

Level 1: Listening Comprehension

1. Look at the photo. Tick the correct answer and finish the sentence.

a) Where is Mary now?



At the restaurant.



At the hotel reception.



At the police station.

b) Mary is _____



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2. Before her trip, Mary had learnt some new words. Match the pictures to the correct English and German words. If you need help, you can use a dictionary.



single room

Zimmerschlüssel



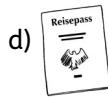
room key

ein Formular ausfüllen



passport

Ausweis



to fill in a form

Einzelzimmer



3. Listen to the text. Match the beginnings with the correct endings of the sentences.

1. The name of the hotel
2. Mary's last name
3. The stay
4. Mary would like
5. The Wifi password

- a) is 1234city hotel.
- b) is Hofmann.
- c) costs \$ 200.
- d) is City Hotel Vancouver.
- e) to pay by credit card.



Scan the codes and follow the instructions of the tasks.

TASK 1



TASK 2



TASK 3





Level 1: Listen and Repeat



Scan the codes. Listen carefully and repeat the sentences. Work together with a partner. Your partner has to correct your mistakes. When you're finished, switch roles.



Level 1: Working with the Dialogue

Put the jumbled sentences 1–6 in the correct order. Start with number 1.

Receptionist: Of course. We accept Visa, Master Card or American Express.

Mary: Here are my passport and credit card. One more question: Do you have free WiFi?

1 Receptionist: Good afternoon. Welcome to City Hotel Vancouver. How can I help you?

Mary: Good afternoon, I have a reservation. My name is Mary Hofmann.

Receptionist: Thank you. That'll be 200 dollars. Could you fill in this form, please?
I need to scan your passport for our records. Could you hand it over for a second?

Mary: Is it possible to pay by credit card?

Receptionist: Of course. The WiFi password is 1234cityhotel. Here's your room key,
Ms Hofmann. It is room number 16 on the 3rd floor.

Mary: Thank you very much, bye!

Receptionist: You're welcome. Enjoy your stay. Have a nice afternoon!

Receptionist: Ah... Ms Hofmann. Yes, we've reserved a single room for you for three nights.
Is that correct?

Mary: Yes, that's right.



Scan the code and follow the instruction of the task.

TASK 



Level 1: Acting out a Dialogue – 1

1. Now you are **Mary** and you are talking to the receptionist. Practise the dialogue with a partner. The words in the box will help you to complete the dialogue.

free Wifi – by credit card – have a reservation – Thank you very much, bye – passport – that's right

Receptionist:	Good afternoon. Welcome to City Hotel Vancouver. How can I help you?
Mary:	Good afternoon, I _____ . My name is Mary Hofmann.
Receptionist:	Ah... Ms Hofmann. Yes, we've reserved a single room for you for three nights. Is that correct?
Mary:	Yes, _____ .
Receptionist:	Thank you. That'll be 200 dollars. Could you fill in this form, please? I need to scan your passport for our records. Could you hand it over for a second?
Mary:	Is it possible to pay _____ ?
Receptionist:	Of course. We accept Visa, Master Card or American Express.
Mary:	Here are my _____ and credit card. One more question: Do you have _____ ?
Receptionist:	Of course. The Wifi password is 1234cityhotel. Here is your room key, Ms Hofmann. It's room number 16 on the 3 rd floor.
Mary:	_____ !
Receptionist:	You're welcome. Enjoy your stay. Have a nice afternoon!

2. Are you ready for the next level?

Now you are the **hotel guest (A)** and you would like to check in.

B:	...
A:	Hello/Good morning/Good afternoon. I have a reservation. My name is _____ .
B:	...
A:	Yes, that's correct./No, it's a _____ room for 1/2/3/4/... nights.
B:	...
A:	Of course. Is it possible to pay by credit card/cash, please? And do you have free Wifi?
B:	...
A:	Ok, thanks.
B:	...
A:	Thank you./Thanks./Bye./Goodbye./Have a nice day./See you.
B:	...

