

# Talk a Lot

## Spoken English Course

### Intermediate Book 1

#### Unit 1: Hotel



by Matt Purland



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#### **Practise...**

- *speaking and listening skills*
- *sentence building with 8 intermediate-level verb forms*
- *connected speech*
- *International Phonetic Alphabet (IPA)*
- *information exchange*
- *reading comprehension*
- *role playing*
- *discussion questions*

*...including tests and full answers!*

#### **Discover...**

- *20 common English idioms*
- *20 common English phrasal verbs*
- *20 common English slang words and phrases*
- *40 essential vocabulary words and phrases*

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# Talk a Lot

## Spoken English Course

### Intermediate Book 1

#### Unit 1: Hotel



*Note: all activities include full answers. For detailed instructions on how to use each activity, please see the **Talk a Lot Elementary Handbook** and **Intermediate Supplement**, which are both available as free downloads from <http://www.englishbanana.com/talkalot>*

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# Talk a Lot

## Hotel

### Sentence Blocks

1. (*Present Perfect Continuous*) Kay's been washing dirty sheets in the hotel laundry all morning.

*Where*

2. (*Past Perfect*) The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot.

*Why*

3. (*Future Perfect*) The pizza restaurant will've opened by the time you get back from the beach.

*Which*

4. (*Second Conditional*) If I had more free time, I'd help you set up the room for the conference tomorrow.

*What*

5. (*Third Conditional*) If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions.

*How*

6. (*Reported Speech*) My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there.

*What kind*

7. (*Passive Voice*) Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.

*Who*

8. (*Imperative Form*) Bring that enormous plate of sandwiches here, now!

*When*

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# Talk a Lot

## Hotel

### Sentence Blocks (without Function Words)

1. (*Present Perfect Continuous*) Kay' washing dirty sheets  
hotel laundry all morning.

*Where*

2. (*Past Perfect*) duty manager asked Philip wipe down  
other bar, filthy – completely forgot.

*Why*

3. (*Future Perfect*) pizza restaurant ' opened time  
get back beach.

*Which*

4. (*Second Conditional*) more free time, ' help set up  
room conference tomorrow.

*What*

5. (*Third Conditional*) ' booked nineteenth February,  
' taken advantage one promotions.

*How*

6. (*Reported Speech*) parents said ' received VIP treatment  
Hotel Degas, last time stayed .

*What kind*

7. (*Passive Voice*) midnight couple lager louts turfed  
out Big John, one bouncers, causing trouble.

*Who*

8. (*Imperative Form*) Bring enormous plate sandwiches , now!

*When*

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# Talk a Lot

## Hotel

### Sentence Blocks

*Note: the last two lines of each sentence block will vary. Below there are examples given for each sentence block, but students should think of their own way to get the negative forms in the last line. See the **Talk a Lot Elementary Handbook** and **Intermediate Supplement** for full instructions (available free from <http://www.englishbanana.com>).*

#### Answers

1. (Present Perfect Continuous) Kay's been washing dirty sheets in the hotel laundry all morning. / Where has Kay been washing dirty sheets all morning? / In the hotel laundry. / Has Kay been washing dirty sheets in the hotel laundry all morning? / Yes, she has. / Has Kay been washing dirty sheets in the hotel restaurant all morning? / No, she hasn't. Kay hasn't been washing dirty sheets in the hotel restaurant all morning.
2. (Past Perfect) The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot. / Why had the duty manager asked Philip to wipe down the other bar? / Because it was filthy. / Had the duty manager asked Philip to wipe down the other bar, because it was filthy? / Yes, he had. / Had the duty manager asked Philip to wipe down the other bar, because Philip had nothing to do? / No, he hadn't. The duty manager hadn't asked Philip to wipe down the other bar, because he had nothing to do.
3. (Future Perfect) The pizza restaurant will've opened by the time you get back from the beach. / Which restaurant will've opened by the time I get back from the beach? / The pizza restaurant. / Will the pizza restaurant have opened by the time I get back from the beach? / Yes, it will (have). / Will the fish restaurant have opened by the time I get back from the beach? / No, it won't (have). The fish restaurant won't have opened by the time you get back from the beach.
4. (Second Conditional) If I had more free time, I'd help you set up the room for the conference tomorrow. / What would you help me set up for the conference tomorrow, if you had more free time? / The room. / Would you help me set up the room for the conference tomorrow, if you had more free time? / Yes, I would. / Would you help me set up the interactive whiteboard for the conference tomorrow, if you had more free time? / No, I wouldn't. I wouldn't help you set up the interactive whiteboard for the conference tomorrow, if I had more free time.
5. (Third Conditional) If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions. / How could I have taken advantage of one of your promotions? / By booking before the nineteenth of February. / Could I have taken advantage of one of your promotions, if I'd booked before the nineteenth of February? / Yes, you could (have). / Could I have taken advantage of one of your promotions, if I'd booked after the nineteenth of February? / No, you couldn't (have). You couldn't've taken advantage of one of our promotions, if you'd booked after the nineteenth of February.
6. (Reported Speech) My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there. / What kind of treatment did your parents say they'd received at Hotel Degas, the last time they stayed there? / The VIP treatment. / Did your parents say they'd received the VIP treatment at Hotel Degas, the last time they stayed there? / Yes, they did. / Did your parents say they'd received atrocious treatment at Hotel Degas, the last time they stayed there? / No, they didn't. My parents didn't say they'd received atrocious treatment at Hotel Degas, the last time they stayed there.
7. (Passive Voice) Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble. / Who was turfed out by Big John, one of the bouncers, for causing trouble around midnight? / A couple of lager louts were. / Were a couple of lager louts turfed out by Big John, one of the bouncers, for causing trouble around midnight? / Yes, they were. / Were a couple of dancers turfed out by Big John, one of the bouncers, for causing trouble around midnight? / No, they weren't. A couple of dancers weren't turfed out by Big John, one of the bouncers, for causing trouble around midnight.
8. (Imperative Form) Bring that enormous plate of sandwiches here, now! / When should I bring that enormous plate of sandwiches here? / Now! / Should I bring that enormous plate of sandwiches here now? / Yes, you should. / Should I bring that enormous plate of sandwiches here in a minute? / No, you shouldn't. You shouldn't bring that enormous plate of sandwiches here in a minute.

#### Sentence Block Extensions

For all of the sentence block starting sentences there are at least two different wh- question words that can be used to make sentence blocks. In one case eight different sentence blocks can be made from the same starting sentence when using different wh- question words. There isn't room here to print in full all 39 of the sentence block extensions

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# Talk a Lot

## Hotel

### Sentence Blocks

from this unit. Hopefully, the answers provided above will give you the teacher (or you the student) enough guidance to be able to make the sentence block extensions for this unit with confidence.

For example, let's look at the seventh starting sentence from this unit:

Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.

On the handout the wh- question word given is "Who", but this starting sentence also works equally well with seven other wh- question words: "What" (x2), "What kind", "When", "Who" (2<sup>nd</sup>), "Why", and "How many":

**What** did Big John, one of the bouncers, do around midnight? / He turfed out a couple of lager louts for causing trouble. [Note: active form]

**What** happened around midnight? / A couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.

**What kind** of louts were turfed out by Big John, one of the bouncers, for causing trouble around midnight? / Lager louts.

**When** were a couple of lager louts turfed out by Big John, one of the bouncers, for causing trouble? / Around midnight.

**Who** turfed out a couple of lager louts for causing trouble around midnight? / Big John, one of the bouncers, did. [Note: active form]

**Why** were a couple of lager louts turfed out by Big John, one of the bouncers, around midnight? / For causing trouble.

**How many** lager louts were turfed out by Big John, one of the bouncers, for causing trouble around midnight? / A couple.

The idea is easy. Change the wh- question word each time and you can make several completely different sentence blocks from the original starting sentence, simply by finding the relevant information for the answer in the starting sentence. As you can see below, sometimes the same wh- question word can be used more than once to make different sentence blocks.

You could cut out and give the section below to your students:

----- ✂ -----  
**Hotel**

Make new sentence blocks from the starting sentences in this unit using different "wh-" question words:

	<b>WHAT</b>	<b>WHERE</b>	<b>WHEN</b>	<b>WHO</b>	<b>WHY</b>	<b>WHICH</b>	<b>HOW</b>	<b>Total:</b>
1.	what (x2) what kind			who			how long	5
2.	what (x2)			who (x2)		which		5
3.	what (x2)		when					3
4.	what (2 <sup>nd</sup> )			who		which		3
5.	what (x2)			who		which		4
6.	what (x2)	where	when	who whose				6
7.	what (x2) what kind		when	who (2 <sup>nd</sup> )	why		how many	7
8.	what (x2)	where		who		which	how soon	6
<b>Total:</b>								<b>39</b>

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 ----- ✂ -----

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# Talk a Lot

## Hotel

### Sentence Blocks

-----✂-----

#### Sentence Blocks – Sentence Stress and Vowel Sounds

*Task 1: Circle the content words in the following starting sentences. (For answer, see Task 2 below.)*

#### Hotel

1. Kay's been washing dirty sheets in the hotel laundry all morning.
2. The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot.
3. The pizza restaurant will've opened by the time you get back from the beach.
4. If I had more free time, I'd help you set up the room for the conference tomorrow.
5. If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions.
6. My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there.
7. Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.
8. Bring that enormous plate of sandwiches here, now!

-----✂-----

#### Sentence Blocks – Sentence Stress and Vowel Sounds

*Task 2: Underline the stressed syllable in each content word, shown in black. (For answer, see Task 3 below.)*

#### Hotel

1. Kay's been washing dirty sheets in the hotel laundry all morning.
2. The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot.
3. The pizza restaurant will've opened by the time you get back from the beach.
4. If I had more free time, I'd help you set up the room for the conference tomorrow.
5. If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions.
6. My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there.
7. Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.
8. Bring that enormous plate of sandwiches here, now!

-----✂-----

# Talk a Lot

## Hotel

### Sentence Blocks

#### Sentence Blocks – Sentence Stress and Vowel Sounds

Task 3: Write the correct vowel sound above each stressed syllable (underlined). (For answer, see below.)

#### Hotel

1. Kay's been washing dirty sheets in the hotel laundry all morning.
2. The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot.
3. The pizza restaurant will've opened by the time you get back from the beach.
4. If I had more free time, I'd help you set up the room for the conference tomorrow.
5. If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions.
6. My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there.
7. Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.
8. Bring that enormous plate of sandwiches here, now!

----- ✂ -----  

#### Sentence Blocks – Sentence Stress and Vowel Sounds

Each content word (shown in black) contains one syllable with a strong stress, which is underlined. Each stressed syllable has one vowel sound. The vowel sounds on stressed syllables are the most important sounds in the sentence. They make the “sound spine” of the sentence. To improve communication, try to get the sound spine right.

#### Hotel

1. Kay's been washing dirty sheets in the hotel laundry all morning.  
/eɪ/ /ɒ/ /ɜː/ /iː/ /əʊ/ /ɔː/ /ɔː/ /ɔː/
2. The duty manager had asked Philip to wipe down the other bar, because it was filthy – but he completely forgot.  
/uː/ /æ/ /ɑː/ /ɪ/ /aɪ/ /aʊ/ /ʌ/ /ɑː/ /ɪ/ /iː/ /ɒ/
3. The pizza restaurant will've opened by the time you get back from the beach.  
/iː/ /e/ /əʊ/ /aɪ/ /e/ /æ/ /iː/
4. If I had more free time, I'd help you set up the room for the conference tomorrow.  
/ɔː/ /iː/ /aɪ/ /e/ /e/ /ʌ/ /uː/ /ɒ/ /ɒ/
5. If you'd booked before the nineteenth of February, you could've taken advantage of one of our promotions.  
/ʊ/ /aɪ/ /e/ /eɪ/ /ɑː/ /ʌ/ /əʊ/
6. My parents said they'd received the VIP treatment at Hotel Degas, the last time they stayed there.  
/eə/ /e/ /iː/ /iː/ /iː/ /əʊ/ /æ/ /ɑː/ /aɪ/ /eɪ/
7. Around midnight a couple of lager louts were turfed out by Big John, one of the bouncers, for causing trouble.  
/ɪ/ /ʌ/ /ɑː/ /aʊ/ /ɜː/ /aʊ/ /ɪ/ /ɒ/ /ʌ/ /aʊ/ /ɔː/ /ʌ/
8. Bring that enormous plate of sandwiches here, now!  
/ɪ/ /ɔː/ /eɪ/ /æ/ /aʊ/

# Talk a Lot

## Hotel

Connected Sentence Cards (Page 1/3)

<input type="text"/> Kay's <input type="text"/>	<input type="text"/> been <input type="text"/>	<input type="text"/> washing <input type="text"/>	<input type="text"/> dirty <input type="text"/>
<input type="text"/> sheets <input type="text"/>	<input type="text"/> in <input type="text"/>	<input type="text"/> the <input type="text"/>	<input type="text"/> hotel <input type="text"/>
<input type="text"/> laundry <input type="text"/>	<input type="text"/> all <input type="text"/>	<input type="text"/> morning. <input type="text"/>	<input type="text"/> The <input type="text"/>
<input type="text"/> duty <input type="text"/>	<input type="text"/> manager <input type="text"/>	<input type="text"/> had <input type="text"/>	<input type="text"/> asked <input type="text"/>
<input type="text"/> Philip <input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="text"/> wipe <input type="text"/>	<input type="text"/> down <input type="text"/>
<input type="text"/> the <input type="text"/>	<input type="text"/> other <input type="text"/>	<input type="text"/> bar, <input type="text"/>	<input type="text"/> because <input type="text"/>
<input type="text"/> it <input type="text"/>	<input type="text"/> was <input type="text"/>	<input type="text"/> filthy - <input type="text"/>	<input type="text"/> but <input type="text"/>
<input type="text"/> he <input type="text"/>	<input type="text"/> completely <input type="text"/>	<input type="text"/> forgot. <input type="text"/>	<input type="text"/> The <input type="text"/>
<input type="text"/> pizza <input type="text"/>	<input type="text"/> restaurant <input type="text"/>	<input type="text"/> will've <input type="text"/>	<input type="text"/> opened <input type="text"/>
<input type="text"/> by <input type="text"/>	<input type="text"/> the <input type="text"/>	<input type="text"/> time <input type="text"/>	<input type="text"/> you <input type="text"/>

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# Talk a Lot

## Hotel

Connected Sentence Cards (Page 2/3)

get	back	from	the
beach.	If	I	had
more	free	time,	I'd
help	you	set	up
the	room	for	the
conference	tomorrow.	If	you'd
booked	before	the	nineteenth
of	February,	you	could've
taken	advantage	of	one
of	our	promotions.	My

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# Talk a Lot

## Hotel

Connected Sentence Cards (Page 3/3)

parents	said	they'd	received
the	VIP	treatment	at
Hotel	Degas,	the	last
time	they	stayed	there.
Around	midnight	a	couple
of	lager	louts	were
turfed	out	by	Big
John,	one	of	the
bouncers,	for	causing	trouble.
Bring	that	enormous	plate
of	sandwiches	here,	now!

