

10

Getting organised

10.1 goal

⊙ book a room and check into a hotel

A place to stay



VOCABULARY

Hotel facilities

- Answer the questions.
 - Have you ever stayed in any hotels? Which were the best? Which were the worst? Why?
 - Are there any hotels near where you live? Which one would you recommend to a visitor? Why?
- Read the introduction to the Sun Hotel's website. Where's the hotel located? What's it close to?

BOOKAHOTEL.COM

HOME CONTACT US YOUR ACCOUNT YOUR BOOKING LANGUAGE

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Sun Hotel, Kuala Lumpur ★★★★★

Our comfortable business hotel is located in the heart of Kuala Lumpur. It's just a few minutes' walk to banks, government and business offices, embassies and a shopping mall and it's only 50 minutes from Kuala Lumpur International Airport. Each room has internet access. Full business facilities are available.

Hotel Facilities | **Maps & directions** | **Guest reviews**

| | |
|------------------------------|---------|
| Restaurant and bar | 3 _____ |
| Internet access | 4 _____ |
| 1 _____ and conference rooms | 5 _____ |
| Private 2 _____ on site | No pets |

Prices

| | |
|---------|---------------|
| 6 _____ | RM 150–RM 160 |
| 7 _____ | RM 188–RM 200 |
| 8 _____ | RM 185–RM 210 |

All rooms have an en-suite bathroom.
 All rates include a 9 _____.

Rates quoted in Ringgit Malaysia.

- Complete the web page with these words.

double room parking air conditioning buffet breakfast health club
 twin room laundry single room business centre

- 3.1 Listen to check.

- Which things do you think are important when choosing a hotel?

Booking a room, checking in

LISTENING



Leonardo Barreiros works for Brazilian company Rio Amazonia. He's preparing for a business trip to Kuala Lumpur.

- 1** Listen to Leonardo calling the Sun Hotel to ask some questions.
- Tick (✓) the things he asks about.
 parking internet access breakfast laundry
 late arrival swimming pool air conditioning
 - Does he decide to reserve a room?
- 2** Listen again. Answer the questions.
- How much does internet access cost?
 - What time is Leonardo arriving at the hotel?
 - What kind of room does he want?
 - What day is he arriving?
 - How many nights is he staying?
- 3** Listen to Leonardo checking in a week later. Which of these things does he want?
- a map
 - some sandwiches
 - help with his suitcase
- 4** Listen again and circle the correct words.
- Leonardo's leaving on the 3rd / 13th.
 - The receptionist asks for his credit card / passport.
 - Leonardo / The receptionist fills in the registration card.
 - His room number is 1406 / 1416.
 - The check-out time is 10.00 / 11.00.

VOCABULARY

Staying in a hotel

- 5 a** Complete the sentences from Leonardo's conversations with these words.

check-out have reservation book says included is charge

Checking and booking

- Your website _____ you have internet access. Is it wireless?
- And is internet access _____? Or is there an extra _____ for that?
- Does the hotel _____ a swimming pool?
- I'd like to _____ a single room for three nights, from the tenth of November.

Checking in

- I have a _____. My name's Leonardo Barreiros.
- What time _____ breakfast?
- What's the _____ time?

- b** Listen to check. **P**

- 6 a** Match Leonardo's sentences in 5a with answers a-g.

- Yes, and we also have a fitness room.
- Yes, it is.
- It's from 6.30 to 10 am, in the dining room.
- Certainly, and what's your name, please?
- It's 11 am.
- Sorry, could you spell your surname, please?
- No. It's included in the room rate.

- b** In pairs, cover 6a and take turns to remember the answers to 5a. Then cover 5a and try to remember what Leonardo said.

SPEAKING

- 7 a** Work alone. Look at the Sun Hotel's webpage. Prepare to:

- book a room on the phone. Decide what kind of room you want, when and for how long.
- check in. Decide what questions you want to ask, for example, about the health club, a map, breakfast time ...

