

unit 3

Listening

1. LISTENING

(Audio: Top Notch 2, Track 4)

A. Listen to the phone conversation. Read the phone message. Then listen again and complete the message with the correct information.

To	<u>John Brant</u>				
	Example				
Date	<u>7/21</u>	Time	<u>10:30</u>	A.M.	<input checked="" type="checkbox"/>
				P.M.	<input type="checkbox"/>
WHILE YOU WERE OUT					
	<u>Ms. Anne</u>	(1)			
<input checked="" type="checkbox"/>	Called.	<input type="checkbox"/>	Returned your call.	<input type="checkbox"/>	Came to see you.
Message:	<u>She'll meet you at</u>	(2)			
	<u>in the</u>	(3)			

B. Listen to the phone conversation. Look at the pictures. Then listen again and put a check next to the pictures that match what the man is talking about. Mark an X next to the pictures that do not match what he is talking about.

Example:



(4)



(6)



(5)



(7)



Short Answer

Match each sentence with the hotel facility the person should use.

2.

Example: Amanda loves to swim. d

a. fitness center

(1) Frank wants to exercise. _____

b. sauna

(2) Tom has to finish a project for work. _____

c. gift shop

(3) Jamie would like to relax. _____

d. pool

(4) Jennifer needs to buy a present. _____

e. business center

Look at the picture. Write what the hotel guest is saying.



Example: *Could someone bring up a skirt hanger?*

3. (1) _____

(2) _____

(3) _____

Multiple Choice

Identify the choice that best completes the statement or answers the question.

Complete the sentence. Choose the correct answer.

Example:

b Allen needs to go to the airport. He'd better call ____.

- a. bell service
- b. the airport shuttle
- c. the Internet connection

- _____ 4. Jody Miller called. She needs to talk to you immediately. Here is her phone number. _____.
- a. She returned your call
 - b. She'll call again
 - c. Please call
- _____ 5. You have an early meeting. You had better use _____ so you aren't late.
- a. the wake-up service
 - b. room service
 - c. bell service
- _____ 6. Mr. and Mrs. Kane are going to get a single room with a _____.
- a. suite
 - b. queen-size bed
 - c. twin bed
- _____ 7. Some hotels offer _____ in the hotel rooms.
- a. a gift shop
 - b. a minibar
 - c. an airport shuttle
- _____ 8. You _____ make a reservation soon—it's a very popular hotel.
- a. 'd rather
 - b. 'd better
 - c. won't
- _____ 9. Please tell her I _____ call her back later.
- a. 'd better
 - b. 'd better not
 - c. 'll
- _____ 10. I'm going to lunch now. If anyone calls, my secretary can _____ a message.
- a. take
 - b. leave
 - c. make

Name: _____

ID: A

- _____ 11. Hi. I'm _____ the hotel. The name's Brooks. I have a reservation for a single room.
- checking into
 - checking out of
 - paying
- _____ 12. Mr. Henry _____ stay at the Palm Hotel because he really likes it.
- won't
 - had better not
 - will

Completion

Complete each statement.

Give advice. Complete the sentence with 'd better or 'd better not and a verb from the box.

hurry	ask	request	leave	take
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Example:

They're traveling with their young son. They 'd better request a rollaway bed.

13. If you want to save money, you _____ a taxi. Shouldn't you be taking the airport shuttle instead?
14. Mr. Klein is in a meeting. If you need to speak to him, you _____ a message with his secretary.
15. I'm going to sleep a little more. We _____ anyone to make up the room yet.
16. It's 9:00 now, and the restaurant closes at 9:30. We _____ and finish our dinner.

Complete the sentence or question with will or won't and the words in parentheses. Use a capital letter when necessary.

Example:

Mr. Mann doesn't smoke, so he won't ask for (he / ask for) a smoking room.

17. Mrs. Thompson doesn't have enough skirt hangers. _____ (The front desk / send) more to her room.
18. The Martins had a very bad experience at the Gala Hotel. _____ (They / stay) there again.
19. _____ (Mark / arrive) at the hotel at 10:00 tomorrow?

Name: _____

ID: A

20. The hotel restaurant closed 45 minutes ago. I _____ (be able) to eat there tonight.

Problem

21. READING

Read the hotel information. Then read it again and check the answer that does not correctly complete each sentence.

 <p>If you want a <u>real</u> vacation, stay with us at the White Sands Hotel on beautiful and quiet Long Beach. Conveniently located off of highway 101, and just an hour away from New Orleans, our hotel offers an escape from your busy life.</p> <p>We offer many of the features and amenities that you expect from a four-star hotel. And budget-minded travelers are happy to find our prices affordable!</p>	<p>Our newly-remodeled fitness center includes a sauna and an indoor / outdoor pool. The hotel offers two first-class restaurants. You can also order room service for any meal if you prefer to relax and dine in the privacy of your own room. Each morning we'll deliver the newspaper to your door.</p> <p>Each room comes standard with an iron and a hair dryer. If you call the front desk, someone can pick up and wash your laundry. Extra towels and pillows are always available in your room. Take advantage of our free shoe shine service, too.</p> <p>White Sands is the perfect place to bring your family. We offer a babysitting service for children up to age 12 that includes a variety of activities.</p> <p>Go to www.whitesands.com to make your reservation today. We look forward to your visit!</p>
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Example:

This hotel offers _____.