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# Talk a Lot

## Hotel

Connected Sentence Cards – with Consonant & Vowel Sounds (Page 1/3)

Kay's	been	washing	dirty
sheets	in	the	hotel
laundry	all	morning.	The
duty	manager	had	asked
Philip	to	wipe	down
the	other	bar,	because
it	was	filthy -	but
he	completely	forgot.	The
pizza	restaurant	will've	opened
by	the	time	you

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# Talk a Lot

## Hotel

Connected Sentence Cards – with Consonant & Vowel Sounds (Page 2/3)

get	back	from	the
beach.	If	I	had
more	free	time,	I'd
help	you	set	up
the	room	for	the
conference	tomorrow.	If	you'd
booked	before	the	nineteenth
of	February,	you	could've
taken	advantage	of	one
of	our	promotions.	My

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# Talk a Lot

## Hotel

Connected Sentence Cards – with Consonant & Vowel Sounds (Page 3/3)

parents	said	they'd	received
the	VIP	treatment	at
Hotel	Degas,	the	last
time	they	stayed	there.
Around	midnight	a	couple
of	lager	louts	were
turfed	out	by	Big
John,	one	of	the
bouncers,	for	causing	trouble.
Bring	that	enormous	plate
of	sandwiches	here,	now!

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# Talk a Lot

## Hotel

3. The pizza restaurant will've opened by the time you get back from the beach.

5 vowel sound:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4 stressed syllable:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1 content word:	<b>pizza</b>	<b>restaurant</b>	<b>opened</b>	<b>time</b>
2 no. of syllables:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1 function word:	<b>The</b>		<b>will've</b>		<b>by</b>		<b>the</b>	
7 connecting sounds:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6 weak forms:	W		W		W		W	
8 features of C.S.:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9 missing/new sound:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

10 example(s) with IPA: \_\_\_\_\_

3 suffixes: \_\_\_\_\_

3 compound nouns: \_\_\_\_\_

7 connecting sounds:

8 features of connected speech:

<b>cc</b>	consonant sound to consonant sound
<b>cv</b>	consonant sound to vowel sound
<b>vc</b>	vowel sound to consonant sound
<b>vv</b>	vowel sound to vowel sound

<b>GLACIER:</b>		<b>Contraction</b>	a word is shortened
<b>Glottal stops</b>	an empty space without sound /ʔ/	<b>Intrusion</b>	a new sound appears – /j/, /w/, or /r/
<b>Linking</b>	syllables connect together	<b>Elision</b>	a sound disappears
<b>Assimilation</b>	a sound changes	<b>R-linking</b>	syllables connect with /r/ sound

# Talk a Lot

## Hotel

3. The pizza restaurant will've opened by the time you get back from the beach.

5 vowel sound:

4 stressed syllable:

1 content word: **pizza** **restaurant** **opened** **time**

2 no. of syllables:

1 function word: **The** **will've** **by** **the**

7 connecting sounds:

6 weak forms: **W** **W** **W** **W**

8 features of C.S.:

9 missing/new sound:

10 example(s) with IPA: The pizza restaurant... /ðə'pi:zə'res.trən.wɪ.lə'vəʊ.pəm.bɑ:ðə'taɪ.mju:'ge?'bæ?.frəm.ðə'bi:tʃ/

3 suffixes: pizz-a, restaur-ant, open-ed

3 compound nouns: none

7 connecting sounds:

8 features of connected speech:

<b>cc</b>	consonant sound to consonant sound
<b>cv</b>	consonant sound to vowel sound
<b>vc</b>	vowel sound to consonant sound
<b>vv</b>	vowel sound to vowel sound

<b>GLACIER:</b>		<b>Contraction</b>	a word is shortened
<b>Glottal stops</b>	an empty space without sound /ʔ/	<b>Intrusion</b>	a new sound appears – /j/, /w/, or /r/
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<b>Assimilation</b>	a sound changes	<b>R-linking</b>	syllables connect with /r/ sound

# Talk a Lot

## Hotel

3. The pizza restaurant will've opened by the time you get back from the beach.

5 vowel sound:

4 stressed syllable:

1 content word: **get** **back** **beach.**

2 no. of syllables:

1 function word: **you** **from** **the**

7 connecting sounds:

6 weak forms: w    w   w

8 features of C.S.:

9 missing/new sound:

10 example(s) with IPA: \_\_\_\_\_

3 suffixes: \_\_\_\_\_

3 compound nouns: \_\_\_\_\_

7 connecting sounds:

8 features of connected speech:

<b>cc</b>	consonant sound to consonant sound
<b>cv</b>	consonant sound to vowel sound
<b>vc</b>	vowel sound to consonant sound
<b>vv</b>	vowel sound to vowel sound

<b>GLACIER:</b>		<b>Contraction</b>	a word is shortened
<b>Glottal stops</b>	an empty space without sound /ʔ/	<b>Intrusion</b>	a new sound appears – /j/, /w/, or /r/
<b>Linking</b>	syllables connect together	<b>Elision</b>	a sound disappears
<b>Assimilation</b>	a sound changes	<b>R-linking</b>	syllables connect with /r/ sound

# Talk a Lot

## Hotel

3. The pizza restaurant will've opened by the time you get back from the beach.

5 vowel sound:

4 stressed syllable:

1 content word:

2 no. of syllables:

1 function word:

7 connecting sounds:

6 weak forms:

8 features of C.S.:

9 missing/new sound:

10 example(s) with IPA: The pizza restaurant... /ðə'pi:zə'res.trən.wɪ.lə'vəʊ.pəm.bɑ:ðə'taɪ.mju:'ge?'bæ?.frəm.ðə'bi:tʃ/

3 suffixes: none

3 compound nouns: none

7 connecting sounds: 8 features of connected speech:

<b>cc</b>	consonant sound to consonant sound
<b>cv</b>	consonant sound to vowel sound
<b>vc</b>	vowel sound to consonant sound
<b>vv</b>	vowel sound to vowel sound

GLACIER:		Contraction	a word is shortened
<b>Glottal stops</b>	an empty space without sound /ʔ/	<b>Intrusion</b>	a new sound appears – /j/, /w/, or /r/
<b>Linking</b>	syllables connect together	<b>Elision</b>	a sound disappears
<b>Assimilation</b>	a sound changes	<b>R-linking</b>	syllables connect with /r/ sound

# Talk a Lot

## Hotel

### Cut-Up IPA Sentence

Each card shows the sounds of one syllable from this sentence. Order the cards, mark the stressed syllables, and notice the features of connected speech:

The pizza restaurant will've opened by the time you get back from the beach.

/ðə'pi:zə'res.trən.wɪ.lə'vəʊ.pəm.baɪ.ðə'taɪ.mju:'ge?'bæ?.frəm.ðə'bi:tʃ/

	A	B	C	D	E
1	taɪ	vəʊ	pi:	mju:	bæ?
2	lə	bi:tʃ	wɪ	ðə	pəm
3	trən	frəm	res	tzə	ðə
4	baɪ	ðə	ge?		

# Talk a Lot

## Hotel

### Discussion Words

1. dinner	2. arrival	3. receptionist	4. complaint
5. cancellation	6. communication skills	7. sauna	8. wake up call
9. hospitality	10. room service	11. food hygiene	12. complimentary newspaper
13. vegetarian	14. restaurant	15. hotel	16. continental breakfast
17. lunch	18. swipe card	19. refund	20. housekeeper
21. sous chef	22. business trip	23. reservation	24. morale
25. eye contact	26. bouncer	27. waiter	28. catering assistant
29. facilities	30. en-suite bathroom	31. vacancy	32. welcome
33. fitness suite	34. maid	35. bed and breakfast	36. holiday rep
37. chef	38. spa	39. duty manager	40. departure

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# Talk a Lot

## Hotel

### Discussion Words (with the IPA)

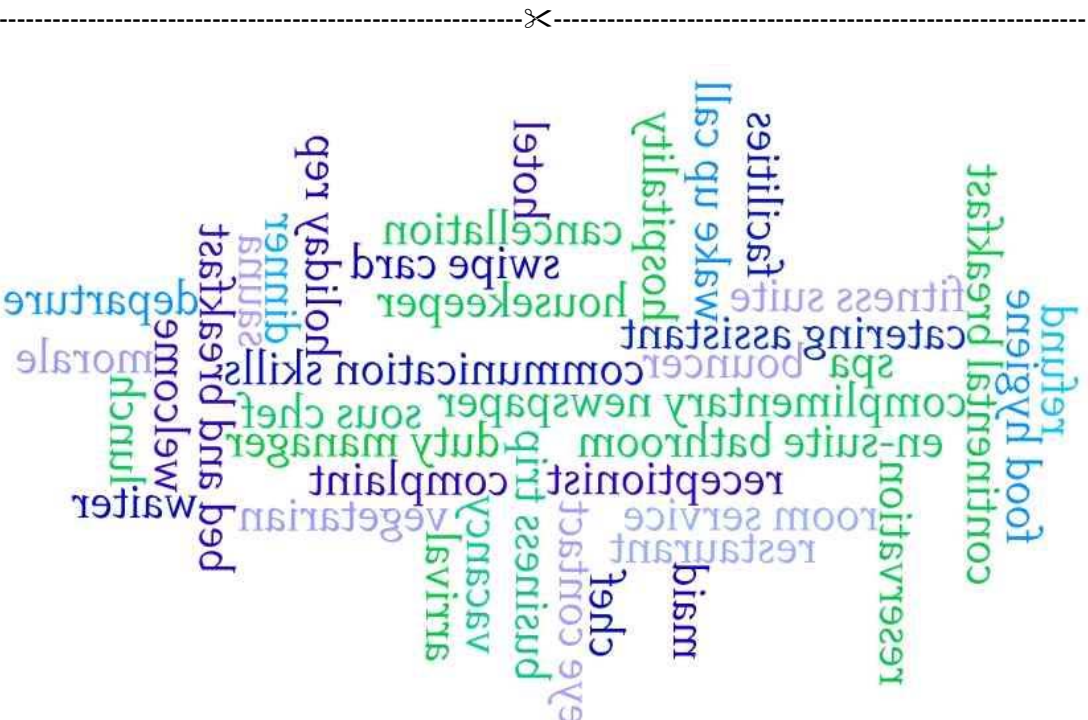
/ˈdɪn.ə/	/əˈraɪ.vəl/	/rɪˈsep.fə.nɪst/	/kəmˈpleɪnt/
/kæn.səˈleɪ.ʃən/	/kə.mjuː.nɪˈkeɪ.ʃən.skɪlz/	/ˈsɔː.nə/	/ˈweɪ.klɑp.kɔːl/
/hɒs.pɪˈtæ.lɪ.ti/	/ˈruːm.sɜː.vɪs/	/fuːdˈhaɪ.dʒiːn/	/kɒm.plɪˈmen.tə.ri.njuːz.pɛɪ.pə/
/ve.dʒəˈteə.rɪən/	/ˈres.tə.rənt/	/həʊˈtel/	/kɒn.tɪ.nen.təlˈbre.kfəst/
/lʌntʃ/	/ˈswaɪp.kɑːd/	/ˈriː.fʌnd/	/ˈhaʊs.kiː.pə/
/ˈsuː.ʃef/	/ˈbɪz.nɪs.trɪp/	/re.zəˈveɪ.ʃn/	/mˈrɑːl/
/ˈaɪ.kɒn.tækt/	/ˈbaʊn.sə/	/ˈweɪ.tə/	/ˈkeɪ.tə.rɪŋ.gə.sɪs.tənt/
/fəˈsɪ.lə.tiːz/	/ɒn.swɪːˈbɑːθruːm/	/ˈveɪ.kən.si/	/ˈwel.kəm/
/ˈfɪʔ.nə.swiːt/	/meɪd/	/bed.ənˈbre.kfəst/	/ˈhɒ.lə.deɪ.rep/
/ʃef/	/spɑː/	/djuː.tiˈmæ.nɪ.dʒə/	/dɪˈpɑː.tʃə/

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# Talk a Lot

## Hotel

Discussion Words – Visualisations



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# Talk a Lot

## Hotel

### General Questions

1. Are there any words or phrases that you don't know? Find them in a dictionary.
2. Take some cards. Describe the word or phrase on a card without saying it.
3. How many words and phrases have... a) 1 syllable, b) 2 syllables, c) 3 syllables, d) 4 syllables, e) 5 syllables, f) 6 syllables, g) more than 6 syllables?
4. Put words and phrases with more than one syllable into groups according to where the strong stress falls.
5. Put the words and phrases into... a) alphabetical order, b) reverse alphabetical order.
6. Find and put into groups... a) compound nouns, b) words with suffixes.
7. Find words that... a) begin with a vowel sound, b) end with a vowel sound, c) begin with a consonant sound, d) end with a consonant sound. Put them into sound groups.
8. Find words which contain silent letters (letters which are not pronounced).
9. How many words and phrases can you remember when they are all turned over?
10. Put words and phrases that contain the same sounds into groups, using the IPA.

