PLACES TO STAY
**IN THIS UNIT YOU LEARN HOW TO:**

- describe places you stayed in
- book somewhere to stay
- apologise for bad news
- explain and deal with problems in hotels
- talk about imagined situations
- talk about past habits

**SPEAKING**

1 **Work in groups. Look at the photo of a planned new resort and discuss the questions.**
   - Do you think it’s a good place for a resort? Why? / Why not?
   - Would you go there? Why? / Why not?
   - What are the big resorts in your country? What can you do there?
   - Have you been to any resorts? Where? Where did you stay? What did you do there?

2 **Work in pairs. Discuss the questions.**
   - What do you look for when you choose somewhere to stay? Think about these things.
     - entertainment  facilities  food  location  price
   - Which of these things are most important / least important to you? Why?
LISTENING

Listen to a phone conversation. David is phoning a hotel for a friend who wants to visit Dublin with his wife and small child. Look at the questions David wants to ask. Then listen and note down the information.

Triple rooms?
How much for everyone?
With breakfast?
Dates: Prefer 12th – 17th August
Car hire cheaper from hotel?
Parking available?
Deposit?

BOOKING A ROOM

VOCABULARY Places to stay

1 Complete the sentences with the collocations in the box.

<table>
<thead>
<tr>
<th>babysitting service</th>
<th>provided meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>basic furniture</td>
<td>put up the tent</td>
</tr>
<tr>
<td>free wi-fi</td>
<td>real fire</td>
</tr>
<tr>
<td>heated pool</td>
<td>reduced rate</td>
</tr>
<tr>
<td>including breakfast</td>
<td>share a room</td>
</tr>
<tr>
<td>low season</td>
<td>shower block</td>
</tr>
</tbody>
</table>

1 It only cost €200 to rent for the week because it was still the ________.
2 It was £50 a night for a double room ________.
3 It normally costs $25 a night with electricity, but there was a ________ for groups.
4 They had a ________, so we left the kids and went out on our own a couple of nights.
5 It was difficult to ________ because the ground was so hard.
6 There was a kitchen the guests could use, but they also ________.
7 It had a ________ in the living room, which was nice.
8 We didn’t have to ________ with lots of other people. They had some smaller family rooms.
9 There was a ________, which was shared by the whole block.
10 You had to walk a long way to get to the toilet and ________, but at least there was plenty of hot water.
11 It had quite ________, but the kitchen was OK and it was all very clean.
12 They charged a lot for internet access in the room, but there was ________ in the reception area.

2 Match each sentence in Exercise 1 to one of these places.

an apartment a campsite a hostel a hotel

3 Work in groups. Can you think of:
1 two other things you can share in a hostel?
2 two other kinds of room in a hotel?
3 two other services a hotel or hostel provides?
4 two other things that can be included in the price?
5 two reasons you get a reduced rate?
6 the opposite of putting up a tent?
7 when the low and high season is in your country?

4 Work in pairs. Think of a hotel, apartment, hostel or camping site you stayed at. Tell your partner about it. Would you recommend it? Why? / Why not?

DEVELOPING CONVERSATIONS

Apologising

We often say I’m afraid to apologise for giving bad news.

I’m afraid we’re fully booked that weekend.

To reply to questions, we use I’m afraid not / I’m afraid so. We often also add a comment.

D: And breakfast is included too?
R: I’m afraid not. It’s 125 with breakfast.

D: So if, for whatever reason, they didn’t come, they’d lose that money?
R: I’m afraid so. The complete payment is made on arrival.

8 Work in pairs. Take turns asking these questions. Your partner should reply with I’m afraid so or I’m afraid not and add a comment.
1 Is there free wi-fi?
2 Do I need to pay a fee if I cancel?
3 Is the swimming pool heated?
4 Can we make a fire on the campsite?
5 Did it reject my credit card again?
6 Are there any tickets left for tonight’s performance?
7 Is it going to rain again tomorrow?
8 Can’t you do something about it?
9 Work in groups. You have three minutes to write as many things as you can that a hotel employee might say to guests using I'm afraid. Which group can think of the most sentences? Which group has the funniest ones?
I'm afraid we're full.
I'm afraid the air conditioning is broken.

