



# Checking in

## VOCABULARY

conference bag  
elevator  
family name  
fill out  
key card  
name tag  
reservation  
reserve  
spell

### 1.1 Registration

I'm Nathan Welsh. I'm with Dell.

### 1.2 Greetings

Good morning. / Good afternoon.

### 1.3 Introducing yourself

My name's Okada. Mayumi Okada.

### 1.4 Letters of the alphabet

a-z; company names: CNN, JVC

### 1.5 I'm with TDK

I'm with TDK.

I work for Virgin.

### 1.6 Spelling a name

Could you spell that, please?

H-O-P-P-E-R.

### 1.7 Reservations

Listening practice

### 1.8 At a hotel

I have a reservation for one night.

### 1.9 On the phone

I'd like to speak to James Wilson, please.

### 1.10 Culture corner

Names

## MODULE 1.1

### LISTENING

## Registration

- 1 • 02 Two people are checking in at a business conference. Listen and check (✓) the correct information for each person.

*Conversation 1* Name:  Amy Gibson  Amanda Gibson  
Company:  IBM  NEC

*Conversation 2* Name:  Nathan Welsh  Nathan Woods  
Company:  Apple  Dell

- 2 • 02 Listen again. Check (✓) the expressions you hear.

	<i>Conversation 1</i>	<i>Conversation 2</i>
Good morning.	<input type="checkbox"/>	<input type="checkbox"/>
Good afternoon.	<input type="checkbox"/>	<input type="checkbox"/>
My name's ...	<input type="checkbox"/>	<input type="checkbox"/>
I'm (name).	<input type="checkbox"/>	<input type="checkbox"/>
Thank you.	<input type="checkbox"/>	<input type="checkbox"/>
Thanks.	<input type="checkbox"/>	<input type="checkbox"/>

**MODULE 1.2****Greetings****SPEAKING**

- 1 **03** Listen and repeat.



- 2 Walk around the class and greet your classmates.

- A *Good (morning).*  
 B *Good (morning).*

**NOTE** 'Good night.' = 'Goodbye.'

**MODULE 1.3****Introducing yourself****LISTENING**

- 1 **04** Listen.



*My name's Okada. Mayumi Okada.*



*My name is Chang. Edward Chang.*

**SPEAKING**

- 2 Look at this chart.

FULL NAME	
Given / First name	Family name
Mayumi	Okada
Edward	Chang

- 3 Write your own name in the chart. Then tell the class your name like this:

*My name's Sato. Hiroshi Sato.*

## MODULE 1.4

### Letters of the alphabet

#### SPEAKING

- Write the missing letters of the alphabet.  
a b \_ \_ d e f \_ \_ h i \_ \_ k \_ \_ m  
n o p q \_ \_ s t u \_ \_ x y \_ \_  
05 Listen and check. Then listen and repeat.
- Work with a partner. Take turns saying the letters of the alphabet.
- 06 These company names use only initials (first letters). Listen and repeat.



- Ask your teacher about any names you don't know.  
A What does ANA stand for? B It stands for All Nippon Airways.  
A What kind of company is ANA? B It's a Japanese airline.

## MODULE 1.5

### I'm with TDK

#### SPEAKING

- Work with a partner. Write two or three real company names (with or without initials), e.g. RCA, Samsung.
- Check with your teacher. Then write the names on the board.
- Choose a company. This is the company you work for. Find someone in the class with the same company.  
A I'm with TDK.  
B I work for Virgin.  
A I'm with TDK.  
C Me, too!

**NOTE** 'I'm with ...' = 'I work for ...'

**MODULE 1.6****Spelling a name****SPEAKING**

- 1
- 07**
- Listen and repeat.

A *Could you tell me your name, please?*B *Hopper. James Hopper.*A *Could you spell that, please?*B *H-O-P-P-E-R.*A *Thank you.*

- 2 Ask three students about their names and complete the chart. Tell them your name, too.

Given / First name	Family name

**USEFUL LANGUAGE***Could you repeat that, please?**Could you repeat your given name, please?**Could you spell your family name again, please?***MODULE 1.7****Reservations****LISTENING**

- 1 Before you listen, match each place below with the correct picture.

 airport check-in counter     restaurant     car rental office


- 2 **08** Listen and number the pictures 1–3.
- 3 **08** Listen again and write each person's family name.

1 \_\_\_\_\_    2 \_\_\_\_\_    3 \_\_\_\_\_

## MODULE 1.8

### At a hotel

#### LISTENING

Sanjay Singh is at the front desk of the Central Hotel in Hong Kong.



- 1 Before you listen, check the meaning of these words and phrases.

(hotel) reservation to fill out (a form / card) key card elevator

- 2 09 Listen to the conversation.

- 3 Practice the conversation with a partner.

A Good evening.

B Good evening. I have a reservation for one night. My name's Singh. Sanjay Singh.

A Could you spell that, please?

B S-I-N-G-H. Sanjay is S-A-N-J-A-Y.

A Thank you, Mr. Singh. Could you fill out this card, please?

B Yes... Here you are.

A Thank you. Here's your key card.

B Thank you.

A The elevators are over there.

B Right. Thank you very much.

A Have a pleasant stay.

B Thanks.

#### NOTE

Use Mr. or Ms. with a family name:  
Ms. Merkel Mr. Brown

Do not use with a given name:  
Ms. Hanna Mr. David

- 4 Practice again. Change the words in blue. Use your own ideas.  
5 Act out the conversation for the class.

## MODULE 1.9

### On the phone – I'd like to speak to ...

#### LISTENING

- 1 10 Ji-Hee Jung calls James Wilson at Vector Plastics. Listen and complete the phone call.

A Good morning, Vector Plastics. How can I \_\_\_\_\_<sup>1</sup> you?

B I'd like to \_\_\_\_\_<sup>2</sup> to James Wilson, please.

A Your name, please?

B Jung, Ji-Hee Jung.

A Just one moment, please. I'll put you \_\_\_\_\_<sup>3</sup>.

B Thank you.

C Hello, James Wilson \_\_\_\_\_<sup>4</sup>.

B Oh, hi James. It's Ji-Hee Jung.

C Hi, Ji-Hee. How are you?

B Fine, thanks.



#### SPEAKING

- 2 Practice the phone call in groups of three.
- 3 Practice again. Change the words in blue. Use your own names and companies.

## MODULE 1.10

### Culture corner – Names

#### READING

- 1 Work with a partner. Do you think these statements about the United States are true or false? Circle T or F for each one.

Perez Garcia Miller Lisa

1	Many people have a nickname.	T	F
2	People usually have one or more middle names.	T	F
3	People never change their family name.	T	F
4	Businesspeople sometimes call customers by their first names.	T	F
5	Businesspeople usually call co-workers by their job titles.	T	F

Brooke Cindy Jessica King Jackson

#### SPEAKING

- 2 Check the answers on page 90.
- 3 Are the statements true for your country? Tell the class.