

Student Material Phone Conversation 3– Unit 3

Inglés para Turismo Internacional Intermedio

1. Accommodation types:

What are the different types of accommodation for tourists in your country? Discuss with your tutor.

2. Hotel Facilities:

Look at the facilities box below and discuss.

<input type="checkbox"/> air conditioning	<input type="checkbox"/> hairdryer	<input type="checkbox"/> restaurant
<input type="checkbox"/> airport shuttle	<input type="checkbox"/> high-speed Wi-Fi access	<input type="checkbox"/> safe-deposit box
<input type="checkbox"/> baby-sitting service	<input type="checkbox"/> in-room minibar	<input type="checkbox"/> satellite TV
<input type="checkbox"/> currency exchange	<input type="checkbox"/> laundry and ironing	<input type="checkbox"/> sauna
<input type="checkbox"/> direct line telephone	<input type="checkbox"/> pets admitted	<input type="checkbox"/> wheelchair access
<input type="checkbox"/> fitness centre		

- Which of these facilities and services do you think are the most important when choosing a hotel?
- Are there any facilities that are important for you which are not on the list?

Now look at the photos of the travellers below. Which hotel facilities and services you think are important for each of them.



The Singh family



Jin Wei – business woman



Waleed – travel manager
for a prince

3. Handling Problems:

Role-play the problem handling situation below. Use some of the expressions in the box below.

Apologizing

- 1 I'm sorry about that.
- 2 I do apologize for the inconvenience.
- 3 I hear what you're saying and I know how you feel.

Explaining

- 4 I'm afraid there's been a misunderstanding.
- 5 What seems to have happened is that ...
- 6 At the moment we're having a problem with ...

Acting

- 7 I'll look into it right away.
- 8 I'll get back to you when it's been sorted out.
- 9 I'll do everything I possibly can.

Student: You are the hotel receptionist at the Hotel San Angelo in Milan. You have no record of a booking for a coachload of 55 tourists from London and have never heard of the Insegna agency. The hotel manager is on holiday in South Africa at the moment. There is a fashion Show taking place this week and it will be very difficult to find any free hotel rooms but you will make enquires. You have some contacts with hotels in the mountains outside the city which may be able to accommodate such a large party.