

ESP

English for Specific Purposes [hotels & restaurants]

Módulo de inglés para hotelería y gastronomía



FEDERACION EMPRESARIA HOTELERA GASTRONOMICA
DE LA REPUBLICA ARGENTINA

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FEDERACION EMPRESARIA HOTELERA GASTRONOMICA
DE LA REPUBLICA ARGENTINA

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ESP English for Specific Purposes - Hotels & Restaurants

Módulo de inglés para hotelería y gastronomía

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English for Specific Purposes para Hotelería y Gastronomía

¿Por qué una propuesta de ESP para Hotelería y Gastronomía?

La Federación Empresaria Hotelera Gastronómica de la República Argentina asigna un lugar protagónico a la capacitación de los empleados, que constituyen el principal valor de sus empresas, cualquiera sea su categoría o modalidad de servicio.

Conscientes de la importancia de este tema, la FEHGRA cuenta con un Departamento de Capacitación y Formación Profesional que diseña y pone en ejecución, de modo permanente, diversos productos y dispositivos con miras al fortalecimiento de las competencias del personal en sus distintos niveles de desempeño.

Entre esas competencias, la mejora de la capacidad de comunicación en otros idiomas se considera un punto central de la calidad a ofrecer, en tanto incrementa la posibilidad de dar servicio personalizado a los huéspedes.

Esta propuesta de ESP en un manual digital atiende, precisamente, las necesidades comunicativas de cada puesto en su contacto con el cliente, facilitando el manejo de situaciones cotidianas.

¿A quién se dirige esta instancia de capacitación?

A todos los profesionales del sector que deseen actualizar y mantener vigentes sus habilidades comunicativas en inglés; para aquellos que necesitan mejorar su performance; para todos los que adoptan una actitud de permanente aprendizaje y mejora continua en las distintas áreas que componen el amplio abanico ocupacional de la hotelería y la gastronomía: Recepción, Pisos, Bar, Restaurante y Cocina.

¿Qué ofrece la propuesta?

Esta compilación de materiales especializados permite una visión global de la empresa hotelera y gastronómica, iniciando un recorrido por el lugar de trabajo, la descripción de los servicios que se brindan y un relevamiento de las necesidades de las distintas áreas y puestos, desde el arribo hasta la partida del huésped.

Trabaja un soporte gramatical básico a través de estructuras y formatos usuales, amenizado con ejercicios prácticos y diversidad de recursos de aprendizaje, aportando también un glosario de términos específicos de uso necesario o frecuente en la actividad.

¿Cómo se alcanzan los objetivos?

Con posibilidad de organización según el tiempo personal, esta propuesta de ESP constituye una alternativa siempre accesible en formato digital, que permanece disponible como fuente de entrenamiento y consulta permanentes.

De modo simple y ágil, configura una opción de estudio con método pero a la vez amena, enriquecida con ejercicios y casos prácticos, que definen las situaciones más comunes a enfrentar en la comunicación con el huésped extranjero.

Una manera práctica de estudio y aprendizaje efectivo.

Depto. de Capacitación y Formación Profesional de FEHGRA
ENGLISH FOR SPECIFIC PURPOSES para HOTELERÍA Y GASTRONOMÍA

Otro soporte de perfeccionamiento y actualización diseñado por el
Departamento de Capacitación y Formación Profesional de FEHGRA.

Unidad 1

Presentación y bienvenidaPágina 11

Problemática

- Presentarse ante el cliente
- Dar a conocer su función dentro del hotel
- Dar la bienvenida al establecimiento

Gramática

- Verbo "To Be"

Vocabulario

- Nacionalidades
- Puestos de trabajo
- Alfabeto y sonidos
- Números ordinales y cardinales

Unidad 2

Recorriendo el hotelPágina 21

Problemática

- Conocer los distintos lugares del hotel

Gramática

- Presente simple

Vocabulario

- Horarios y fechas
- Lugares y facilidades del hotel
- Preposiciones de lugar
- Preposiciones de dirección

Unidad 3

El cuartoPágina 33

Problemática

- Describir las distintas habitaciones y sus comodidades

Gramática

- Sustantivos contables e incontables
- There is / There are

Vocabulario

- Equipamiento de las habitaciones

Unidad 4

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- Artículos definidos e indefinidos

Vocabulario

- Servicios
- Preposiciones de tiempo

Unidad 5

El botonesPágina 53

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- Encargarse del equipaje

Gramática

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La mucamaPágina 61

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Unidad 8

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Unidad 9

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- Tomar pedidos
- Leer la carta y realizar sugerencias
- Realizar el cobro

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- Adverbios

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- Comidas e ingredientes
- Tipos de preparaciones

Unidad 10

El barPágina 103

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- Atención al cliente
- Tomar pedidos
- Sugerir bebidas
- Realizar el cobro

Gramática

- Verbos modales
- Futuro simple

Vocabulario

- Bebidas e ingredientes

Unidad 11

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Gramática

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Gramática

- Repaso

Vocabulario

- Glosarios

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Unidad 1

Presentación y bienvenida

Problemática

- Presentarse ante el cliente
- Dar a conocer su función dentro del hotel
- Dar la bienvenida al establecimiento

Gramática

- Verbo "To Be"

Vocabulario

- Nacionalidades
- Puestos de trabajo
- Alfabeto y sonidos
- Números ordinales y cardinales

Grammar – Verb to be

Present tense verb be +

Full form	Contraction
I am your teacher.	I 'm your teacher.
You are in room 13.	You 're in room 13.
He is James.	He 's James.
She is Susan.	She 's Susan.
It is a hotel.	It 's a hotel.
We are students.	We 're students.
You are in Class 2.	You 're in Class 2.
They are classmates.	They 're classmates.

- Use capital I. I'm your teacher. NOT ~~i'm~~.
- you = singular and plural.
- Use *he* for a man, *she* for a woman, and *it* for a thing.
- Use *they* for people and things.
- In contractions ' = a missing letter. E.g. 'm = am.
- Use contractions in conversations.

Present tense verb be - and ?

Full form	Contraction	Italian. Spanish. British.
I am not	I 'm not	
You are not	You aren't	
He / She / It is not	He / She / It isn't	
We are not	We aren't	
You are not	You aren't	
They are not	They aren't	

- Put *not* after the verb to make negatives.
- You can also contract *are not* and *is not* like this:
You *are not* Italian. – You *'re not* Italian.
She *is not* Polish. – She *'s not* Polish.

?			✓		x
Am I	German? Russian? Polish?	Yes,	I am	No,	I'm not
Are you			you are		you aren't
Is he / she / it			he / she / it is		he / she / it isn't
Are we			we are		we aren't
Are you			you are		you aren't
Are they			they are		they aren't

→ In questions, put *be* before *you*, *he*, etc.

Are you Spanish? NOT ~~You are Spanish?~~

Where are you from? NOT ~~Where you are from?~~

Don't use contractions in ☒ short answers.

Are you Scottish? Yes, **I am**. NOT ~~Yes, I'm~~.

Use of English - Verb to be

Complete the following chart with the correct form of the verb "to be".

PERSON	To Be (Present)	To Be (Past)
I		
You		
He		
She		
It		
We		
They		

Now, complete the chart below with the contracted form of the verbs in the table above.

PERSON	To Be (Present)
I	
You	
He	
She	
It	
We	
They	

Fill in the blanks in the following sentences using the correct form of the verb "to be".

1. My name _____ Robert.
2. Mary _____ the maid.
3. John and Lucy _____ at the lobby.
4. I _____ a tourist.
5. The passengers _____ in the restaurant.
6. He _____ a waiter.
7. Susie _____ a receptionist.
8. She _____ a telephone operator.
9. They _____ the hotel staff.
10. You _____ a bellboy.

Write the correct form of the verb "to be" in the negative.

1. She _____ my favourite pop star.
2. It _____ two o'clock.
3. The students _____ in Spain.
4. Cecil and David _____ in London.
5. I _____ at school.

Fill in the gaps with the correct form of the verb "to be"

1. _____ Jane and Alice sisters?
2. _____ this car yours?
3. _____ I in your way?
4. _____ Maria John's sister?
5. _____ you twenty-five years old?

English for specific purposes- Jobs in the hotel

Fill in the blanks with the words in the box

Receptionist – Kitchen assistant – Bellboy – Chef – Waiter
Bartender – Maid/Housekeeper – Waitress – Hotel manager



Mark is a _____.



Robert is a _____.



Jennifer is a _____.



Oliver is a _____.



Barney is a _____.



Julie is a _____.



Eva is a _____.



Oscar is a _____.



Melissa is a _____.

Match the name of the job with the expressions typically used in it.

Receptionist

Bellboy

Chef

Waiter/Waitress

Bartender

Maid/Housekeeper

- ☉ Good morning, Sir! Let me take your bags. - Let me get that door for you Sir. - Please let me escort you to your room.
- ☉ Good evening! Shall I get you the menu, Sir? - Are you ready to order, Sir? - Here is the check.
- ☉ Excuse me Sir, would you like me to get you an extra blanket? - The bin is under the washbasin. - The bathrobe is behind the door and the towels are on the rack over the bath.
- ☉ Welcome to Hotel ABC, Sir! - Do you have a reservation? - Here is your key to room 431.
- ☉ Good evening, Sir! - How was your food? - I hope you enjoy the dish.
- ☉ Good evening, Sir! - What would you like to drink? - We have a wonderful local beer.

Vocabulary

LETTERS OF THE ALPHABET	SOUNDS						
	eɪ	i:	e	aɪ	əə	u:	a:
	A	B	F	I	O	Q	R
	H	C	L	Y		Y	
	J	D	M				
	K	E	N				
		G	S				
		P	X				
		T	Z				
		V					

NATIONALITIES

Country – Nationality

Argentina - *Argentine*

Australia - *Australian*

Austria - *Austrian*

Canada - *Canadian*

Chile - *Chilean*

China - *Chinese*

Finland - *Finnish*

France - *French*

Germany - *German*

Greece - *Greek*

Holland - *Dutch*

Hungary - *Hungarian*

Iceland - *Icelander*

India - *Indian*

Iran - *Iranian*

Iraq - *Iraqi*

Ireland - *Irish*

Israel - *Israeli*

Italy - *Italian*

Japan - *Japanese*

Jordan - *Jordanian*

Mexico - *Mexican*

Nepal - *Nepalese*

New Zealand - *New Zealander*

Pakistan - *Pakistani*

Paraguay - *Paraguayan*

Peru - *Peruvian*

Poland - *Polish*

Romania - *Romanian*

Scotland - *Scottish*

South Africa - *South African*

Spain - *Spanish*

Switzerland - *Swiss*

Syria - *Syrian*

Thailand - *Thai*

Turkey - *Turkish*

USA - *American*

Uruguay - *Uruguayan*

Venezuela - *Venezuelan*

Wales - *Welsh*

NUMBERS

Cardinal numbers		Ordinal numbers	
0	oh, zero, nil, love, nought	---	
1	one	1st	first
2	two	2nd	second
3	three	3rd	third
4	four	4th	fourth
5	five	5th	fifth
6	six	6th	sixth
7	seven	7th	seventh
8	eight	8th	eighth
9	nine	9th	ninth
10	ten	10th	tenth
11	eleven	11th	eleventh
12	twelve	12th	twelfth
13	thirteen	13th	thirteenth
14	fourteen	14th	fourteenth
15	fifteen	15th	fifteenth
16	sixteen	16th	sixteenth
17	seventeen	17th	seventeenth
18	eighteen	18th	eighteenth
19	nineteen	19th	nineteenth
20	twenty	20th	twentieth
21	twenty-one	21st	twenty-first
30	thirty	30th	thirtieth
40	forty		
50	fifty		
60	sixty		
70	seventy		
80	eighty		
90	ninety		
100	a/one hundred		
1,000	a/one thousand		
10,000	ten thousand		



Unidad 2

Recorriendo el hotel

Problemática

- Conocer los distintos lugares del establecimiento

Gramática

- Presente simple

Vocabulario

- Horarios y fechas
- Lugares y facilidades del hotel
- Preposiciones de lugar
- Preposiciones de dirección

Grammar – Present Simple

Present Simple

	I / you / do / we / they	he / she / it
+	I usually work at home.	John knows me very well.
-	They don't live near here.	It doesn't often rain here.
?	Do you smoke ?	Does Susan like music?
✓ ✗	Yes, I do . / No, I don't	Yes, she does . No, she doesn't .

- Use the present simple for things you do every day, week, year, or which are always true.
- Remember the spelling rules for 3rd person singular s :
 - work > works add s
 - study > studies consonant + y: *ies NOT y*
 - finish > finishes sh, s, ch, x: add es
 - go > goes do > does have > has
- Remember the word order in questions

Remember the word order in questions

Question	Auxiliary	Subject	Infinitive (= verb)
	Do	you	live with your parents?
	Does	Jenny	like Chinese food?
Where	do	you	live?
What food	does	Jenny	like?

- In the present simple use the auxiliary verb do/ does to make questions.
- In these questions the subject goes after the auxiliary verb.
- Remember ASI (auxiliary, subject, infinitive) or QUASI (question word, auxiliary, subject, infinitive) to help you with word order in present questions.

Adverbs and expressions of frequency

- We often use the present simple with adverbs of frequency: *always, often, sometimes, usually, hardly ever, never*.
- Adverbs of frequency go before the main verb, but after be.
 - He **often** goes out. NOT ~~He goes often out.~~
 - She's **always** late. NOT ~~She's late always.~~
- Expressions of frequency (every day, once a week, etc) usually go at the end of a sentence.
 - I go to the gym **twice a week**.

Use of English - Present Simple

Fill in the blanks with the correct form of the verb in brackets.

1. We always _____ (walk) home from school.
2. She never _____ (drink) diet sodas.
3. Do you _____ (like) to watch T.V.?
4. I _____ (play) tennis every Saturday.
5. He doesn't _____ (dance) very well.
6. My neighbor _____ (work) at the hospital.
7. When do you _____ (eat) dinner?
8. The students always _____ (study) for their tests.
9. Does he _____ (live) in California?
10. The store usually _____ (close) at 10 p.m.
11. She _____ (know) the story by heart.
12. He _____ (call) his mother every Sunday.
13. Do you _____ (talk) to your brother every day?
14. When does she _____ (leave) for work?
15. My friend _____ (speak) five languages.

Complete the description of the hotel with the right form of the verb.

Some verbs can be used more than once.

BE – OFFER – RUN – OVERLOOK – CONSTITUTE – WANT – HAVE

ABC _____ a four star hotel in Mar del Plata, Argentina.

It _____ a family business and it _____ pleasant accommodation with a variety of amenities at the right price.

Situated on the main road, it _____ an ideal choice for those who _____ a quiet stay close to all key destinations. Frequent buses _____ to all major beaches and the village.

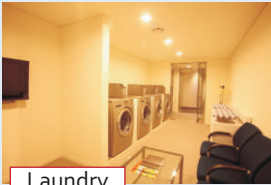
The building _____ 30 rooms (10 single and 20 doubles). All rooms _____ en suite bathroom, satellite colour TV, telephone, trouser press and hospitality tray. Most of the rooms _____ for non-smoking guests.

The hotel's swimming pool (surface area 240m²) _____ 1234 beach . The pool bar _____ snacks and drinks during the day.

ABC Hotel _____ the facilities to host meetings, conferences, weddings, receptions and other functions in our eight function rooms and private garden.

English for specific purposes- Places in the Hotel

Find the words in the box inside the word soup.



Laundry



Restaurant



Swimming pool



Front desk



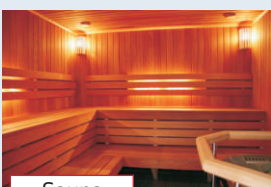
Lobby



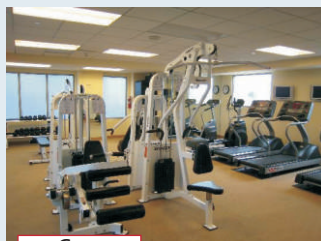
Business centre



Spa



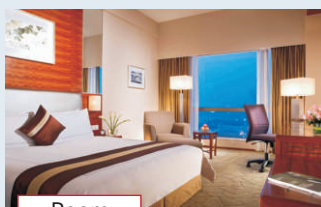
Sauna



Gym



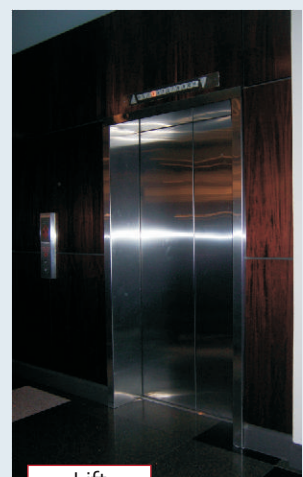
Garage



Room



Bar



Lift

S W I M M I N G P O O L Y P
L Y E D R W Q T R I M O R F
M R Y N T I S P A U L S N B
B D K L J H R R U H T F I L
T N A R U A T S E R N A Y O
S U E P L F G A T N M Y G P
A A F R O N T D E S K O U G
Y L O B B Y K A E F L F I D
M I O P S S A N U A S D M M
R W N U L H G A R A G E O Y
A S F H X A U M R L I U O O
B U S I N E S S C E N T R E

English for specific purposes- Verbs of direction

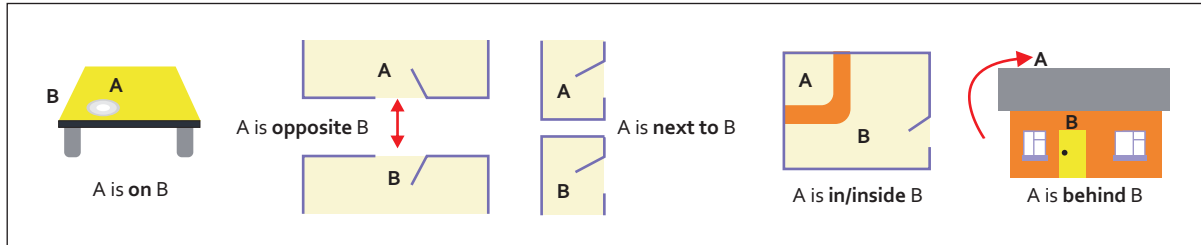
Look at the plan of the hotel. Complete these sentences.