10 Listen to the receptionist taking another customer's credit card details. Complete the form below.

Name on the card:
Card number:
Security number:
Expiry date:
Contact number:

11 Listen to the alphabet and put the letters next to the correct vowel sound.

| /æ/ | b | /æt/ | q |
| /æ/ | f | /æt/ | i |
| /əʊ/ | o | /æt/ | q |
| /æ/ | r |

12 Invent some card details like the ones in Exercise 10 and write them on a piece of paper. Then work in pairs. Take turns asking for and giving these details. Note down your partner’s details and compare them with what your partner wrote.

CONVERSATION PRACTICE

13 You are going to have two conversations similar to the ones you heard in Exercise 5.

Student A: read the role card in File 4 on page 187.
Student B: read the role card in File 12 on page 190.

Think about what information you need and write down the questions you want to ask.

14 Take turns being the receptionist and the customer ringing for information. Roleplay the conversations. The receptionist should apologise for at least two things using I'm afraid. Start like this:

A: Hello, I'm ringing on behalf of some friends. They want some information about the hostel.
B: Sure. What would you like to know?
SPEAKING

1 Work in groups. Discuss the questions.
   - What problems might people have in a hotel? How many problems can you think of?
   - Have you ever asked a hotel receptionist for anything? What happened?

VOCABULARY Solving hotel problems

2 Match the sentences (1–10) with the follow-up questions (a–j). Check you understand the words in bold in the sentences.

1 There's a lot of noise outside our room.
2 My room is boiling.
3 That's more expensive than I expected.
4 Are you sure you don't have a record of my booking?
5 I've forgotten my toothbrush and toothpaste.
6 I only have a morning free for sightseeing.
7 I have an upset stomach.
8 I have an early flight.
9 I have to leave before you start serving breakfast.
10 I can't get the air conditioning to work.

   a Do you have any?
   b Could you give me a wake-up call and book a taxi?
   c Could I get something to take with me?
   d Could you tell me what the bill includes?
   e Could we change rooms?
   f Could you check again please?
   g Do you have anything that will help, or is there a chemist nearby?
   h Is there any way I can turn down the heating?
   i Could you send someone up to have a look at it?
   j Where would you recommend going?

3 Spend a few minutes memorising the questions in Exercise 2. Then work in pairs and test each other.

   Student A: say a sentence (1–10) from Exercise 2.
   Student B: close your book. Say the follow-up question.

4 Work with a new partner. Choose four problems from Exercise 2 and roleplay the conversations. Take turns to be the guest and the receptionist.

   G: Excuse me. There's a lot of noise outside our room. Could we change rooms?
   R: You can, but I'm afraid the only rooms available are more expensive.

LISTENING

5 Work in pairs. Look at the photos. Discuss how they might be connected to problems with a hotel guest. What do you think the guest asks for?
Complete the sentences with the correct form of the verbs in brackets.

1. I don’t think I _______ so calm if I _______ deal with someone like Lady Zaza. I’d probably say something rude to them. (be, have to)
2. To be honest, I don’t really like camping. I _______ it if I _______ the money to stay in hotels, but that’s too expensive with a family. (never do, have)
3. The hotel was awful! Honestly, I _______ stay there again even if you _______ me! (not stay, pay)
4. A: The hotel was very noisy because of all the bars on the street.
   B: Really? I _______ a review on the web if I _______ you. It’s good to warn other people. (post, be)
5. A: Which _______? Moscow or St Petersburg?
   B: Difficult! They’re both great, but if I _______ choose, I _______ to St Petersburg, just because the traffic isn’t as bad. (have to, probably go)
6. A: If you _______ only visit one place in your country, where would it be? (can)
   B: Probably New York. There’s so much to see and do there.

Work in pairs. Look at these situations. Discuss how you would react and what you would do. Explain why.