- b** In pairs, practise booking a room and checking in. Take turns to be the guest and the receptionist.

10.2

10.2 goal

talk about plans and arrangements

Remember me?

“ I think social networking sites replace people's social lives. People don't see each other any more. They just communicate through these sites. ”

“ I think these sites are great. You can stay in touch with people who live on the other side of the world. ”

“ I love checking my friends' pages and looking at their pictures, and it's been great contacting old school friends again. But we don't actually say very much and I haven't met up with anyone. So I'm not sure why I go on it really. ”

READING

- 1 Read the opinions about social networking sites. Then ask and answer the questions together.
 - 1 Which opinions do you agree with? Why?
 - 2 Have you ever used a social networking site? Why? / Why not?
 - 3 Have you ever found an old friend online? Did you contact or meet the friend? Are you still in touch?
- 2 Read the message from Min to Leonardo Barreiros on a social networking site.
 - 1 How do they know each other?
 - 2 When did they last see each other?
 - 3 Where does Min live now?

- 3 Read the emails between Leonardo and Min. What are their jobs now?

- 4 Read the emails again. What do Leonardo and Min have in common?

Well, they both moved back to their home countries ...

Plans and arrangements

LISTENING

- 3.5** Listen to a phone call between Leonardo and Min. Why does Leonardo call Min?

a to make a business appointment c to change an arrangement
 b to make a social arrangement
- 3.5** Listen again. When and where do they arrange to meet?
- 3.6** Listen to their second phone call. What new arrangement do they make?
- a** After Leonardo returns to Brazil, Min writes him an email. What do you think she says?

b Read her email on p129 to check.

GRAMMAR

Future plans and arrangements



Petronas Towers,
Kuala Lumpur

Grammar reference
and practice, p140

- You can use different forms to talk about future plans and arrangements. Match a–d with examples 1–4.

- a present progressive for arrangements with people, organisations, etc.
 b **be going to** + infinitive for personal plans
 The difference between a and b is very small. Often, you can use either.
 c present simple for things with fixed times (train timetables, flight schedules, etc.)
 d **am / is / are** (with adjectives, prepositions, etc.)

- I'm **going to be** there again next month from the 3rd to the 6th.
- My flight **leaves** on Saturday morning at 11.15.
- What **are** you **doing** on Friday evening?
- Friday's **difficult** ... I'm **free** on Wednesday evening.

We usually use time expressions with forms a–d to say when something is happening. For example, *next month, on Friday evening, at 11.15*.

- a** Choose the best form (or forms) to complete the questions.

- What _____ (you do) after class?
What are you doing after class? or *What are you going to do after class?*
- What time _____ (this class finish)?
- _____ (you go) anywhere on your next holiday?
- What _____ (you have) for dinner tonight?
- _____ (you be) busy tomorrow evening?
- What time _____ (the shops close tonight)?
- _____ (you meet) any friends this weekend?
- _____ (you work) tomorrow afternoon?

- b** **3.7** Listen to check. **P**

PRONUNCIATION

Intonation in questions

- a** **3.7** Listen to the questions in 6a again. Circle the correct underlined word in rules a and b.

a In yes / no questions (starting *Are, Do*, etc.), the intonation often goes up / down at the end.
 b In information questions (starting *What, Who*, etc.), the intonation often goes up / down at the end.

b Practise saying the questions with the right intonation. **P**

SPEAKING

This weekend, Alba's driving to the sea with her family and they're going to ...

- Ask and answer the questions in 6a. Find out more information.
- Tell the class about your partner's most interesting plans and arrangements.



10.3 Target activity

Arrange to meet up

10.3 goal

- ⊗ talk about plans and arrangements
- ⊗ make and change arrangements

TASK LISTENING

- 1 Ask and answer the questions together.
- 1 What do you think is the best way to spend time with friends?
 - 2 Does anyone you know cancel arrangements a lot? What reasons do they give?