1. To get to the gift shops, go out of the lift and
2. The restaurant is on the ground floor;the lobby and it's at the end.
3. To get to the business centre,to the second floor, and as you..... the lift it's on your right.
4. From your room, to the restaurant near the lobby, and the bar is inside the restaurant.
5. The fitness centre is on the top floor; as you come out of the lift, and you'll see the fitness centre next to the pool.

English for specific purposes-Prepositions of place

Look at the plan of the hotel. Complete these sentences.



1. The car park is the basement.
2. The travel desk is the reception, in the lobby.
3. All the conference rooms are the second floor.
4. The pool is on the top floor,the fitness centre.
5. The bar isthe restaurant.
6. You can also park justthe hotel.

Vocabulary - Time

Rules for telling time in English.

In English we use "past" to say times after the hour until half past, or 30 minutes past the hour. Example: <i>It's twenty past nine.</i>	We use "to" to say times before the hour from 31 minutes until the full hour. Example: <i>It's ten to ten.</i>
In English we use o'clock only at the full hour. Example: <i>It's eight o'clock</i>	We can also just say the numbers in groups of two. Example: <i>It's seven twenty-five</i>
When speaking about the different times of the day we often use: in the morning, in the afternoon, in the evening	Be careful! In English we use at night NOT in the night

Write the numbers in words.

10:10

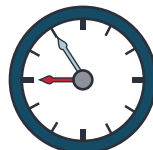
1) It's _____



6) It's _____

2:55

2) It's _____



7) It's _____

12:10

3) It's _____



8) It's _____

9:02

4) It's _____



9) It's _____

12:45

5) It's _____



10) It's _____

Vocabulary - Date

How to say the year

You write	You say
1900	nineteen hundred
1901	nineteen hundred (and) one nineteen oh-one
1995	nineteen ninety-five
2000	two thousand twenty hundred
2002	two thousand (and) two twenty oh-one
2010	two thousand (and) ten twenty ten

You normally separate the year in tens.

1985 is separated in 19 and 85. (You say: nineteen eighty-five).

From 2000 until 2009 the year is normally not separated. You say: two thousand; two thousand (and) one. The word "and" is often omitted. From 2010 on the year is separated again.

2010 is separated up in 20 and 10. (You say: twenty ten).

Writing and saying the date in British English

Rule: Day - Month - Year.

		Day		Month	Year
You write:		1st		January,	2010
You say:	the	first	of	January	twenty ten

Writing and saying the date in American English

Rule: Month – Day - Year.

	Month		Day	Year
You write:	January,		1st	2010
You say:	January	the	first	twenty ten

Write the dates in words

22-Nov

1) _____

1-Jan

2) _____

12-Jul

3) _____

5-Sep

4) _____

21-Mar

5) _____

4-Oct

6) _____

2-Apr

7) _____

20-Jun

8) _____

3-May

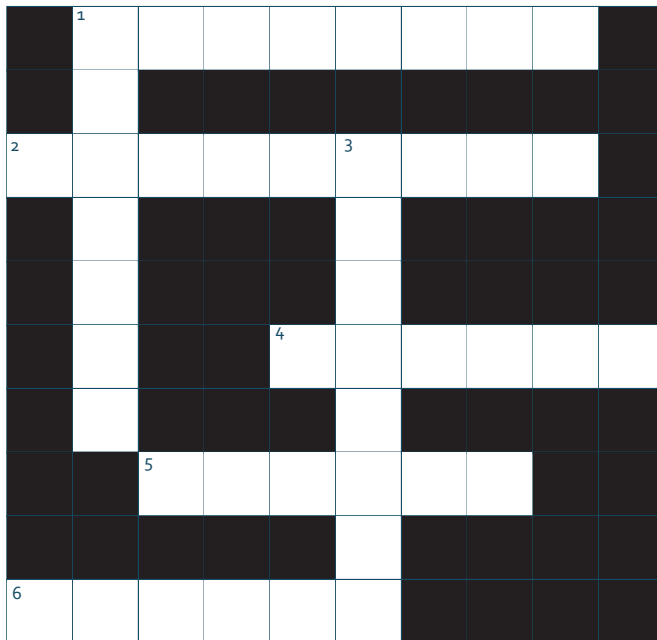
9) _____

9-Feb

10) _____

Vocabulary

Days of the week



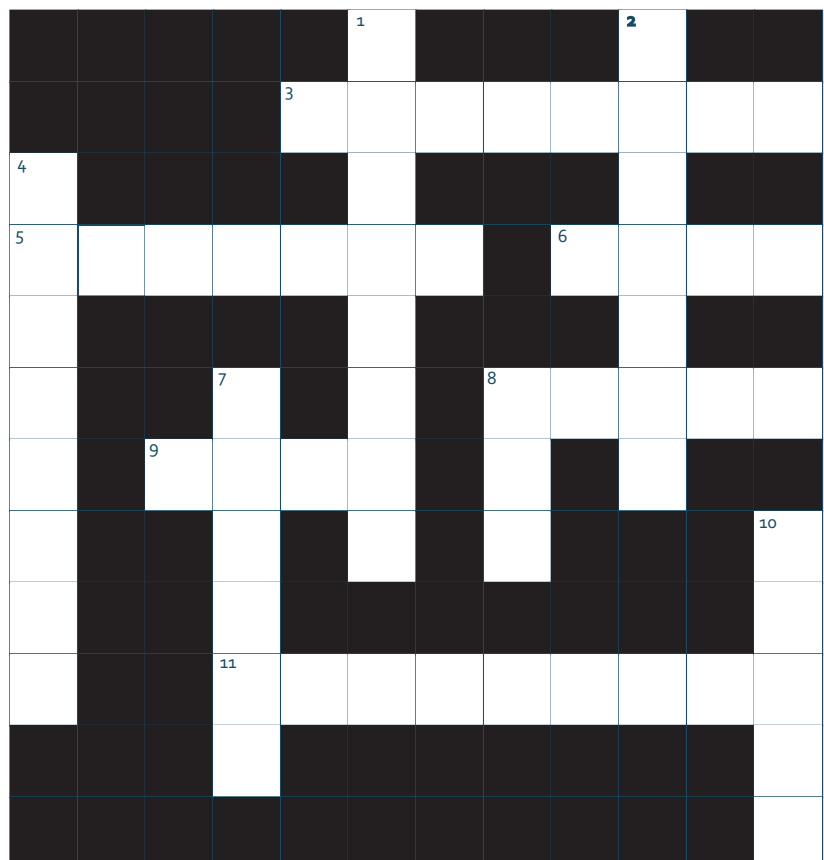
Across

- 1) Thu
- 2) Wed
- 4) Sun
- 5) Mon
- 6) Fri

Down

- 1) Tue
- 3) Sat

Months of the year



Across

- 3) Month 02
- 5) Month 10
- 6) Month 07
- 8) Month 03
- 9) Month 06
- 11) Month 09

Down

- 1) Month 12
- 2) Month 01
- 4) Month 11
- 7) Month 08
- 8) Month 05
- 10) Month 04



Unidad 3

El cuarto

Problemática

- Describir las distintas habitaciones y sus comodidades

Gramática

- Sustantivos contables e incontables
- There is / There are

Vocabulario

- Equipamiento de las habitaciones

Grammar – Countable and Uncountable nouns

Countable / Uncountable nouns

- There are two kinds of noun in English, countable and uncountable.
Countable: things you can count. Countable nouns can be singular or plural.
One apple, two apples, three apples.
Uncountable: things you can't count. Uncountable nouns can't be plural.
Butter, meat NOT two butters, three butters.
- Some nouns can be countable and uncountable, but the meaning is different:



an ice cream



some ice cream

	Countable	Uncountable
We need	an apple. some apples.	some butter. some milk.
We don't need	a tomato. any tomatoes.	any rice. any sugar.
? Do we need	a tomato? any tomatoes?	any rice? any sugar?

- Use *a / an* with singular countable nouns.
- Use *some* with plural countable nouns and uncountable nouns in **+**
- Use *any* with plural countable nouns and uncountable nouns in **-** and **?**
- We can also use *some* in **?** to ask for and offer things.

Can I have **some** coffee?

Would you like **some** biscuits?

How much / How many?

Uncountable (singular)	Full answers	Short answers
How much water do you drink?	I drink a lot of water. I drink quite a lot of water. I don't drink much water. I don't drink any water.	A lot. Quite a lot. Not much. None.
Countable (plural)		
How many sweets did I eat?	I ate a lot of sweets. I ate quite a lot of sweets. I didn't eat many sweets. I didn't eat any sweets.	A lot. Quite a lot. Not many. None.

→ Use *how much...*? with uncountable nouns and *how many...*? with plural countable nouns.

→ Use: *a lot (of)* with countable and uncountable nouns for a **big quantity**.

quite a lot (of) for **quite a big quantity**.

not...much with uncountable nouns for a **small quantity**.

not...any (none in short answers) for **zero quantity**.

Use of English - Countable and Uncountable nouns

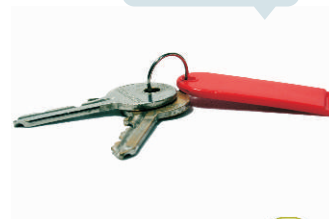
Decide whether these nouns are countable (C) or uncountable (U)



Food



Luggage



Keys



Shampoo



Bed



Wine



Window



Mirror



Chair



Fax machine

Countables	Uncountables

Use of English - Countable and Uncountable nouns 2

Complete the following sentences using the expressions used with countable and uncountable nouns.

- Guest:** Can I have _____ information about the room amenities?
Receptionist: Certainly, sir. All rooms are equipped with LCD TVs, air conditioning system and a personal safe.
- Bellboy:** Welcome, sir. Is there _____ luggage left in the taxi?
Guest: Yes. There are _____ bags in the trunk.
- Waiter:** Would you like _____ sugar with your coffee?
Guest: No, thanks. Are there any chocolate chip cookies?
Waiter: I'm afraid not, sir. We don't have _____ cookies left.
- Guest:** Can I have the check please?
Bartender: Certainly, sir.
Guest: How _____ is it?
Bartender: It's u\$s 10.
- Guest:** I'll have the grilled chicken with _____ French fries.
Waiter: Would you like anything else sir?
Guest: Yes. May I have _____ more appetizers?
Waiter: Of course, sir. I'll bring them right away.

Grammar – There is/There are

	Singular	Plural
+	There's a piano.	There are some glasses in the cupboard.
-	There isn't a fridge.	There aren't any pictures.
?	Is there a TV?	Are there any glasses?
✓ x	Yes, there is. / No, there isn't.	Yes, there are. / No, there aren't.

- We often use *there is / are* with *a / an, some, and any*.
- Use *some* and *any* with plural nouns. *Some* = not an exact number.
- Use *some* in **+** sentences and *any* in **-** and **?**

English for specific purposes-Room amenities

Look at the chart. Write sentences describing the room amenities using "There is/There are".

Example: *There is a LCD TV in the room. There aren't any towels in the wardrobe.*

<p>Towels</p>  <p>✓</p>	<p>Safe</p>  <p>✗</p>	<p>Feather pillows</p>  <p>✗</p>
<p>Mini – bar</p>  <p>✓</p>	<p>Coat hangers</p>  <p>✓</p>	<p>Air conditioning</p>  <p>✓</p>

SINGULAR

Affirmative: _____

Negative: _____

Question: _____

PLURAL

Affirmative: _____

Negative: _____

Question: _____

English for specific purposes-Room classification

Room Types

According to capacity:

- Single - Room has 1 single bed.
- Twin - Room has 2 single beds.
- Double - Room has 1 large (Queen or King sized) bed.
- Triple - Room has either 3 single beds, or 1 large (Queen or King sized) bed and 1 single bed.
- Family / Quad - Room has either 4 single beds, or 1 large (Queen or King sized) bed and 2 single beds.
- Junior Suite / Suite - consists of a bedroom and a small living room.

According to category:

- Standard (STD) - Basic roomtype that any hotel offers. It features basic furnishings and amenities.
- Moderate (MOD) – Better room than the standard yet not deluxe. It may defer in terms of room size, room view or furnishings.
- Superior (SUP) - Better room than the standard yet not deluxe. It may defer in terms of room size, room view, furnishings but, also, view.
- Deluxe(DLX) – Rooms with top of the line furnishings, view and size.

According to bedding:

- King (K) - A bed that is 72 inches wide by 72 inches long (1.82m x 1.82m).
- California King (CK) - A bed that is 72 inches wide by 78 inches long (1.82m x 1.93m).
- Queen (Q) - A bed that is 60 inches wide and 72 inches long (1.52m x 1.82m).
- Double (D) - A bed that is 54 inches wide and 72 inches long (1.37m x 1.82m).
- Twin (T) - A bed that is 36 inches wide and 72 inches long (0.91m x 1.82m).

Use of English - Room classification and description

Look at this sample dialogue of a room description.

Guest: Good evening! I would like to book a room and I need some information.

Receptionist: Of course, sir. Which type of room are you interested in?

Guest: I would like a room for two adults and two children.

Receptionist: In such case, I would recommend either a Quad room or a Double room and a Twin room.

Guest: Which is the difference?

Receptionist: The Quad room has a King size bed and two twin beds in one bedroom. The Double room has a Double bed and the Twin room has twin beds. In the first case, you would be booking one room and, in the second, two rooms.

Guest: I see. How are the rooms equipped?

Receptionist: Both the Quad room and the Double room have air conditioning system and satellite TV. The Quad room has a mini-bar, whereas the Double room doesn't. The Twin room doesn't have air conditioning system.

Guest: Do these rooms have CD players?

Receptionist: Yes, sir. All rooms are equipped with CD players and radio alarms next to them. All rooms have also clothes hangers, large wardrobes and a safety box and lamps in the nightstands.

Guest: Do any of these rooms have a view?

Receptionist: Yes, sir. Quad rooms have all ocean view, whereas Twin rooms overlook the hotel swimming pool.

Guest: Thank you for the information! I will call you back. Goodbye!

Receptionist: You're welcome, sir. Goodbye.



Unidad 4

Los servicios

Problemática

- Brindar información sobre los servicios que ofrece el establecimiento

Gramática

- Presente continuo
- Artículos definidos e indefinidos

Vocabulario

- Servicios
- Preposiciones de tiempo

Grammar – Definite/Indefinite article

a / an (indefinite article)

It's	a bag. a pen.
	an identity card. an umbrella.

- Use *a / an* with a singular noun.
- Use *an* with a noun beginning with a vowel (*a, e, i, o, u*).

the (definitive article)

Open Close	the	door. windows.
---------------	------------	-------------------

- Use *the* when we know which (door, windows).

Open **the** window.

NOT Open a door.

- Use *the* with singular and plural nouns.

this / that / these / those

What's this? It's a lighter.
That car is Italian.
These watches are Japanese.
What are those? They're tables.

- Use *this / these* for things near you.
- Use *that / those* for things far away.
- *this / that* = singular.
- *these / those* = plural.

Plurals

Singular	Plural	Spelling
a book. a key.	books keys	Add -s
a watch a box	watches boxes	Add – es after <i>ch, sh, s, x</i>
a country a dictionary	countries dictionaries	Consonant + y > <i>ies</i>

→ Add –s to make plural nouns.

It's a pen.

They're pens.

→ Don't use *a / an* with plural nouns.

They're keys.

NOT ~~*They're a keys.*~~

Use of English - Definite/Indefinite articles

Complete with *a* or *an*. Write the plural.

Singular	Plural
<u>a</u> bag.
___ file.
___ country
___ ice cream
___ watch
___ e-mail
___ sandwich
___ key
___ umbrella

Vocabulary - Prepositions of time

Prepositions of Time: at, in, on

We use:

at for a PRECISE TIME

in for MONTHS, YEARS, CENTURIES and LONG PERIODS

on for DAYS and DATES

at	In	On
PRECISE TIME	MONTHS, YEARS, CENTURIES and LONG PERIODS	DAYS and DATES
at 3 o'clock	in May	on Sunday
at 10.30am	in summer	on Tuesdays
at noon	in the summer	on 6 March
at dinnertime	in 1990	on 25 Dec. 2010
at bedtime	in the 1990s	on Christmas Day
at sunrise	in the next century	on Independence Day
at sunset	in the Ice Age	on my birthday
at the moment	in the past/future	on New Year's Eve

Look at these examples:

I have a meeting **at** 9am.

The shop closes **at** midnight.

Jane went home **at** lunchtime.

In England, it often snows **in** December.

Do you think we will go to Jupiter **in** the future?