### Lesson Questions

1. Which word or phrase sounds like... a) fade, b) corner, c) deaf, d) later, e) munch, f) too Jeff, g) preservation, h) winner, i) car, j) corral, k) hit the street?
2. This is a good read that appears to be free, but will actually be included in your bill.
3. This phrase is both a noun and instructions for how to use it.
4. i) Find a word or phrase which has a weak stress schwa sound /ə/ on the... a) 1st syllable, b) 2<sup>nd</sup> syllable, c) 3<sup>rd</sup> syllable, etc. ii) Do any *not* have a schwa?
5. a) Find and describe each of the different jobs, e.g. "sous chef". b) Put them into order of (from most to least): i) pay, ii) hours, iii) job satisfaction, iv) perks, v) fun, etc.
6. "We can't afford a hotel." "So what do you think about booking a \_\_\_\_\_?"
7. This person won't eat meat or fish, but might eat dairy products and use leather.
8. This is a place where I can... a) enjoy various treatments, b) work out, c) soak for half an hour, d) have a meal, e) relax in the heat, f) stay for a while.
9. This is a light meal that might consist of cereal, toast, croissants, fruit, yoghurt, and tea or coffee.
10. Which word or phrase means... a) security guard, b) kitchen standards, c) meal at around 1pm, d) spirits, e) reception, f) gym, g) shift supervisor, h) kindness, i) key, j) food is delivered, k) meal at around 6pm, l) ability to converse, m) repayment?

# Talk a Lot

## Hotel

### Discussion Words Question Sheet

#### Answers

#### General Questions

1. Answers will vary.

2. Answers will vary.

3. a) 4 words have 1 syllable: lunch, maid, chef, spa. b) 11 words and phrases have 2 syllables: welcome, complaint, sauna, hotel, swipe card, refund, sous chef, morale, bouncer, waiter, dinner. c) 11 words and phrases have 3 syllables: departure, wake up call, room service, food hygiene, restaurant, housekeeper, business trip, eye contact, vacancy, fitness suite, arrival. d) 8 words and phrases have 4 syllables: bed and breakfast, cancellation, reservation, facilities, en-suite bathroom, holiday rep, receptionist. e) 2 words and phrases have 5 syllables: hospitality, vegetarian, duty manager. f) 3 phrases have 6 syllables: catering assistant, continental breakfast, communication skills. g) 1 phrase has 8 syllables: complimentary newspaper.

4. 2 syllables: these words and phrases have the strong stress on the first syllable: **welcome**, **sauna**, **swipe** card, **refund**, **sous** chef, **bouncer**, **waiter**, **dinner**; these words have the strong stress on the second syllable: **complaint**, **hotel**, **morale**. 3 syllables: these words and phrases have the strong stress on the first syllable: **wake** up call, **room** service, **restaurant**, **housekeeper**, **business** trip, **fitness** suite, **vacancy**, **eye** contact; these words and phrases have the strong stress on the middle syllable: **depart**ure, food **hygiene**, **arrival**. 4 syllables: this word has the strong stress on the first syllable: **holiday** rep; these words have the strong stress on the second syllable: **facilities**, **receptionist**; these words and phrases have the strong stress on the third syllable: **vegetarian**, bed and **breakfast**, **cancellation**, **reservation**, en-suite **bathroom**. 5 syllables: these words and phrases have the strong stress on the third syllable: duty **manager**, **hospitality**. 6 syllables: this phrase has the strong stress on the first syllable: **catering** assistant; this phrase has the strong stress on the fourth syllable: **communication** skills; this phrase has the strong stress on the fifth syllable: continental **breakfast**. 8 syllables: this phrase has the strong stress on the sixth syllable: complimentary **newspaper**.

5. a) arrival, bed and breakfast, bouncer, business trip, cancellation, catering assistant, chef, communication skills, complaint, complimentary newspaper, continental breakfast, departure, dinner, duty manager, en-suite bathroom, eye contact, facilities, fitness suite, food hygiene, holiday rep, hospitality, hotel, housekeeper, lunch, maid, morale, receptionist, refund, reservation, restaurant, room service, sauna, sous chef, spa, swipe card, vacancy, vegetarian, waiter, wake up call, welcome. b) As a), but in reverse order.

6. a) The following words are compound nouns: housekeeper (house + keeper), bed and breakfast (break + fast), continental breakfast (break + fast), complimentary newspaper (news + paper), en-suite bathroom (bath + room). b) The following words and phrases contain suffixes: **bouncer**, **dinner**, **duty manager**, **waiter**, **housekeeper**; **cancellation**, **communication** skills, **reservation**; **arrival**, **continental breakfast**; **restaurant**, **catering** assistant; **complimentary newspaper**; **departure**; **facilities**; **fitness** suite; **hospitality**; **receptionist**; **sauna**; **room service**; **vegetarian**; **vacancy**.

7. a) These words and phrases all begin with a vowel sound (grouped by IPA sound): /aɪ/ **eye** contact; /ɒ/ **en-suite** bathroom; /ə/ **arrival**.

b) These words and phrases all end with a vowel sound (grouped by IPA sound): /ə/ **bouncer**, **complimentary newspaper**, **duty manager**, **dinner**, **housekeeper**, **waiter**, **departure**, **sauna**; /i/ **hospitality**, **vacancy**; /ɑː/ **spa**.

c) These words and phrases all begin with a consonant sound (grouped by IPA sound): /k/ **cancellation**, **catering** assistant, **communication** skills, **complaint**, **complimentary newspaper**, **continental breakfast**; /r/ **receptionist**, **refund**, **reservation**, **restaurant**, **room service**; /h/ **holiday** rep, **hospitality**, **hotel**, **housekeeper**; /s/ **sauna**, **spa**, **sous** chef, **swipe** card; /b/ **bed** and **breakfast**, **bouncer**, **business** trip; /d/ **dinner**, **duty manager**, **departure**; /f/ **facilities**, **fitness** suite, **food hygiene**; /w/ **wake** up call, **waiter**, **welcome**; /v/ **vegetarian**, **vacancy**; /m/ **maid**, **morale**; /l/ **lunch**; /ʃ/ **chef**.

d) These words and phrases all end with a consonant sound (grouped by IPA sound): /t/ **bed** and **breakfast**, **catering** assistant, **complaint**, **continental breakfast**, **eye** contact, **fitness** suite, **receptionist**, **restaurant**; /n/ **cancellation**, **food hygiene**, **reservation**, **vegetarian**; /l/ **arrival**, **hotel**, **morale**, **wake** up call; /d/ **maid**, **refund**, **swipe** card; /p/ **business** trip, **holiday** rep; /f/ **chef**, **sous** chef; /z/ **communication** skills, **facilities**; /m/ **en-suite** bathroom, **welcome**; /s/ **room** service; /tʃ/ **lunch**.

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# Talk a Lot

## Hotel

### Discussion Words Question Sheet

8. Many English words contain one or more **silent letters** – letters which are part of the spelling of a word, but which are not pronounced. The aim of this activity is to demonstrate how so often the spelling of a word in English is different from how it sounds when spoken. Below are some good examples of words in this group of discussion words that have silent letters. The silent letters are shown in brackets. No doubt your students will be able to identify some more.

*ar [r] ival, moral [e], bounce [r], continental bre [a] kfast, food hyg [i] ene, ma [i] d, swip [e] ca [r] d*

9. Answers will vary.

10. There are many possible answers to this question; for example, “chef”, “receptionist”, “hotel”, and “welcome”, (among others) all contain the vowel sound /e/. Use the phonetic chart on p.18.6 of the **Talk a Lot Elementary Handbook** (available free from <http://www.englishbanana.com/talkalot>) and the phonetic spellings of the vocabulary words on the *Discussion Words (with the IPA)* handout to help your students put the words into sound groups.

#### Lesson Questions

1. a) maid. b) sauna. c) chef. d) waiter. e) lunch. f) sous chef. g) reservation. h) dinner. i) spa. j) morale. k) fitness suite.

2. complimentary newspaper.

3. swipe card.

4. i) a) Words and phrases which have a weak stress schwa sound /ə/ on the 1<sup>st</sup> syllable: facilities, **communication** skills, **complaint**, **morale**, **arrival**. b) Words and phrases which have a weak stress schwa sound /ə/ on the 2<sup>nd</sup> syllable: **welcome**, **bouncer**, **business** trip, **holiday** rep, **cancellation**, **catering** assistant, **dinner**, **fitness** suite, **vegetarian**, **reservation**, **restaurant**, **vacancy**, **waiter**, **bed and breakfast**, **sauna**. c) Words which have a weak stress schwa sound /ə/ on the 3<sup>rd</sup> syllable: **arrival**, **departure**, **housekeeper**, **receptionist**. d) Words and phrases which have a weak stress schwa sound /ə/ on the 4<sup>th</sup> syllable: **bed and breakfast**, **cancellation**, **catering** assistant, **complimentary** newspaper, **continental** breakfast, **reservation**. e) Phrases which have a weak stress schwa sound /ə/ on the 5<sup>th</sup> syllable: **communication** skills, **duty manager**. f) Phrases which have a weak stress schwa sound /ə/ on the 6<sup>th</sup> syllable: **catering** assistant, **continental** breakfast. g) Phrases which have a weak stress schwa sound /ə/ on the 8<sup>th</sup> syllable: **complimentary** newspaper. ii) 16 words and phrases don't have a weak stress schwa sound: chef, en-suite bathroom, eye contact, food hygiene, hotel, lunch, maid, refund, room service, spa, sous chef, swipe card, wake up call, business trip, hospitality.

5. a) The different jobs are: **receptionist** – welcomes guests; takes bookings; answers the phone. **housekeeper** – in charge of rooms and maids. **sous chef** – deputy to the head chef. **bouncer** – prevents unauthorised access to a nightclub; keeps order; throws out troublemakers. **waiter** – takes food and drinks orders; serves guests. **catering assistant** – works in the kitchen; prepares food; assists the chef(s). **maid** – prepares rooms for guests; makes beds; cleans bathrooms; brings fresh towels. **holiday rep** – meets guests at the airport/station; assists guests with enquiries; plans and leads activities for guests. **chef** – prepares food; leads team of sous chef(s) and catering assistants. **duty manager** – is responsible for the smooth running of the hotel during their shift; deals with enquiries and complaints from guests; leads the staff team; deals with staff issues; hires and fires staff. b) Answers will vary.

6. bed and breakfast.

7. vegetarian.

8. a) spa. b) fitness suite. c) en-suite bathroom. d) restaurant. e) sauna. f) hotel or bed and breakfast.

9. continental breakfast.

10. a) bouncer. b) food hygiene. c) lunch. d) morale. e) welcome. f) fitness suite. g) duty manager. h) hospitality. i) swipe card. j) room service. k) dinner. l) communication skills. m) refund.

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# Talk a Lot

## Hotel – Which customers will walk out first?

Student A

Ask and answer questions to complete the gaps, and find out information about customers at four different tables in a restaurant at a four-star hotel in Brighton. It's 6.45pm and there is only one waiter working at the moment (due to food poisoning) so service is rather slow. Which party [group] do you think will walk out (i.e. leave before their food arrives) first? Why?

	Table 4	Table 10
No. in Party / Type of Party		14 / 2 mums + kids' birthday party
Location in Restaurant	behind a large pillar by the bins	
Length of Wait Since Ordering	40 minutes	30 minutes
Problems with Order		kids keep changing their minds
Specific Time Pressure	football practice starting at 7.30pm	
# Times Asked for Manager		
Personal Problem in Party		lack of bladder control (among kids)
Specific Threat Made to Waiter	to contact the Waiters' Guild	

	Table 16	Table 9
No. in Party / Type of Party	16 / an entire rugby team + mascot	
Location in Restaurant		near the toilets
Length of Wait Since Ordering	28 minutes & 19 seconds precisely	
Problems with Order		the chive and leek soup isn't available
Specific Time Pressure	pub quiz starting at 7.45pm	
# Times Asked for Manager	6	0
Personal Problem in Party		the discovery of tattoos revealing names of previous romantic partners
Specific Threat Made to Waiter		

-----✂-----  
Student B

Ask and answer questions to complete the gaps, and find out information about customers at four different tables in a restaurant at a four-star hotel in Brighton. It's 6.45pm and there is only one waiter working at the moment (due to food poisoning) so service is rather slow. Which party [group] do you think will walk out (i.e. leave before their food arrives) first? Why?

	Table 4	Table 10
No. in Party / Type of Party	4 / parents with two teenagers	
Location in Restaurant		beside the (very) loudspeakers
Length of Wait Since Ordering		
Problems with Order	not enough vegetarian options	
Specific Time Pressure		get kids fed and home to bed ASAP!
# Times Asked for Manager	2	4
Personal Problem in Party	parents are planning to separate	
Specific Threat Made to Waiter		to leave noisiest kid at the restaurant

	Table 16	Table 9
No. in Party / Type of Party		2 / a couple on their first date
Location in Restaurant	opposite the kids' birthday party	
Length of Wait Since Ordering		25 minutes
Problems with Order	not enough menus to go round	
Specific Time Pressure		car parking will run out at 7.32pm
# Times Asked for Manager		
Personal Problem in Party	they lost their match this afternoon	
Specific Threat Made to Waiter	to leave without paying	to not leave a tip and never return

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# Talk a Lot

## Hotel

### Information Exchange

#### Answers

Hotel – Which customers will walk out first?

Task: "Ask and answer questions to complete the gaps, and find out information about customers at four different tables in a restaurant at a four-star hotel in Brighton. It's 6.45pm and there is only one waiter working at the moment (due to food poisoning) so service is rather slow. Which party [group] do you think will walk out (i.e. leave before their food arrives) first? Why?"