- 2 3.8 Listen to Jason and Akio arranging to meet in their free time. What do they arrange to do?
- 3 3.9 Listen to their next conversation. Who's going to the performance on Saturday? Who's going on Sunday?
- 4 3.8 3.9 Listen to both conversations again. Circle the underlined expressions that they say.

Checking

- 1 Are you doing anything this week? / tonight?
- 2 Do you fancy having lunch? / going too?

Arranging a date and time

- 3 Can you make Saturday? / the 12th?
- 4 Can you do tomorrow? / 3.30?

Cancelling and rearranging

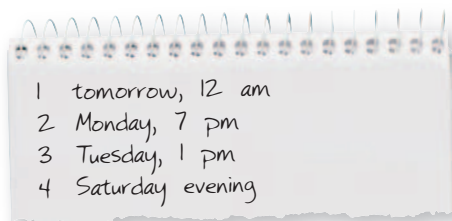
- 5 I'm sorry but I can't make it tomorrow. / on Saturday.
- 6 Can we postpone? / Can we do it another time?

TASK VOCABULARY

Arranging to meet up

TASK

- 5 a Work alone.
- 1 Think of three things you'd like to do with friends. For example:
 - have a meal at your home
 - watch a sports event
 - go to a concert
 - have a party
 - go for a picnic
 - 2 Write down four times when you're free.



Hi, Ahmed. Are you doing anything tomorrow?

- b Make arrangements with three different people. Find someone to do each thing with.
- 6 a Work alone. You have to cancel two of your arrangements. Decide which two and why.
- 1 tomorrow, 12 am – go for lunch with Ahmed cancel because: meeting at work
- b Talk to the two people you made the arrangements with. Cancel and agree on a different date and time.

Hi, Ahmed. Sorry but I can't make it tomorrow. I've got a meeting at work. Can we postpone?

10 EXPLORE

Keyword *make*

make + noun

1 a Add the expressions with *make* to the table.

make an appointment make friends
 make a profit make a snack make mistakes
 make some salad make repayments

| A money | B food, drink | C other things |
|------------|---------------|-------------------|
| make money | make dinner | make arrangements |

b Can you think of more expressions for A–C?

2 a Complete the questions with the correct form of *make* and these words.

a list a meal a phone call presentations

- When was the last time you _____ to another country?
- Do you usually _____ before you go shopping?
- Have you ever _____ for more than six people?
- Do you ever have to _____ to a lot of people?

b Write two more questions with *make* for a partner. Then answer all the questions.

Patterns with *make*

3 a Look at the **highlighted** expressions with *make*. Does *make* mean:

- cause something to happen or cause a state?
- create something?

- The most important reason for laughing is to **make other people feel good**. **Unit 9**
- Why do some illnesses **make people yawn** more? **Unit 9**
- You can use it to **make water hot**. **Unit 8**
- Not many people would say that shopping in their local supermarket **makes them happy**. **Unit 3**

b Which **highlighted** expressions are:

- make* + object + verb?
- make* + object + adjective?

4 Talk together about what makes you:

- furious happy feel exhausted
 feel energetic cry laugh

Well, this sounds strange but weddings always make me cry.

Independent learning **Improve your listening**

1 Ask and answer the questions in groups.

- What would you like to be able to understand better in English? (songs, the news, conversations in shops ...)
- Is there anything that makes listening difficult for you?

2 **3.10** Listen to three people talking about how they improve their listening. Who:

- needs English for travel?
- studies English at home?
- needs English for work?

3 a Can you remember who does these things?

- Listen to other people's conversations.
- Listen to things on the Internet and learn new words.
- Ask people to repeat or explain words.
- Imagine what other people might say and prepare the answers.

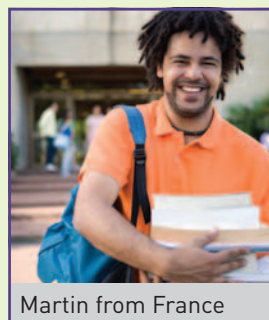
b **3.10** Listen again to check.

c What do you think about their ideas? Give reasons.