There should be a lot of progress **in** the next century.

Do you work **on** Mondays?

Her birthday is **on** 20 November.

Where will you be **on** New Year's Day?

Notice the use of the preposition of time **at** in the following standard expressions:

Expression	Example
at night	The stars shine at night .
at the weekend	I don't usually work at the weekend .
at Christmas/Easter	I stay with my family at Christmas .
at the same time	We finished the test at the same time .
at present	He's not home at present . Try later.

Notice the use of the prepositions of time **in** and **on** in these common expressions:

in	on
in the morning	on Tuesday morning
in the mornings	on Saturday mornings
in the afternoon(s)	on Sunday afternoons
in the evening(s)	on Monday evening

When we say **last, next, every, this** we do not also use **at, in, on**.

I went to London **last** June. (**not in last June**)

He's coming back **next** Tuesday. (**not on next Tuesday**)

I go home **every** Easter. (**not at every Easter**)

We'll call you **this** evening. (**not in this evening**)

Use of English - Prepositions of time

Match the phrases with the correct preposition: at / on / in

Do you work _____ the hotel?
 I often go away _____ the weekend.
 Where were you _____ 28th February?
 I'm starting my new job _____ 3rd July.
 I get up _____ 8 o'clock in the morning.
 We often go to the beach _____ summer.
 George isn't here _____ the moment.
 My sister gets married _____ May.
 Julia's birthday is _____ January.
 The hotel opened _____ 1990.
 Do you work _____ Saturdays?.
 Did you go out _____ Tuesday evening?

IN

ON

AT

English for specific purposes-Hotel services and facilities

Match the icon with its meaning

No Smoking in Bedrooms – Smoking - Bar - TV Lounge - Hairdryer - Disabled facilities - No pets -
 Telephone in room – Tennis – Safe – Porter Service - 18 hole golf course - Dry cleaning service -
 Babysitting service - Fax service - Billiards table - Swimming Pool – Gym- Sauna - Continental
 breakfast - Luggage Storage - 24 hours front desk





Write down five sentences saying which of the previous services are available at the hotel you work at.

1. _____

2. _____

3. _____

4. _____

5. _____

Grammar – Present Continuous

+

Full form	Contraction	
I am You are He / She / It is We are You are They are	I' m You' re He / She / It ' s We' re You' re They' re	crying. having a party. arguing.

-

Full form	Contraction	
I am not You are not He / She / It is not We are not You are not They are not	I' m not You aren't He / She / It isn't We aren't You aren't They aren't	crying. having a party. arguing.

?

✓

x

Am I Are you Is he / she / it Are we Are you Are they	crying? having a party? arguing?	Yes,	I am. you are. he / she / it is. we are. you are. they are.	No,	I' m not. you aren't. he / she / it isn't. we aren't. you aren't. they aren't.
--	---	------	--	-----	---

→ Use the present simple for things that are happening now.
*It's **raining**. The baby's **crying**.*

Present simple or present continuous?

Present Simple	Presente Continuous
My sister works in a bank. What do you usually wear to work?	Today she's working at home. What are you wearing now?

→ Use the present simple to say what you usually do.
 → Use the present continuous to say what you are doing now.

English for specific purposes-Present Continuous

Complete sentences describing what the people in the pictures are doing.



The maid _____ (make) the beds.



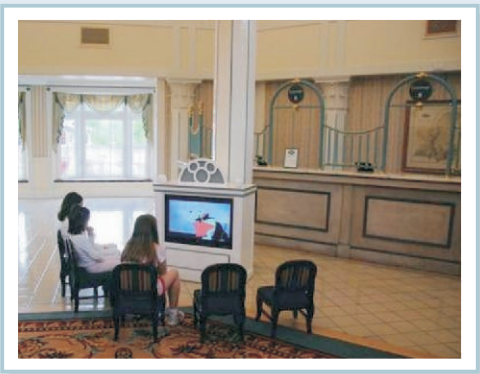
The bartender _____ (serve) drinks.



The guest _____ (swim) at the pool.



The waiter _____ (take) an order.



The kids _____ (watch) the T.V.
at the hotel lobby.



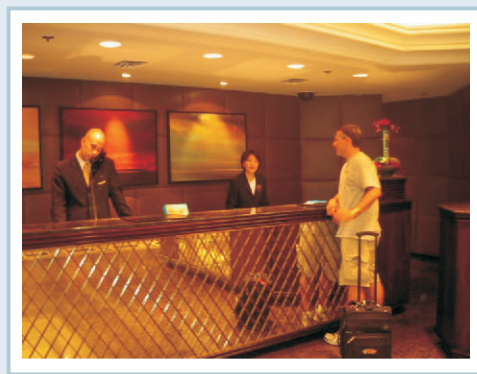
The guests _____ (work out) at the hotel fitness centre.



The receptionist _____ (answer) the phone.



The bellboy _____ (carry) the luggage.



The guest _____ (check in) at the hotel.



The chef _____ (cook) in the kitchen.

English for specific purposes-Hotel services and facilities

Read the extract from a hotel brochure. Complete it using these words.

internet - secretarial - translation service - computer -
audio-visual - conference - exercise - sauna - tour guide -
beauty - health and fitness - indoor pool

We have a fully equipped business centre, including _____ rooms with all the latest _____ equipment. Our range of hi-tech _____ services includes full _____ access. We can arrange a full _____ service, plus full _____ in several languages. You can enjoy our panoramic views over the mountains, as you work out in our _____ club, with all the latest _____ equipment. Visit the salon, go to the _____, or go for a swim in the heated _____. If you would like to go sightseeing we can arrange for a _____ to show you the sights.



Unidad 5

El botones

Problemática

- Dar la bienvenida al cliente
- Encargarse del equipaje

Gramática

- Verbos auxiliares

Vocabulario

- Formas de cortesía

Grammar – Auxiliary Verbs

Can/Can't

+		-	
I	can swim. can come. can help.	I	can't swim. can't come. can't help.
He / She / It		He / She / It	
We		We	
You		You	
They		They	

- Contraction: can't = cannot.
 can has different meanings:
I can swim = I know how to
I can come = It's possible for (I'm not busy).
Can you help me? = please, help me.
- Don't use *to* after *can*
I can swim. ~~NOT I can to swim.~~

?			✓		✗			
Can	I he / she/ it we you they	swim? come? help?	Yes,	I he / she/ it we you they	can	No,	I he / she/ it we you they	can't

Have/Has

I	have gone to Europe	I	haven't gone to Europe
they	have gone to Europe	they	haven't gone to Europe
we	have gone to Europe	we	haven't gone to Europe
you	have gone to Europe	you	haven't gone to Europe
he / she / it	has gone to Europe	he / she / it	hasn't gone to Europe

- Contraction: *hasn't* = *has not*.

?			✓			×		
Have	I	gone to Europe?	Yes,	I	have	No,	I	haven't
Has	he / she/ it			he / she/ it	has		he / she/ it	hasn't
Have	we			we	have		we	haven't
Have	you			you	have		you	haven't
Have	they			they	have		they	haven't

Use of English - Auxiliary Verbs

Complete each sentence with the correct auxiliary verb.

1. What (do/does/have/has) you do at the hotel?
2. I (do/does/have/has) not like this room.
3. (Do/Does/Have/Has) she know that you are at the lobby?
4. The city tour (do/does/have/has) not started yet.
5. (Can/Have/Has) I smoke at the restaurant?
6. Who (do/does/have/has) eaten my biscuits?
7. I (do/does/can) take a taxi.
8. They (can/have/has) not go into the business centre.
9. We (can/have/has) not seen you at the bar.
10. My friend (can/have/has) sent me some photos.

English for specific purposes

Complete the dialogue between the bellboy and the guest using the words in the box.

weather – take – luggage – bag – No – room – Thank –
madam – are – stay – something – front desk

Bellboy: Can I help you with your _____, madam?

Guest: Yes, please, the black _____ is mine.

Bellboy: Shall I _____ this blue one too?

Guest: _____, that's not mine.

Bellboy: Follow me, please. I'll take you to the _____.

Receptionist: Our bellboy will escort you to your _____ with your luggage.

Guest: _____ you very much!

Bellboy: This way, _____.

Guest: Lovely _____, isn't it?

Bellboy: Certainly, madam. Here we _____, madam, Room 234.

Guest: Thank you! Here's _____ for you.

Bellboy: Thank you, madam! Hope you enjoy your _____.

Vocabulary - Being polite

If you want to Thank	
Polite Phrases Thank you very much Mr .. I am very grateful for... I really appreciate... Thanks Thanks a million	Polite Replies You are welcome Don't Mention it It's my Pleasure It was nothing at all Forget it, etc.

These are some polite phrases and responses you may use to give thank expression. On the other hand, if you do any mistake or a guest come to you with any complaint then here are some phrases you should consider to use:

If you want to Apology or Have Complaint	
Polite Phrases Sorry sir I am very sorry sir for... Terribly sorry Pardon? I beg your pardon Excuse me I apologize for...	Polite Replies It's ok Not at all Never mind I understand completely No problem Forget it, Don't Worry, etc

If you want to ask questions politely then use some words like May, should, would, could etc.

Example:

- Would you like to have a cup of tea, sir?
- Could you possibly spell your last name?
- May I have your passport please?
- Could you possible talk to our sales manager?
- Should I call for a taxi for you?

English for specific purposes - Being polite

Choose the polite answer to the request made by the guest.

Can you please help me?

- One second. I'll be right with you.
- Wait. I'm on the phone, sir.
- Wait a little bit.

Do you work here?

- Yes.
- Yes, how can I help you?
- What, do you need help?

Can you call me a taxi?

- Certainly. Your name, please?
- Your name. I need to know your name.
- Name?

My key isn't working.

- Let me take a look at it.
- Give it to me.
- Give it to me, sir.

Can I smoke here?

- No. No smoking, please!
- No, it's not allowed.
- No, it's not possible to smoke here.



Unidad 6

La mucama

Problemática

- Manejo de pedidos del cliente

Gramática

- Adjetivos

Vocabulario

- Objetos pertenecientes a la habitación / baños / blancos
- Preposiciones de posición
- Vocabulario para housekeeping

Grammar – Adjectives

Adjective Order

There are 2 basic positions for adjectives:

1. **before** the noun
2. **after** certain **verbs** (be, become, get, seem, look, feel, sound, smell, taste)

		adj.	noun	verb	adj.
1	I like	big	cars.		
2		My	car	is	big.

The general order of adjectives in front of nouns is:

General Opinion	Size	Shape	Condition	Age	Color	Origin material	Noun Adjunct
nice pretty bold fine famous expensive	big small large	round square oblong	broken cracked fresh oily	old young new ancient	green red blue	French plastic wooden	baseball winter coffee

Examples:

John's brother is a **famous young French baseball** player.

That **ugly little broken green and blue coffee** table should not be in this room.

Use of English - Adjectives

Select the correct order of the adjectives in these sentences.

1. He was wearing a _____ shirt.

- dirty old flannel
- flannel old dirty
- old dirty flannel

3. All the girls fell in love with the _____ teacher.

- handsome new American
- American new handsome
- new handsome American

2. Pass me the _____ cups.

- plastic big blue
- big blue plastic
- big plastic blue

4. I used to drive _____ car.

- a blue old German
- an old German blue
- an old blue German

5. He recently married a _____ woman.
 young beautiful Greek
 beautiful young Greek
 beautiful Greek young

6. This is a _____ movie.
 new Italian wonderful
 wonderful Italian new
 wonderful new Italian

7. She is a _____ supermodel.
 beautiful slim Brazilian
 Brazilian beautiful slim
 slim Brazilian beautiful

8. It's in the _____ container.
 large blue metal
 blue large metal
 blue metal large

9. He sat behind a _____ desk.
 big wooden brown
 big brown wooden
 wooden big brown

10. She gave him a _____ vase.
 small Egyptian black
 black Egyptian small
 small black Egyptian

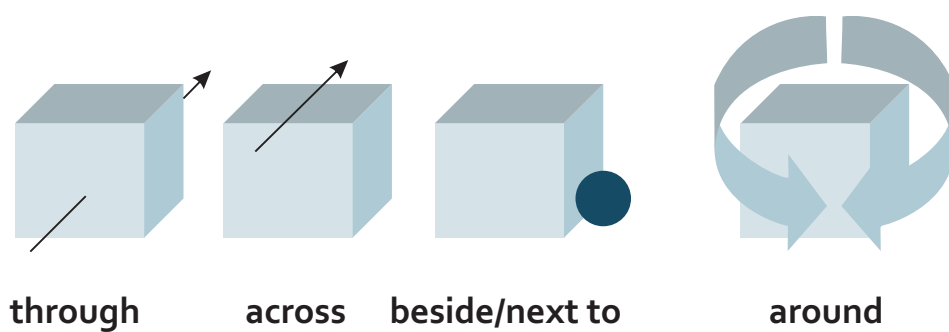
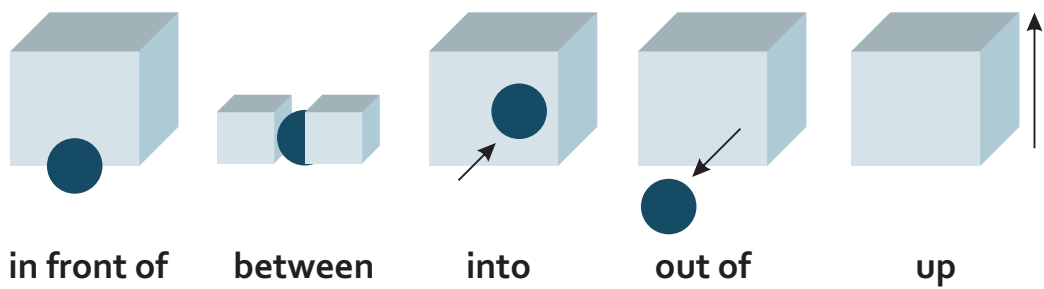
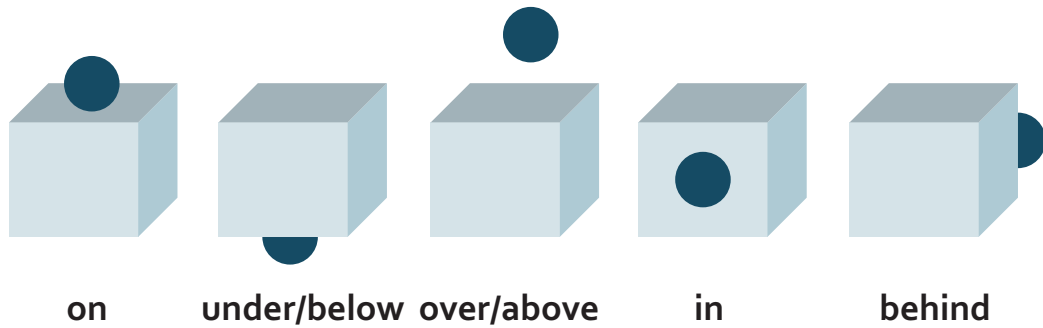
Vocabulary - Bedroom objects

Search and write the names of the objects in the pictures.





Vocabulary - Prepositions of position



English for specific purposes - Prepositions of position

Look at the pictures and complete the following sentences using prepositions of position.



1. The lamp is _____ the nightstand.
2. The nightstand is _____ the beds.
3. The beds are _____ the T.V.
4. The chair is _____ the table.
5. The safe is _____ the wardrobe.



1. The waste bin is _____ the sink.
2. The mirror is _____ the wall.
3. The robe is hanging _____ the door.
4. The soap is _____ the sink.
5. The lights are _____ the mirrors.

Vocabulary - Actions

Verbs	Meaning	Example
clean; clean up	remove dirt, dust, and other messes	<i>After you clean up the room 404 you can take your break.</i>
Dust	remove the dust from surfaces such as furniture	<i>I'm sorry I forgot to dust the nightstand.</i>
freshen up	make a room smell and look more inviting	<i>The lobby is quite clean, but you could freshen it up a little.</i>
hang; hang up	organize and store items (often clothes) by putting them on hooks and hangers	<i>After you have folded the laundry, please hang the robes in the bedrooms.</i>
mop; mop up	clean the floors with soap and water	<i>The guest spilled his drink on the floor. We'll have to mop it up.</i>
Organize	sort or put away in a neat and tidy manner	<i>I organized towels in room 205.</i>
Polish	wipe with a special cleaner that makes something (such as floors) shine; remove smudges or prints	<i>Make sure to polish the floor in the lobby.</i>
Rinse	pour water over something for a long time to remove soap	<i>You'll have to rinse towel because they have a big stain.</i>
tidy; tidy up	make a room or area look neat by organizing and putting things away	<i>You don't need to vacuum the family room, but you could tidy up the books and toys.</i>
vacuum	use a special hose that sucks up dust and dirt from the floors and furniture	<i>Please pick up large items like coins before you vacuum the basement.</i>
wash	make clean with water and soap	<i>Please wash the windows with water and vinegar.</i>
water	pour water onto plants or grass	<i>You forgot to water the indoor and outdoor plants.</i>

English for specific purposes

Complete the sentences in this dialogues using one word.

Housekeeper: Knock, knock! Excuse me _____. May I make up your room?

Guest: I am watching _____.

Housekeeper: Should I _____ later?

Guest: Yes, _____. I'm going to take a shower. Could you bring some _____?

Housekeeper: Certainly, sir. How _____ towels will you need?

Guest: One will be ok.