	Table 4	Table 10
No. in Party / Type of Party	4 / parents with two teenagers	14 / 2 mums + kids' birthday party
Location in Restaurant	behind a large pillar by the bins	beside the (very) loudspeakers
Length of Wait Since Ordering	40 minutes	30 minutes
Problems with Order	not enough vegetarian options	kids keep changing their minds
Specific Time Pressure	football practice starting at 7.30pm	get kids fed and home to bed ASAP!
# Times Asked for Manager	2	4
Personal Problem in Party	parents are planning to separate	lack of bladder control (among kids)
Specific Threat Made to Waiter	to contact the Waiters' Guild	to leave noisiest kid at the restaurant

	Table 16	Table 9
No. in Party / Type of Party	16 / an entire rugby team + mascot	2 / a couple on their first date
Location in Restaurant	opposite the kids' birthday party	near the toilets
Length of Wait Since Ordering	28 minutes & 19 seconds precisely	25 minutes
Problems with Order	not enough menus to go round	the chive and leek soup isn't available
Specific Time Pressure	pub quiz starting at 7.45pm	car parking will run out at 7.32pm
# Times Asked for Manager	6	0
Personal Problem in Party	they lost their match this afternoon	the discovery of tattoos revealing names of previous romantic partners
Specific Threat Made to Waiter	to leave without paying	to not leave a tip and never return

"Which party do you think will walk out first? Why?" Answers will vary. When they have completed filling the gaps, students should discuss which party they think would walk out first, and why. They should produce appropriate reasons for their choices – why they would choose one party rather than another. For example: "I think the couple would walk out first, because they would have a massive row about the tattoos..." Or... "I think the mums with the kids would walk out first, because the mums would get so stressed by the loud music and the kids wetting themselves that they would have to leave..." [etc.]

#### Sample Questions

How many people are in the party at table \_\_\_\_\_?  
 What type of party is there at table \_\_\_\_\_?  
 Where is table \_\_\_\_\_ located?  
 Where is / are \_\_\_\_\_ sitting?  
 How long has table \_\_\_\_\_ been waiting since ordering?  
 What problems has table \_\_\_\_\_ had with its order?  
 What specific time pressure is table \_\_\_\_\_ under?  
 Is table \_\_\_\_\_ under a specific time pressure?  
 How many times has table \_\_\_\_\_ asked for the manager?  
 What personal problem does the party at table \_\_\_\_\_ have?  
 What specific threat has the party at table \_\_\_\_\_ made to the waiter?  
 Has the party at table \_\_\_\_\_ made any specific threats to the waiter?

#### Sample Answers

\_\_\_\_\_  
 There is / there are \_\_\_\_\_.  
 Table \_\_\_\_\_ is located \_\_\_\_\_.  
 They're sitting \_\_\_\_\_.  
 They've been waiting for \_\_\_\_\_ minutes since ordering.  
 \_\_\_\_\_.  
 \_\_\_\_\_.  
 Yes, \_\_\_\_\_.  
 Table \_\_\_\_\_ has asked for the manager \_\_\_\_\_ times.  
 \_\_\_\_\_.  
 They've threatened \_\_\_\_\_.  
 Yes, they've threatened...

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# Talk a Lot

## Hotel

### Information Exchange

#### Examples

What type of party is there at table four?  
Where is the rugby team sitting?

There are some parents with two teenagers.  
They're sitting opposite the kids' birthday party. *or*  
They're sitting at table sixteen, opposite the kids' birthday party.

What problems has table nine had with its order?

The chive and leek soup isn't available.

[etc.]

#### Extension 1:

You could try to encourage some comparative/superlative questions and sentences, for example:

Which table has the largest party?  
Which party has been waiting the longest?

Table sixteen has the largest party.  
The parents with two teenagers have been waiting the longest.

Who has made the most serious threat to the waiter?  
Why?

*[This is rather subjective, so answers may vary, e.g.]*  
The parents with two teenagers have made the most serious threat to the waiter, because their actions could possibly damage his career.

[etc.]

#### Extension 2:

You could encourage students to develop short role plays or dialogues using the situations. For example, each small group of students could choose one party to portray, with one student playing the waiter. Depending on the number of small groups you could try to enact all of the situations at once, with one (increasingly flustered / jumped-up / nonchalant, blasé, etc.) waiter moving between the tables.

[etc.]

#### Extension 3:

Students work in pairs. One student plays any of the diners above, while the other student plays a friend who wasn't present at the restaurant. The diner describes what happened to them at the restaurant, how they behaved, how they felt about it at the time, how they feel about it now, and whether they are planning to take any further action regarding what happened. Encourage students to use a variety of different past, present, and future verb forms.

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# Talk a Lot

## Hotel

### Multi-Purpose Text

#### A Cultural Visit (Original Text)

Line

1 Kathleen phoned her friend Samantha: "Yeah, we've just got back from Scarborough.  
2 We took a little group of Italian students from the college on a cultural visit. [Pause]  
3 No, with Amanda – one of my colleagues. A smart lass, but... well, oh gosh, does she  
4 not stop talking about work! My goodness! We'd booked quite a nice hotel, but when  
5 we arrived it was absolutely grotty inside, so we decided to try somewhere else.  
6 [Pause] Fine, fine, but the first couple of days it was awful. Rained cats and dogs!  
7 Day in and day out. Incessant, it was. [Pause] Well, we had the police out on the first  
8 night. Emilio and Lucio went for a walk and didn't come back 'till after twelve. Said  
9 they'd been out practising their speaking skills in a casino. Well... And we had a little  
10 romance, you know. Evelina and Rosa'd been fighting over Paolo all week, and on  
11 Friday night at the disco Rosa finally won out! Poor lad. And on the second night I got  
12 a call from Dennis. He said he'd just been hit by a bus! By a bus! No, he was alright.  
13 It was a miracle, I think. But the bus was slightly damaged. And when I got home I  
14 found Rob mopping the floor – the floor and everything soaking wet. The freezer'd  
15 been quietly defrosting all day. Yeah, when he was out at work. Everything was  
16 ruined. So, an eventful week! [Pause] No, I won't. No, no, I won't go anywhere with  
17 Amanda again. No, we just didn't get on. The whole week she never stopped  
18 lecturing me about phrasal verbs. Nightmare, it was!"  
(274 words)



#### A Cultural Visit (Text with 20 Differences)

Kathleen phoned her **1. men (friend)** Samantha: "Yeah, we've just got back from Scarborough. We took a little group of Italian **2. prudence (students)** from the college on a cultural visit. [Pause] No, with Amanda – one of my colleagues. A smart lass, but... well, oh gosh, does she not stop **3. forking (talking)** about work! My goodness! We'd **4. looked (booked)** quite a nice hotel, but when we **5. alive (arrived)** it was absolutely grotty inside, so we decided to try somewhere else. [Pause] Fine, fine, but the first **6. shuttle (couple)** of days it was awful. Rained cats and **7. cogs (dogs)!** Day in and day out. Incessant, it was. [Pause] Well, we had the **8. Belize (police)** out on the first night. Emilio and Lucio went for a walk and didn't come **9. bank (back)** 'till after twelve. Said they'd been out practising their speaking **10. spills (skills)** in a casino. Well... And we had a little **11. showman (romance)**, you know. Evelina and Rosa'd been fighting over Paolo all week, and on Friday night at the disco Rosa **12. tidily (finally)** won out! Poor lad. And on the second **13. light (night)** I got a call from Dennis. He said he'd just been **14. hip (hit)** by a bus! By a bus! No, he was alright. It was a **15. medical (miracle)**, I think. But the bus was slightly damaged. And when I got home I found Rob mopping the floor – the floor and everything **16. poking (soaking)** wet. The freezer'd been **17. nightly (quietly)** defrosting all day. Yeah, when he was out at work. Everything was ruined. So, an eventful week! [Pause] No, I won't. No, no, I won't go **18. everywhere (anywhere)** with Amanda again. No, we just didn't get on. The whole **19. weep (week)** she never stopped lecturing me about phrasal **20. 'burbs (verbs)**. Nightmare, it was!"

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# Talk a Lot

## Hotel

### Multi-Purpose Text

#### A Cultural Visit (Guess the Function Words)



Kathleen phoned h friend Samantha: "Yeah, w 'v just got back f Scarborough. W took little group o Italian students f t college o cultural visit. [Pause] No, w Amanda – one o m colleagues. smart lass, b ... well, oh gosh, d s n stop talking a work! My goodness! W booked quite nice hotel, b w w arrived i w absolutely grotty inside, s w decided t try somewhere else.



[Pause] Fine, fine, b t first couple o days i w awful. Rained cats a dogs! Day i a day o . Incessant, i w . [Pause] Well, w had t police o o t first night. Emilio a Lucio went f walk a didn't come back 'till a twelve. Said t b o practising t speaking skills i casino. Well... A w had little romance, y know.



Evelina a Rosa' b fighting over Paolo all week, a o Friday night a t disco Rosa finally won out! Poor lad. A o t second night got call f Dennis. H said h ' just b hit b bus! B bus! No, h w alright. I w miracle, think. B t bus w slightly damaged. A when got home found Rob mopping t floor – t floor a everything soaking wet.



The freezer' b quietly defrosting all day. Yeah, when h w o a work. Everything w ruined. S , a eventful week! [Pause] No, won't. No, no, won't go anywhere w Amanda again. No, w just didn't get on. T whole week s never stopped lecturing m a phrasal verbs. Nightmare, i w !"

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## Hotel

### Multi-Purpose Text

#### A Cultural Visit (What's the Question?)

1. To Scarborough.
2. No, everything was ruined.
3. Yes, it rained cats and dogs.
4. Rob.
5. Because the first one was absolutely grotty inside
6. Her friend Samantha.
7. Emilio and Lucio.
8. On Friday night.
9. Italian.
10. For a cultural visit.
11. Awful.
12. Because two students were missing.
13. One of Kathleen's colleagues from work.
14. Because she kept lecturing her about phrasal verbs.
15. Because Dennis wasn't harmed.
16. Slightly damaged.
17. When Rob was out at work.
18. Emilio.
19. After twelve.
20. Rosa.
21. Because the freezer had defrosted.
22. Evelina and Rosa.
23. Phrasal verbs.
24. Mopping the kitchen floor.
25. Dennis did.
26. To practise their speaking skills.
27. On the second night of the trip.
28. At the disco.
29. No, they didn't get on.
30. All day.

---

#### A Cultural Visit (True, False, or Unknown?)

1. They had some bad weather during the trip.
2. Amanda hadn't wanted to go to Scarborough.
3. They lost a lot of expensive food when the freezer defrosted.
4. Evelina and Paolo didn't get together at the disco on Saturday night.
5. Dennis was cycling home, when he was hit by the bus.
6. Amanda works with Kathleen.
7. Emilio and Paolo went to a casino.
8. Dennis was at work while the freezer was defrosting.
9. Kathleen went to Scarborough with some students and a colleague.
10. Evelina and Rosa often fight over the same guy.
11. The freezer defrosted during the night and everything was spoiled.
12. Samantha and Amanda are good friends.
13. Paolo had two admirers.
14. Kathleen and Samantha have known each other for years.
15. One of Rob's favourite pastimes is mopping the floor.
16. Amanda got up late each day and ate breakfast alone.
17. Amanda isn't very clever.
18. When Kathleen got home, Rob was out.
19. A small group of Italian students went on the trip.
20. It had been Emilio's idea to go to the casino.
21. The hotel they had booked wasn't suitable.
22. Amanda had a lot to say about phrasal verbs.
23. The bus was badly damaged.
24. The police came on the first night because of some missing students.
25. Amanda went to Italy with some students and a colleague.
26. The police cautioned the two students for going to the casino.
27. Rosa and Paolo got together at the disco.
28. Dennis was involved in a road accident.
29. The whole trip was a complete disaster.
30. Kathleen hates phrasal verbs.

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# Talk a Lot

## Hotel

### Multi-Purpose Text

#### Glossary of New Words

Here are some words and phrases from the text that may be unfamiliar to students. You could either pre-teach them, or encourage your students to find translations in a bilingual dictionary and write them in the spaces below. Stressed syllables are underlined.

Line:	Unfamiliar English:	Explanation:	Translation:
1	<u>yeah</u>	(sl) yes	
1	<u>Scarborough</u>	(prop n) A small seaside town on the north-east coast of England, which is a haven for tourists	
3	<u>lass</u>	(sl) northern slang for "girl". Kathleen comes from north Derbyshire, a county towards the north of England	
3	<u>gosh</u>	(excl) an expression of frustration or surprise; polite form of "God!"	
3	<u>does she not stop talking...</u>	(irreg) not a question form, but a rhetorical question (a question that does not require an answer). Kathleen uses inversion to emphasise her point. It gets to the stressed word more quickly. See also: line 7: "Incessant, it was!" / line 18: "Nightmare, it was!" / and line 13: "It was a miracle, I think."	
4	My <u>goodness!</u>	(excl) As "gosh", above	
5	<u>grotty</u>	(adj) dirty, unpleasant, e.g. esp. a place. Also, when you feel sick: "I feel grotty today."	
6	<u>Rained cats and dogs!</u>	(id) It rained heavily	
7	<u>Day in and day out.</u>	(phr) All day (for several days)	
7	<u>incessant</u>	(adj) continuous, without a pause	
7	we <u>had</u> the <u>police</u> out...	(irreg) the police were called and came to see us	
8	'till	(abbr) until	
8	<u>Said</u> they'd been <u>out</u> ...	(irreg) "They said they'd been out." By not saying the pronoun, Kathleen speeds up her tale	
9	<u>Well...</u>	(dm) Kathleen pauses, before embarking on a different train of thought; or she could be about to comment on something her friend has said, and then decides not to bother	
9	And we <u>had</u> ...	(irreg) It is not considered good grammar to begin a sentence with "and", but Kathleen is in a hurry to tell her friend what happened during the trip	
10	you <u>know</u>	(dm) Discourse marker. This phrase has no meaning, but allows Kathleen to pause before continuing the next anecdote	
10	<u>fighting</u> over <u>Paolo</u> ...	(phr v) to fight over sby = to be rivals for sby's affection; to both want to date the same person	
11	<u>Rosa</u> <u>finally</u> <u>won</u> <u>out</u>	(phr v) to win out = to be successful; to beat sby at sth; to win	
11	<u>Poor</u> <u>lad</u>	(sl) "lad" is northern slang for "boy". Kathleen talks about Paolo as a boy, rather than a young adult, probably because she is more than twenty years older than him	
12	By a <u>bus!</u>	(rep) Kathleen repeats this phrase to emphasise the unlikely event; or it could be that her friend misheard her, and she needs to repeat this phrase, which is so important to her tale	
13	It was a <u>miracle</u> ...	(exagg) exaggeration – Kathleen means that Dennis had been very <i>lucky</i> , not that a literal miracle had happened	
14	<u>soaking</u> <u>wet</u>	(id) very wet	
14	The <u>freezer</u> 'd been <u>quietly</u> <u>defrosting</u> <u>all</u> <u>day</u> ...	(id) The freezer had been defrosting all day without anybody noticing	
16	an <u>eventful</u> <u>week!</u>	(und) understatement – it had been not only an eventful week, but a week full of rather unexpected events	
17	we <u>just</u> <u>didn't</u> <u>get</u> <u>on</u>	(phr v) to get on with sby = to enjoy a good relationship with sby	