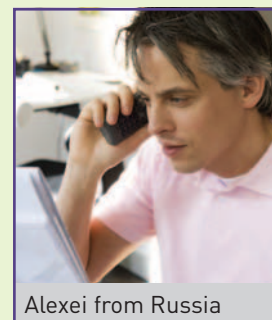
4 a In groups, make a list of ideas about how to improve your listening:

- if you live in or visit an English-speaking country.
- in your own country.

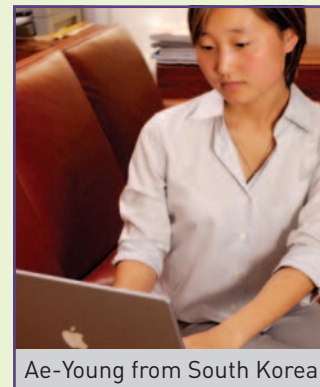
b Compare your list with the one on p126. Which ideas would you like to try?



Martin from France



Alexei from Russia



Ae-Young from South Korea

10 EXPLORE Speaking

Goal

use questions to preface invitations and requests

- 1 Read the information. Why is it a good idea to use questions: before invitations? before requests?

Before invitations, a question makes it easier for the other person to say 'no'.
Are you free? → *Erm, I'm a bit busy.* → *Do you want to go for a quick coffee?* → *No, sorry, I've got too much to do.*
 Before requests, a question prepares the other person for the request.
Do you have a pen? → *Yes, I think so.* → *Can I use it for a moment?*

- 2 3.11 Listen to three conversations. Match them with pictures A–C.

- 3 In conversation 1, Anna asks a question (1) and then gives an invitation (2). In conversations 2 and 3, underline:

- 1 a question to preface an invitation or request.
- 2 an invitation or a request.



1

ANNA Did I tell you? I'm going to the cinema next week with some friends.

ROSE Oh, yeah? What are you going to see?

ANNA 'Metropolis'. It's on at the Roxy.

ROSE Oh, right. That's a good film.

ANNA ¹Are you free on Thursday evening?

ROSE Erm, yes, I am, actually.

ANNA ²Well, would you like to come with us?

ROSE That would be really nice, Anna. What time?

2

LEO Hello.

JO Hi, Leo. It's Jo. How are you?

LEO Not bad. Is everything OK with you?

JO Yeah, fine. Erm, what are you doing tomorrow?

LEO I'm working all day ... from twelve to eleven. Why, Jo?

JO Do you want to meet up for a coffee in the morning?

LEO Sorry, I'll be too tired. I never get up in the morning.

JO Oh, OK. Well, maybe next time ...

3

ANNA Sorry to bother you, Rose. Have you got a moment?

ROSE Yes. Go ahead.

ANNA Sorry, but could you help me with my computer?

ROSE I can try. What's the problem?

ANNA I need to print something but it's not working.

ROSE Again? OK. Let's have a look.

- 4 a Read the beginnings of six conversations. In pairs, decide what speakers A and B could say next.

- 1 A **Do you like** Chinese food?
B Yes, I do.
- 2 A **Well, would you like to ...?**
B Nothing, really.
- 3 A **Are you interested in** art exhibitions?
B ...
- 4 A **Have you got** your mobile here?
B ...
- 5 A **Are you going to** the party tonight?
B ...
- 6 A **Do you have any plans for** the weekend?
B ...

b Practise your conversations.

- 5 a Choose one activity. Think about the language you'll need for requests and invitations.

- 1 You want to go to a football match tomorrow. You have four free tickets.
- 2 You want to buy some new clothes. You'd like some friends to come with you.
- 3 You're moving flat or house this weekend. You need a few people to help.
- 4 You want to go to a concert or show with some friends.

b Talk together. Find people to do the activity with you.

c Which activity did you choose? Who's going to do it with you? Tell the class.

