

**Faculty of Economics and Tourism**  
**Department of International Business Management**

**Business English Plus: 309 3303**

Week: 7

Unit 6: Out and about

Lecturer: Palitha DOUANGCHACK

Mobile: +856 20 7777 5113

E-mail: palitha\_su@yahoo.com

## I. Listening: Customer Service in a hotel

### A. Listen and match the sentence parts

- |                               |         |                                    |
|-------------------------------|---------|------------------------------------|
| 1) I have a reservation       | ...F... | A. a single room on those dates.   |
| 2) I would like to            | ...G... | B. at twelve-thirty at the latest. |
| 3) I am sorry. We do not have | ...A... | C. twenty-four hours a day.        |
| 4) Can you confirm            | ...E... | D. of your late arrive.            |
| 5) We have some at reception  | ...C... | E. the reservation by e-mail?      |
| 6) Let me                     | ...H... | F. for three nights.               |
| 7) I expect to arrive         | ...B... | G. stay for two more nights.       |
| 8) I can inform my colleagues | ...D... | H. just check that.                |

### B. With a partner, use the information below to make a conversation and then read it to the class.

- You have a reservation at the Plaza Hotel for a double room for three night, May 21-24
- You want to stay an extra night.
- Call the hotel to ask if that is possible.
- Ask about the price for the extra night.
- Accept the offer.
- Ask the hotel to confirm the reservation.

Ex:

A: The plaza Hotel. Can I help you?

B: Hello. My name is.... I have a reservation for.....

.....  
 .....  
 .....

## II. Grammar Focus

### ➤ Comparing people, places and things

A. For short adjectives, we add “er” for comparative, and “est” for superlative.

Adjective	Comparative	Superlative
Nice	Nicer	Nicest
Dark	Darker	Darkest
Bright	Brighter	Brightest

B. For long adjectives, we use the word “more” for comparative, and “most” for superlative.

Adjective	Comparative	Superlative
Beautiful	More beautiful	Most beautiful
Interesting	More interesting	Most interesting
Fascinating	More fascinating	Most fascinating

C. The following are irregular adjectives.

Adjective	Comparative	Superlative
Good	Better	Best
Bad	Worse	Worst
Many	More	Most
Much	More	Most
Little	Less	Least

### III. Reading

Readers' comments on last month's hotel review

**A:** "I agree with everything you wrote in your review of the Richmond Hotel. The central location is ideal for business travellers. The hotel restaurant is first class. Unfortunately, when I stayed there, the Wi Fi signal in my room was not good, and this was a great disadvantage."

**B:** "A very nice hotel with a fantastic staff and excellent facilities, including bright, large conference rooms. The gym and the rooftop pool are very great to relax in after day's work. As you said in your review, the rooms are large and comfortable with high-speed Internet connection and satellite TV. I travel a lot, but staying at Richmond is always special."

**C:** "I do not agree with your review at all! I spent two nights at the Richmond on my last business trip in Jakarta. My room was small, and the bathroom was not clean. The air-conditioning was very noisy and the breakfast was poor. I used the gym, but it was very small and very crowded. I do not recommend this hotel. The only good thing about it is the location."

**D:** "The Richmond is large with unattractive lobby. But the staff are very friendly and the service is excellent. I met clients for lunch and dinner in the Executive Lounge on the top floor, and we all agreed that the food was delicious. The laundry service is expensive, but good. Not the best hotel I know, but it is good value for money."

#### ➤ Scanning for detail

Which of comments A, B, C or D talk about...

- 1) the food in the hotel                   ...A, C, D...
- 2) the location of the hotel               ...A, C...
- 3) the hotel staff                           ...B, D...
- 4) the gym                                   ...B, C...
- 5) the size of the room                   ...B, C...
- 6) telecommunications                 ...A, B...

### IV. Vocabulary

- 1) Laundry Service                       ບໍລິການຊັກແຫ້ງ
- 2) Reservation                           ການຈອງ (ໂຮງແຮມ)
- 3) Passport                               ປຶ້ມຜ່ານແດນ
- 4) Comfortable                           ສະດວກສະບາຍ

5) Adventure	ການປະຈີນໄພ
6) Countryside	ຊົນນະບົດ
7) Expensive	ລາຄາແພງ
8) Crowded	ແອອັດ
9) To confirm	ຢືນຢັນ
10) Intelligent	ສະຫຼາດ

## V. Homework

➤ Read the questions, think about your answers, then write your paragraph.

Questions about travel habits	Ideas	Reasons
Where do you like to spend your vacations?	<ul style="list-style-type: none"> <li>- the beach</li> <li>- the mountains</li> <li>- a city</li> <li>- the countryside</li> </ul>	<ul style="list-style-type: none"> <li>- exciting</li> <li>- quiet</li> <li>- adventure</li> <li>- relaxing</li> </ul>
What kind of vacation do you like?	<ul style="list-style-type: none"> <li>- adventure vacation</li> <li>- backpacking</li> <li>- beach vacation</li> <li>- language course</li> <li>- couch trip</li> <li>- camping</li> <li>- skiing</li> </ul>	<ul style="list-style-type: none"> <li>- play sports</li> <li>- meet people</li> <li>- improve my English</li> <li>- have fun</li> </ul>
How do you like to travel?	<ul style="list-style-type: none"> <li>- By bus</li> <li>- By car</li> <li>- By coach</li> <li>- By train</li> <li>- By plane</li> <li>- By bicycle</li> <li>- On foot</li> </ul>	<ul style="list-style-type: none"> <li>- fast</li> <li>- cheap</li> <li>- comfortable</li> </ul>
What sort of place do you like to stay?	<ul style="list-style-type: none"> <li>- hotel</li> <li>- guesthouse</li> <li>- campsite</li> <li>- friends</li> </ul>	<ul style="list-style-type: none"> <li>- exciting</li> <li>- interesting</li> </ul>