UNIT 3

Sitcom: *Can I take a message?*

SCENE 1

A. Check each statement <u>True</u> or <u>False</u>.

	True	False
1. Cheryl is in the office when the phone rings.	❏	❏
2. Mr. Rashid answers the phone and takes messages.	❏	❏
3. All three callers are clients of Top Notch Travel.	❏	❏
4. Mrs. Beatty is calling from her hotel room.	❏	❏
5. Mrs. Beatty is happy about her hotel.	❏	❏
6. Mr. Rashid is traveling to Rio.	❏	❏
7. Mr. Rashid would like to have breakfast in his hotel.	❏	❏
8. Cheryl will call each person back.	❏	❏

B. Write the reason why each person calls Top Notch Travel.
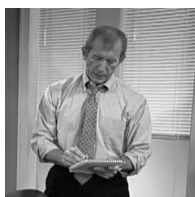
1. Mrs. Beatty _____

_____

2. Mr. Rashid _____

_____

3. Ms. Novak _____

_____

C. Complete the incorrect message Mr. Evans gives Cheryl with the words from the box.

breakfast   bed   cat   bellman

"Let's see. Mrs. Beatty wants a cheaper _____. Mr. Rashid isn't satisfied
                                                        1.
with his _____. And Ms. Novak thinks the _____ needs
                                  2.   3.
a king-size _____."
                              4.

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SCENE 2

A. Check the problems Mrs. Beatty has at the Candle Inn.

❏ There is no Internet connection.   ❏ They didn't pick up the laundry.
❏ There is no elevator.   ❏ There is no bellman.
❏ There is no pool.   ❏ There is no room service.
❏ She has a smoking room.   ❏ She doesn't have a king-size bed.
❏ They didn't turn down the bed.   ❏ They didn't make up the room.
❏ The towels are dirty.   ❏ They didn't take away the dishes.
❏ There are students everywhere.   ❏ There is no fitness center.

B. Complete the sentences. Circle the correct words.

1. Mrs. Beatty is in a hotel in (San Francisco / Los Angeles).

2. She's in Room (540 / 514).

3. Her room is on the (fifth / seventh) floor.

4. She says her hotel is not very (expensive / nice).

5. There are a lot of (movie stars / students) at the hotel.

6. Mrs. Beatty is at the (wrong / right) hotel.

C. Complete the conversation with the words you hear in the video episode.

Oh! Well! _____ a taxi.
                    1.

How _____ you
              2.
_____ your bags to
            3.
the front desk?

I'm sure I can find a student to help. _____ I'm a
                    4.
movie star. _____
                  5.
fine.

OK. Good luck.

UNIT 3

Interview: *What's important to you in a hotel?*

A. Match each sentence with the person who said it.

a.   b.   c.   d.

_____ **1.** "So location's more important to me than anything else."

_____ **2.** "I try not to use room service because I like to go out. . . . "

_____ **3.** "Really what makes the hotel special is the people who work there."

_____ **4.** "I don't pay too much attention to the hotel."

B. What does Christiane say about good hotel workers? Check the things she talks about.

❏ They ask about your day.   ❏ They carry your luggage to your room.

❏ They do your laundry.   ❏ They say "Good morning."

❏ They wake you up.   ❏ They drive you to the airport.

❏ They know your name.   ❏ They are nice and friendly.

C. Summarize the hotel experience each person talks about.

good hotel experience

1. _____
_____
_____

bad hotel experience

2. _____
_____
_____