1. You’re a receptionist and a customer is refusing to pay for the drinks he has taken from the minibar in his room. He says he didn’t take any and is getting quite angry.
2. You’re in a hotel and you can’t get to sleep because of noise next door.
3. You’re camping. It’s raining and water is coming in through your tent.
4. You’re sharing a kitchen in a hostel and you see someone leave their dirty dishes.
5. You’ve rented an apartment and the air conditioning is broken. It’s boiling and the owner of the apartment isn’t answering their phone.
6. You’re a cleaner, and you find $100 left on the bed when you are cleaning the room after a guest has left.

For further practice see Exercise 2 on page 179.

Unit 10 Places to stay 91
BEST HOLIDAY EVER!

SPEAKING
1 Look at the different kinds of holidays for primary school children. Rank them from 1 (best holiday for kids) to 6 (worst holiday).
   • going to Disneyland with the family
   • going to stay with relatives in the countryside
   • going with other kids to a summer camp
   • going camping with parents
   • renting a place near the beach with the whole family
   • two weeks with parents in a hotel in a foreign city
2 Work in groups. Explain your choices. Discuss what’s good / bad about each kind of holiday.

READING
3 Read the series of messages from a social media site on page 93. Find out:
   1 why Mark started the thread about holidays.
   2 two ways Zinaida’s holidays were different to kids’ holidays today.
   3 which three people often stayed near water.
   4 who had a close encounter with danger.
   5 who has nice memories of cooking.
   6 who sometimes stayed in a theme park.
   7 who suffered a loss.
   8 who spent two weeks with each set of relatives every year.
   9 who last went somewhere over 20 years ago – and why they’re going back.
4 Match the verbs 1–8 with the words (a–h) they were used with on the social media page. Can you remember who used these words – and why?
   1 mess around a on the fence
   2 sit b for long walks
   3 rent c breakfast on the terrace
   4 climb d a cottage
   5 have e by the river
   6 get f chickens
   7 scare g a tree
   8 go h bored

GRAMMAR
used to
We often use (never) used to + infinitive (without to) instead of the past simple to describe past habits or states – especially to talk about things that have changed since.
Used to does not have a present form. For habits in the present, use the present simple + sometimes, never, two or three times a week, etc.

5 Look at these sentences from the social media page and answer the questions below.
   a My parents used to own an apartment on the beach.
   b We went swimming all the time.
   c We once did cornflake cakes.
   d My son usually spends his summers like this.
   e It was so strict.
   f They used to take us on day trips.
   1 Which sentences describe past habits?
   2 Which sentences describe past states?
   3 Which sentence describes a single event in the past?
   4 Which sentence describes a present habit?

6 Decide which of these sentences you can rewrite using (never) used to and rewrite them.
   1 I didn’t like camping, but I love it now.
   2 I did judo when I was younger, but then I stopped.
   3 We usually camp, but we rented a flat this year.
   4 He’s quite fit and healthy now, but he smoked quite heavily when he was younger.
   5 I had really long hair when I was at college, but I had it cut short a few years ago.
   6 It’s become very popular. It wasn’t crowded before.

PRONUNCIATION
7 Listen and check your answers to Exercise 6. Notice that used to is pronounced /ˈjuːstə/.

8 Work in groups. Tell each other about:
   • something you never used to like, but do now.
   • a place, activity or thing that used to be popular.
   • three things you used to love doing and three things you used to hate doing when you were a kid.
   • three things that have changed in your life.

SOUNDS AND VOCABULARY REVIEW
9 Listen and repeat the sounds with /ʌ/, /ɒ/, /ʊ/ and /uː/. Are any of them difficult to hear or say?

10 Work in groups. Listen to eight sentences using the words below. Together, try to write them down. Then listen again and check.