Housekeeper: Is there anything else you may need?

Guest: I will need a _____.

Housekeeper: There should be one _____ your bathroom door.

Guest: That's right. Here _____ is.

Housekeeper: Would you like the bed _____ to be changed?

Guest: Yes, please. That would be all. Here's something for _____.

Housekeeper: Thank you very much, sir! Have a good _____!

Use of English

Read the following passage about a housekeeper and state whether the following statements are "True" or "False".

Confessions of ... a hotel housekeeper

'Instead of vacuuming, I picked up some crumbs'

The best guests sleep in

Three simple letters could inspire the "Hallelujah" chorus: DND, or do not disturb. One sign hanging on a doorknob, and the day's work was shortened by half an hour. Two signs? Pure heaven, but only if they remained there until my eight-hour shift ended — otherwise I'd have to circle back and clean the rooms.

My daily list of 15 rooms (out of 325 in the hotel) consisted of DOs (due out) and Os (occupied), which in housekeeping lingo meant the guests were scheduled to check out or were staying another night. An occupied room was less labor-intensive (making the beds rather than changing the sheets saved me 20 minutes), but there was always the possibility the guest would stay in the room while you worked.

As long as it looked clean

I cut corners everywhere I could. Instead of vacuuming, I found that just picking up the larger crumbs from the carpet would do. Rather than scrub the tub with hot water, sometimes it was just a spray-and-wipe kind of day.

After several weeks on the job, I discovered that the staff leader who inspected the rooms couldn't tell the difference between a clean sink and one that was simply dry, so I would often just run a rag over the wet spots. But I never skipped changing the sheets. I wouldn't sink that low, no matter how lazy I was feeling.

A bacterial wonderland

I was disgusted by the many guests I came in contact with through the things they left behind: the hairs on the pillow, the urine on the toilet seat, the half-eaten cookie, the stained sheets. One woman had soiled her sheets so thoroughly that we had to toss them in a biohazard bag — they could never be used again. Rooms where young kids stayed were the worst, with food ground into the carpet and piles of used diapers in the trash. That kind of demoralizing mess could take 45 minutes to clean up. Most maids wore rubber gloves when they worked, but mine were too big, so I discarded them. Unsurprisingly, I got the flu twice.

Not for love — or money

I didn't know maids received tips, so it took me weeks to realize that the coins left in rooms were an intentional gift. My tips were paltry: I almost never received more than \$1, and at times guests left religious pamphlets. One day, however, I was shocked to find a crisp \$100 bill lying on a table. Although the generous tip put a little spring in my step and compelled me to do a better job that day, it didn't change my work ethic for long.

1. The housekeeper from the text has good work ethic.
2. She always cleans the sink.
3. Her daily list consists of 15 rooms.
4. She gets happy when she sees a "Do not disturb" sign.
5. Rooms where kids stay are easy to clean.



Unidad 7

El recepcionista

Problemática

- Recibir al cliente
- Sugerir lugares o actividades de interés

Gramática

- Preguntas de contenido
- Pasado simple

Vocabulario

- Pronombres personales, objetivos y posesivos
- Métodos de pago

Grammar – Asking questions

WH Question Words

Question Word	Function	Example
what	asking for information about something	<i>What is your name?</i>
	asking for repetition or confirmation	<i>What? I can't hear you. You did what?</i>
what...for	asking for a reason, asking why	<i>What did you do that for?</i>
when	asking about time	<i>When did he leave?</i>
where	asking in or at what place or position	<i>Where do they live?</i>
which	asking about choice	<i>Which colour do you want?</i>
who	asking what or which person or people (subject)	<i>Who opened the door?</i>
whom	asking what or which person or people (object)	<i>Whom did you see?</i>
whose	asking about ownership	<i>Whose are these keys? Whose turn is it?</i>
why	asking for reason, asking what...for	<i>Why do you say that?</i>
why don't	making a suggestion	<i>Why don't I help you?</i>

Question Word	Function	Example
how	asking about manner	<i>How does this work?</i>
	asking about condition or quality	<i>How was your exam?</i>
how + adj/adv	asking about extent or degree	<i>see examples below</i>
how far	Distance	<i>How far is Pattaya from Bangkok?</i>
how long	length (time or space)	<i>How long will it take?</i>
how many	quantity (countable)	<i>How many cars are there?</i>
how much	quantity (uncountable)	<i>How much money do you have?</i>
how old	Age	<i>How old are you?</i>
how come (informal)	asking for reason, asking why	<i>How come I can't see her?</i>

Put in **What, Where, Why, When, How** into the gaps and form meaningful questions.

- 1) _____ is the weather like today?
- 2) _____ don't you like apple juice?
- 3) _____ about a walk through the forest?
- 4) _____ do you play tennis?
- 5) _____ is the sauna room?
- 6) _____ do get to the beach?
- 7) _____ does the restaurant open?
- 8) _____ is the toilet?
- 9) _____ are we going for a holiday by the sea again?
- 10) _____ do you like your coffee?

Grammar – Simple past

Past Simple of *be*: *was / were*

+			-		
I	was	famous.	I	wasn't	famous.
You	were		You	weren't	
He / She / It	was		He / She / It	wasn't	
You	were		You	weren't	
We	were		We	weren't	
They	were		They	weren't	

?		✓		✗	
Was	I	famous?	Yes,	I was.	I wasn't.
Were	You			You were	You weren't.
Was	He / She / It			He / She / It was	He / She / It wasn't.
Were	You			You were	You weren't.
Were	We			We were	We weren't.
Were	They			They were	They weren't.

- Contractions: wasn't = was not; weren't = were not.
- Use *was / were* to talk about the past.
*My grandfather **was** born in London.*

Past simple regular verbs

+		-	
I	worked yesterday.	I	didn't work yesterday.
You		You	
He / She / It		He / She / It	
You		You	
We		We	
They		They	

?	✓	x
Did	I You He / She / It You We They	work yesterday?
	Yes,	did
	No,	didn't

- Contraction: didn't = did not.
- Use the past simple for finished actions.
- Regular verbs in the past **+** end in -ed, e.g. worked, lived, played.
- The past is the same for all persons.
- Use did / didn't + infinitive for past **?** and **-**

Past simple irregular verbs

Infinitive	Past +	Past -
go have get buy leave drive meet see wear do	went had got bought left drove met saw wore did	didn't go didn't have didn't get didn't buy didn't leave didn't drive didn't meet didn't see didn't wear didn't do

- Use the irregular past form only in **+** sentences.
*I **saw** a film last night.*
- Use the infinitive after did / didn't.
*Did you **see** a film last night? NOT Did you saw...?*
- Remember word order = **ASI** (auxiliary, subject, infinitive) or **QUASI** (question word, auxiliary, subject, infinitive)
Did you go out last night?
Where did you go?
- Past of can = **could**.
- = couldn't NOT didn't can
? = Could you...? NOT Did you can...?

Use of English - Simple past

Fill in each blank with the **SIMPLE PAST** form of the verb.

1. He _____ his wife to the concert. (bring)
2. She _____ alone. (come)
3. I _____ a great time yesterday. (have)
4. My cousins _____ to India during the summer. (go)
5. My sister _____ beautifully when she was younger. (sing)
6. The police _____ the thief. (catch)
7. She _____ at home all evening. (be)
8. My friend _____ seven bottles of beer. (drink)
9. I _____ her an email. (write)
10. My husband _____ me flowers for my birthday. (give)

Vocabulary - Pronouns

Object pronouns

I	me	Wait for me .
you	you	I love you .
he	him	She isn't in love with him .
she	her	He kisses her .
it	it	I don't like it .
we	us	Can you help us ?
you	you	See you tomorrow.
they	them	Phone them this evening

- Object pronouns take the place of nouns.
She meets John. She invites him to her house.
- Object pronouns go after the verb.
I love you NOT ~~I you love~~.
- You also use Object pronouns after prepositions (with, to, from, etc.).
*Listen to **me**! I'm in love with **her**. NOT ~~I'm in love with she~~.*

Possessive pronouns

Subject pronouns	Possessive adjectives	Possessive pronouns
I you he she we they	It's my car. It's your car. It's his car. It's her car. It's our car. It's their car.	It's mine . It's yours . It's his . It's hers . It's ours . It's theirs .

- Use possessive pronouns to talk about possession.
*Whose book is it? Is it **yours**?*
*Yes, It's **mine**.*
- Use possessive pronouns in place of a possessive adjective + noun.
*It's **my** car. OR It's **mine**.*

Use of English – Pronouns

Complete the sentences with the right personal, objective or possessive pronoun.

- On the left you can see Simon. (Simon) _____ is my brother.
- (Sue and Simon) _____ are twins.
- Our dog is a girl, Judy. (Judy) _____ is two years old.
- (Sue, Simon, Angie and Bob) _____ live in Canterbury.
- (Canterbury) _____ is not far from London.
- I like watches. This nice watch is for _____ (I) .
- My wife and I love sweets. These sweets are for _____ (we) .
- My nephew likes cars. The toy truck is for (he) _____.
- My neighbour wants to go to California next year. The guide book is for (she) _____.
- Here is another souvenir. I don't know what to do with (it) _____.
- This book is (you) _____.
- The ball is (I) _____.
- The blue car is (we) _____.
- The ring is (she) _____.
- We met Paul and Jane last night. This house is (they) _____.

English for specific purposes – Making suggestions

Guest: Can you help me? I have this afternoon free and I would like to go around the city. Where do you recommend I go?

Receptionist: Well, sir, this city is filled with places to visit. Let me show you in this brochure. Do you have any particular interests?

Guest: I really like music and shopping.

Receptionist: Very well. As regards music, there is a great concert hall downtown. It hosts rock concerts daily. In fact, Deep Purple is playing tonight.

Guest: Great! I will definitely go there tonight!

Receptionist: As regards shopping, there is an excellent shopping mall only a couple of blocks from the hotel. It has a great variety of shops where you can buy almost everything.

Guest: Sound great! Thanks!

Receptionist: You're welcome.

English for specific purposes – Payment methods

Staff: How will you be settling your bill sir?

Guest: I'll be paying in cash.

Staff: Ok sir, here's the bill. It is two hundred and thirty five dollars.

Guest: That sound about right. Thank you.

Staff: You're welcome, sir. Come again soon.

Staff: Would you like to pay for the drinks in cash or shall I charge it to your room?

Guest: Just charge it to my room, please.

Staff: Very well, sir. Here is your receipt and I will need your signature here.

Guest: There you are.

Staff: Thank you sir, have a pleasant day.

English for specific purposes – Welcoming guests

Receptionist: Good evening sir, good evening madam.

Guest: Good evening, we have a reservation, the name's Perez.

Receptionist: Could you spell that, please?

Guest: P-E-R-E-Z.

Receptionist: Thank you. Perez, here it is. It would be a double room with bath and balcony for seven nights.

Guest: That's right.

Receptionist: Could you just sign here?

Guest: Of course.

Receptionist: Very well, then. Here's your key to room 203. I'll have the bellboy help you with your luggage and escort you to your room

Guest: Thank you very much!

Receptionist: Enjoy your stay!

English for specific purposes

Below is a mixed up conversation. Rearrange the conversation so that it makes sense. Also circle an F if the front desk is saying the line or a G if the guest is saying the line.

- F G Would you prefer a single or a double?
- F G 10 pm ? Thanks. Oh! And can I get a wake up call for 6.30 am
- F G And how about the restaurant?
- F G Great. What time does the restaurants close?
- F G It's \$145.00 a night. How many nights will you be staying?
- F G It's D-A-V-I-E-S.
- F G I'd like a room, please.
- F G Great. I'll pay with VISA then. What time is checkout?
- F G And how do you spell that, sir?
- F G So that's D-A-V-I-E-S. How would you like to pay for the room?
- F G Do you take VISA?
- F G There are restaurants on the 1st and 3rd floor, and there's a café next to the lobby.
- F G Yes, we do. We take VISA, Mastercard and American Express.
- F G A double, please. How much is that?
- F G Check out is at 10 o'clock. Your room number is 505. Is there anything else you would like to know?
- F G Yes, there is. It's on the 2nd floor. But you have to bring the towel from your room.
- F G OK. One night comes to \$145.00 plus tax. May I have your name please?
- F G Is there a pool here?
- F G Welcome to the Beachside Inn. How may I help you?
- F G They both close at 10 pm.
- F G Sure. No problem. Wake up call for 6.30 am. Enjoy your stay.
- F G Just tonight.
- F G It's Davies. Robert Davies.



Unidad 8

El check-in

Problemática

- Completar el proceso del check-in

Gramática

- Presente perfecto
- Uso de artículos

Vocabulario

- Datos personales
- Tipos de habitaciones

Grammar – Present Perfect

Present Perfect: verb *be*

+

Full form	Contraction	
I have You have He / She / It has We have You have They have	I've You've He / She / It's We've You've They've	
		been to Rome.

-

Full form	Contraction	
I have not You have not He / She / It has not We have not You have not They have not	I haven't You haven't He / She / It hasn't We haven't You haven't They haven't	
		been to Venice.

?

✓

x

Have I Have you Has he / she / it Have we Have you Have they	been to Paris?	Yes,	I have. you have. he / she / it has. we have. you have. they have.	No,	I haven't. you haven't. he / she / it hasn't. we haven't. you haven't. they haven't.
---	--------------------------	------	---	-----	---

- Use the present perfect for general past experiences.
- To make the present perfect use *have / has* + past participle.
- 's = *has* in present perfect (but can also be *is* or possessive 's)

Present perfect: regular and irregular verbs.

	Infinitive	Present Perfect
Regular verbs	cry kiss watch	have cried have kissed have watched
Irregular verbs	buy leave see speak	have bought have left have seen have spoken

- For regular verbs the past participle is the same as the past simple (+ -ed)
- For irregular verbs the past participle is sometimes the same as the past simple, (e.g. buy, bought, bought) and sometimes different (e.g. see, saw, seen).

Present perfect or past simple?

Have you seen the film? When did you see it?	Yes, I have. I saw it last week.
---	---

- Use the present perfect to talk / ask about a general experience in the past.
- Use the simple past to talk/ ask about a specific moment in the past.
*I **saw** the film **last week**.*
- Don't use the present perfect with *when* and past time expressions, e.g. *yesterday, last week*.
***When did you see** it?* NOT *When have you seen it?*
***I saw** it **last week**.* NOT *I've seen it last week*

Use of English - Past Simple vs. Present Perfect

Select the right answer to complete the sentence.

- When _____ the company?
a) have you joined
b) did you joined
c) did you join
d) have you ever joined
- _____ in Pakistan?
a) Did you ever worked
b) Have you ever worked

- c) Worked you
- d) Didn't you have worked

3. That's the best presentation _____

- a) I never heard
- b) I didn't hear
- c) I used to hear
- d) I've ever heard

4. He's the most difficult customer _____

- a) I never dealt with.
- b) I never had to deal with.
- c) I've ever had to deal with.
- d) I've never had to deal with.

5. _____ to him last week.

- a) I spoke
- b) I've already spoken
- c) I didn't spoke
- d) I speaked

6. _____ a binding contract last year and it is still valid.

- a) We have signed
- b) We signed
- c) We haven't signed
- d) We have sign

7. The reason I look so brown is that _____ from a business trip to Barbados

- a) I come back
- b) I came back
- c) I never came back
- d) I've just come back

8. Sales _____ in 1995 but then _____ in 1996.

- a) rised e) falled
- b) rose f) fell
- c) have risen g) have fallen
- d) rose h) have fallen

9. You _____ to a word _____

- a) listened e) I haven't said
- b) didn't listen f) I say
- c) listened g) saying
- d) haven't listened h) I've said

10. It's obvious that _____ this report.

- a) you haven't read
- b) you didn't read
- c) you don't read
- d) you read not

English for specific purposes – Room types

Look at these room types. Match each to an abbreviation.

S2	<i>single room</i>
S2D	<i>double room - one bed</i>
DA	<i>twin room</i>
S	<i>double room - twin beds</i>
FD	<i>one-bed suite</i>
D	<i>de-luxe double</i>
YB	<i>Double superior</i>
DB	<i>Presidential suite</i>
S2A	<i>Junior suite</i>
FP	<i>De-luxe twin</i>

English for specific purposes – Politeness

When guests arrive at reception, what do you say to them? Study these sentences. Which are polite and which are not polite? Write P or NP.

- Hello, can I help you?
- Do you have a reservation?
- Hello, what do you want?
- And your name, please?
- I'm sorry, the hotel is full.
- We have nothing for you.

Grammar – Articles

Article Chart

	Specific (This one, that one) (This/that group) Which one? Which ones?	Non-Specific Any one Any group One of many One of many groups	Generic In general
Count Singular	The apple The bird The child	An apple A bird A child	* * *
Count Plural	The apples The birds The children	Some apples Some birds Some children	Apples Birds Children
Non-count	The water The information	Some water Some information	Water Information

Specific articles are used with nouns which have been identified previously. (The speaker and the listener both know which thing/person/substance/idea is being referred to.)

The teacher is coming up **the** stairs.

(Both listener and speaker know which teacher and which stairs.)

Give me **the** red shirt. (I know which one you are talking about.)

Non-specific articles are used with nouns that have not been identified previously (by *both* the speaker and the listener.) They are used with items that have not been singled-out yet. (Note: As soon as the items are identified, they require a specific article.)

I want **a** candy bar. (Any candy bar will do.)