Pacific Hotel



- single room
- double room
- triple room

Victorian Hotel



- single room
- double room
- triple room



Scan the code and follow the instruction of the task.

TASK



Level 1: Acting out a Dialogue – 2

1. Now you are the **receptionist** and you are talking to Mary. Practise the dialogue with a partner. The words in the box will help you to complete the dialogue.

reserved a single room – scan your passport – floor – hand it over – password – this form – room key

Receptionist:	Good afternoon. Welcome to City Hotel Vancouver. How can I help you?
Mary:	Good afternoon, I have a reservation. My name is Mary Hofmann.
Receptionist:	Ah... Ms Hofmann. Yes, we've _____ for you for three nights. Is that correct?
Mary:	Yes, that's right.
Receptionist:	Thank you. That'll be 200 dollars. Could you fill in _____, please. I need to _____ for our records. Could you _____ for a second?
Mary:	Is it possible to pay by credit card?
Receptionist:	Of course. We accept Visa, Master Card or American Express.
Mary:	Here are my passport and credit card. One more question: Do you have free Wifi?
Receptionist:	Of course. The Wifi _____ is 1234cityhotel. Here is your _____, Ms Hofmann. It is room number 16 on the 3rd _____.
Mary:	Thank you very much, bye!
Receptionist:	You're welcome. Enjoy your stay. Have a nice afternoon!

2. Are you ready for the next level?

Now you are the **receptionist (B)** and you work at the hotel.

B:	Hello/Good Morning/Good afternoon. Welcome to _____ . How can I help you?
A:	...
B:	We have a reservation for a _____ room for 1/2/3/4/... nights. Is that correct?
A:	...
B:	That's \$ _____, please. Could you fill in the form, please?
A:	...
B:	Yes, we accept _____./Sorry, you have to pay cash. The Wifi password is _____./No, sorry. We haven't free Wifi.
A:	...
B:	You're welcome. Here is your room key. It is room number _____ on the _____ floor.
A:	...
B:	Bye./Goodbye./Have a nice day.

Pacific Hotel 

- single: \$ 45 no. 34 – 4th floor
- double: \$ 60 no. 12 – 2nd floor
- triple: \$ 85 no. 20 – 1st floor

free Wifi: 

Credit Card: Visa, American Express

Victorian Hotel 

- single: \$ 40 no. 25 – 5th floor
- double: \$ 60 no. 16 – 1st floor
- triple: \$ 80 no. 40 – 2nd floor

free Wifi: 

password: 857victorianhotel

Credit Card: 

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Scan the code and follow the instruction of the task.

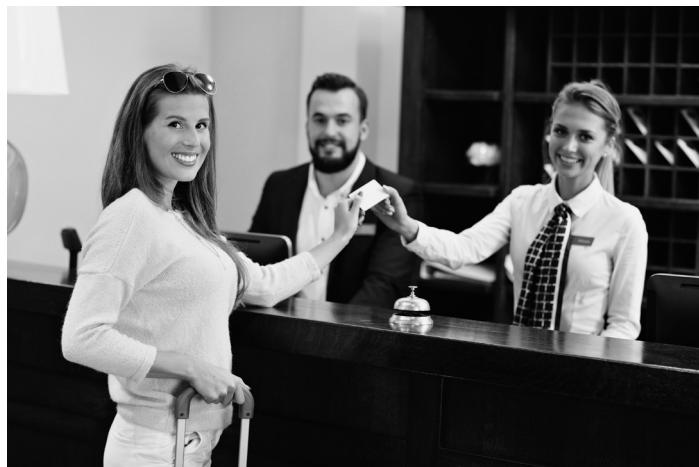
TASK 





1. Look at the photo and answer the question.

Where is Mary now? _____



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2. Before her trip, Mary had learnt some new words. Have a look at the vocabulary and match them with a definition. If you need help, you can use a dictionary.

