

## Student Material Phone Conversation 8– Unit 9

### Inglés para Turismo Internacional Pre-Intermedio

**1. Your achievements and pending goals.** Tell your tutor about your life achievements and the things you haven't done yet.

- Personal life
- Education
- Work

**2. What has been done?** This hotel lounge area has recently been refurbished. Look at the Before and After photograph to identify the changes and improvements, then discuss them with your tutor (mention at least 5 improvements or changes).



**3. Checking out:** You work on front desk at the hotel Miami. **Look at the information for a guest's folio. Deal with the guest's queries, address any complaints and correct errors.** Offer the guest a special promotion if the make and advanced booking check-out.

**Name of guest:** B. Smith

**Room number:** 413

**Total of nights:** four nights at US \$100.00 per night

**Room type:** an executive suite

**Pre-paid:** 25%

**Balance due:** US \$100.00 plus these items

Room fridge – one packet of nuts, one chocolate bar

Laundry – one dress (dry-cleaned)

Room service – one bottle of orange juice, two chicken curry

You have receipts signed by Brenda Smith. There is a \$10.00 charge for lost room keys. Hair and beauty treatment is charged separately.