

### Elementary English for Tourism and Hospitality

#### LESSON 21 – Dealing with a situation

##### STUDY NOTES

##### Characters

Leo: Receptionist  
 Mona: Guest  
 Justine: Hotel Manager

##### The story

Mona is very worried about her missing father. She insists on talking to the hotel manager, Justine.

##### Language Point -Ascertaining the facts

Below are some examples of phrases and sentences you can use to ascertain the facts. Read them out loud.

Let me see if I understand you clearly.

So what you're saying is that your wallet is missing.

Let me get this straight.

OK, so let me understand what you're saying.

So you believe your handbag was stolen.

##### Language Point – Asking questions

Below are some questions from lesson 21 with some alternative ways of asking them. The words in bold are the stressed words, or the words we say with more strength. They are usually the most important words in a sentence. Read the questions out loud and stress the words in bold. Practise the intonation at the end of the sentence.

a. Were **you standing** next to **Leo** when you **lost** your **father**? ↘

b. **Whilst** you were **standing** next to **Leo**, you **lost** your **father**? ↗  
 (This question seeks clarification)

a. **Were** you at the **festival** with your **father**? ↘

b. **You** were at the **festival** with your **father**? ↗  
 (This question is seeking clarification)

a. **Had** you **arranged** a **meeting** place, **Leo**? ↘

b. **Did** you **arrange** a **meeting** place, **Leo**? ↗

a. How **long** has **he** been **missing**? ↘

b. **He's** been **missing** for **how** long? ↗  
 (This question is seeking clarification)

### EXERCISES

#### 1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

arranged	clear	dead	elderly
father	find	hours	lost
meet	missing	office	place
serious	stand	sure	upset

#### 2. Language Practice – Question formation

Without looking at the previous page, write questions from the following key words.

1. whilst / standing / Leo / lost / father?

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2. were / standing / Leo / lost / father?

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3. you / festival / father?

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4. were / festival / father?

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5. had / arranged / meeting / Leo?

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6. did / arrange / meeting / Leo?

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7. how / he / missing?

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8. he's / missing / long?

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#### 3. The Chant

Practise saying this chant out loud.

Let me see  
 Let me see  
 If I understand you clearly

Is your father,  
 Is your father,  
 Is your father elderly?

**Suggested answers:** 1) Whilst you were standing next to Leo, you lost your father? Or You lost your father, whilst you were standing next to Leo? 2) Were you standing next to Leo when you lost your father? 3) You were at the festival with your father? Or Were you at the festival with your father? 4) Were you at the festival with your father? Or You were at the festival with your father? 5) Had you arranged a meeting place Leo? 6) Did you arrange a meeting place Leo? 7) How long has he been missing? 8) He's been missing for how long?