- | | |
|----------------------|--|
| a) room key | It is an official document issued by a government, certifying the holder's identity. |
| b) passport | It is designed to be used by just one person. |
| c) to fill in a form | It is given to a guest in order to open or lock a door. |
| d) single room | To give written information. |



3. Listen to the text. Find out if these statements are true or false.



- a) The name of the hotel is Wembley Hotel.
- b) Mary's last name is Miller.
- c) The stay costs \$ 200.
- d) Mary would like to pay cash.
- e) The Wifi password is 1234cityhotel.

true	false
<input type="checkbox"/>	<input type="checkbox"/>



Scan the codes and follow the instructions of the tasks.

TASK 1



TASK 2



TASK 3





Level 3: Listening Comprehension

1. Look at the photo. What do you think? Where is Mary now? Explain.



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2. Before her trip, Mary had learnt some new words. Have a look at the definitions and find the correct words. Your dictionary will help you.

a) I am an official document issued by a government, certifying the holder's identity.

b) I am a room that is designed to be used by just one person

c) I am given to a guest in order to open or lock a door.

d) I am used to give written information.



3. Listen to the text. Tick the correct answer.

1. The name of the hotel is a) Victorian Hotel. b) City Hotel.
 c) Wembley Hotel. d) Ocean Hotel.
2. Mary's last name is a) Miller. b) Edwards.
 c) Hofmann. d) Brosman.
3. The stay costs a) \$ 100. b) \$ 200.
 c) \$ 300. d) \$ 400.
4. Mary would like to pay a) cash. b) after her holidays.
 c) tomorrow. d) by credit card.
5. The Wifi password is a) 4321cityhotel. b) 2341cityhotel.
 c) 1234cityhotel. d) 3421cityhotel.



Scan the codes and follow the instructions of the tasks.

TASK 1



TASK 2



TASK 3



Transcript

Waiter:	Hello! What can I do for you?
Mary:	Hi, I'd like a cup of coffee, please.
Waiter:	Sure. Small, medium or large?
Mary:	A large coffee and some shortbread, please.
Waiter:	Would you like to add some flavour, such as chocolate, hazelnut or cinnamon to your coffee?
Mary:	Yes, that sounds delicious. Um... chocolate, please.
Waiter:	Great. That's £ 7,70, please. Is that to stay here or to take out?
Mary:	To take out, please. Here you are.
Waiter:	Thank you very much. You can pick up your order at the next counter.
Mary:	Thanks! Bye! Have a nice day.
Waiter:	Same to you!

Solutions

☆☆ Level 1: Listening Comprehension

1. a) + b) Mary is at the cafe.
2. a) delicious = köstlich; b) counter = Theke; c) to take out = zum Mitnehmen; d) shortbread = Schottisches Mürbteiggebäck
3. 1./c); 2./a); 3./b); 4./e); 5./d)

Level 1: Working with the Dialogue

3 – 5 – 2 – 4 – 1 – 6

Level 1: Acting out a Dialogue 1+2

Individual solutions

☆☆☆ Level 2: Listening Comprehension

1. Mary is at the café.
2. a) to take out: A meal bought at a store or restaurant and taken somewhere else to be eaten; b) delicious: Having a very pleasant taste or smell; c) counter: A long, flat, narrow table in a shop, bank, restaurant, etc. at which people are served; d) shortbread: A type of sweet biscuit that contains a lot of butter.
3. a) false; b) false; c) false; d) true; e) true

Level 2: Working with the Dialogue

4 – 2 – 6 – 10 – 5 – 11 – 7 – 1 – 3 – 8 – 9

Level 2: Acting out a Dialogue 1+2

Individual solutions

☆☆☆ Level 3: Listening Comprehension

1. Mary is at the café.
2. a) counter; b) shortbread; c) to take out; d) delicious
3. 1./d); 2./b), 3./c); 4./a); 5./a)

Level 3: Working with the Dialogue

9 – 2 – 4 – 1 – 5 – 12 – 6 – 10 – 8 – 7 – 3 – 11 – 13 – 14

Level 3: Acting out a Dialogue 1+2

Individual solutions