- a beautiful beach
- a busy schedule
- many services

(1) This hotel is _____.

- nice, but very expensive
- inexpensive, but still includes a lot of services
- nice and inexpensive

(2) The hotel suggests that for dinner you can _____.

Name: _____

ID: A

- eat in one of the hotel's restaurants
- order room service
- go to the restaurant across the street

(3) Guests at the White Sands Hotel can _____.

- exercise
- relax
- wash their own laundry

(4) You don't have to ask for _____.

- extra towels and pillows
- a hair dryer
- someone to pick up your laundry

(5) The White Sands Hotel is a good place _____.

- to have a vacation
- to travel for business
- to go with your family

(6) The White Sands hotel is _____.

- not far from a city
- on a beach
- in a city

(7) The babysitting service is for _____.

- 12 children
- children who are 12 years old
- children younger than 12

(8) If you want to stay at the White Sands Hotel, you had better _____.

- make a reservation
- not bring your children
- bring your swimsuit

Name: _____

ID: A

Essay

22. **You are going on a vacation. Write at least three sentences about the hotel where you will stay. For example, write about the room type and features you will request, the hotel services you will use, and the amenities you will need.**

unit 3
Answer Section

LISTENING

1. ANS:

A.

(1) Stevens (2) 5:30 (3) business center

B.

(4) ✗ (5) ✓ (6) ✓ (7) ✗

Audio: Top Notch 2, Track 4

Audioscript:

A.

A: Hello. Lexington Hotel.

B: Hi. I'd like to speak to a guest named John Brant please.

A: Could you spell the last name?

B: B-R-A-N-T.

A: One moment . . . I'm sorry, ma'am. There's no answer. Would you like to leave a message?

B: Yes. Please tell him that Anne Stevens called.

A: That's S-T-E . . . ?

B: S-T-E-V-E-N-S. Please tell him that I'll meet him at 5:30 in the business center.

A: 5:30 in the business center?

B: That's right. Thanks.

B.

A: Hello. Front desk.

B: Hi. I'm calling from room 473.

A: Hello, Mr. Jenkins. How can I help you?

B: I was wondering if someone could bring up an iron for my wife's blouse. Oh, and I could use some extra hangers, too.

A: No problem, sir. I'll send up an iron and the hangers right away. Anything else I can help you with?

B: Yes. We just finished dinner. Could someone come and take away the dishes?

A: Of course. Any other requests?

B: Can you tell me where the fitness center is?

A: It's on the second floor, sir.

B: Thank you very much.

PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Listening

SHORT ANSWER

2. ANS:
(1) a (2) e (3) b (4) c

PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Vocabulary

3. ANS:
(*Sample answers:*)
(1) Could someone make up the bed?
(2) I need a hair dryer.
(3) I need an iron.

PTS: 0 DIF: 2 REF: Top Notch 2 Unit 03
SKL: Vocabulary

MULTIPLE CHOICE

4. ANS: C PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Social Language
5. ANS: A PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Vocabulary
6. ANS: B PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Vocabulary
7. ANS: B PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Vocabulary
8. ANS: B PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
OBJ: HAD BETTER SKL: Grammar
9. ANS: C PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
OBJ: The future with WILL SKL: Grammar
10. ANS: A PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Social Language
11. ANS: A PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
SKL: Social Language
12. ANS: C PTS: 0 DIF: 1 REF: Top Notch 2 Unit 03
OBJ: The future with WILL SKL: Grammar

COMPLETION

13. ANS: 'd better not take

PTS: 0 DIF: 1

OBJ: HAD BETTER

REF: Top Notch 2 Unit 03

SKL: Grammar

14. ANS: 'd better leave

PTS: 0 DIF: 1

OBJ: HAD BETTER

REF: Top Notch 2 Unit 03

SKL: Grammar

15. ANS: 'd better not ask

PTS: 0 DIF: 1

OBJ: HAD BETTER

REF: Top Notch 2 Unit 03

SKL: Grammar

16. ANS: 'd better hurry

PTS: 0 DIF: 1

OBJ: HAD BETTER

REF: Top Notch 2 Unit 03

SKL: Grammar

17. ANS: The front desk will send

PTS: 0 DIF: 1

OBJ: The future with WILL

REF: Top Notch 2 Unit 03

SKL: Grammar

18. ANS: They won't stay

PTS: 0 DIF: 1

OBJ: The future with WILL

REF: Top Notch 2 Unit 03

SKL: Grammar

19. ANS: Will Mark arrive

PTS: 0 DIF: 1

OBJ: The future with WILL

REF: Top Notch 2 Unit 03

SKL: Grammar

20. ANS: won't be able

PTS: 0 DIF: 1

OBJ: The future with WILL

REF: Top Notch 2 Unit 03

SKL: Grammar

PROBLEM

21. ANS:
- (1) nice, but very expensive
 - (2) go to the restaurant across the street
 - (3) wash their own laundry
 - (4) someone to pick up your laundry
 - (5) to travel for business
 - (6) in a city
 - (7) 12 children
 - (8) not bring your children

PTS: 0

DIF: 1

REF: Top Notch 2 Unit 03

SKL: Reading

ESSAY

22. ANS:
(*Sample response:*) My sister and I are going to get a single, non-smoking room. We will need a rollaway bed. We will use the hotel's bell service and wake-up service.

PTS: 0

DIF: 3

REF: Top Notch 2 Unit 03

SKL: Writing