# Talk a Lot

## Hotel

### Multi-Purpose Text

Line:	Unfamiliar English:	Explanation:	Translation:
17	she <u>never stopped</u> ...	(irreg) she didn't stop	
17	she <u>never stopped lecturing</u> me...	(exagg) Kathleen means that Amanda often spoke to her in a patronising way about phrasal verbs, rather than that she did it without a break for the whole trip. To lecture sby is to talk to them in a condescending way, without listening to their opinion, rather than engaging with them in a normal, equal conversation	
18	<u>Nightmare</u> , it was!	(exagg) it was a very difficult or unpleasant situation, rather than something as literally frightening as a nightmare	

(adj)	adjective	(id)	idiom	(sby)	somebody
(abbr)	abbreviation	(irreg)	irregular grammar	(sl)	slang
(dm)	discourse marker	(phr)	phrase	(sth)	something
(esp.)	especially	(phr v)	phrasal verb	(und)	understatement
(exagg)	exaggeration	(prop n)	proper noun		
(excl)	exclamation	(rep)	repetition		

#### Extension 1:

Encourage students to look at some of the verb forms used in the text, for example the several uses of Past Perfect and Past Perfect Continuous:

*We'd booked...*  
*Said they'd been out...*

*Evelina and Rosa'd been fighting...*  
*The freezer'd been quietly defrosting...*

Notice the use of contracted forms, even with proper nouns ("Rosa") and objects ("freezer"), which is very common in spoken English.

#### Extension 2:

Think about the times when Kathleen pauses and answers questions from her friend. Imagine what those questions could have been:

[sample answers:]

Line 2: "Did you go with [e.g.] Theresa?"  
Line 6: "What was the weather like?"  
Line 7: "How did it go?" / "What happened?"  
Line 12: "Was he hurt / injured?"  
Line 15: "When Rob was at work?"  
Line 16: "Will you go anywhere with Amanda in the future?"

#### Extension 3:

Ask students to count the number of characters in the text (there are 10 named characters), then to create a role play or dialogue, using a few of the characters. Or, students could work on their own and create a monologue using one character from the text, where they talk about what happened from their point of view.

#### Answers

##### A Cultural Visit (Guess the Function Words)

See Original Text for answer.

# Talk a Lot

## Hotel

### Multi-Purpose Text

#### A Cultural Visit (What's the Question?)

Answers will vary. Suggested answers:

1. Where did Kathleen take her students?
2. Did Kathleen and Rob manage to save any food from their freezer?
3. Did it rain heavily during the trip?
4. Who did Kathleen meet when she got home?
5. Why did they go to a different hotel?
6. Who was Kathleen talking to?
7. Which students went to the casino?
8. When was the disco?
9. What nationality were the students that Kathleen took on the trip?
10. Why did Kathleen take a group of students to Scarborough?
11. How was the weather on the first couple of days?
12. Why did the Police come on the first night?
13. Who was Amanda?
14. Why didn't Kathleen get on with Amanda during the trip?
15. Why did Kathleen say there'd been a miracle?
16. How badly damaged was the bus after the accident?
17. When had the freezer been defrosting?
18. Who did Lucio go to the casino with?
19. What time did Emilio and Lucio get back from their night out?
20. Which of the girls did Paolo choose?
21. Why was Rob mopping the floor?
22. Which students were fighting over Paolo?
23. What did Amanda keep lecturing Kathleen about?
24. What was Rob doing when Kathleen got home?
25. Who got hit by a bus?
26. For what reason did Emilio and Lucio claim to have been to the casino?
27. When did Dennis get hit by a bus?
28. Where did Rosa finally win Paolo's heart?
29. Did Kathleen enjoy spending time with Amanda?
30. How long had the freezer been defrosting?

#### A Cultural Visit (True, False, or Unknown?)

(*T = True, F = False, U = Unknown*)

- |       |       |       |
|-------|-------|-------|
| 1. T  | 11. F | 21. T |
| 2. U  | 12. F | 22. T |
| 3. U  | 13. T | 23. F |
| 4. T  | 14. U | 24. T |
| 5. U  | 15. U | 25. F |
| 6. T  | 16. U | 26. U |
| 7. F  | 17. F | 27. T |
| 8. U  | 18. F | 28. T |
| 9. T  | 19. T | 29. F |
| 10. U | 20. U | 30. U |

# Talk a Lot

## Hotel

### Role Play with Non-Literal English

1. Practise the role play with a partner. Find and underline **nine** examples of non-literal English\* and match each one to a category below:

1. nicknames	2. exaggeration	3. idioms
4. discourse markers	5. phrasal verbs	6. sayings / proverbs
7. similes	8. swearing	9. understatement

\* For more information about each category, please see pp.36-38.

Tina works in a hotel as a receptionist. Her friend Carrie phones her...

Carrie: Hi Tina, how's it going?  
Tina: I'm fine? You?  
Carrie: Fine. Are you still coming to the party tomorrow night?  
Tina: I can't. I've got to work. The duty manager's changed my shifts.  
Carrie: What? That's bloody stupid! It's JT's birthday!  
Tina: I know.  
Carrie: That's absolutely the worst thing that could've possibly happened!  
Tina: And I'm really sorry, but I can't go out on Friday night either.  
Carrie: That's great.  
Tina: I'm sorry.

Pause

Carrie: Can't you, y'know, try and sort something out with your manager?  
Tina: I'm too scared of him. Today he was walking around like a bear with a sore head.  
Carrie: Right, but maybe you can speak to him...?  
Tina: He told us today that if we don't get more customers the hotel could close next month.  
Carrie: Really? It never rains but it pours!

2. Replace each example of non-literal English with one of the literal words or phrases below. Practise the role play using only literal English, then using non-literal English. What differences do you notice? Which version sounds more natural? Why? Which do you prefer?

a) that is not very good	b) really [intensifier]	c) arrange
d) behaving in an angry way	e) how are you?	f) that is disappointing
g) pause	h) John Timpson	i) a lot of bad things seem to be happening at once

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# Talk a Lot

## Hotel

### Role Play with Non-Literal English

Answers:

Feature of Non-Literal English:	Example in this Text:	Literal Translation:
1. nicknames	JT	h) John Timpson
2. exaggeration	That's absolutely the worst thing that could've possibly happened!	a) that is not very good
3. idioms	how's it going?	e) how are you?
4. discourse markers	y'know	g) pause
5. phrasal verbs	sort something out [to sort out]	c) arrange
6. sayings / proverbs	It never rains but it pours!	i) a lot of bad things seem to be happening at once
7. similes	walking around like a bear with a sore head	d) behaving in an angry way
8. swearing	bloody	b) really [intensifier]
9. understatement	That's great.	f) that is disappointing

Note: in general, using non-literal English will help students' spoken English to sound more natural, because native speakers of English often favour non-literal forms – such as idioms, phrasal verbs, and slang – to the more literal, “dictionary definition” words and phrases that they replace.

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### Features of Non-Literal English – Part 1

#### 1. NICKNAMES

A nickname is a name for somebody (or something) that is different to the actual name, being usually either a shortened version, or a reference to appearance or character.

Example:

[Your friend Thomas phones you. You say:]

“Hi, Tommo!” [The nickname is based on the person’s given name]

[Your obese friend John phones you. You say:]

“Hi, Big John!” [The nickname is based on the physical characteristics of the person]

[Your friend who is into technology phones you. You say:]

“Hi Brains!” [The nickname is based on a personality trait, or the hobbies or interests of the person]

When:

When you want to emphasise that you are close enough to somebody to be able to adapt their name in an informal way. Also when you want to show that you belong to a particular group because everybody uses the same nicknames, while people outside the group don’t know the nicknames.

#### 2. EXAGGERATION

An exaggeration is a statement that something is better than, worse than, more than, etc. when compared to the truth, which is more mundane.

Example:

“My feet are killing me!” [This is an idiom that means you feel tired and want to sit down. Your feet hurt, perhaps because you have been standing up for a long period of time. Your feet are not *literally* killing you!]

When:

When you want your speech to be more imaginative and interesting than normal speech. Perhaps you want people to notice you or you want to make a point in a strong way, or you are doing it to get a laugh, by making your listener imagine a humorous image.

#### 3. IDIOMS

An idiom is a phrase that has a fixed meaning which cannot usually be understood by studying the literal meaning of each word in the phrase.

Example:

“Does dad really think Paul is having an affair with Mandy?”

“No, of course not. He was only *pulling your leg*.” [He was only *joking*, rather than physically pulling somebody’s leg.]

When:

In everyday speech, and in most sentences – unfortunately for learners of English! English idioms get so ingrained in the consciousness and speech patterns of the average native speaker, from before birth, that to them it feels far more *natural* to use idioms than literal language. Plus, idiomatic phrases are far more expressive, colourful, inventive, creative, and *fun* than their literal counterparts.

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### 4. DISCOURSE MARKERS

A discourse marker is a short word, phrase, or sound that acts as a slight pause in speech, when the speaker needs time to think of what to say next, but doesn't want to give up their turn to speak.

Example:

"How do you feel about leaving college next week?"

"I think it's, *like*, gonna be, *you know, like, uh...* really good." [The words in italics have no meaning. They act as a form of punctuation in the sentence.]

When:

When you want to pause while talking to think of the next word, or where to go next with the conversation, but not let anybody else start talking. If you do this a lot, it may turn into a habit and you will use speech markers like punctuation in a written sentence, e.g. *like* = a comma [ , ]. Young people often use discourse markers. They are a sign of the speaker's lack of confidence in the value of what they are saying, because by pausing regularly they are able to closely monitor the reaction of their listener(s) and perhaps amend what they say in light of this feedback.

Also known as: *speech markers*.

### 5. PHRASAL VERBS

A phrasal verb is a verb phrase that consists of a verb plus preposition or adverb (or both), which has a meaning that may not be obvious from knowing the dictionary meaning of each individual word in the phrase.

Example:

"Things are *looking up!*" [My life is generally improving.]

When:

In spoken English phrasal verbs are more common because they are less formal than longer single verbs. Like idioms, we learn phrasal verbs from before birth; the simple one-syllable verbs that are used in phrasal verbs (with a preposition or adverb, or both) are familiar to young children and easy to remember. The prepositions and adverbs (in, out, up, down, on, off, back, etc.) bring a vibrant sense of action and movement to our speech, making it more interesting than if we used only standard verbs. With over 7,000 phrasal verbs in English, phrasal verbs create many shades of meaning, making English a rich and expressive language. It also allows us to quickly invent new verbs (e.g. the recent slang expression "Bog off!" which means "Go away!") without having to find verbs from Latin or other foreign languages, or inventing new verbs from scratch.

### 6. SAYINGS / PROVERBS

A saying or proverb is a well known phrase or sentence that includes wisdom from literature or folklore, and as such is generally accepted to be trustworthy, having been proved wise time after time by succeeding generations.

Example:

"Do you think it'll rain tomorrow?"

"Look out of the window. *Red sky at night, shepherd's delight.*" [Because there is a red sunset at the moment, according to the saying the weather will be fine tomorrow.]

When:

When you want to add weight to your opinions by citing received opinion that is generally considered, by the majority of people, to be wise and trustworthy.

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### 7. SIMILES

A simile is a statement with “like” or “as” that compares somebody or something to something else, especially when it cannot be literally true.

Example:

“Why do you want to get a divorce?”

“Because *you are like a weight around my neck*. I can’t stay with you!” [Literally means: “I feel trapped by you; you are putting too much pressure on me...”]

When:

When you want to emphasise something, and make the other person think about the meaning of what you’re saying in a different, non-obvious way. When you want to appear poetic or romantic, e.g. “Your teeth are like stars!” (You can make a classic English joke if you continue with “They come out at night!”)

### 8. SWEARING

Swearing is an activity that uses swear words – words or phrases that are considered by most people to be impolite or offensive – and which may be taboo (forbidden on grounds of taste or offense) in certain contexts.

Example:

“My revision was a bloody waste of time.” [The swear word “bloody” acts as an intensifier, to emphasise the noun phrase that follows: “waste of time”. The speaker’s aim is to express their displeasure at having wasted their time – more strongly than it would have been expressed without using “bloody”.

When:

When you want to emphasise a noun (e.g. “A bloody car reversed and hit my bike!”) or an adjective (e.g. “That film was bloody brilliant!”). Or, to insult somebody, e.g. “You are a total arse.” (“arse” is slang for “bottom”). Or, to refer to taboo parts of the body (e.g. “knob” = “penis”), and bodily functions (“shit” = “excrement”). Or, when you want to shock somebody. However, if you use swear words a lot, people around you might become immune to them, and their power to shock will be greatly reduced. If everybody used swear words all the time, they wouldn’t be swear words at all, but normal everyday words and nobody would be offended by them. Their infrequency is what keeps them forbidden.

### 9. UNDERSTATEMENT

Understatement is a technique in spoken English that the speaker uses to deliberately downplay something by saying that it is/was less great or less important than it actually is/was. Understatement is the opposite of exaggeration.