10 Look again

Review

VOCABULARY Hotel collocations

1 a Match words from A and B to make hotel collocations.

| A | B |
|-------------------|-------------------|
| air en-suite | breakfast parking |
| internet business | bathroom club |
| buffet double | room conditioning |
| private health | access centre |

- b Can you think of more hotel collocations?
 c In groups, imagine the perfect hotel for you. What facilities would it have? Why?

GRAMMAR Future plans and arrangements

2 a Complete the telephone conversation with the correct form of these words.

have get (x2) is can't go
 can (x2) leave take

KIM Hi, John. How are you? I haven't heard from you for ages.
JOHN I know, sorry. Where are you? ¹_____ you talk now?
KIM I'm at the airport, actually.
JOHN Really? Where ²_____ you ³_____?
KIM To Italy. I ⁴_____ a meeting there tomorrow.
JOHN Oh, right. Look, Julie and I ⁵_____ married in June.
KIM Congratulations!
JOHN Can you come? The wedding ⁶_____ on the 16th.
KIM The 16th? Oh, sorry, I ⁷_____. I ⁸_____ a holiday in June.
JOHN That's too bad. Well, maybe we ⁹_____ meet another time.
KIM Sure. Listen, I have to run. My plane ¹⁰_____ in 20 minutes.
JOHN OK. Give me a call when you ¹¹_____ back, OK?
KIM I will. Bye, and speak to you soon.




b In pairs, change five or six details in the conversation. Then practise your conversation.

CAN YOU REMEMBER? Unit 9– Reacting to news, thanking, apologising

- 3 a Circle the best response to these statements.
- A I passed my driving test yesterday.
 B Cheers. / Well done!
 - A My mum's not very well.
 B I'd like to apologise. / I'm sorry to hear that.
 - A Can I get you a drink?
 B That's very kind of you. / That's great!
 - A I've had a headache for three days now.
 B That's not good. / Sorry!
- b In pairs, take turns to say 1–4 and remember the responses.

Extension

SPELLING AND SOUNDS au, aw /ɔ:/

- 4 a  **3.12** You usually say **au** and **aw** as /ɔ:/. Listen and repeat these words.
 laundry sauna saw awful
- b Complete these words with **au** or **aw**.
 ___turnn d__ghter dr___ exh__sted
 l___yer s___ce str__berry y__n
- c  **3.13** A few words have a different pronunciation. Listen and repeat.
 laugh aunt Australia sausage
- d  **3.14** Spellcheck. Close your book. Listen to ten words and write them down.
- e Look at the script on p153 to check your spelling.

NOTICE Work

- 5 a Look at the sentences with **work** from this unit. Match the words with the definitions a–d.
- I need to print something but it's **not working**¹. (Anna, script p153)
- I chat with the people I **work**² with, usually after **work**³, and when they say something I can't understand, I say, 'Wait!' (Martin, script p153)
- I plan everything and then when I get there, I can understand things better. It usually **works**⁴ quite well. (Alexei, script p153)
- the thing you do to earn money (noun)
 - do a job (verb)
 - is broken (verb)
 - is successful (verb)

- b Ask and answer the questions in groups.
- Is there anything that doesn't work in your home or place of work or study at the moment?
 - What do you do when something you need to use doesn't work?
 - What's the best way to learn a language? What works best for you?
 - Do you chat to people at work during the day? When?

Self-assessment

Can you do these things in English? Circle a number on each line. 1 = I can't do this, 5 = I can do this well.

| | | | | | |
|--|---|---|---|---|---|
| <input type="checkbox"/> book a room and check into a hotel | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> talk about plans and arrangements | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> make and change arrangements | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> use questions to preface invitations and requests | 1 | 2 | 3 | 4 | 5 |

- For Wordcards, reference and saving your work » e-Portfolio
- For more practice » Self-study Pack, Unit 10