choose from. If you want something cheap and adventurous, and dream of the kind of holidays you ³_____ to go on when you were young, ⁴_____ you should try camping in Croatia. However, if you're the kind of person who ⁵_____ never sleep under the stars, then why ⁶_____ try a new city instead? Perhaps you ⁷_____ to think about a break in a capital you've never visited before. ⁸_____ to Chisinau in Moldova or Reykjavik in Iceland. You never know. They might be amazing!

2 Put the words in the correct order to make questions.

- 1 did / that / use / where / you / do / to
- 2 it / see / about / why / you / go / doctor / don't / and / a
- 3 do / what / it / you / happened / you / would / if / to /
- 4 what / think / about / I / you / ought / do / to / do / it
- 5 ask / it / should / you / think / I / do / who / about /
- 6 please / you / give / the / me / password / the / for / could / wi-fi
- 7 anywhere / you / would / could / where / world / go / go / the / if / in / you
- 8 the / did / stay / went / when / used / you / to / where / islands / to / you

3 Write replies to the questions in Exercise 2 to create short dialogues.

4 Choose the correct option.

- 1 I'm quite fit. I *usually* / *used to* go running after work. It helps me relax.
- 2 I *went* / *used to go* swimming last Friday.
- 3 *Not* / *Don't* / *Shouldn't* / *Not to* go to work if you're feeling ill.
- 4 Where *are* / *will* / *would* you recommend going?
- 5 I *won't* / *wouldn't* stay there if I *am* / *were* you. It was horrible the last time we visited.
- 6 I *wouldn't* / *won't* work weekends if I *hadn't to* / *didn't have to*.
- 7 They might do better if they *wouldn't be* / *aren't* / *wasn't* / *weren't* so expensive.
- 8 I *didn't never used to* / *usen't to* / *didn't use to* / *wasn't used to* like cheese when I was a kid, but now I love it.

5 65 Listen and write the six sentences you hear.

VOCABULARY

6 Match the verbs (1–8) with the nouns they collocate with (a–h).

- | | |
|----------|-----------------|
| 1 get | a your feet |
| 2 brush | b my lip |
| 3 settle | c out of breath |
| 4 change | d your hair |
| 5 wipe | e a deep breath |
| 6 take | f a room |
| 7 share | g my mind |
| 8 bite | h your stomach |

7 Decide if these words and phrases are connected to health problems or places to stay.

ache	an inhaler	the shower block
aspirin	the low season	sneeze
get a rash	a reduced rate	a temperature
the heating	serve breakfast	a wake-up call

8 Complete the sentences with the best prepositions.

- 1 I'm afraid we don't have any record _____ your booking.
- 2 Can you send someone _____ to have a look at the AC in my room, please?
- 3 Sorry. I've just got a lot _____ my mind at the moment.
- 4 I hate missing breakfast. I can't work _____ an empty stomach.
- 5 It's boiling in here. Can you turn the heating _____ a bit?
- 6 I'm not looking forward to the spring because I suffer _____ really bad hay fever.
- 7 That's a matter _____ opinion. I don't see it like that, personally.
- 8 I didn't see his face. He had his back _____ me.

9 Complete the email with one word in each space. The first letters are given.

We went camping for a week and it rained the ¹wh_____ time we were there. The night we arrived, there was a huge storm that ²la_____ for hours, so it was really hard to put up the ³te_____. The next day, we realised the site was much more ⁴ba_____ than we expected: no shop, only one shared shower, horrible toilets! Awful! Then, to make ⁵ma_____ worse, I got really ill. I guess it was probably the flu. I had a really sore ⁶th_____ and a terrible ⁷he_____ that didn't stop for ages! Then I got an awful cough before finally I lost my ⁸vo_____ completely! I don't usually ⁹mi_____ camping holidays, but this was too much! Next time, I want a nice hotel that ¹⁰pr_____ meals and has free ¹¹wi_____ so I can connect to the web, and maybe even has a ¹²ba_____ service so we can get away from the kids for a night!