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

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