Example:

[At work your boss spends twenty minutes shouting at the whole team, and then storms out of the office, slamming the door behind them. You are all stunned. Somebody says:]

“Well that was nice!”

[Everybody laughs, because the nervous tension that was built up is released.]

When:

When you want to draw attention to the absurdity or over-seriousness of something or somebody, by reducing its or their significance.

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### 20 Common English Idioms

1. to wine and dine sby	to take sby for a romantic meal	2. to cost an arm and a leg	to be very expensive
3. to welcome sby with open arms	to greet sby warmly	4. at [time] sharp	at this time precisely
5. to paint the town red	to celebrate by going to pubs/clubs	6. to be absolutely stuffed	to feel very full after eating
7. "There's no place like home!"	"I like to travel, but home is best!"	8. "The customer is always right."	"Good customer service is vital."
9. to be taken for a ride	to be exploited for money	10. to wait for an eternity	to wait for a long time
11. to be open twenty-four seven	to be open 24 hours per day	12. to take care of sth	to fix a problem
13. to have a lot on your plate	to be very busy	14. "It's a small world, isn't it?"	"I'm surprised to meet you here."
15. to phone in sick	to call to say you're too unwell to work	16. to bend over backwards for sby	to try very hard to help sby
17. to be starving	to be very hungry	18. to receive the VIP treatment	to get very good service
19. to be full of praise	to give lots of compliments	20. to be as sick as a dog	to vomit many times

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### English Idioms – Matching Game

Match each sentence below with one of the idioms from this unit. Change forms where necessary:



Hi! Graham! Barbara! What a surprise! _____
Make me a sandwich – I _____!
The petrol station _____.
I _____ last night. I shouldn't've had that eighth pint...!
My boyfriend took me out last night and _____ me.
Oh, it was a lovely trip. We really _____. All the staff were brilliant.
I can't help you in the bar – I _____ today.
The owner charged twice the usual price and poor Bob _____.
When we arrived at the hotel we were _____.
I'll meet you in reception _____ six o'clock _____. Don't be late!
Alison and Mark _____ for the hotel staff.
These new trainers _____.
Tell the receptionist about your lost key – she'll _____ for you.
I like going on holiday, but _____, is there?
I _____ the Lewises, but they were still dissatisfied.
Kat _____ yesterday, so we were short-staffed in the restaurant.
We went out for Carol's birthday and _____.
We _____ for our lunch to arrive.
But you have to give me a refund! Don't forget, _____!
After that large pizza I _____.

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## Hotel – English Idioms Activities

### Meaning and Context

1. Check for new vocabulary. Are there any idioms that you know already? Explain each meaning and give an example sentence or situation in which you could use it. Find the meaning of the rest by using a dictionary, then match the meaning cards with the idiom cards.
2. Do any of the idioms exist in your first language? Translate each idiom.
3. Divide the idioms into four categories: **facilities**, **guests**, **staff**, and **food and drink**.
4. Take some cards. Describe the idiom on a card without saying it.
5. How many idioms can you remember when they are all turned over?

### Practice Activities

*Choose a random idiom (or one that particularly interests you) and...*

1. think of a time or situation in your life when you... a) could have said this idiom (past), and b) might say this idiom (future).
2. say the name of a person you know who would be the most likely to say this. In what kind of situation?
3. others guess while you act it out without speaking, although you can make sounds!
4. others guess while you draw a picture to represent both forms – idiomatic and literal.
5. analyse the words. Is it at all possible to guess the meaning from the words – or completely impossible? Research the origin and background of this idiom.
6. replace the idiom in a sentence with the literal (boring) meaning. Compare the sentences. Which sounds better? Why?
7. think of another idiom or saying that has the same or a similar meaning.
8. tell a story or devise a dialogue/role play by linking one idiom to the next.

### Topic Questions

*Choose the correct idiom, and make a sentence about... a) yourself, b) a friend:*

1. that describes feeling the consequences of over-indulgence, e.g. after a night out.
2. that you could use when talking about staff who tried extra hard to please you.
3. that suggests a romantic meal, perhaps on Valentine's Day.
4. that you could use to complain about not getting what you want *when* you want it.
5. that an irritable guest might use when speaking to a manager.
6. that you could say when you've eaten enough.
7. that you might see on a sign at an all-night supermarket.
8. that could be used when you meet a friend unexpectedly.
9. that is used by people who prefer to be in a familiar environment.
10. that you could use to tell people to be punctual.
11. that you could use to describe a hen night, stag night, or pub crawl.
12. that shows that you have lost money because of somebody's dishonest actions.

# Talk a Lot

## Hotel

### 20 Common English Phrasal Verbs

1. book in ---	formally arrive	2. wait on ---	serve food and drink
3. splash out ---	spend a lot of money	4. eat out ---	have a meal in a restaurant
5. lug around ---	carry sth heavy from place to place	6. tidy up ---	make a place more organised
7. skive off ---	avoid work or duties	8. sign up ---	make a commitment to do sth
9. chill out ---	relax	10. throw up ---	vomit
11. pencil in ---	make a provisional booking	12. pig out ---	eat a lot in a short time
13. turf out ---	force sby to leave	14. gulp down ---	eat or drink sth quickly
15. set up ---	prepare, make ready; organise	16. fork out ---	pay for sth unwillingly
17. rip off ---	exploit for money	18. work out ---	calculate; do exercise
19. look after ---	be responsible for	20. check out ---	formally leave after a stay

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# Talk a Lot

## Hotel

### English Phrasal Verbs – Matching Game

Match each sentence below with one of the phrasal verbs from this unit. Change forms where necessary:

We've _____ you _____ for the last week in May. Let me know when you want to make a firm [definite] booking.
The lads were _____ of the nightclub for causing some aggro.
After we'd _____, I realised that I'd left my watch in the hotel fitness suite!
After we _____, Harold took our cases up to our room.
Polly was _____ all night due to a bad case of food poisoning.
The bar assistant _____ the bill quickly and gave it to the punters.
I came to this hotel just to _____ and unwind.
I _____ my dinner quickly because I was already late for my shift.
I don't like _____ customers who can't decide what to order.
We'll have to _____ the laptop and digital projector in the conference room.
On holiday we _____ almost every night.
We've _____ for two excursions so far.
I have _____ a lot of money on this stay – and I intend to get value for money!
We _____ on a week in a hotel in the south of France.
We totally _____ last night on ice cream and cake!
Don't _____ the room too much – the maid will do it.
We were _____, because the boat trip should've only cost about eight pounds each, not twenty.
Adam was _____ – having a fag [cigarette] round the corner, where the bar manager couldn't see him.
We can _____ any valuables you may have, if you just take them to the reception.
I don't want to _____ these suitcases all day!

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# Talk a Lot

## Hotel – English Phrasal Verbs Activities

This is a handy table that you could use to make a quick quiz for students after they have learned the meanings, e.g. “Which phrasal verb is related to suitcases?” Or, “Which action could a guest do at a restaurant?” Or, guess the preposition linking phrasal verb and place, or item, e.g. “We booked in [at]our hotel.” Or, encourage students to make sentences (positive, negative, and question forms) by linking content words together using function words, e.g. “The **hotel worker** was **gulping down** his **lunch** in the **staff canteen**.” They could also add a time phrase at the end, e.g. “...in the morning.” etc.

#	subject (person)	p/verb*	item e.g.	place e.g.
1.	I, you, he, she, it, we, they, etc.	<b>book in</b>	with our order number	at our hotel / at the airport
2.		<b>wait on</b>	a customer / a guest	in a restaurant
3.		<b>splash out</b>	a luxury holiday	at the travel agent's
4.		<b>eat out</b>	a meal	at a restaurant
5.		<b>lug around</b>	a heavy suitcase	from the car to the lobby
6.		<b>tidy up</b>	a messy room	upstairs / on the third floor
7.		<b>skive off</b>	work or school	at home / in the park
8.		<b>sign up</b>	for a conference	at reception / online
9.		<b>chill out</b>	with friends	on the beach
10.		<b>throw up</b>	in the sink	at my parents' house
11.	a person or thing, e.g.  the hotel worker, a guest, Tom the bouncer, a newlywed couple, my brother, our plans, etc	<b>pencil in</b>	the diary / the planner	at reception / in the office
12.		<b>pig out</b>	on pizza and crisps	in the living room / upstairs
13.		<b>turf out</b>	of a nightclub	through the door
14.		<b>gulp down</b>	their lunch / a drink	in the staff canteen
15.		<b>set up</b>	the digital projector	in the conference room
16.		<b>fork out</b>	for my train fare	at the ticket office
17.		<b>rip off</b>	for the meeting	at the conference centre
18.		<b>work out</b>	the night's takings	at the bar
19.		<b>look after</b>	our valuables	in the safe
20.		<b>check out</b>	of their hotel	at the reception desk

\* Choose any verb form, e.g. Present Perfect Continuous, Third Conditional, Future Perfect, etc.

### Topic Questions

Choose the correct phrasal verb, and make a sentence about... a) yourself, b) a friend:

- making an expensive purchase.
- telling somebody to make their room less messy.
- going to a restaurant or fast food place.
- taking the day off work without permission.
- eating a lot in a short space of time.
- taking some heavy suitcases, bags, or items from one place to another.
- charging customers double the normal price for items in the minibar.
- making a room ready for a conference.
- paying my son's bills when I would rather he got a job and paid them himself.
- getting thrown out of a nightclub.
- what happens when I first arrive at a hotel, bed and breakfast, or guest house.
- lying by the pool while the sun kisses my skin and I sip a strawberry smoothie.

# Talk a Lot

## Hotel

### 20 Common English Slang Words and Phrases

1. a punter	(n.) a customer in a service industry	2. a skiver	(n.) a lazy person
3. a dump	(n.) a shabby, unpleasant building	4. aggro	(n. un.) trouble; verbal abuse; potential violence
5. "Time, gentlemen, please!"	(phr.) "The bar will close soon."	6. a no-show	(n.) a booked client who doesn't arrive
7. a full English	(n.) cooked breakfast with bacon, eggs, etc.	8. a pig-sty	(n.) an untidy room
9. a travel bore	(n.) sby who tells tedious stories about their trips	10. a watering hole	(n.) a place where you can eat and drink
11. "Grub's up!"	(phr.) "Your food is ready!"	12. to chillax	(v.) to spend time relaxing
13. the boss	(n.) the manager	14. awesome	(adj.) great, wonderful
15. a jumped-up little _____	(n.) a proud, arrogant person	16. bangers and mash	(n. un.) a meal of sausages and mashed potatoes
17. kids eat free	(phr.) there is no charge for children's meals	18. argy bargy	(n. un.) fighting
19. a salad dodger	(n.) a fat person	20. bloody	(int.) very, really

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# Talk a Lot

## Hotel

### English Slang Words and Phrases – Matching Game

Match each sentence below with one of the slang words and phrases from this unit.  
Change forms where necessary:



My brother's a total _____ . He only seems to eat burgers and kebabs!
The hotel we stayed in was a real _____ . I would never go back there.
What are the best _____ in your town?
How many _____ have we got booked in for next week?
This restaurant is, like, totally _____ , dude! [mate / friend]
I can't wait for my _____ tomorrow morning!
There was a load [a lot] of _____ outside the nightclub last night.
There were some lads in the bar giving the barman a bit of _____ .
When I tried to pay, that _____ waiter refused to accept my credit card!
" _____ " "OK – great! I'm famished!" [very hungry]
Geoff's a real _____ . He's never around when you need him!
_____ – before 6pm. [On a notice in a restaurant / café]
Yeah, you know, I've been _____ on the beach all morning.
" _____ " "OK, it's last orders. What do you fancy? Another pint?"
I want to see your _____ – straight away!
Their room was an absolute _____ !
The _____ taxi's late! We're going to miss our flight!
I got stuck next to this _____ on the train. He never stopped yakking on (talking continuously) about Peru.
Mr and Mrs Byford were _____ , I'm afraid. Should I give them a call?
I fancy _____ for tea tonight, mum. What about you?

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# Talk a Lot

## Hotel – English Slang Words and Phrases Activities

### Meaning and Context

1. Are there any words/phrases that you know already? Explain each meaning and give an example sentence or situation in which you might hear it. Find the meaning of the rest by using a dictionary, then match the meaning cards with the slang cards.
2. Who would you be speaking to when you use these words and phrases? Are there any words or phrases that you wouldn't use with certain people? Explain why not.
3. Do any of the slang words and phrases exist in your first language? Translate them.
4. Divide the slang into four categories: **facilities**, **guests**, **staff**, and **food and drink**.
5. Take some cards. Describe the slang word or phrase on a card without saying it.
6. How many slang words/phrases can you remember when they are all turned over?

### Practice Activities

Choose a random slang word or phrase (or one that particularly interests you) and...

1. think of a time or situation in your life when you... a) could have used this slang (past), and b) might use this slang (future).
2. say the name of a person you know who would be the most likely to say this. In what kind of situation?
3. others guess while you act it out without speaking, although you can make sounds!
4. others guess while you draw a picture to represent both forms – slang and dictionary.
5. analyse the word(s). Is it at all possible to guess the meaning from the words – or completely impossible? Research the origin and background of this slang word/phrase.
6. replace the slang word or phrase in a sentence with the literal (boring) meaning. Compare the sentences. Which sounds better? Why?
7. think of another slang word or phrase that has the same or a similar meaning.
8. tell a story or devise a dialogue/role play by linking one slang word/phrase to the next.

### Topic Questions

Choose the correct slang word/phrase, and make a sentence about... a) yourself, b) a friend:

1. that you might use with a close colleague, but not with an important client.
2. that you could use to talk about a person who wasn't working as hard as you.
3. that you might hear in an English pub at around quarter to eleven at night.
4. that you might hear in a *greasy spoon*<sup>1</sup> café to indicate that your meal is ready.
5. that you could use as a classic example of Great British cuisine.
6. that somebody might call you if they thought you were *getting too big for your boots*, or *too full of yourself*<sup>2</sup>.
7. that is a person who you might want to avoid sitting next to on a long-haul flight.

