

ENGLISH LEARNING SERIES

English for Tourism and Hospitality

Elementary English for Tourism and Hospitality

LESSON 22 – Dealing with a situation

STUDY NOTES

Characters

Leo: Receptionist Mona: Guest Jack: Guest

Justine: Hotel Manager

The story

Mona is very worried about her missing father. Whilst she is talking to the hotel manager, her father returns.

Language Point - Suggesting an alternative explanation

Below are some questions that offer alternative explanations regarding Jack's absence. Read them out loud. Practise the stress and intonation. Istrall

Is it possible that your father is making his own way back? Do you think he might be on his way back now? Do you think he may have gone somewhere else? Is he likely to have gone for a walk? Is it possible that he went for a walk to the beach?

Language Practice - Introductions

Below are some model dialogues for introducing people. You can say 'nice to meet you', 'pleased to meet you' or 'it's a pleasure to meet you' when you meet someone. Read the dialogues with a friend. The stressed words are in bold.

- A: Jack Webber, this is Justine, the manager.
- B: Nice to meet you Justine.
- C: Nice to meet you too.
- A: Mona White, this is Andrew, the chef.
- B: It's a pleasure to meet you.
- C: Likewise.
- A: Hello. I'm Joe, the taxi driver.
- B: Pleased to meet you Joe.
- A: You too.







IGLISH LEARNING SERIES

English for Tourism and Hospitality

check

EXERCISES

blame

1. Key vocabulary

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

calm

| Diame | | | ouiiii | | | | OHOOK | | | | | |
|--------------------|-------------------------------------------|--------------|--------------------|-------|-------|----|---------|---------------------|---------|----------|------------|--------|
| lounge possible | | | manager trouble | | | | necessa | necessary worker | | | | |
| | | | | | | | worker | | | | | |
| Rewrite | led sentence the sentence out loud. | | | | | | | have che | ecked y | our ansv | vers, read | d each |
| 1. | possible | that | making | it | back | is | father | own | is | way | your | his? |
| | where he do y | - | | ay th | nink? | | | | × | (S) | 18 | |
| | | | | o bo | ach2 | |) | N | S) | () | | |
| 4. to wal | k is that it he f | or possil | ble the went | a be | ach? | | . 0 | 1 | | | | |

Choose a word from the box in 1. above to complete each of the sentences. When you have checked your answers, say them out loud.

| 1. 1 | him for everything that went wrong. | | | | |
|-----------------------------------------|------------------------------------------|--|--|--|--|
| 2. I would like to see the | please. | | | | |
| 3. Is it | that he went for a walk around the city? | | | | |
| 4. I will call the police if it's | · | | | | |
| 5. Could you please take a seat in the? | | | | | |

4. The Chant Practise saying this chant out loud.

The guest

The guest From Room 22, Would like

Would like Would like to speak with you.

making his own way back? 2) Do you think he may have gone somewhere else? 3) Is he likely to have gone for a walk? 4) Is it possible that he went for a walk to the beach? 3. 1) blamed 2) manager 3) possible 4) necessary 5) lounge Suggested Answers. 2. 1) Is it possible that your father is