Which one do you want? (Asking for specification)

The one on the right. (I choose that one.)

Give me **some** milk. (Any milk is fine.)

I need **some** new shoes. (But I haven't decided which ones to buy yet.)

I bought **some** shoes at Valmart. (I know which shoes, but you don't.)

These are **the** shoes that I bought. (Now we both know which ones.)

Non-count and *plural* nouns are used **without** articles in the *generic* sense.

Cats are afraid of *dogs*. (in general)

Water is necessary for *survival*.

*However, *singular count* nouns cannot stand alone in a sentence, so an article (usually *a* or *an*) is used.

Oranges contain Vitamin C. (generally)

Orange contains Vitamin C. (incorrect)

An orange contains Vitamin C. (okay)

Use of English - Articles

Choose the best option to complete these sentences.

1 - I want to buy laptop computer next week.

- (a) a
- (b) an
- (c) the

2 - Can you please go to grocery store on Fifth Street and buy 2 cartons of milk?

- (a) a
- (b) an
- (c) the

3 - Please meet me at the train station in hour from now.

- (a) a
- (b) an
- (c) the

4 - I like to watch tennis on television. It is very good game.

- (a) a
- (b) an
- (c) the

5 - My brother won an award for being best speller in our school.

- (a) a
- (b) an
- (c) the

6 - I have _____ idea! Let's go bowling.

- (a) NO ARTICLE
- (b) the
- (c) an

7 - I have borrowed _____ money from her before.

- (a) NO ARTICLE
- (b) the
- (c) a

8 - My first apartment was on _____ Orange Street.

- (a) NO ARTICLE
- (b) the
- (c) an

9 - _____ dress she is wearing is blue.

- (a) NO ARTICLE
- (b) The
- (c) A

10 - He is _____ real gentleman.

- (a) NO ARTICLE
- (b) the
- (c) a

English for specific purposes – Sample check-in

Read the dialogue and do the exercises below:

R: Receptionist / G: Guest / B: Bellboy

R: Good morning, sir. May I help you?

G: Good morning. I have a reservation.

R: Oh, I see. Your name, please?

G: Morris. Albert Morris, from England.

R: Ah, yes. Here it is Mr. Morris. May I have your passport, please?

G: Sure, here you are.

R: Mr. Albert Morris, from the United Kingdom...A reservation for two nights. Mr Morris, would you sign here, please?

G: There you are.

R: Thank you, Mr. Morris. Here's your guest card. Room 104. Do you have any luggage?

G: Oh, yes. Here's my bag.

R: Robert!...I hope you have a nice stay here, Mr Morris. And thank you for choosing us.

G: Thank you.

B: Good morning, sir. I'm the bellboy. I'll show you to your room. Please, let me carry your bag.

G: Oh, thanks.

B: Follow me, please.



Read and answer:

- Does Mr. Morris have a reservation?.....
- What number is Mr. Morris's room?.....
- Who takes Mr. Morris' luggage to his room?.....

Complete the registration card

Guest's name:.....Last name:.....
 Nationality:.....Address:.....
 Passport number:.....Room number:.....
 Luggage: Yes – No
 Reservation for (number of nights):.....
 Guest's signature:.....

English for specific purposes – True or False

Read the following dialogue and then choose whether the sentences below are true or false.

Dialogue

Hotel Clerk: Welcome to the Home Again Hotel, sir. How may I help you?

Mr. Edwin: Hello. I would like a non-smoking room with a double bed.

Hotel Clerk: Do you have a reservation?

Mr. Edwin: No, I'm afraid I don't.

Hotel Clerk: Hmm. Let me see. We don't seem to have any rooms with double beds right now. We are very full tonight. We've got a large conference going on.

Mr. Edwin: I see. So what do you have available?

Hotel Clerk: Well, not much. It seems we have a small corner room on the 5th floor. It has a single bed and a bathroom with a shower.

Mr. Edwin: And is it a non-smoking room?

Hotel Clerk: No, the 5th floor is a smoking floor. But that is the only room we have at this time. Would you be interested in it?

Mr. Edwin: Wow. That's terrible. I didn't realize... I knew I should have made a reservation before I left home.

Hotel Clerk: Yes, you never know if we will have vacancies or not.

Mr. Edwin: I guess I'll have to take that room, then. I don't have time to look for another hotel.

Hotel Clerk: Great. First, let me just have your name...

True or False

1. Mr. Edwin would like a single bed in a non-smoking room.
☐ True ☐ False
2. There is a large conference at the hotel right now.
☐ True ☐ False
3. It's easy to know if the hotel has vacancies without making a reservation.
☐ True ☐ False
4. The hotel has only one room available.
☐ True ☐ False
5. Mr. Edwin made a reservation before leaving home.
☐ True ☐ False
6. Mr. Edwin is going to look for another hotel.
☐ True ☐ False
7. The hotel clerk was polite to Mr. Edwin.
☐ True ☐ False



Unidad 9

El restaurant

Problemática

- Dar la bienvenida al cliente
- Tomar pedidos
- Leer la carta y realizar sugerencias
- Realizar el cobro

Gramática

- Comparativos y superlativos
- Adverbios

Vocabulario

- Comidas e ingredientes
- Tipos de preparaciones

Grammar – Comparative and superlatives

Comparative adjectives

Adjective	Comparative	
old cheap	older cheaper	one-syllable adjectives: add -er
big hot	bigger hotter	adjectives ending one vowel + one consonant: double consonant, add -er
healthy happy	healthier happier	one- or two-syllable adjectives ending consonant + y > -ier
famous expensive	more famous more expensive	two- or more syllable adjectives: more + adjective
good bad far	better worse further	irregular

→ Use comparative adjectives + than to compare two people / things.

White cars are **safer than** yellow cars.

Mosquitoes are **more dangerous than** sharks.

Tigers are **better swimmers than** cats.

Superlative adjectives

Adjective	Comparative	Superlative	
cold high	colder higher	the coldest	add - est
hot big	hotter bigger	the hottest the biggest	double consonant, add -est
pretty sunny	prettier sunnier	the prettiest the sunniest	> -iest
dangerous	more dangerous	the most dangerous	<i>the most</i> + adjective
good bad far	better worse further	the best the worst the furthest	irregular

→ Use the + superlative adjective to say which is the (biggest, larger, etc.) in a group.

It's **the hottest** country in the world.

The most dangerous time is the spring.

Use of English - Reading Comprehension

The most expensive hotel suite in the world

The bridge suite at the Royal Towers of Atlantis on Paradise Island in the Bahamas has been built with royalty ,and the incredibly famous or rich in mind .One night in this luxurious suite of 18 rooms will cost you \$20 000 .And if you damage a piece of furniture it could cost you a lot more ,because the cheapest item in the suite is a lamp at \$6 000 .

As you step out of your guarded private lift ,the first thing you see is an Italian gold leaf mirror that cost \$36 000 .Your eye may also be attracted to two Picasso plates on the wall ,or the two \$16 000 silk rugs on the floor .



To your left is a bedroom ,a walk in wardrobe ,and one of five showers and four toilets .The suite is suspended 50 metres in the air between two sections of the hotel ,and is said to be the only suite in the world that has nothing above or below it .

No mini-bar here: guests have their own bar area (including gold-gilt bar stools at \$9,000), and the bar is stocked with the best champagne and every other drink imaginable. If you don't feel like pouring your own drinks, you needn't worry a barman is available .The 200 square metre entertainment room ,which includes a grand piano ,has a futuristic stereo system ,and there are speakers in every room ,including the toilets .The four poster bed in the main bedroom has hand painted red and gold curtains with its own video and television system inside .

From every room you can step out onto the 25 metre long balcony and take in views of the sea ,palm trees , and pools ,many of which are filled with sharks ,turtles ,and exotic fish .

Howard Karawan ,senior vice president of sales and marketing, says of the Bridge Suite, 'There is nothing like it in the world for the person staying there. It is massive ego boost just to know that 5,000 other hotel guests are looking up at your room and wondering who is sleeping there and if they are a celebrity' .

Read the article again. Write T (true) or F (false).

- a-The hotel has 18 rooms.
- b-The suite has its own private lift.
- c-The four-poster bed has its own television.
- d-You can listen to music in every bathroom.
- e-You can get on to the balcony from most rooms.
- f-There are palm trees in the suite.

Use of English - Comparative and superlatives

Complete the gaps with the superlative form of the adjective in brackets.

The (interesting)
The.....(good)
The.....(bad)
The.....(incredible)
The.....(attractive)

} thing about the suite is....

Write the comparative form of these adjectives.

a-short
b-difficult.....
c-beautiful.....
d-noisy.....
e-near.....
f-easy.....
g-rich.....

Write down your opinion of the suite using the phrases in exercise 1. Would you like to stay here?

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English for specific purposes – The menu

Match the words in the box with the pictures.

Chicken wings – Chicken – Chocolate cake – Mashed potatoes – Pasta salad -
Grilled provolone – Flan – Caesar salad – Nachos – Apple strudel – Grilled
vegetables – Smoked salmon – Cold cuts tray – Steak – Lemon pie – German
sausage – French fries – Rice – Shrimp cocktail – Banana Split

Entrees	Main	Side	Desserts
			
			
			
			
			

Cooking method	Instrument	Cooking method	Instrument
Boiled		Grilled	
Baked		Smoked	
Fried		Steamed	

Answer the following questions.

1. Which of the previous food items can be fried?
2. Which of the previous food items can be eaten by vegetarians?
3. Which of the previous food items contain eggs?
4. Which of the previous food items are usually baked?
5. Which of the previous food items are offered at the restaurant you work at?

Now, create a menu consisting of an Entrée, a main dish, a side dish and a dessert. Consider using the cooking methods described above.

Example: *Grilled provolone, smoked salmon, baked vegetables, lemon pie.*

Entrée: _____

Main dish: _____

Side dish: _____

Dessert: _____

Grammar – Adverbs

I drive **slowly**.

They speak very **quietly**.

People dress very **well**.

- Use adverbs to say how people do things.
- Adverbs usually go after the verb.
I speak English very well. NOT ~~I speak very well English.~~
- Look at the chart for how to make adverbs.

Adjective	Adverb	
slow quick bad careful	slowly quickly badly carefully	+ -ly
healthy easy	healthily easily	consonant + y > -ily
good fast hard	well fast hard	irregular

- Remember the difference between adjectives and adverbs.
*I'm a **careful** driver. (adjective)*
*I drive **carefully**. (adverb)*

Use of English – Adverbs

Adjective or adverb? Cross out the wrong word.

He's **very polite** / ~~**politely**~~.

- a. Our teacher speaks very **slow/slowly**.
- b. Her German is **perfect/perfectly**.
- c. Everything happened very **quick/quickly**.
- d. The food was very **good/well**.
- e. Please drive **careful/carefully**.
- f. You can walk **safe/safely** at night in this city.
- g. My sister dresses very **good/well**.
- h. The weather is **terrible/terribly** tonight.

Complete the sentences with adverbs from the adjectives.

bad - good - careful – hard – easy – healthy – slow – quiet – beautiful

- a. We played.....in the semi-final and we lost 5-1.
- b. Hurry up! You're walking very.....
- c. Can you talk....., please? Your father is asleep.
- d. We had a good map and we found their house.....
- e. The boss likes him because he works.....
- f. Open the bag.....There are eggs inside.
- g. He eats very.....-lots of fruit and vegetables.
- h. She sings.....I'm sure she's going to be famous.

English for specific purposes – The menu

Read the following sentences typically used at the restaurant.

The waiter

Have you booked a table?
 How many are you?
 Would you follow me, please?
 Can I take your order, sir/madam?
 What would you like to start with?
 What would you like to drink?
 What would you like for dessert?
 How would you like your steak?
 (rare, medium, well done)
 Do you want a salad with it?
 What kind of dressing?
 The burgers are very good.
 Sorry, the hamburgers are off.
 Is everything all right?
 Did you enjoy your meal?
 Are you paying together?
 If you wait, there'll be a table for you free in a minute.
 Do you want vegetables with it?
 Why don't you try the pizza?
 It'll take about 20 minutes.

The guest

A table for two, please.
 May we sit at this table?
 The menu, please.
 What's on the menu?
 We're not ready yet.
 The steak for me, please.
 Can you bring me the ketchup, please?
 A salad, please.
 I'll have the same.
 That's all, thank you.
 Can I have the bill (AE: check), please?
 Here you are.
 The rest is for you.
 Have you got wine by the glass?
 I'd prefer red wine.
 Please bring us another beer.
 Could I have chips (AE: French Fries) instead of salad?
 What can you recommend?
 I think you've made a mistake.

Now, combine the phrases to build a dialogue between a waiter and the guest. Feel free to offer the menu you created in the previous exercise. Example:

Waiter: Hi. How are you doing this afternoon?

Guest: Fine, thank you. Can I see a menu, please?

Waiter: Certainly, here you are.

Guest: Thank you. What's today's special?

Waiter: Grilled tuna and cheese on rye.

Guest: That sounds good. I'll have that.

Waiter: Would you like something to drink?

Guest: Yes, I'd like a coke.

Waiter: Thank you. (returning with the food) Here you are. Enjoy your meal!

Guest: Thank you.

Waiter: Can I get you anything else?

Guest: No thanks. I'd like the check (bill - UK English), please.

Waiter: That'll be \$6.75.

Guest: Here you are. Keep the change!

Waiter: Thank you! Have a good day!

Guest: Bye.

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Unidad 10

El bar

Problemática

- Atención al cliente
- Tomar pedidos
- Sugerir bebidas
- Realizar el cobro

Gramática

- Verbos modales
- Futuro simple

Vocabulario

- Bebidas e ingredientes

Grammar – Modal verbs

Modal Verbs

The modal verbs are:

- can
- could
- may
- might
- must
- shall
- should
- ought to
- will
- would

Modal	Example	Uses
Can	They can control their own budgets. We can't fix it. Can I smoke here? Can you help me?	Ability / Possibility Inability / Impossibility Asking for permission Request
Could	Could I borrow your dictionary? Could you say it again more slowly? We could try to fix it ourselves. I think we could have another Gulf War. He gave up his old job so he could work for us.	Asking for permission. Request Suggestion Future possibility Ability in the past
May	May I have another cup of coffee? China may become a major economic power.	Asking for permission Future possibility
Might	We'd better phone tomorrow, they might be eating their dinner now. They might give us a 10% discount.	Present possibility Future possibility
Must	We must say good-bye now. They mustn't disrupt the work more than necessary.	Present possibility Future possibility
Ought to	We ought to employ a professional writer.	Saying what's right or correct

Modal	Example	Uses
Shall	Shall I help you with your luggage? Shall we say 2.30 then? Shall I do that or will you?	Offer Suggestion Asking what to do
Should	We should sort out this problem at once. I think we should check everything again. Profits should increase next year.	Saying what's right or correct Recommending action Uncertain prediction
Will	I can't see any taxis so I'll walk. I'll do that for you if you like. I'll get back to you first thing on Monday. Profits will increase next year.	Instant decisions Offer Promise Certain prediction
Would	Would you mind if I brought a colleague with me? Would you pass the salt please? Would you mind waiting a moment? "Would three o'clock suit you?" - "That'd be fine." Would you like to play golf this Friday? "Would you prefer tea or coffee?" - "I'd like tea please."	Asking for permission Request Request Making arrangements Invitation Preferences

- The modal auxiliary verbs are **always** followed by the base form.
- Modal verbs are unlike other verbs. They do not change their form (spelling) and they have no infinitive or participle (past/present). The modals must and can need substitute verbs to express obligation or ability in the different tenses. Here are some examples:

Past simple

Sorry I'm late. I had to finish my math test.

Present perfect

She's had to return to Korea at short notice.

Future

You'll have to work hard if you want to pass the exams.

Infinitive

I don't want to have to go.

Past simple

I couldn't/wasn't able to walk until I was 3 years old.

Present perfect

I haven't been able to solve this problem. Can you help?

Future

I'm not sure if I will be able to come to your party.

Infinitive

I would love to be able to play the piano.

- Modals are auxiliary verbs. They do not need an additional auxiliary in negatives or questions. For example: Must I come? (Do I must come?), or: He shouldn't smoke (He doesn't should smoke).

Use of English - Modal verbs

Choose the right modal verb to complete the sentences.

- 1) Anna _____ go visit the Eiffel Tower.
It is the best place in Paris.
 - Should
 - Must
 - Does
 - Can
- 2) Children _____ be under adult supervision at all times.
 - Must
 - Should
 - Shouldn't
 - Can
- 3) You _____ try the filet mignon.
 - Must
 - Should
 - Shouldn't
 - Can
- 4) I _____ still have a piece of lemon pie.
Let me go to the kitchen and see.
 - Can
 - Might
 - Must
 - May
- 5) How long _____ you be staying?
 - Will
 - Must
 - Could
 - Mustn't
- 6) You _____ take the bus or the subway to get to the National Art Museum.
 - Can
 - Could
 - Couldn't
 - Mustn't
- 7) It _____ be better to go by taxi.
We will get there faster.
 - Might
 - May
 - Will
 - Could
- 8) You _____ try the swimming pool.
The water is lovely.
 - Must
 - Can
 - Could
 - Should
- 9) You _____ bring pets into the hotel.
 - Shouldn't
 - Mustn't
 - Can't
 - Can
- 10) You _____ want to try our grilled chicken. It's our chef's best dish.
 - Must
 - May
 - Shouldn't
 - Couldn't

Vocabulary – Drinks and Beverages

Find the names of the beverages from the pictures inside the word soup.



