



Reservations

VOCABULARY

automatic
change
class
depart
double
driving licence
economy
manual
night
return
single

10.1 Making a reservation

I'd like to reserve a car for three days.

10.2 Making a restaurant reservation

I'd like to reserve a table for three for this evening.

10.3 Reserving a flight

I'd like to make a flight reservation.

10.4 Time periods

from October fifth to ninth

10.5 Making a hotel reservation

I'd like to reserve a room.

For three nights, from August 21st to 23rd.

10.6 Renting a car

Manual or automatic?

10.7 On the phone

I'd like to change my reservation.

10.8 Culture corner

A place to stay

MODULE 10.1

Making a reservation

LISTENING

- 1 Look at the pictures. What are the places?



- 2 **88** Listen to parts of four conversations. Number the pictures 1–4 to match each conversation.
- 3 **88** Listen again. In which conversation do you hear the words and phrases below? Number them 1–4. There are two for each conversation.

- | | |
|--|--|
| <input type="checkbox"/> reserve a table | <input type="checkbox"/> economy |
| <input type="checkbox"/> compact | <input type="checkbox"/> automatic |
| <input type="checkbox"/> for four nights | <input type="checkbox"/> a quiet table |
| <input type="checkbox"/> double | <input type="checkbox"/> London Heathrow |

MODULE 10.2

Making a restaurant reservation

LISTENING

Olivia Twigg is calling the Sakura restaurant in New York.

- 1 Before you listen, try to complete the dialogue. Use the words below.

what reserve have that for help near

- A Good afternoon, Sakura Restaurant. May I _____¹ you?
 B Yes, I'd like to _____² a table for three _____³ this evening.
 A Certainly, madam. For _____⁴ time?
 B Eight o'clock.
 A Yes, that's fine. May I _____⁵ your name, please?
 B Twigg. T-W-I-G-G. And I'd like a table _____⁶ the window, please.
 A Yes, that's fine, Ms. Twigg. So _____⁷'s a table for three for eight o'clock this evening. Thank you very much. Goodbye.
 B Thank you. Goodbye.

- 2 **89** Listen and check your answers.
- 3 Practice the conversation with a partner.
- 4 Practice again. Change the words in blue. Speaker B, use your own name. Before you start, make notes below.

Speaker A
Name of restaurant:
Speaker B
Number of people:
Time:
Special request: ___ a table near the door ___ an outside table ___ a quiet table your own idea: _____

SPEAKING

MODULE 10.3

Reserving a flight

LISTENING

- 1 90 Listen to the conversation.
- A Good morning. How can I assist you?
B I'd like to make a flight reservation.
A Certainly. Where from?
B San Francisco.
A And where to?
B New York.
A That's fine. When would you like to depart?
B December 17th.
A And when would you like to return?
B December 26th.
A How many passengers?
B Two.
A And which flight class?
B Economy.
A Just one moment. I'll check for you.
B Thank you.



SPEAKING

- 2 Practice the conversation with a partner.
- 3 Complete your flight information below. Use your own ideas.

You

ROUND-TRIP FLIGHT SEARCH	
Where do you want to go?	
From:	To:
When do you want to go?	
Departure date:	DD/MM/YY
Return date:	DD/MM/YY
Number of passengers:	
Which flight class do you want?	
Economy	Premium Economy
Business	First

Your partner

ROUND-TRIP FLIGHT SEARCH	
Where do you want to go?	
From:	To:
When do you want to go?	
Departure date:	DD/MM/YY
Return date:	DD/MM/YY
Number of passengers:	
Which flight class do you want?	
Economy	Premium Economy
Business	First

- 4 Practice the conversation twice with a new partner. Use your own information and write your partner's flight information above.
- 5 Tell the class about your partner like this:

Kenji wants to go from Tokyo to Seoul. He wants to leave on May fifth and return on May ninth. He wants two economy tickets.

NOTE

'I'd like to' = 'I want to' 'Would you like to ...?' = 'Do you want to ...?'
'When would you like to ...?' = 'When do you want to ...?'
'would like to' is usually more polite than 'want to'

MODULE 10.4**Time periods****SPEAKING**

- 1 **91** When we make hotel reservations, we talk about time periods. Listen and repeat.

September 25th, 26th	September twenty-fifth and twenty-sixth
October 5th-9th	from October fifth to ninth
November 28th-December 5th	from November twenty-eighth to December fifth

- 2 **92** Say these in the same way. Then listen and check.

- January 6th-13th February 14th-March 7th
 April 3rd-8th June 23rd, 24th

- 3 Match the time expressions below (1-4) with the correct time periods in Exercise 2.

- 1 21 nights OR three weeks 3 seven nights OR one week
 2 two nights 4 five nights

NOTE When we make a hotel reservation, the second date is usually the departure date, e.g. August 21st-24th = 3 nights.

