ENGLISH A2 · UNIT 5 · EVERYDAY ENGLISH Name: _____ Date: _____

Everyday English: Booking a room and dealing with delays

Focus: booking a room by phone, asking about train times, a delayed train, offers with Shall I ...? and I'll ...

Model dialogue: booking a room by phone

Receptionist: Good morning, Hotel Park. Can I help you?

Anna: Hello. I'd like to book a double room for two nights, please.

Receptionist: Certainly. When are you arriving?

Anna: On the 14th of May. Is breakfast included?

Receptionist: Yes, it is. A double room is 90 euros a night.

Anna: That's fine. My name is Anna Petrosyan.

Shall **platform** **afraid** **return** **time** **delayed** **leave** **miss**

1 At the station — Complete the dialogue with the words in the box.

Example: What _____ is it? Half past nine. → time

Omar: Excuse me, what time does the next train to Glasgow _____?

Assistant: At 9.15 from _____ 4, but I'm _____ it's _____ by 20 minutes.

Omar: Oh no. I'll _____ my connection to Edinburgh!

Assistant: Don't worry. _____ I check the next train from Glasgow?

Omar: Yes, please. And a _____ ticket to Edinburgh.

Assistant: Here you are, 42 pounds. I'll put you on the 10.05.

2 Match the questions and the answers.

1. I'd like to book a single room for Friday night.	a. No, we won't. There's a bus every ten minutes.
2. Is breakfast included?	b. At half past six, from the bus station.
3. Is the flight to Berlin delayed?	c. Yes, it is. It's from seven to ten.
4. Shall I book the hotel?	d. Certainly. What's your name, please?
5. Will we need a taxi from the airport?	e. Yes, I'm afraid it's two hours late.
6. What time does the coach leave?	f. Yes, please. I'll buy the tickets.

ANSWER KEY

1 1 leave, 2 platform, 3 afraid, 4 delayed, 5 miss, 6 Shall, 7 return **2** 1 d, 2 c, 3 e, 4 f, 5 a, 6 b