

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