- 4 Work with a partner. Take turns saying the dates and time periods in Exercises 2 and 3 (in any order) like this:

- A *January sixth to thirteenth.*
 B *That's seven nights, or one week. June 23rd and 24th.*
 A *That's ...*

- 5 Write two pairs of dates under 'You' below. Tell your partner the dates. Your partner writes the time periods. Then change roles.

You

Your partner

MODULE 10.5**Making a hotel reservation****LISTENING**

- 1 **93** Listen to the conversation.

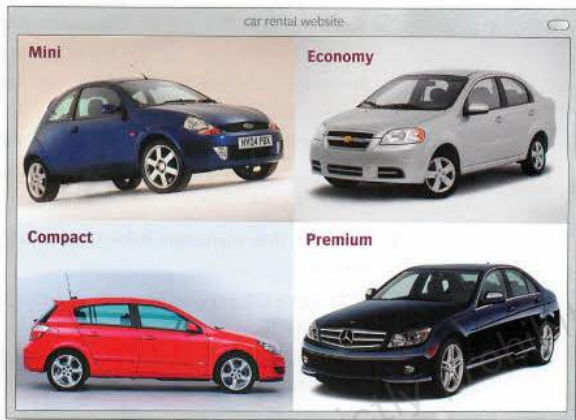
- A *May I help you?*
 B *Yes, I'd like to reserve a room.*
 A *Certainly. For how many nights?*
 B *For three nights, from August 21st to 24th.*
 A *Single or double?*
 B *Single, please.*
 A *Yes, that's fine. May I have your name, please?*
 B *Erikson. Bjorn Erikson.*

SPEAKING

- 2 Practice the conversation with a partner.
 3 Practice again. Use your own ideas.

LISTENING

- 1 94 Look at the information on a UK car rental website. Listen to the conversation and complete the information below.



PERIOD	FROM:	TO:
TYPE OF CAR	<input type="checkbox"/> MINI <input type="checkbox"/> ECONOMY	<input type="checkbox"/> COMPACT <input type="checkbox"/> PREMIUM
	<input type="checkbox"/> MANUAL <input type="checkbox"/> AUTOMATIC	
OPTIONS	<input type="checkbox"/> CHILD SEAT <input type="checkbox"/> GPS	<input type="checkbox"/> AIR CONDITIONING <input type="checkbox"/> DIESEL

SPEAKING

- 2 You want to rent a car in the UK. Complete the information for yourself.

PERIOD	FROM:	TO:
TYPE OF CAR	<input type="checkbox"/> MINI <input type="checkbox"/> ECONOMY	<input type="checkbox"/> COMPACT <input type="checkbox"/> PREMIUM
	<input type="checkbox"/> MANUAL <input type="checkbox"/> AUTOMATIC	
OPTIONS	<input type="checkbox"/> CHILD SEAT <input type="checkbox"/> GPS	<input type="checkbox"/> AIR CONDITIONING <input type="checkbox"/> DIESEL

- 3 Practice with a partner, using your information and the model below. Then act out the conversation for the class.

- A Can I help you?
 B Yes, I'd like to reserve a car for ...
 A Which class would you like?
 B ...
 A Manual or automatic?
 B ...
 A Yes, that's fine. Do you have any special requests?
 B ...
 A May I see your driving licence, please?
 B Yes, here you are.

NOTE American English: 'driver's license'
 Turn to page 80 for other American English / British English vocabulary and spelling differences.

MODULE 10.7

On the phone - I'd like to change my reservation

LISTENING

- 1 95 Nobuo Ogawa is calling a restaurant. Listen and complete the conversation.

A Four Seasons restaurant. How may I help you?

B Hello. My name is Ogawa. I have a reservation _____¹ this evening.

A Just one moment, Mr. Ogawa. May I have your first name, please?

B Nobuo.

A Ah yes, that's a _____² for three for eight o'clock.

B That's right. I'd like to _____³ it to 8:30, if possible.

A Let me see. Yes, that's fine. _____⁴ that's a table for three for 8:30.

B That's it. Thank you. Goodbye.

A Goodbye.

SPEAKING

- 2 Practice the conversation with a partner.
- 3 Practice again. Change the words in blue. Use the information below and/or your own ideas. Speaker B, use your own name.

Restaurant	Reservation		Change to
Maharajah	tomorrow evening	two for 7:30	8:00
Verona	Thursday lunchtime	four for 1:30 p.m.	12:30 p.m.

MODULE 10.8

Culture corner - A place to stay



motel



luxury hotel



traditional inn



business hotel

SPEAKING

- 1 Talk about the places to stay. You can use the words in the box.

(Picture a) *It's small and cheap.*

luxurious	large	small	traditional	cheap
expensive	quiet	friendly	relaxed	convenient

- 2 You are on a business trip. Which place would you like to stay at? Why?
- 3 Which things are important for a businessperson in a hotel?

I think Internet access and a meeting room are important.

beautiful view		Internet access		TV	
mini-bar		exercise room		bar	
restaurant		meeting room		laundry service	
fire escape		free parking		(your idea)	