D	T	E	A	T	U	I	R	E	T	A	W
Q	B	C	V	L	V	G	I	L	I	D	B
G	L	I	Q	U	O	R	U	K	Y	H	C
H	Z	U	R	U	D	I	M	U	K	R	O
K	R	J	V	K	K	U	A	H	S	W	F
B	E	E	R	D	A	T	R	G	I	N	F
U	T	G	B	C	O	R	T	K	H	X	E
Y	E	N	I	W	E	T	I	H	W	Z	E
C	H	A	M	P	A	G	N	E	C	B	X
M	T	R	R	N	E	N	I	W	D	E	R
G	H	O	A	P	E	R	I	T	I	F	U
S	A	D	O	S	U	O	P	T	V	S	M

Grammar – Future Simple

Will / won't + infinitive (predictions)

+	-
I You He / She / It We They	I You He / She / It We They
'll be late	won't be late

- Use *will/ won't* + infinitive for future predictions.
- The future of *there is / there are* = *there will be*.
- The future of *I can* = *I'll be able to*. NOT *I'll can*.
- Contractions: 'll= *will*; won't= *will not*.

?	✓	✗
will I You He / She / It You We They	be late? Yes,	I won't. you won't. he / she / it won't. we won't. you won't. they won't.
	Yes, we will. you will. they will.	No,

Will (promises, offers and decisions)

Decisions	I won't have the fish, I'll have the steak. We'll take the 6.30 train.
Offers	I'll help you with the homework. Shall I open the window?
Promises	I'll always love you. I won't tell anyone.

- Use *will/ won't* + infinitive for making decisions, offering, and promising.
I'll help you with those bags. NOT ~~*I help you.*~~
- Use *Shall I...?* or *Shall we...?* When an offer is a question.
Shall I pay? Shall we call you tonight at 7.00?

Complete the predictions with will / won't + a verb

be – do – last - make

1. 'He never anything important in life'.
Albert Einstein's teacher (said to his father) 1895.
2. 'No film about the Civil War.....ever.....any money.'
An MGM executive 1945 (about the movie Gone with the wind).
3. 'It's a bad joke. It'
Coco Chanel (about the miniskirt)
4. 'I don't think there..... a woman Prime Minister in my lifetime.'
Margaret Thatcher, 1973.

Match the sentences from the left with the responses on the right.

1. I'm thirsty.	Shall I make you a sandwich?
2. I have a headache.	Shall I carry one for you?
3. This exercise is hard.	I'll lend you some money.
4. I'm hungry.	I'll send it by e-mail now.
5. These bags are heavy.	Shall I turn off the music?
6. I left my wallet at home.	I'll get you a glass of water.
7. I need that photo urgently.	I'll help you to do it.

English for specific purposes – At the bar

Read the following passage and answer the questions.

Guest: Bartender, could I have a drink? What's taking so long?!

Bartender: Excuse me, sir. Yes, what can I get you?

Guest: I'd like a whiskey sour.

Bartender: Certainly sir, I'll get that straight away.

Guest: What a day! My feet are aching! Where's an ashtray?!

Bartender: Here you go sir. Did you have a busy day?

Guest: Yes, I had to walk all over town to get to meetings. I'm exhausted.

Bartender: I'm sorry to hear that, sir. Here's your drink. That should help.

Guest: (takes a long sip) That's what I needed. Much better. Do you have any snacks?

Bartender: Certainly, here are some peanuts and some savory crackers, and a napkin.

Guest: Could I have a stir stick?

Bartender: Coming up... Here you are.

Guest: Thanks. You know, I'm sorry to say this, but these snacks are awful.

Bartender: I'm terribly sorry about that, sir. What seems to be the matter?

Guest: The peanuts are stale!

Bartender: I apologize sir, I'll open a fresh can immediately.

Guest: Thanks. Sorry to be in such a bad mood.

Bartender: That's quite alright. Can I get you another drink? This one's on the house.

Guest: That's kind of you. Yes, I'll have another whiskey sour.

Bartender: Right away, sir. Do you have any preferences on the whiskey?

Guest: Hmmm, what's that bottle over there?

Bartender: That's Jack Daniel's - aged 12 years.

Guest: That sounds good. I'd like to smoke...

Bartender: Just a moment, here's an ashtray.

Guest: Thanks. So how long have you worked at this bar?

Bartender: It's been about three years now. I love this job...

1. What kind of day has it been for Mr Jackson?

- A relaxing day
- A stressful day
- A holiday

2. What's Mr Jackson's first complaint?

- About his aching feet
- About the bartender taking so long
- About his whiskey sour

3. Which drink does Mr Jackson order?

- A beer
- A whisky sour
- A glass of wine

4. What does Mr Jackson need?

- A towel
- An ashtray
- A cigarette lighter

5. Why are Mr Jackson's feet aching?

- He's been working out at the gym.
- He's been walking around town to get to meetings.
- He's been shopping.

6. What kind of snacks does the bartender have?

- Mini pizzas
- Nuts and crackers
- Olives

7. What does Mr Jackson ask for with his drink?

- A shot glass
- A stirrer
- A napkin

8. What does Mr Jackson complain about?

- The spicy peanuts
- The stale peanuts
- The tasty peanuts

9. What does the bartender offer to keep Mr Jackson happy?

- A small sandwich
- A drink on the house
- A handshake

10. Which type of whisky would Mr Jackson like in his drink?

- Smithson
- Old Kentucky
- Jack Daniel's

English for specific purposes – Taking orders at the bar

Look at this conversation between a bar person and a guest.

First complete the sentences using the words in the list.

Very popular – are your – we don't have – can I get –
you like ice – just some ice – draught beer – Good – I'd like - This

Bartender: _____ evening, madam.

Bartender: Would _____ and lemon in the coke?

Guest: _____ a large _____ please, and a coke.

Guest: OK. That's fine.

Guest: No lemon, _____, please.

Bartender: What _____ you to drink.

Bartender: Here _____ drinks, madam.

Bartender: I'm sorry, _____ any draught beer.

Bartender: _____ local beer is _____.

Bartender: Certainly.

Now number these sentences 1-10 to put the conversation in the correct order.



Unidad 11

El telefonista

Problemática

- Toma de reservas
- Atender pedidos de las habitaciones

Gramática

- Primer condicional

Vocabulario

- Tarifas
- Monedas

Grammar – First Conditional

We are talking about the future. We are thinking about a particular condition or situation in the future, and the result of this condition. There is a real possibility that this condition will happen. For example, it is morning. You are at home. You plan to play tennis this afternoon. But there are some clouds in the sky. Imagine that it rains. What will you do?

IF	Condition	Result
	present simple	WILL + base verb
<i>If</i>	<i>it rains</i>	<i>I will stay at home.</i>

Notice that we are thinking about a future condition. It is not raining yet. But the sky is cloudy and you think that it could rain. We use the present simple tense to talk about the possible future condition. We use WILL + base verb to talk about the possible future result. The important thing about the first conditional is that there is a real possibility that the condition will happen. Here are some more examples (do you remember the two basic structures: [IF condition result] and [result IF condition]?):

IF	Condition	Result
	present simple	WILL + base verb
<i>If</i>	<i>I see Mary</i>	<i>I will tell her.</i>
<i>If</i>	<i>Tara is free tomorrow</i>	<i>he will invite her.</i>
<i>If</i>	<i>they do not pass their exam</i>	<i>their teacher will be sad.</i>
<i>If</i>	<i>it rains tomorrow</i>	<i>will you stay at home?</i>
<i>If</i>	<i>it rains tomorrow</i>	<i>what will you do?</i>

Result	IF	Condition
WILL + base verb		present simple
<i>I will tell Mary</i>	<i>If</i>	<i>I see her.</i>
<i>He will invite Tara</i>	<i>If</i>	<i>she is free tomorrow.</i>
<i>Their teacher will be sad</i>	<i>If</i>	<i>they do not pass their exam.</i>
<i>Will you stay at home</i>	<i>If</i>	<i>it rains tomorrow?</i>
<i>What will you do</i>	<i>If</i>	<i>it rains tomorrow?</i>

Sometimes, we use shall, can, or may instead of will, for example: If you are good today, you can watch TV tonight.

REMEMBER

- Use *if* + present, will + infinitive to talk about a possible future situation and its consequence.
- The *if* clause can come first or second.
I'll come if you like. OR If you like, I'll come.

Use of English - First Conditional

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

- We **will travel** (travel) to Paris if you study hard.
- If you _____ (finish) your salad, I will buy you dessert.
- If he _____ (play) sport, he will live longer.
- She _____ (not be) an architect if she doesn't go to university.
- They _____ (ring) us if we give them our phone number.
- If we _____ (not solve) the problem, we won't get the prize.

Write sentences using the first conditional.

- the weather / be good we / go / to the beach tomorrow.

If the weather is good, we will go to the beach tomorrow.

- you / go / to school on foot you / be / late.

- I / have / money I / buy / you a present.

- I / do / my homework I / find / my notebook.

- My mum / give / me five pounds I / do / the washing-up.

- We / spend / our holidays in Spain we / visit / Valencia.

English for specific purposes – Phone reservation

Operator: Hotel ABC. May I help you?

Guest: I'd like to make a reservation please.

Operator: Certainly, sir. May I have your name?

Guest: Goldman, Fred Goldman.

Operator: Ok, Mr. Goldman. When would you like to book for?

Guest: I need a room for three nights starting on March 22nd.

Operator: Would you like a single room or a double room?

Guest: We are going to be me, my wife and my 8 year-old son. What would you recommend?

Operator: Usually, for a party of three, we recommend a double room.

Guest: Alright then.

Operator: Would you like a room with a view?

Guest: That would be nice. How much does the room cost with and without the view?

Operator: The double room costs u\$s 200 without view and u\$s 250 with it.

Guest: Um. That's a bit expensive. I'll take the room with no view.

Operator: Very well, sir. So, that would be a double room with no view from March 22nd to March 25th. Is that correct?

Guest: Yes, it is.

Operator: Would you be paying by credit card, sir?

Guest: Yes, I will. I have Visa.

Operator: May I have the credit card number?

Guest: Sure. It's 2039-8711-8733-5749.

Operator: Just a second, sir. The credit card number is 2039-8711-8733-5749 and it's Visa. Is this correct?

Guest: Yes, it is.

Operator: Ok, Mr. Goldman. You have booked room 206. Your reservation code is A7G6FY.

Guest: Thank you very much!

Operator: You're welcome, sir. We look forward to seeing you.

Use of English - Phone reservation

Fill in the Receptionist part of the dialogue based on the answers and the conversation model presented above.

Receptionist: —

Mrs Ryefield: — Yes. I'd like to book a room, please.

Receptionist: —

Mrs Ryefield: — March the 23rd.

Receptionist: —

Mrs Ryefield: — Three nights.

Receptionist: —

Mrs Ryefield: — Er... double with bath. I'd appreciate it if you could give me a room with a view over the lake.

Receptionist: —

Mrs Ryefield: — Fine. How much is the charge per night?

Receptionist: —

Mrs Ryefield: — No, thanks.

Receptionist: —

Mrs Ryefield: — That's fine.

Receptionist: —

Mrs Ryefield: — Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.

Receptionist: —

Mrs Ryefield: — Yes it is. Thank you.

Receptionist: —

Mrs Ryefield: — Goodbye.

English for specific purposes – Email reservation

Dear Sir/Madam,

I would like to book a single room for the third week of August 2012.

I need an air-conditioned room with bath and shower with view of the sea.

I should be grateful if you would confirm my booking as soon as possible.

Please give me an indication of your rates per night including full board.

Should you have no vacancies please, could you give me the address of a suitable hotel in your area?

Yours faithfully,
Albert Smith

Use of English - Email reservation

Answer the previous email confirming the reservation and detailing the rates per night.

Operator: You're welcome, have a good night.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings visible.

Vocabulary – Currencies

Put the letters in the right order to form words related to currency and methods of payment.

1. ivas
2. yne
3. undop
4. rladol
5. nyau
6. ueor
7. uheceq
8. dcteri cdra
9. cepen
10. krreno
11. nyemo
12. etcarramsd
13. rteauq
14. sento
15. isnco
16. nkab
17. lgdo
18. sefa

Use of English – Reading comprehension

Read the text and select the right answer to the questions below.

Valley View Camping Ground

Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, bungalows and roulettes. If "Do It Yourself" is your style bring your own tents or roulettes. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.

Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainment, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.

Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

1. What type of tourist is described at the beginning of the reading?
 - A first time tourist
 - An old tourist
 - A tourist who has traveled a lot
2. The camping grounds overlook:
 - A tall mountain
 - An area between mountains
 - A city center
3. What type of accommodation can you not bring with you?
 - A roulette
 - A tent
 - A bungalow
4. Who cooks dinner?
 - The guests
 - The chef at the camping ground restaurant
 - Doesn't say
5. What does Valley View offer besides the inspiring views?
 - Laundry/valet services
 - A fitness center
 - Recreation activities
6. Where can tourists try the local cuisine?
 - At Valley View Camping Ground
 - In Chisom
 - In a bungalow



Unidad 12

Las quejas

Problemática

- Gestión de una queja
- Resolución de problemas

Gramática

- Segundo condicional

Vocabulario

- Propuesta de soluciones

Grammar – Second Conditional

"If+ past, would infinitive"

If a bear **attacked** me, I **'d run** away

If I **didn't have** children, I **wouldn't live** in the country.

→ Use *if + past, would + infinitive* to talk about an improbable/ impossible or hypothetical future situation and its consequence.

If a bear attacked me, I'd run away. = I'm imagining this situation. It's very improbable.

→ *would / wouldn't* is the same for all persons.

→ The contraction of *would* is *'d* (*I'd, you'd, he'd, etc*) and of *would not* is *wouldn't*.

→ The *if* phrase can come first or second.

If I saw a bear, I'd run. OR I'd run if I saw a bear.

→ Remember with *can*, use *could+infinitive*, not ~~would can~~.

If I had a car, we could drive there.

→ Use *were (not was)* in the expression *If I were you...*

We often use this expression for advice.

→ **Compare the first and the second conditionals:**

→ Use the **first conditional** for **possible** future situations.

If I have time tomorrow, I'll help you. (=maybe I will have time)

→ Use the **second conditional** for **improbable / impossible** or **hypothetical** situations.

If I had time tomorrow, I'd help you. (= I won't have time).

Use of English - Second conditional

Match the sentence halves.

1. I'd enjoy the weekend more	we could go shopping.
2. If you stayed for another day	I'd get a new job.
3. Would you wear it	if I went to live to China?
4. If I were you,	if I bought it for you?
5. I wouldn't work	if I didn't need the money.
6. Would you come with me	if I didn't have to work on Saturday.

Decide whether the 'if' clauses are possible or improbable. Fill the gaps.

- It might be nice tomorrow. If it (be) sunny, we.....(go) to the seaside.
- My father is in Iceland at the moment. If he..... (be) here,(tell) him what has happened.
- The flights are quite reliable. If we (arrive) on time, we(get) to your house by seven.
- I'm incredibly busy. If I (have) time, I(help) you, but I'm afraid I can't.
- The station is only a few minutes' walk. Come on, if we (run), we (catch) the train,
- If I (speak) Italian well, I (apply) for that job in Rome, but I've only had a few lessons.

Match the complaints to the answers.

1. There are no towels in my room	I'll contact the room service waiter.
2. I can't get through to Japan	I'll send the engineer from maintenance.
3. My breakfast is late.	I'll get the housekeeper for you.
4. I'm still waiting for my luggage.	Please call the hotel operator.
5. The air conditioning doesn't work.	The bellboy is on his way.

English for specific purposes – Complaints dialogues

Guest: When I first arrived I was assured that a bottle of Chivas Regis would always be in the mini-bar. Well I'm here now and the bottle isn't. What kind of hotel are you running here anyway!

Staff: I sincerely apologize for the oversight sir. We have been exceedingly busy today because of the convention. I'll have a complimentary bottle delivered immediately. Please accept it with our compliments.

Guest: Well, I should hope it would be complimentary. Thank you. Good bye.

Guest: This tea is sweetened, and I specifically wanted unsweetened tea.

Staff: I'm sorry ma'am. I'll bring an unsweetened tea immediately. Please excuse the mistake.

Guest: No problem, things happen.

Staff: Here's your tea ma'am. Let me know if I can be of further assistance. Enjoy the rest of your meal.

Guest: Thank you.

Guest: I had reserved a tennis court, but it has been taken over by someone else.

Staff: Yes sir, I understand. But we have a policy that if a party is more than 15 minutes late for a starting time, we schedule the courts for other waiting guests. I'm so sorry for the inconvenience. Would you like to reschedule?

Guest: I requested the eggs over hard, these are over easy.

Guest: Sorry about that sir, let me make you some more right away.

Guest: We ran out of toilet paper. Is it possible to get more?

Staff: Of course, ma'am. I'll send more up immediately. Is there anything else you require?

Guest: Now that you mention it, could you also bring up a six pack of Heineken?

Staff: Yes ma'am, I'll notify room service and have them send some to your room.

Guest: That would be great, thanks.

Vocabulary - Complaints

Possible problems or complaints

There are not enough towels in my room.

The sink is leaking in the bathroom.

This tread mill doesn't seem to be working properly.

I seem to have misplaced my tennis racket. Has one been turned in?

