

### Elementary English for Tourism and Hospitality

#### LESSON 4 – Checking In

##### STUDY NOTES

##### Characters

Leo: Receptionist  
 Mona: Guest  
 Jack: Guest

##### The story

Leo is booking Mona and Jack into the hotel. He changes their rooms and makes sure they have everything they need.

##### Grammar – There is / There are

As we learnt in lesson 4, **there is (there's)** is used with single items and uncountable nouns.

**There are** is used for plurals or countable nouns. **Some** is used when you are talking about uncountable nouns or an undefined quantity. Here are some examples to read with a friend.

There is (There's)	There are
a newspaper (single item)	two cups (plural countable noun)
an iron	three guests
a guest	tea-making facilities
a phone	brochures
some coffee (uncountable noun)	umbrellas
some tea	some towels (undefined quantity)
some milk	some tissues
some cutlery	some magazines

##### Language Practice – Both and just

There are a number of structures you can use for **'both'**. Each of them has the same meaning. For example, you can say:

**Both** guests are in the dining room. or

**Both** of the guests are in the dining room. or

The guests are **both** in the dining room.

**'Just'** has several meanings. Here are a few of them:

1. simply or only      Examples: We're **just** good friends. .  
**Just** one please

2. exactly or nearly at this moment      Examples: I have **just** spoken to him.  
 I **just** had lunch.

3. barely or no more than      Examples: **Just** a minute please.  
 Could you wait **just** a moment?

### EXERCISES

#### 1. Key vocabulary

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

anything else	I'll see to it right away
iron	tea-making facilities
alarm clock	kettle

#### 2. Writing sentences – There is or There are

Below are some nouns and prepositions. Use them to write sentences using there is or there are. When you have checked your answers, say them out loud.

**Example:** swimming pool / on / level 7

**There's a swimming pool on level 7**

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1. tea / coffee / in / cupboard

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2. ten guests / in / lobby

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3. car park / at / rear / hotel

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#### 3. Matching – Both and just

Match the first part of the conversation with the correct response. Practise saying them with your friends.

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|--|--|
| 1. Would you mind waiting just a minute?   | a. Yes. I've just spoken to him.                 |
| 2. Where are the two guests?               | b. Sure.   |
| 3. Can I help you?                         | c. Just a minute please.                         |
| 4. Do you know when the buses will arrive? | d. They are both on level nine.                  |
| 5. Have you seen Mr Webber?                | e. No thanks. We're just waiting for someone.    |
| 6. Excuse me. I need to book a taxi.       | f. Both of the buses will be here in 10 minutes. |

#### 4. The Chant

Practise saying this chant out loud.

Is there a kettle?  
 And are there cups?  
 Are there cups for tea?

Yes, there's a kettle  
 And there are cups  
 Is that OK?  
 OK!

**Answers:** 2. 1) There's (some) tea and coffee in the cupboard  
 2) There are ten guests in the lobby. 3) There's a car park at the rear of the hotel. 3. 1) b 2) d 3) e 4) f 5) a 6) c