---

<sup>1</sup> a cheap, low-quality café or restaurant

<sup>2</sup> both phrases are idioms that mean "overly self-important"

# Talk a Lot

## Hotel

### Focus on Non-Literal Speech

#### Answers

#### English Idioms – Matching Game

1. My boyfriend took me out last night and **wined and dined** me.
2. These new trainers **cost an arm and a leg**.
3. When we arrived at the hotel we were **welcomed with open arms**.
4. I'll meet you in reception **at six o'clock sharp**. Don't be late!
5. We went out for Carol's birthday and **painted the town red**.
6. After that large pizza I **was absolutely stuffed**.
7. I like going on holiday, but **there's no place like home**, is there?
8. But you have to give me a refund! Don't forget, **the customer is always right!**
9. The owner charged twice the usual price and poor Bob **was taken for a ride**.
10. We **waited for an eternity** for our lunch to arrive.
11. The petrol station **is open twenty-four seven**.
12. Tell the receptionist about your lost key – she'll **take care of it** for you.
13. I can't help you in the bar – I **have a lot on my plate** today.
14. Hi! Graham! Barbara! What a surprise! **It's a small world, isn't it?**
15. Kat **phoned in sick** yesterday, so we were short-staffed in the restaurant.
16. I **bent over backwards** for the Lewises, but they were still dissatisfied.
17. Make me a sandwich – I'm **starving!**
18. Oh, it was a lovely trip. We really **received the VIP treatment**. All the staff were brilliant.
19. Alison and Mark **were full of praise** for the hotel staff.
20. I **was as sick as a dog** last night. I shouldn't've had that eighth pint...!

#### English Idioms – Topic Questions

- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1. To be as sick as a dog.         | 7. To be open twenty-four seven.   |
| 2. To bend over backwards for sby. | 8. "It's a small world, isn't it?" |
| 3. To wine and dine sby.           | 9. "There's no place like home!"   |
| 4. To wait for an eternity.        | 10. At [time] sharp.               |
| 5. "The customer is always right." | 11. To paint the town red.         |
| 6. To be absolutely stuffed.       | 12. To be taken for a ride.        |

#### English Phrasal Verbs – Pronunciation and Linking

Phrasal Verb:	What happens:	IPA Spelling:	Phrasal Verb:	What happens:	IPA Spelling:
1. book in	L: (cv) changes to (vc)	/'bʊ'kɪn/	11. pencil in	L: (cv) changes to (vc)	/'pen.səl'ɪn/
2. wait on	L: (cv) changes to (vc)	/'weɪ'tɒn/	12. pig out	L: (cv) changes to (vc)	/'pi'gaut/
3. splash out	L: (cv) changes to (vc)	/'splæ'ʃaʊt/	13. turf out	L: (cv) changes to (vc)	/'tɜ:'faʊt/
4. eat out	L: (cv) changes to (vc)	/'i:'taʊt/	14. gulp down	A: (cc) remains (cc)*	/'gʌwp'daʊn/
5. lug around	L: (cv) changes to (vc)	/'lʌ.gə'raʊnd/	15. set up	L: (cv) changes to (vc)	/'se'tʌp/
6. tidy up	I: (vv) changes to (vc)	/'taɪ.dɪ'jʌp/	16. fork out	L: (cv) changes to (vc)	/'fɔ:'kaʊt/
7. skive off	L: (cv) changes to (vc)	/'skaɪ'vɒf/	17. rip off	L: (cv) changes to (vc)	/'rɪ'pɒf/
8. sign up	L: (cv) changes to (vc)	/'saɪ'nʌp/	18. work out	L: (cv) changes to (vc)	/'wɜ:'kaʊt/
9. chill out	L: (cv) changes to (vc)	/'tʃɪ'laʊt/	19. look after	L: (cv) changes to (vc)	/'lʊ'ka:ftə/
10. throw up	I: (vv) changes to (vc)	/'θrəʊ'wʌp/	20. check out	L: (cv) changes to (vc)	/'tʃe'kaʊt/

Features of Connected Speech: L = Linking I = Intrusion A = Assimilation

Connecting sounds: (cc) = consonant sound to consonant sound (cv) = consonant sound to vowel sound  
(vc) = vowel sound to consonant sound (vv) = vowel sound to vowel sound.

\* The word connection remains (cc), but assimilation is used to change the /l/ sound in "gulp" to /w/ which is easier to say with /p/ than /l/ was, because the tongue is no longer involved.

#### English Phrasal Verbs – Matching Game

1. After we **booked in**, Harold took our cases up to our room.
2. I don't like **waiting on** customers who can't decide what to order.
3. We **splashed out** on a week in a hotel in the south of France.

# Talk a Lot

## Hotel

### Focus on Non-Literal Speech

- On holiday we **ate out** almost every night.
- I don't want to **lug around** these suitcases all day!
- Don't **tidy up** the room too much – the maid will do it.
- Adam was **skiving off** – having a fag [cigarette] round the corner, where the bar manager couldn't see him.
- We've **signed up** for two excursions so far.
- I came to this hotel just to **chill out** and unwind.
- Polly was **throwing up** all night due to a bad case of food poisoning.
- We've **pencilled you in** for the last week in May. Let me know when you want to make a firm [definite] booking.
- We totally **pigged out** last night on ice cream and cake!
- The lads were **turfed out** of the nightclub for causing some aggro.
- I **gulped down** my dinner quickly because I was already late for my shift.
- We'll have to **set up** the laptop and digital projector in the conference room.
- I have **forked out** a lot of money on this stay – and I intend to get value for money!
- We were **ripped off**, because the boat trip should've only cost about eight pounds each, not twenty.
- The bar assistant **worked out** the bill quickly and gave it to the punters.
- We can **look after** any valuables you may have, if you just take them to the reception.
- After we'd **checked out**, I realised that I'd left my watch in the hotel fitness suite!

#### English Phrasal Verbs – Topic Questions

- |               |               |
|---------------|---------------|
| 1. splash out | 7. rip off    |
| 2. tidy up    | 8. set up     |
| 3. eat out    | 9. fork out   |
| 4. skive off  | 10. turf out  |
| 5. pig out    | 11. book in   |
| 6. lug around | 12. chill out |

#### English Slang Words and Phrases – Matching Game

- How many **punters** have we got booked in for next week?
- Geoff's a real **skiver**. He's never around when you need him!
- The hotel we stayed in was a real **dump**. I would never go back there.
- There were some lads in the bar giving the barman a bit of **aggro**.
- "Time, gentlemen, please!"** "OK, it's last orders. What do you fancy? Another pint?"
- Mr and Mrs Byford were **no-shows**, I'm afraid. Should I give them a call?
- I can't wait for my **full English** tomorrow morning!
- Their room was an absolute **pig-sty**!
- I got stuck next to this **travel bore** on the train. He never stopped yakking on (talking continuously) about Peru.
- What are the best **watering holes** in your town?
- "Grub's up!"** "OK – great! I'm famished!" [very hungry]
- Yeah, you know, I've been **chillaxing** on the beach all morning.
- I want to see your **boss** – straight away!
- This restaurant is, like, totally **awesome**, dude! [mate / friend]
- When I tried to pay, that **jumped-up little waiter** refused to accept my credit card!
- I fancy **bangers and mash** for tea tonight, mum. What about you?
- Kids eat free** – before 6pm. [On a notice in a restaurant / café]
- There was a load [a lot] of **argy bargy** outside the nightclub last night.
- My brother's a total **salad dodger**. He only seems to eat burgers and kebabs!
- The **bloody** taxi's late! We're going to miss our flight!

#### English Slang Words and Phrases – Topic Questions

- |                               |                                       |
|-------------------------------|---------------------------------------|
| 1. bloody                     | 5. bangers and mash or a full English |
| 2. a skiver                   | 6. a jumped-up little _____           |
| 3. "Time, gentlemen, please!" | 7. a travel bore                      |
| 4. "Grub's up!"               |                                       |

# Talk a Lot

## Hotel

### Unit Vocabulary Reference – Facilities

#	English Idioms:	Literal Translation:
2.	to cost an arm and a leg	to be very expensive
4.	at [time] sharp	at this time precisely
9.	to be taken for a ride	to be exploited for money
11.	to be open twenty-four seven	to be open 24 hours per day
19.	to be full of praise	to give lots of compliments

#	English Phrasal Verbs:	Literal Translation:
6.	tidy up	make a place more organised
8.	sign up	make a commitment to do sth
9.	chill out	relax
17.	rip off	exploit for money
18.	work out	calculate; do exercise

#	English Slang Words and Phrases:	Literal Translation:
3.	a dump	(n.) a shabby, unpleasant building
8.	a pig-sty	(n.) an untidy room
10.	a watering hole	(n.) a place where you can eat and drink
12.	to chillax	(v.) to spend time relaxing
14.	awesome	(adj.) great, wonderful

#	Discussion Words:	IPA Translation:
7.	sauna	/'sɔ: .nə/
9.	hospitality	/hɒs.pi'tæ.li.ti/
10.	room service	/'ru:m.sɜ: .vɪs/
12.	complimentary newspaper	/kɒm.plɪ'men.tə.ri.nju:z.peɪ.pə/
15.	hotel	/həʊ'tel/
29.	facilities	/fə'si.lə.ti:z/
30.	en-suite bathroom	/ɒn.swi:?'bɑ:θru:m/
31.	vacancy	/'veɪ.kən.si/
33.	fitness suite	/'fi:ʔ.nə.swi:t/
38.	spa	/spɑ:/

### What Would You Do? – Problems

3. I signed up for three days of sauna and spa treatments, but it looks like I'm going to be out all day tomorrow, so I'd like to get some of my money back...

6. Two out of three running machines in the fitness suite are out of order, and guests are starting to complain. But the person who can fix them is on holiday...

8. When I arrived my room looked like a bomb had hit it [very untidy]! Of course, I asked for a different one, but since then I've been sitting here in reception for the past half an hour...

15. It's not very clear how much I'll have to pay if I order food and drink from my room. Please could you explain what I have to do?

# Talk a Lot

## Hotel

### Unit Vocabulary Reference – Guests

#	English Idioms:	Literal Translation:
5.	to paint the town red	to celebrate by going to pubs / clubs
7.	“There’s no place like home!”	“I like to travel, but home is best.”
8.	“The customer is always right.”	“Good customer service is vital.”
14.	“It’s a small world, isn’t it?”	“I’m surprised to meet you here.”
18.	to receive the VIP treatment	to get very good service

#	English Phrasal Verbs:	Literal Translation:
1.	book in	formally arrive
3.	splash out	spend a lot of money
5.	lug around	carry sth heavy from place to place
16.	fork out	pay for sth unwillingly
20.	check out	formally leave after a stay

#	English Slang Words and Phrases:	Literal Translation:
1.	a punter	(n.) a customer in a service industry
4.	aggro	(n. un.) trouble; verbal abuse; potential violence
6.	a no-show	(n.) a booked client who doesn’t arrive
9.	a travel bore	(n.) sby who tells tedious stories about their trips
18.	argy bargy	(n. un.) fighting

#	Discussion Words:	IPA Translation:
2.	arrival	/ə'raɪ.vəl/
4.	complaint	/kəm'pleɪnt/
5.	cancellation	/kæn.sə'leɪ.ʃən/
8.	wake up call	/'weɪ.kʌp.kɔ:l/
13.	vegetarian	/ve.dʒə'teə.rɪən/
18.	swipe card	/'swaɪp.kɑ:d/
19.	refund	/'ri:fʌnd/
22.	business trip	/'bɪz.nɪs.trɪp/
23.	reservation	/re.zə'veɪ.ʃən/
40.	departure	/dɪ'pɑ:t.ʃə/

### What Would You Do? – Problems

4. I’ve accidentally damaged a piece of expensive equipment in the hotel. I don’t think anybody knows, although two kids were walking past when I did it...

5. I booked for two weeks, but unfortunately I can only stay for one. I would like to rearrange the second week for later in the year, but the duty manager says no...

11. This hotel is appalling! I can’t think of anything that’s right about it! I’m going to complain to the owner if I don’t get a full refund immediately!

14. I’m thinking about having my daughter’s wedding at this hotel, but I don’t like the manager’s price for the reception...

# Talk a Lot

## Hotel

### Unit Vocabulary Reference – Staff

#	English Idioms:	Literal Translation:
3.	to welcome sby with open arms	to greet sby warmly
12.	to take care of sth	to fix a problem
13.	to have a lot on your plate	to be very busy
15.	to phone in sick	to call to say you're too unwell to work
16.	to bend over backwards for sby	to try very hard to help sby

#	English Phrasal Verbs:	Literal Translation:
7.	skive off	avoid work or duties
11.	pencil in	make a provisional booking
13.	turf out	force sby to leave
15.	set up	prepare, make ready; organise
19.	look after	be responsible for

#	English Slang Words and Phrases:	Literal Translation:
2.	a skiver	(n.) a lazy person
5.	"Time, gentlemen, please!"	(phr.) "The bar will close soon."
13.	the boss	(n.) the manager
15.	a jumped up little _____	(n.) a proud, arrogant person
20.	bloody	(int.) very, really

#	Discussion Words:	IPA Translation:
3.	receptionist	/rɪ'sep.ʃə.nɪst/
6.	communication skills	/kə.mjuː.nɪ'keɪ.ʃən.skɪlz/
20.	housekeeper	/'haʊs.kiː.pə/
24.	morale	/mə'rɑ:l/
25.	eye contact	/'aɪ.kɒn.tækt/
26.	bouncer	/'baʊn.sə/
32.	welcome	/'wel.kəm/
34.	maid	/meɪd/
36.	holiday rep	/'hɒ.lə.deɪ.rep/
39.	duty manager	/dʒuː.tɪ'mæ.nɪ.dʒə/

### What Would You Do? – Problems

9. Somebody is stealing petty cash from the till in reception. I've got my suspicions that it's Jenny, but she's the owner's niece, so what can I say?