I specifically requested an ocean view, but the room I was given has a view of the pool.

This soup is not warm enough.

This fish tastes like sour milk.

Why is our order taking so long?

We have no ketchup at this table.

Responses to problems or complaints

I'll see to that right away ma'am.

I'll correct the situation immediately, sir.

I'm so sorry sir; that should never have happened.

I'll take care of that right away sir.

I'll see to it immediately.

I'll see what I can do about it and get back to you.

Use of English - Complaints

Read the following statements. Create dialogues imagining you are the guest and the receptionist.
Use the useful phrases above.

- a. The air conditioning is not working. You have called the front desk but nobody came to fix it.
- b. The minibar was empty. You are thirsty and you want a coke.
- c. Sheets are dirty.
- d. No soap in the changing room
- e. An exercise machine that does not work properly
- f. A room not being cleaned yet
- g. The room air conditioner is not working properly
- h. The guest next to him is playing music too loud
- i. A side of garlic toast has not arrived
- j. There's a bug in the salad

Use of English – Choosing the right words

Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

Guest: I can't open the window in my room. It seems to be _____.

- ☐ struck
- ☐ stocked
- ☐ stuck

Receptionist: I'll get someone to take a look at it. Anything else?

Guest: Yes, how much is the beer in the mini bar? I couldn't find a _____.

- ☐ listed
- ☐ price list
- ☐ bill

Receptionist: It's \$5 a bottle. Anything else?

Guest: Yes, could you tell the people in the room next to us to _____ at night?
They were screaming all night and we couldn't sleep.

- ☐ be quiet
- ☐ quiet
- ☐ silence

Receptionist: Absolutely. I'll ask them to keep the noise down. Anything else?

Guest: No, I think that's it... What time do we have to _____ tomorrow?

- ☐ check it
- ☐ check out
- ☐ part

Receptionist: You'll have to leave your room by 12:00 PM.

Guest: OK. And is there somewhere we can _____ until the evening?

- ☐ hang out
- ☐ sleep
- ☐ leave our bags

Receptionist: Yes, you can leave them in our storage room.

Vocabulary - Useful phrases

Apologizing

1. I'm sorry
2. I'm sorry to hear that
3. I apologize
4. I apologize for the problem
5. I apologize for the inconvenience
6. My apologies

Ask for specifics

1. Please tell me exactly what the problem is
2. Please tell me exactly what happened

Take action

1. I will send someone to take care of it
2. We will send the correct order tomorrow
3. Let me check with ... and see what happened
4. I don't know what happened, but I will get back with you later today
5. Let me straighten this out and I will get back to you today/ as soon as possible with the solution.

Use of English – Politeness

In the exercise below, pretend that someone is asking you the question.
Choose the best, most polite response:

1 - *I think we need some extra blankets.*

- ☐ It's not that cold is it?
- ☐ I'm a little busy now. Come back later.
- ☐ I'll get some sent up to your room.

2 - *This room is pretty small!*

- ☐ Yes, they're like that.
- ☐ Too small for you? Too bad, we don't have any other rooms available, sir.
- ☐ Unfortunately, we don't have anything bigger right now.

3 - *One of my lamps isn't working.*

- ☐ I'll get someone to take a look at it.
- ☐ What would you like me to do about it?
- ☐ What do you want me to do about it?

4 - *My air conditioner is broken.*

- ☐ It is? It was fine this morning.
- ☐ Did you break it, sir?
- ☐ I'll have someone look at it as soon as possible.

5 - *I think the cleaning lady stole my wallet!*

- ☐ No, you're wrong. No one here could have taken it, but let's call the police to report it.
- ☐ It's highly improbable that any member of the staff would have taken it, but let's call the police to report it.
- ☐ Report it to the police if you're so sure.

6 - *There's a mistake on my check/bill.*

- Let me take a look.
- Wait.
- We don't make mistakes.

7 - *This isn't what I ordered.*

- Sure it is.
- Oh, there must have been a mix-up.
- Why is this a problem?

8 - *No, I won't have that. I hate fish.*

- Wow, hate is such a strong word.
- You hate fish, huh?
- OK, then I recommend the chicken.

9 - *My soup is cold.*

- Gazpacho is actually supposed to be served cold.
- But it's Gazpacho!
- Don't you know that Gazpacho is served cold?

10 - *This beer tastes stale.*

- That's impossible. It's from a fresh keg.
- It's your imagination. I just changed the keg.
- That's strange. It's from a fresh keg. Here, let me see it.



Unidad 13

El check-out

Problemática

- Completar el proceso del check-out
- Encuesta de satisfacción

Gramática

- Repaso

Vocabulario

- Glosarios

Grammar – Tenses review

Here is a table containing the verb tenses used the most.

Some were not seen in detail but are here for further reference.

Tense	Affirmative/Negative/Question	Use	Signal Words
Simple Present	A: He speaks. N: He does not speak. Q: Does he speak?	action in the present taking place once, never or several times facts actions taking place one after another action set by a timetable or schedule	always, every ..., never, normally, often, seldom, sometimes, usually if sentences type I (If I talk, ...)
Present Progressive	A: He is speaking. N: He is not speaking. Q: Is he speaking?	action taking place in the moment of speaking action taking place only for a limited period of time action arranged for the future	at the moment, just, just now, Listen!, Look!, now, right now
Simple Past	A: He spoke. N: He did not speak. Q: Did he speak?	action in the past taking place once, never or several times actions taking place one after another action taking place in the middle of another	yesterday, 2 minutes ago, in 1990, the other day, last Friday if sentence type II (If I talked, ...)
Past Progressive	A: He was speaking. N: He was not speaking. Q: Was he speaking?	action going on at a certain time in the past actions taking place at the same time action in the past that is interrupted by another action	when, while, as long as
Present Perfect Simple	A: He has spoken. N: He has not spoken. Q: Has he spoken?	putting emphasis on the result action that is still going on action that stopped recently	already, ever, just, never, not yet, so far, till now, up to now

Tense	Affirmative/Negative/Question	Use	Signal Words
		<p>finished action that has an influence on the present</p> <p>action that has taken place once, never or several times before the moment of speaking</p>	
Present Perfect Progressive	<p>A: He has been speaking.</p> <p>N: He has not been speaking.</p> <p>Q: Has he been speaking?</p>	<p>putting emphasis on the course or duration (not the result)</p> <p>action that recently stopped or is still going on</p> <p>finished action that influenced the present</p>	<p>all day, for 4 years, since 1993, how long?, the whole week</p>
Past Perfect Simple	<p>A: He had spoken.</p> <p>N: He had not spoken.</p> <p>Q: Had he spoken?</p>	<p>action taking place before a certain time in the past</p> <p>sometimes interchangeable with past perfect progressive</p> <p>putting emphasis only on the fact (not the duration)</p>	<p>yet, once, until that day</p> <p>if sentence type III (If I had talked, ...)</p>
Past Perfect Progressive	<p>A: He had been speaking.</p> <p>N: He had not been speaking.</p> <p>Q: Had he been speaking?</p>	<p>action taking place before a certain time in the past</p> <p>sometimes interchangeable with past perfect simple</p> <p>putting emphasis on the duration or course of an action</p>	<p>for, since, the whole day, all day</p>
Future I Simple	<p>A: He will speak.</p> <p>N: He will not speak.</p> <p>Q: Will he speak?</p>	<p>action in the future that cannot be influenced</p> <p>spontaneous decision</p> <p>assumption with regard to the future</p>	<p>in a year, next ..., tomorrow</p> <p>If-Satz Typ I (If you ask her, she will help you.)</p> <p>assumption: I think, probably, perhaps</p>

Tense	Affirmative/Negative/Question	Use	Signal Words
Future I Simple (going to)	A: He is going to speak. N: He is not going to speak. Q: Is he going to speak?	decision made for the future conclusion with regard to the future	in one year, next week, tomorrow
Future I Progressive	A: He will be speaking. N: He will not be speaking. Q: Will he be speaking?	action that is going on at a certain time in the future action that is sure to happen in the near future	in one year, next week, tomorrow
Future II Simple	A: He will have spoken. N: He will not have spoken. Q: Will he have spoken?	action that will be finished at a certain time in the future	by Monday, in a week
Future II Progressive	A: He will have been speaking. N: He will not have been speaking. Q: Will he have been speaking?	action taking place before a certain time in the future putting emphasis on the course of an action	for ..., the last couple of hours, all day long
Conditional I Simple	A: He would speak. N: He would not speak. Q: Would he speak?	action that might take place	if sentences type II (If I were you, I would go home.)
Conditional I Progressive	A: He would be speaking. N: He would not be speaking. Q: Would he be speaking?	action that might take place putting emphasis on the course / duration of the action	
Conditional II Simple	A: He would have spoken. N: He would not have spoken. Q: Would he have spoken?	action that might have taken place in the past	if sentences type III (If I had seen that, I would have helped.)
Conditional II Progressive	A: He would have been speaking. N: He would not have been speaking. Q: Would he have been speaking?	action that might have taken place in the past puts emphasis on the course / duration of the action	

English for specific purposes – Email reservation

Front Desk Receptionist Phrases

- Are you ready to check out?
- What room were you in?
- How was your stay?
- Was everything satisfactory?
- Will you be putting this on your card?
- And how will you be paying for this?
- Would you like to speak to the hotel manager on duty?
- I'll just need your room keys, please.
- Enjoy the rest of your holiday.
- Have a safe trip home.

Guest Phrases

- We're checking out of room 401.
- Sorry we're a bit late checking-out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We'll be back next time we're in town.

Sample Conversation

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really busy at check out time anyway.

Guest: Oh, really. The last hotel we stayed in charged us for a late check out.

Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.

Guest: The kids were disappointed that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your credit card?

Guest: No. I'll pay cash.

Receptionist: OK. So the total comes to \$123.67, including tax.

Guest: I thought it was \$115 even. That's what they said yesterday when we checked in.

Receptionist: Yes, but there is an extra room charge on your bill.

Guest: Oh, I forgot. My husband ordered a plate of nachos. Sorry.

Receptionist: No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your room keys.

Check your understanding

Why does the guest apologize when she arrives at the front desk?

What did the woman's family NOT like about the hotel?

What was the woman charged for besides the room rate?

Use of English - Tense review

1. Next August, Bob and Sue _____ for 10 years.

- are married
- have been married
- will have been married
- will marry

2. Listen! _____

- Does the phone ring?
- Is the phone ringing?
- Has the phone been ringing?
- Was the phone ringing?

3. No, I _____ that movie yet.

- don't see
- hadn't seen
- am not seeing
- haven't seen

4. He _____ to Chicago just a few months ago.

- has moved
- had moved
- would move
- move

5. Thanks a lot, but you _____ me a birthday present!

- didn't have to give
- hadn't given
- must not have given
- couldn't give

6. I wish I could help you, but I _____ his phone number.

- didn't know
- haven't known
- couldn't know
- don't know

7. When your plane _____, please call me.

- will arrive
- arrives
- arrived
- will have arrived

8. _____ in the hospital since last Thursday.

- He was
- He's been
- He's
- He'd been

9. No, _____ a good time at this party. Let's leave!

- I'm not having
- I don't have
- I won't be having
- I didn't have

10. What's wrong with Tony? _____ very stressed and nervous lately.

- He's being
- He'll have been
- He must've been
- He's been

Vocabulary - Review

You're staying in a hotel. Where do you go to do these things

you want to relax	you want to eat or drink	you need help or a service
swimming pool		

coffee shop - swimming pool - front desk – bar –
gym – restaurant - business centre - spa - laundry service

Put the expressions into the correct category.

Apologizing	Checking	Thanking	Explaining

- a. My apologies.
- b. It's not really my fault.
- c. I'm sorry.
- d. Thank you.
- e. I'm really sorry.
- f. You see, what happened was...

- g. I'm so sorry.
- h. What exactly is the problem?
- i. That's very kind of you.
- j. I'm extremely sorry.
- k. Let me check.
- l. I didn't realize that.

English for specific purposes – Email reservation

The following is a customer satisfaction survey sample. Do you provide one to your guest at the hotel you work?

Please let us know how we rate	HI 5 4 3 2 1 LOW
Was your reservation handled courteously and correctly?	
Were your arrival and departure experiences handled courteously and efficiently?	
Was the front desk courteous and helpful?	
Was your suite clean and properly maintained?	
Were the Valets and Bellman courteous and helpful?	
The Restaurant at Sample Hotel – Service	
The Restaurant at Sample Hotel – Food	
Room Service – Service	
Room Service – Food	
The Bar at Sample Hotel - Beverages & Service	
Meeting or Catered Function – Facilities	
Meeting or Catered Function - Service & Food	
Please let us know whether	Yes/No
Did the resort exceed your expectations?	
Would you stay at the resort if you were to return to this area?	
Would you recommend the resort to a friend?	

How did you hear about our hotel? (Friend/Relative Travel Agent Advertising Internet/Website Other)

Purpose of visit? Business Pleasure Convention/Group Other

Please make any recommendations to enhance the quality of your next stay with us:

Did you encounter any staff members who provided excellent service?

Please provide us with the name and address of someone you feel would like to receive information on our resort.

Name: -----

Address: -----

City: -----

State: -----

Zip: -----

Email: -----

English for specific purposes - Useful phrases

Asking for and giving advice

- How do I get to...?
- What's the best way to ...?
- Where is...?
- Go straight on (until you come to...)
- Turn back/ Go back
- Turn left/right
- Straight
- Opposite
- Near
- Next to
- Between
- At the end (of)
- On / at the corner
- Behind
- In front of
- (just) around the corner
- It's on the first/second/third.../ground/top floor

On the phone

Introducing yourself

- This is Ken.
- Ken speaking
- Thank you for calling Sheraton Hotel. Jody speaking. How can I help you?
- Good morning / afternoon/ evening Sheraton Hotel. This is Mary. How can I help you?

Asking who is on the phone

- Excuse me, who is this?
- Can I ask who is calling, please?

Asking for someone

- Could I speak to ...? (Can I – more informal/ May I – more formal)
- Is Jack in / available?
- Is Jack there, please?
- Can I talk to your manager?
- May I speak with Mr. Green, please?
- Would the general manager be in / available?
- Who's calling?

Connecting someone

- I'll put you through (put through – phrasal verb meaning 'connect')
- Can you hold in the line? Can you hold on a moment?
- Please hold and I'll put you through to his office.
- One moment please.
- All of our operators are busy at this time. Please hold on.

How to reply when someone is not available

- I'm afraid ... is not available at the moment.
- The line is busy... (when the extension requested is being used)
- Mr. Jackson isn't in ...
- Mr. Jackson is out at the moment.
- I'm sorry, but the line is engaged at the moment.
- I'm sorry. There's no reply.

Taking a message

- Could (can, may) I take a message?
- Could (can, may) I tell him who is calling?
- Would you like to leave a message?
- I'll let him know you called.
- I'll make sure she gets the message.

Services / amenities (Basic or additional)

Restaurant: food and beverage.

- 24-hour room service.
- Breakfast buffet / continental breakfast.
- Sunday brunch.
- Starter, main course, garnishing and dessert
- You may choose from a wide variety of options.

SPA and fitness centre:

- Indoor heated swimming pool, sauna, Turkish and Finnish baths, hot tubs.
- Fitness centre with personal trainers, solarium.
- Leisure coordinator for children and adults.
- Services at the spa: facials and body care. Relief massages, relax massages, facial cleansing, fangotherapy, peelings, among others.

Other services:

- Wi-fi broadband internet throughout the hotel.
- Parking space / valet parking.
- Daily transfer / shuttle service with different schedules to go to the beach.
- Laundry.

Vocabulary - Glossary

Word	Meaning	Example Sentence
adjoining rooms (noun)	two hotel rooms with a door in the centre	If you want we can book your parent in an adjoining room.
amenities (noun)	local facilities such as stores and restaurants	We are located downtown, so we are close to all of the amenities.
attractions (noun)	things for tourists to see and do	The zoo is our city's most popular attraction for kids.
baggage (noun)	bags and suitcases packed with personal belongings	If you need help with your baggage we have a cart you can use.
bed and breakfast (noun)	a home that offers a place to stay and have breakfast	I can book you into a beautiful bed and breakfast on the lake.
bellboy (noun)	a staff member who helps guests with their luggage	The bellboy will take your bags to your room for you.
book (verb)	arrange to stay in a hotel	I can book your family in for the weekend of the seventh.
booked (adjective)	full, no vacancies	I'm afraid the hotel is booked tonight.
brochures (noun)	small booklets that provide information on the local sites and attractions	Feel free to take some brochures to your room to look at.
check-in (verb)	go to the front desk to receive keys	You can check-in any time after four o'clock
check-out (noun)	return the keys and pay for the bill	Please return your parking pass when you check-out
complimentary breakfast (noun)	free of charge	All of our rooms have complimentary soap, shampoo and coffee
cot, rollaway bed (noun)	a single bed on wheels that folds up	If you need an extra bed, we have cots available.
damage charge (noun)	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to add a damage charge for the hole you put in the wall.
deposit (noun)	amount paid ahead of time to secure reservation	You will not receive your deposit back if you cancel.
double bed (noun)	a bed large enough for two people	They are a family of four, so give them a room with two double beds.
floor (noun)	a level of the building	The swimming pool is on the main floor.