<table>
<thead>
<tr>
<th>booking</th>
<th>deposit</th>
<th>holiday</th>
<th>money</th>
<th>room</th>
</tr>
</thead>
<tbody>
<tr>
<td>look</td>
<td>pool</td>
<td>toothbrush</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11 Work in teams. You have three minutes to write collocations / phrases for the words in Exercise 10.
Mark Reed: Am returning to the place I spent my childhood holidays this week. First time in more than two decades. Started me thinking. Where did you all spend your holidays when you were kids?
5 hours ago  Like

Zinaida Vozgova: I used to spend holidays with my grandparents out of town – that meant lots of fresh air, messing around by the river, fresh fruit and vegetables … and no TV or technology, which isn’t typical for our kids now …
5 hours ago  Like

Biggi Wimmer: Went to Italy every year. Near Trieste. My parents used to own an apartment on the beach. We went swimming all the time. Can’t remember what my parents did! By the way, Mark. Where did YOU used to go as a kid? And how come you’re going back?
4 hours ago  Like

Julia Tcvetkova: Used to spend a fortnight in a tiny village out in the countryside in Siberia. Sounds dull, but I never used to get bored. Remember sitting on the fence before sunset, watching the cows being brought back to the village. And running around the fields after my dog … before the neighbours took him away for scaring their chickens!
4 hours ago  Like

Mark Reed: Eastbourne on the south coast of England, Biggi. Used to be my favourite place in the world. Not sure I’ll feel the same anymore!
3 hours ago  Like

Christina Rebuffet-Broadus: We either went to Disneyworld in Florida or the Smoky Mountains in Tennessee in the summer! At Disney, we stayed in the Polynesian Village. In the Smokies, we used to rent a cottage in the mountains. We woke up one morning to find a black bear climbing a tree near the terrace we used to have breakfast on!
1 hour ago  Like
4 Work in groups. Discuss these questions.
- Would you like to stay in Essaouira for a holiday? Why? / Why not?
- How has the economy changed in your country?
- What industries used to be stronger? Why did they decline? What’s replaced them?
- Do you know any places where tourism has increased a lot? Has that been a good thing? Why? / Why not?

UNDERSTANDING FAST SPEECH
5 Read and listen to this extract from the video said at natural pace and then slowed down. To help you, groups of words are marked with / and pauses are marked ///. Stressed sounds are in CAPITALS.

the FISHermen are prePARing for a NOTHer year OUT on the WAter /// all aROUND the PORT / you can hear the SOUNDS of BOAT building / and SMELL fresh PAINT in the air.

6 Now you have a go! Practise saying the extract at natural pace.
VOCABULARY

6 Match the verbs (1–8) with the nouns they collocate with (a–h).

1 get a your feet
2 brush b my lip
3 settle c out of breath
4 change d your hair
5 wipe e a deep breath
6 take f a room
7 share g my mind
8 bite h your stomach

7 Decide if these words and phrases are connected to health problems or places to stay.

ache   an inhaler  the shower block
aspirin   the low season sneeze
get a rash   a reduced rate  a temperature
the heating  serve breakfast   a wake-up call

8 Complete the sentences with the best prepositions.

1 I'm afraid we don't have any record ______ your booking.
2 Can you send someone ______ to have a look at the AC in my room, please?
3 Sorry. I've just got a lot ______ my mind at the moment.
4 I hate missing breakfast. I can't work ______ an empty stomach.
5 It's boiling in here. Can you turn the heating ______ a bit?
6 I'm not looking forward to the spring because I suffer ______ really bad hay fever.
7 That's a matter ______ opinion. I don't see it like that, personally.
8 I didn't see his face. He had his back ______ me.

9 Complete the email with one word in each space. The first letters are given.

We went camping for a week and it rained the ______ time we were there. The night we arrived, there was a huge storm that ______ for hours, so it was really hard to put up the ______. The next day, we realised the site was much more ______ than we expected: no shop, only one shared shower, horrible toilets! Awful! Then, to make ______ worse, I got really ill. I guess it was probably the flu. I had a really sore ______ and a terrible ______ that didn't stop for ages! Then I got an awful cough before finally I lost my ______ completely! I don't usually ______ camping holidays, but this was too much! Next time, I want a nice hotel that ______ meals and has free ______ so I can connect to the web, and maybe even has a ______ service so we can get away from the kids for a night!