2. I really like my job, but I need to pass my exams if I want to find a better one in the future. But George won't give me time off to study...

7. Last week I found out that Tina is getting more money than me! We do the same job for the same hours – and I've been here two years longer than her!

12. Donald has got really bad breath and BO [body odour], and some of the guests have started to notice. I don't want to say anything because he's so quiet, and I owe him £25...

# Talk a Lot

## Hotel

### Unit Vocabulary Reference – Food and Drink

#	English Idioms:	Literal Translation:
1.	to wine and dine sby	to take sby for a romantic meal
6.	to be absolutely stuffed	to feel very full after eating
10.	to wait for an eternity	to wait for a long time
17.	to be starving	to be very hungry
20.	to be as sick as a dog	to vomit many times

#	English Phrasal Verbs:	Literal Translation:
2.	wait on	serve food and drink
4.	eat out	have a meal in a restaurant
10.	throw up	vomit
12.	pig out	eat a lot in a short time
14.	gulp down	eat or drink sth quickly

#	English Slang Words and Phrases:	Literal Translation:
7.	a full English	(n.) cooked breakfast with bacon, eggs, etc.
11.	“Grub’s up!”	(phr.) “Your food is ready!”
16.	bangers and mash	(n. un. ) a meal of sausages and mashed potatoes
17.	kids eat free	(phr.) there is no charge for children’s meals
19.	a salad dodger	(n.) a fat person

#	Discussion Words:	IPA Translation:
1.	dinner	/ˈdɪn.ə/
11.	food hygiene	/fu:dˈhaɪ.dʒi:n/
14.	restaurant	/'res.tə.rənt/
16.	continental breakfast	/kɒn.tɪ.nen.təlˈbre.kfəst/
17.	lunch	/lʌntʃ/
21.	sous chef	/'su:.ʃef/
27.	waiter	/'weɪ.tə/
28.	catering assistant	/'keɪ.tə.rɪŋ.gə.sɪs.tənt/
35.	bed and breakfast	/bed.ənˈbre.kfəst/
37.	chef	/ʃef/

### What Would You Do? – Problems

1. One of the guests won't pay for their drinks, because they reckon that I promised them a few free pints last night, but I didn't. Or if I did, I can't remember...

10. I ate too much last night, and I'm really paying for it this morning. I've got the worst hangover in the world ever! I was praying to the porcelain god [being sick] for hours!

13. We sat down ten minutes ago and we're still waiting to order. The waiter seems to be ignoring us on purpose...

16. Some guests have complained about the food in our restaurant. The chef is off sick with food poisoning at the moment, so I've had to oversee all of the cooking myself...

# Talk a Lot

## Hotel

### What Would You Do?

Read the problems below and decide which group each one belongs in: **facilities**, **guests**, **staff**, or **food and drink**. There are four problems in each group. Then offer some advice to each person. Try to use some of the **discussion words**, **idioms**, **phrasal verbs**, and **slang words and phrases** from this unit in each answer:

1. One of the guests won't pay for their drinks, because they reckon that I promised them a few free pints last night, but I didn't. Or if I did, I can't remember...	2. I really like my job, but I need to pass my exams if I want to find a better one in the future. But George won't give me time off to study...	3. I signed up for three days of sauna and spa treatments, but it looks like I'm going to be out all day tomorrow, so I'd like to get some of my money back...	4. I've accidentally damaged a piece of expensive equipment in the hotel. I don't think anybody knows, although two kids were walking past when I did it...
5. I booked for two weeks, but unfortunately I can only stay for one. I would like to rearrange the second week for later in the year, but the duty manager says no...	6. Two out of three running machines in the fitness suite are out of order, and guests are starting to complain. But the person who can fix them is on holiday...	7. Last week I found out that Tina is getting more money than me! We do the same job for the same hours - and I've been here two years longer than her!	8. When I arrived my room looked like a bomb had hit it [very untidy]! Of course, I asked for a different one, but since then I've been sitting here in reception for the past half an hour...
9. Somebody is stealing petty cash from the till in reception. I've got my suspicions that it's Jenny, but she's the owner's niece, so what can I say?	10. I ate too much last night, and I'm really paying for it this morning. I've got the worst hangover in the world ever! I was praying to the porcelain god [being sick] for hours!	11. This hotel is appalling! I can't think of anything that's right about it! I'm going to complain to the owner if I don't get a full refund immediately!	12. Donald has got really bad breath and BO [body odour], and some of the guests have started to notice. I don't want to say anything because he's so quiet, and I owe him £25...
13. We sat down ten minutes ago, and we're still waiting to order. The waiter seems to be ignoring us on purpose...	14. I'm thinking about having my daughter's wedding at this hotel, but I don't like the manager's price for the reception...	15. It's not very clear how much I'll have to pay if I order food and drink from my room. Please could you explain what I have to do?	16. Some guests have complained about the food in our restaurant. The chef is off sick with food poisoning at the moment, so I've had to oversee all of the cooking myself...

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# Talk a Lot

## Hotel

### Discussion Questions

- 1 . Do you like staying in hotels? Why? / Why not? Think about different places that you've stayed in. Tell me about... a) the best, b) the worst, c) the most exotic, d) the dirtiest, e) the poshest, f) the strangest, g) the cheapest. Which would you recommend? Have you been back?
- 2 . What kind of guest are you when you stay in a hotel? How does your behaviour differ from when you are at home? Do you tidy your room before the maid comes to clean it? Do you leave generous tips for hotel staff? Do you steal the towels or little shampoos from the bathroom? Give examples.
- 3 . Would you like to work in a hotel? Why? / Why not? If yes, which job would you like to do? Which job(s) would you never try? Why not?
- 4 . Describe a typical day's work for each of these people: a) a maid, b) a waiter, c) a receptionist, d) a bouncer, e) a duty manager, f) a head chef. Which job do you think is... i) the easiest, ii) the hardest, iii) the most fun? etc.
- 5 . Define hospitality. Are you a hospitable person? Do you enjoy having friends and family to stay at your house? Do you often have dinner parties and/or barbecues? Why? / Why not? Have you ever had to give hospitality to somebody when you didn't want to? What happened? Tell me more.
- 6 . Compare the advantages and disadvantages of having a holiday... a) at a B&B, b) at a four-star hotel, c) at a campsite, d) at self-catering accommodation, e) at home, etc. List the places in order of preference.
- 7 . If you were the manager of a grotty two-star hotel that was in danger of closure, how would you try to boost the morale of your fretful staff team?
- 8 . Do you use the spa and leisure facilities when you stay at a hotel? Have you ever had a massage, or tried alternative therapies? What happened?

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# Talk a Lot

## Hotel

### Agree or Disagree?

Do you agree or disagree with these statements? Say why. Find out what your partner thinks, and mark the boxes with ✓ for agree and ✗ for disagree:

	Me:	My Partner:
1. A hotel is a place where I feel I can completely relax and chill out.	<input type="checkbox"/>	<input type="checkbox"/>
2. I like to use the same hotel when I visit a place again.	<input type="checkbox"/>	<input type="checkbox"/>
3. I believe the saying is true: the customer <i>is</i> always right.	<input type="checkbox"/>	<input type="checkbox"/>
4. In general, hotel staff have to work really hard for very low wages.	<input type="checkbox"/>	<input type="checkbox"/>
5. <i>"Hospitality is making your guests feel at home, even though you wish they were."</i> – Anonymous	<input type="checkbox"/>	<input type="checkbox"/>
6. I would rather go self-catering than pay for a hotel.	<input type="checkbox"/>	<input type="checkbox"/>
7. Hotel staff should all have excellent communication skills, and be multi-lingual.	<input type="checkbox"/>	<input type="checkbox"/>
8. I love having guests to stay at my home.	<input type="checkbox"/>	<input type="checkbox"/>
9. <i>"A hotel isn't like a home, but it's better than being a house guest."</i> – William Feather	<input type="checkbox"/>	<input type="checkbox"/>
10. Home-cooked food generally tastes much better than hotel food.	<input type="checkbox"/>	<input type="checkbox"/>
11. I tend to lose my swipe card or key within a few hours of booking in at reception.	<input type="checkbox"/>	<input type="checkbox"/>
12. <i>"I've always thought a hotel ought to offer optional small animals. I mean, a cat to sleep on your bed at night, or a dog of some kind to act pleased when you come in. You ever notice how a hotel room feels so lifeless?"</i> – Anne Tyler	<input type="checkbox"/>	<input type="checkbox"/>
13. When I host a dinner party I'm always the life and soul of the party.	<input type="checkbox"/>	<input type="checkbox"/>
14. Hotel staff should always smile and be polite – even if they don't mean it.	<input type="checkbox"/>	<input type="checkbox"/>
15. <i>"There's no place like home!"</i> – Dorothy in <i>The Wizard of Oz</i>	<input type="checkbox"/>	<input type="checkbox"/>

# Talk a Lot

\_\_\_\_\_ / **Hotel**

## Vocabulary Test

First Language

English

\_\_\_\_\_

fitness suite

\_\_\_\_\_

wake up call

\_\_\_\_\_

reservation

\_\_\_\_\_

spa

\_\_\_\_\_

bed and breakfast

\_\_\_\_\_

chef

\_\_\_\_\_

swipe card

\_\_\_\_\_

communication skills

\_\_\_\_\_

hotel

\_\_\_\_\_

eye contact

\_\_\_\_\_

cancellation

\_\_\_\_\_

facilities

\_\_\_\_\_

bouncer

\_\_\_\_\_

welcome

\_\_\_\_\_

maid

\_\_\_\_\_

complaint

\_\_\_\_\_

sauna

\_\_\_\_\_

morale

\_\_\_\_\_

vegetarian

\_\_\_\_\_

departure

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# Talk a Lot

## Lesson Test – Hotel

A) Write the next line of the sentence block:

1. Kay's been washing dirty sheets in the hotel laundry all morning.  
What \_\_\_\_\_?
2. The pizza restaurant will've opened by the time you get back from the beach.  
When \_\_\_\_\_?

B) Match each idiomatic sentence with a literal (prosaic) sentence:

- |   |                                      |
|---|--------------------------------------|
| 1. I was absolutely stuffed!                        | a) They gave many compliments.       |
| 2. We had to wait for an eternity!                  | b) She said that she would help.     |
| 3. The Robinsons were full of praise for the staff. | c) We were there for nearly an hour. |
| 4. The duty manager promised to take care of it.    | d) I had a large meal.               |

C) Correct the IPA spelling of each discussion word below:

departure	/di:'pɑ:.tʃə/	_____
cancellation	/kən.sə'leɪ.ʃən/	_____
business trip	/'bɪs.nɪz.trɪp/	_____
refund	/'ri:f.ʌnd/	_____

Complete the sentence blocks:

D) Verb Form: \_\_\_\_\_

- If I had more free time, I'd help you set up the room for the conference tomorrow.
- What would you help me 1. \_\_\_\_\_ for the conference tomorrow, if...
- 2. \_\_\_\_\_ the room for the conference.
- 3. \_\_\_\_\_ you help me set up the room for the conference tomorrow, if you had more free time?
- 4. \_\_\_\_\_, I would.
- Would you help me 5. \_\_\_\_\_ the food for the conference tomorrow, if you had more free time?
- No, I 6. \_\_\_\_\_. I wouldn't help you prepare the food for the conference tomorrow, if I had more free time.

E) Verb Form: \_\_\_\_\_

- Bring that enormous plate of sandwiches here, now!
- 7. \_\_\_\_\_ plate of sandwiches should I bring here, now?
- That enormous 8. \_\_\_\_\_ of sandwiches.
- Should I 9. \_\_\_\_\_ that enormous plate of sandwiches here, now?
- Yes, you 10. \_\_\_\_\_.
- 11. \_\_\_\_\_ I bring that *little* plate of sandwiches here, now?
- No, 12. \_\_\_\_\_ shouldn't. You shouldn't bring that little plate of sandwiches here, now.

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# Talk a Lot

## Hotel

### Lesson Test

#### Answers

- A) 1. What has (or What's) Kay been washing (or doing) in the hotel laundry all morning?  
2. When will the pizza restaurant have opened (by)?
- B) 1. d) 2. c) 3. a) 4. b)
- C) departure /dɪ'pɑː.tʃə/  
cancellation /kæn.sə'leɪ.ʃən/  
business trip /'bɪz.nɪs.trɪp/  
refund /'riː.fʌnd/
- D) Verb form: second conditional. 1. do. 2. Set up. 3. Would. 4. Yes. 5. prepare. 6. wouldn't.
- E) Verb form: imperative form. 7. Which. 8. plate. 9. bring. 10. should. 11. Should. 12. you.

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Do you ever feel a bit \*annoyed\* when you consider that...

- a) You've worked hard to learn lots of English vocabulary – all the main sets
- b) You've studied (a bit) about how people use sentence stress and connected speech when they speak to connect words in a sentence
- c) You've been studying English for a long time

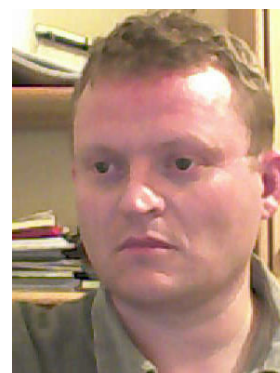
...but you still find it difficult to understand what people are saying, because a lot of it doesn't seem to make sense literally? This course can help you!

Talk a Lot Intermediate is suitable for students at the following levels:

<i>Student's Level:</i>	<i>Common European Framework (CEFR):</i>	<i>Cambridge Assessment:</i>
Intermediate	to B2	FCE
Advanced	to C1	CAE

About the Author:

Matt Purland is a lecturer in English Language. He has a BA Honours degree in Drama from the University of Wales and a Postgraduate Certificate in Further Education from the University of Derby. He has written more than 1,500 photocopiable worksheets for learning English. This is his eleventh book. In 2002 he launched English Banana.com, which has become a hugely popular English language learning resource website.



*So far, Talk a Lot books have been downloaded more than 300,000 times - and counting! Here are some recent comments from readers:*

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