

Supplementary Material
Intermediate 1

UNIT 1

Activity 1

HOTELS...

1- When you travel do you usually stay in hotels or in other forms of accommodation? (bed & breakfast, rented houses, apartments, etc).

2- Do you make reservations online? What are the benefits of making online reservations?

3- Do you know the name of hotel chains? Have you ever stayed at any of them?

4- What are some of the services hotels provide?

5- Do you use any of these services when in a hotel? Why or why not?



Activity 3

PROBLEMS, PROBLEMS, PROBLEMS...

Traveler

You are checking in at a hotel. You wanted a double room, non-smoking with an extra twin bed. Unfortunately, there was a problem with your reservation. Insist on what you want until you get it. After that, ask about different services and the hours they operate.

Suggested language

Hi, I'm checking in. The name's...
Is the ... still open?
Is there a ... in the hotel?
That's wrong I booked ...
I didn't book ...
I think there's a mistake, I wanted...
You'd better (not) ...

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Activity 4

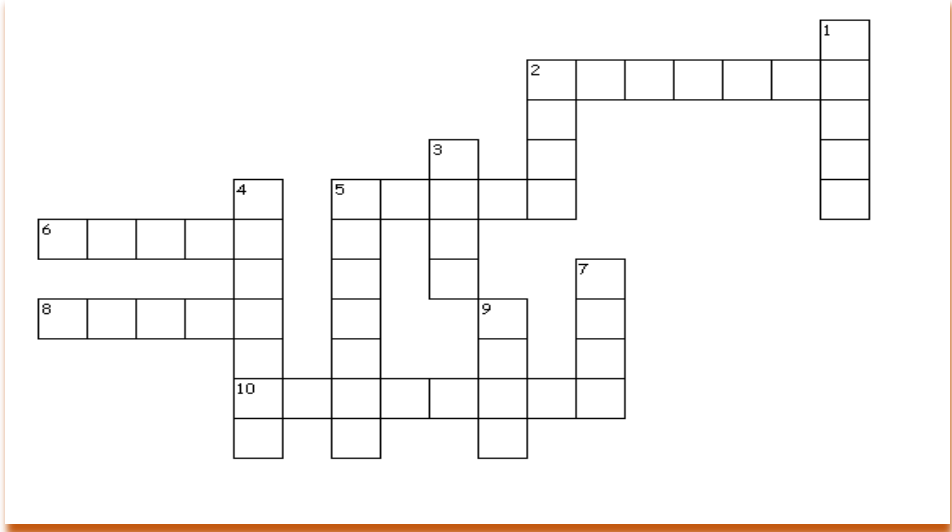
At a hotel

Hotel Clerk

You are a hotel clerk. A guest is checking in but there was a problem with his / her reservation and you don't have the room he / she wants. Try to solve the problem and give him / her information on the services the hotel provides.

Suggested language

Yes, you wanted a single with a rollaway, right?
 The computer shows ...
 Let me check
 I'm so sorry ...
 I'll see what I can do ...
 The (fitness center) is open from ... to ...
 You'd better (not)...



Across →

- 2. A ... is a little fridge some hotels have in the rooms.
- 5. I like to feel comfortable when traveling, that's why I always stay in a ...
- 6. "More than one" hanger
- 8. Could you ... up a newspaper?
- 10. A ... bed is a bed that you can add to your room easily.

Down ↓

- 1. To dry your hair in a hurry you need a hair ...

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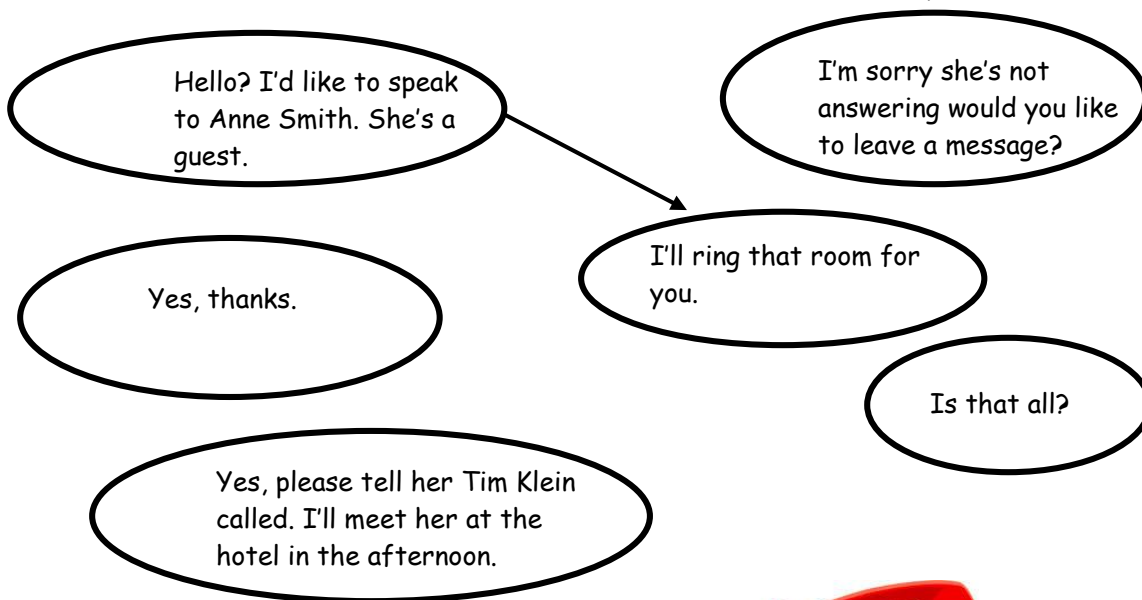
2. It's unbelievable! It's 3 PM and nobody ... up the room yet!
3. Our clothes are so dirty, we need somebody to ... up the laundry, please.
4. My mother travels with so many skirts that she always asks for skirt ...
5. Airport ... is a great service when you are in a big city.
7. We finished our breakfast, please take ... the dishes
9. I absolutely need somebody to turn ... my bed when I'm in a hotel.