Word	Meaning	Example Sentence
front desk, reception (noun)	the place where guests go to check in and out to get information	Towels are available at the front desk.
guest (noun)	a person that is staying at the hotel	Our washrooms are for guests only.
hostel (noun)	a very inexpensive place for backpackers and travellers on a budget	In the hostel you probably won't get your own room.
hotel manager (noun)	person in charge at the hotel	I'll let you make your complaint to the hotel manager.
housekeeping, maid (noun)	staff members that clean the rooms	Put a sign on the door if you want housekeeping to come in.
indoor pool (noun)	place for guests to swim inside the hotel	The heated indoor pool is open until 10 pm-
king -size bed	extra large bed	A room with a king size bed costs an extra ten dollars a night.
late charge (noun)	a fee for staying past the check-out time	You will be charged a ten dollar late charge for checking out after 11 am.
lobby (noun)	large open area at the front of the hotel	You can stand in the lobby and wait for your bus.
luggage cart (noun)	a device on wheels that guests can push their luggage on	Please return the luggage cart to the lobby when you are finished with it.
noisy (adjective)	loud	The guests next to you have complained that you are being too noisy.
parking pass (noun)	a piece of paper that guests display in the car window while in the hotel parking lot	Display this parking pass in your window to show that you are a hotel guest.
pay-per-view movie (noun)	extra charge for movies and special television features	If you order a pay-per-view movie, the charge will appear on your bill.
queen size bed (noun)	bed with plenty of space for two people (bigger than a double)	They have a queen size bed so the small child can easily fit in the middle.
rate (noun)	cost of renting a room for a certain time period	Our rates change depending on the season.
reservation (noun)	a request to save a specific room for a future date	They say they made a reservation but it doesn't show on the computer.
room service (noun)	delivery of food or other services requested by the guests to the room	If you would like a bottle of wine, just call room service.
sauna (noun)	a hot room for relaxation, filled with steam	We don't recommend bringing your children into the sauna.

Word	Meaning	Example Sentence
single bed (noun)	a bed for one person	The economy priced room includes one single bed.
vacancy (noun) vacant (adjective)	available rooms	We only have one vacancy left, and it is for a single room.
valet (noun)	staff that parks the guests vehicles	If you leave your car keys with us, the valet will park your car.
wake up call (noun)	a morning phone call from the front desk, acts as an alarm clock	What time would you like your wakeup call?

Keys

Unidad 1

Use of English

1)

PERSON	To Be (Present)	To Be (Past)
I	am	was
You	are	were
He	is	was
She	is	was
It	is	was
We	are	were
They	are	were

2)

PERSON	To Be (Present)
I	'm
You	're
He	's
She	's
It	's
We	're
They	're

3)

1. is
2. is
3. are
4. 'm
5. are
6. is
7. is
8. is
9. are
10. are

4)

1. isn't
2. isn't
3. are not
4. aren't
5. am not

5)

1. Are
2. Is
3. Am
4. Is
5. Are

English for Specific Purposes

1)

1. Bartender
2. Bellboy
3. Maid/Housekeeper
4. Chef
5. Hotel manager
6. Kitchen assistant
7. Receptionist
8. Waiter
9. Waitress

2)

Receptionist: ...Welcome to Hotel ABC, sir!...
Bellboy: ... Good morning Sir! Let me take your bags...

Chef: ... Good evening, sir! - How was your food? ...

Waiter/Waitress: ... Good evening! Shall I get you the menu, sir?...

Bartender: ... Good evening, sir! - What would you like to drink?...

Maid/Housekeeper: ... Excuse me sir, would you like me to get you an extra blanket?...

Unidad 2

Use of English

- 1) 1. walk
2. drinks
3. like
4. play
5. dance
6. works
7. eat
8. study
9. live
10. closes
11. knows
12. calls
13. talk
14. leave
15. speaks
- 2) 1. is
2. is
3. offers
4. constitutes
5. want
6. run
7. has
8. have
9. are
10. overlooks
11. offers
12. has

3)

S	W	I	M	M	I	N	G	P	O	O	L	Y	P
L	Y	E	D	R	W	Q	T	R	I	M	O	R	F
M	R	Y	N	T	I	S	P	A	U	L	S	N	B
B	D	K	L	J	H	R	R	U	H	T	F	I	L
T	N	A	R	U	A	T	S	E	R	N	A	Y	O
S	U	E	P	L	F	G	A	T	N	M	Y	G	P
A	A	F	R	O	N	T	D	E	S	K	O	U	G
Y	L	O	B	B	Y	K	A	E	F	L	F	I	D
M	I	O	P	S	S	A	N	U	A	S	D	M	M
R	W	N	U	L	H	G	A	R	A	G	E	O	Y
A	S	F	H	X	A	U	M	R	L	I	U	O	O
B	U	S	I	N	E	S	S	C	E	N	T	R	E

English for Specific Purposes

- 1) 1. turn right
2. go through
3. go up / go out
4. go down
5. turn left
- 2) 1. in
2. opposite
3. on
4. next to
5. inside
6. in

Vocabulary

- 1) 1. Ten past ten
2. Five to three
3. Twelve o'clock
4. Two past nine
5. A quarter to one
6. Half past eight
7. Five to nine
8. Quarter past ten
9. Quarter to two
10. Five past eight
- 2) 1. November 22nd
2. January 1st
3. July 12th
4. September 5th
5. March 21st
6. October 4th
7. April 2nd
8. June 20th
9. May 3rd
10. February 9th

	1	T	H	U	R	S	D	A	Y	
	U									
2	W	E	D	N	E	3	S	D	A	Y
	S					A				
	D					T				
	A			4	S	U	N	D	A	Y
	Y					R				
		5	M	O	N	D	A	Y		
						A				
6	F	R	I	D	A	Y				

					1	D				2	J		
				3	F	E	B	R	U	A	R	Y	
4	N					C				N			
5	O	C	T	O	B	E	R			6	J	U	L
V						M				A			
E				7	A		B		8	M	A	R	C
M		9	J	U	N	E			A		Y		
B				G		R			Y				10
E				U									P
R				11	S	E	P	T	E	M	B	E	R
				T									I
													L

Unidad 3

Use of English

1)

Countables	Uncountables
Keys	Food
Bed	Luggage
Fax machine	Wine
Mirror	Shampoo
Window	
Chair	

2)

1. some
2. any / some
3. some / any
4. much
5. some / some

English for Specific Purposes

1. Singular

There is air-conditioning system.

There isn't a safe in the room.

Is there a mini bar?

2. Plural

There are some coat hangers in the room.

There aren't any feather pillows in the bedroom.

Are there towels in the bathroom?

Unidad 4

Use of English

1)























Singular	Plural
a bag.	... bags
a file.	... files
a country	... countries
an ice cream	... ice creams
a watch	... watches
an e-mail	... e-mails
a sandwich	... sandwiches
a key	... keys
an umbrella	... umbrellas

2)

1. at
2. at
3. on
4. on
5. at
6. in
7. at
8. in
9. in
10. in
11. on
12. on

English for Specific Purposes

1)

	Bar		Porter Service		Disabled facilities may be available, please confirm requirements		18 hole golf course
	No Smoking in Bedrooms		Gym		Telephone in room		Fax service
	Smoking is permitted		Dry cleaning service		No pets		Continental breakfast
	Hairdryer in room		Billiards table		Swimming Pool		Baby sitting service
	Tennis		24 hours front desk		Safe		
	Sauna		TV Lounge		Luggage Storage		

- 2)
1. is making
 2. is serving
 3. is swimming
 4. is taking
 5. are watching
 6. are working out
 7. is answering
 8. is carrying
 9. is checking in
 10. is cooking

- 3)
1. conference
 2. audio-visual
 3. computer
 4. internet
 5. secretarial
 6. translation service
 7. health and fitness
 8. exercise
 9. beauty
 10. sauna
 11. indoor pool
 12. tour guide

Unidad 5

Use of English

- 1)
1. do
 2. do
 3. Does
 4. has
 5. can
 6. has
 7. can
 8. can
 9. have
 10. has

- 1)
1. luggage
 2. bag
 3. take
 4. no
 5. front desk
 6. room
 7. thank
 8. madam
 9. weather
 10. are
 11. something

- 2)
1. One second. I'll be right with you.
 2. Yes, how can I help you?
 3. Certainly. Your name, please?
 4. Let me take a look at it.
 5. No, it's not allowed.

English for Specific Purposes

Unidad 6

Use of English

- 1) 1. dirty old flannel
2. big blue plastic
3. handsome new American
4. an old blue German
5. beautiful young Greek
6. wonderful new Italian
7. beautiful slim Brazilian
8. large blue metal
9. big brown wooden
10. small black Egyptian

Vocabulary

- | | |
|-----------------|---------------|
| 1. bathtub | 11. washbasin |
| 2. blanket | 12. towels |
| 3. curtains | 13. soaps |
| 4. sign | 14. socket |
| 5. lamp | 15. wardrobe |
| 6. nightstand | 16. waste bin |
| 7. sheets | |
| 8. bathrobe | |
| 9. pillow | |
| 10. shower head | |

English for Specific Purposes

- 1) 1. on
2. between
3. in front of
4. next to
5. in
1. under
2. on
3. behind
4. over
5. around

- 2) 1. sir
2. tv
3. return
4. please
5. towels
6. many
7. bathrobe
8. behind
9. it
10. sheets
11. you
12. they

Use of English

1. False
2. False
3. True
4. True
5. False

Unidad 7

Grammar

- 1) 1. What
2. Why
3. How
4. When
5. Where
6. How
7. When
8. Where
9. When
10. How

Use of English

- 1) 1. brought
2. came
3. had
4. went
5. sang
6. caught
7. was
8. drank
9. wrote
10. gave

- 2) 1. He
2. They
3. She / It
4. They
5. It
6. Me
7. Us
8. Him
9. Her
10. It
11. Yours
12. Mine
13. Our
14. Hers Theirs

English for Specific Purposes

- | | | | |
|--------|------|------|------|
| 1) 3 F | 2 G | 13 F | 1 F |
| 22 G | 14 G | 4 G | 21 F |
| 18 G | 9 F | 15 F | 23 F |
| 20 G | 11 F | 17 F | 6 G |
| 5 F | 12 G | 7 F | 8 G |
| 10 G | 19 F | 16 G | |

Unidad 8

Use of English

- 1) 1. did you join
2. Have you ever worked
3. I've ever heard
4. I've ever had to deal with.
5. I spoke
6. We signed
7. I've just come back
8. rose fell
9. haven't listened I've said
10. you haven't read

English for Specific Purposes

- 1) S2: *twin room*
S2D: *double room - twin beds*
DA: *de-luxe double*
S: *single room*
FD: *one-bed suite*
D: *double room - one bed*
YB: *Junior suite*
DB: *Double superior*
S2A: *De-luxe twin*
FP: *Presidential suite*
- 2) 1. P
2. P
3. NP
4. P
5. P
6. NP

Use of English

- 1) 1. a
2. the
3. an
4. a
5. the
6. an
7. no article
8. no article
9. the
10. a

English for Specific Purposes

- 1) - Yes, he does.
- 104
- The bellboy
- Registration card*
Albert Morris
British 151 Leigh Road
15072006 104
Yes
2 nights
- 2) 1. False
2. True
3. False
4. True
5. False
6. False
7. True

Unidad 9

Use of English

- 1) a. False
b. True
c. True
d. True
e. False
f. False
- 2) 1. most interesting
2. best
3. worst
4. most incredible
5. most attractive
- 3) a. shorter than
b. more difficult
c. more beautiful
d. noisier than
e. nearer than
f. easier than
g. richer than

4)

Entrees	Main	Side	Desserts
Chicken wings	Caesar salad	French fries	Apple strudel
Cold cuts tray	Chicken	Grilled vegetables	Banana Split
Nachos	German sausage	Mashed potatoes	Chocolate Cake
Grilled provolone	Smoked salmon	Pasta salad	Flan
Shrimp cocktail	Steak	Rice	Lemon Pie

Use of English

- 1) a. slowly
b. perfect
c. quickly
d. good
e. carefully
f. safely
g. well
h. terrible
- i. badly
j. slowly
k. quietly
l. easily
m. hard
n. carefully
o. healthy
p. beautifully

Unidad 10

Use of English

- 1) 1. should
2. must
3. should
4. may
5. will
6. can
7. might
8. must
9. mustn't
10. must

2)

D	T	E	A	T	U	I	R	E	T	A	W
Q	B	C	V	L	V	G	I	L	I	D	B
G	L	I	Q	U	O	R	U	K	Y	H	C
H	Z	U	R	U	D	I	M	U	K	R	O
K	R	J	V	K	K	U	A	H	S	W	F
B	E	E	R	D	A	T	R	G	I	N	F
U	T	G	B	C	O	R	T	K	H	X	E
Y	E	N	I	W	E	T	I	H	W	Z	E
C	H	A	M	P	A	G	N	E	C	B	X
M	T	R	R	N	E	N	I	W	D	E	R
G	H	O	A	P	E	R	I	T	I	F	U
S	A	D	O	S	U	O	P	T	V	S	M

Grammar

- 1) 1. will never do
2. will ever make
3. won't last
4. will be
- 2) 1. I'm thirsty. I'll get you a glass of water.
2. I have a headache. Shall I turn off the music?
3. This exercise is hard. I'll help you to do it.
4. I'm hungry. Shall I make you a sandwich?
5. These bags are heavy. Shall I carry one for you?
6. I left my wallet at home. I'll lend you some money.
7. I need that photo urgently. I'll send it by e-mail now.

English for Specific Purposes

- 1) 1. A stressful day
2. About his aching feet
3. A whisky sour
4. An ashtray
5. He's been walking around town to get to meetings.
6. Nuts and crackers
7. A stirrer
8. The stale peanuts
9. A drink on the house
10. Jack Daniel's
- 2) **Bartender:** GOOD evening, madam.
Bartender: What CAN I GET you to drink.
Guest: I'D LIKE a large DRAUGHT BEER please, ad a coke.
Bartender: I'm sorry, WE DON'T HAVE any draught beer.
Bartender: THIS local beer is VERY POPULAR.
Guest: OK. That's fine.
Bartender: Would YOU LIKE ICE and lemon in the coke?
Guest: No lemon, JUST SOME ICE, please.
Bartender: Certainly.
Bartender: Here ARE YOUR drinks, madam.

Unidad 11

Use of English

- 1) b. finish
c. plays
d. won't be
e. will ring
f. don't solve
- 2) b. If you go to school on foot, you will be late.
c. If I have money, I'll buy you a present.
d. I will do my homework, if I find my notebook.
e. My mum will give me five pounds, if I do the washing-up.
f. If we spend our holidays in Spain, we will visit Valencia.

- 2) - Good evening. May I help you?
 - When would you like to book for?
 - How long will you be staying?
 - Which type of room would you like?
 - I can give you room 303. It's on the third floor.
 - It's u\$s 300. Would you like a car to pick you up at the airport?
 - Very well, Sir. So that would be a double room with view from March 23rd to March 25th. Is this correct?
 - May I have your name, please?
 - Ok Mr. Ryefield. Would that be all?
 - You are welcome, Sir. We look forward to seeing you.

Vocabulary

- | | |
|----------------|----------------|
| 1) 1. visa | 11. money |
| 2. yen | 12. mastercard |
| 3. pound | 13. quarter |
| 4. dollar | 14. notes |
| 5. yuan | 15. coins |
| 6. euro | 16. bank |
| 7. cheque | 17. gold |
| 8. credit card | 18. safe |
| 9. pence | |
| 10. kroner | |

Use of English

- 1) 1. C
 2. B
 3. C
 4. A
 5. C
 6. B

Unidad 12

Use of English

- | | | |
|--|--|--|
| 1) 1. I'd enjoy the weekend more if I didn't have to work on Saturday.
2. If you stayed for another day we could go shopping.
3. Would you wear it if I bought it for you?
4. If I were you, I'd get a new job.
5. I wouldn't work if I didn't need the money.
6. Would you come with me if I went to live to China? | 2) a. is
b. was
c. arrive
d. had
e. run
f. spoke | will go
I would tell
will get
would help
will catch
would apply |
| 3) 1. There are no towels in my room. I'll get the housekeeper for you.
2. I can't get through to Japan. Please call the hotel operator.
3. My breakfast is late. I'll contact the room service waiter.
4. I'm still waiting for my luggage. The bellboy is on his way.
5. The air conditioning doesn't work. I'll send the engineer from maintenance. | 4) 1. stuck
2. price list
3. be quiet
4. check out
5. leave our bags | |

Use of English - Politeness

- | | |
|---------|-------|
| 1) 1. c | 6. a |
| 2. c | 7. b |
| 3. a | 8. c |
| 4. c | 9. a |
| 5. b | 10. c |

Unidad 13

English for Specific Purposes

- 1) - Because she was late.
 - The kids didn't like that the pool wasn't open in the morning.
 - The woman was charged for a plate of nachos.

Use of English

- 1) 1. b 6. d
 2. b 7. b
 3. d 8. b
 4. a 9. a
 5. a 10. d

Vocabulary

you want to relax	you want to eat or drink	you need help or a service
Swimming pool	Coffee shop	Front desk
Spa	Bar	Business Centre
Gym	Restaurant	Laundry Service

Apologizing	Checking	Thanking	Explaining
My apologies.	What exactly is the problem?	Thank you.	It's not really my fault.
I'm sorry.	Let me check.	That's very kind of you.	You see, what happened was...
I'm really sorry.			I didn't realize that.
I'm so sorry.			
I'm extremely sorry.			

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