Activity 5

Who's calling?

Use arrows to show the order of this conversation between a hotel receptionist and a caller.



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Activity 6

A Plan or an Offer?

Will and *going to* are used to talk about the future. But they have slightly different meanings.

Will is used for instant offers and decisions, promises and predictions.

Example: The global temperature will grow in the next 100 years.

I'll call her right now.

I'll do the homework for next class.

Going to is used for future plans.

Example: I'm going to visit my parents next Saturday.



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Activity 7

Would you like to leave a message?

Role play this conversation between a hotel receptionist and a caller.

You are calling a hotel to talk to Mr. Benson. You need to tell him that you are leaving tomorrow. Leave a message telling him the name of your hotel, the telephone number and the time he has to call you. Make sure the receptionist spells your name correctly.

Useful Language:

Hello, I'd like to speak to...
Yes, please tell him...
Thank you.



You are a receptionist in a hotel. A is calling someone who is not in his room. Take A's message. Ask him / her to repeat the numbers to check that you have them correctly, and also ask the caller to spell his / her name.

Useful Language:

I'm sorry. _____.
Would you like to leave a message?
Can you spell your name, please?
Is that all?



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Activity 8

Writing

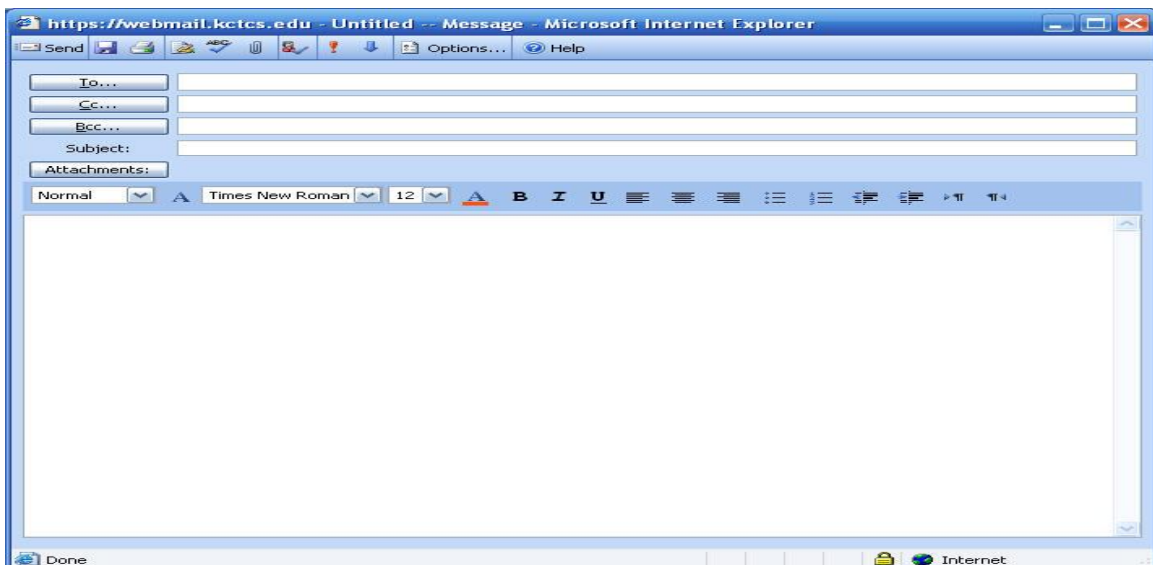
1. You are planning to visit a friend of yours who lives in another city. Write an e-mail to him / her asking about the place and the activities you can do there. Tell him / her what you'd like to do and ask for advice about the clothes and items to bring on your trip. Also ask him/ her to make hotel reservations for you.

Suggested language.

I'd like a hotel with ... / I'd like to ... / Could someone ...?

How is / are the (weather, parks, museums, sport centers) .?

Is there a ...? / I'll bring ..., what do you think?



2. Answer this e-mail using:

You'd better ... / I / We will / won't...

We're going to... / I'm going to...

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