

4 Looking after guests (1)

Offering to help | Giving simple directions | Explaining things



Conversation



13
CD1

1 Simon works as a concierge in Guest Services. Listen to the conversation.

Simon	Good evening, madam. Can I help you?
Guest	Yes. I've just checked in and I don't have any local currency. Is there an ATM in the hotel?
Simon	Sorry, madam, I didn't quite catch that. Is there a <i>what</i> in the hotel?
Guest	An ATM, a cash machine – somewhere I can take out some money?
Simon	Ah, now I understand. I'm sorry, madam, I'm afraid there isn't a cash machine in the hotel but there are lots of banks on Maple Street, which isn't far away.
Guest	Could you show me where it is?
Simon	Sure. Let me give you a map of the city. The hotel is here. Look, I'll circle it for you. Maple Street is about five minutes' walk away.
Guest	Could you show me how to get there?
Simon	Of course. Turn right out of the hotel. Walk along the street and turn left at the traffic lights. Walk along Hope Street and then turn right onto Maple Street. There are lots of banks there with cash machines.
Guest	Thank you very much.
Simon	My pleasure, madam.

Language tip

Simon says *My pleasure*. You can also say *You're welcome* or, in a more informal situation, *No problem*.

Did you know?

ATM stands for *Automated Teller Machine* but we just say *ATM*. Another word for *cash machine* is *cashpoint* or *cash dispenser*. Some people refer to *cash machines* as a *hole in the wall*!

Understanding



13
CD1

2 Listen to the conversation again and answer these questions.

- 1 When did the guest arrive?
- 2 What does the guest need to find?
- 3 What did Simon not understand?
- 4 How far away is Maple Street?

Key phrases

Helping guests and giving directions

Can I help you?

Turn left / right out of the hotel.

I didn't quite catch that.

Walk along ...

Let me give you ... (a map).

It's about ... minutes / metres / miles away.



Language tip

Note that Simon says *Sorry, madam, I didn't quite catch that* when he doesn't understand what the guest says and wants. This is a friendly and informal way of saying that you haven't heard or understood something.

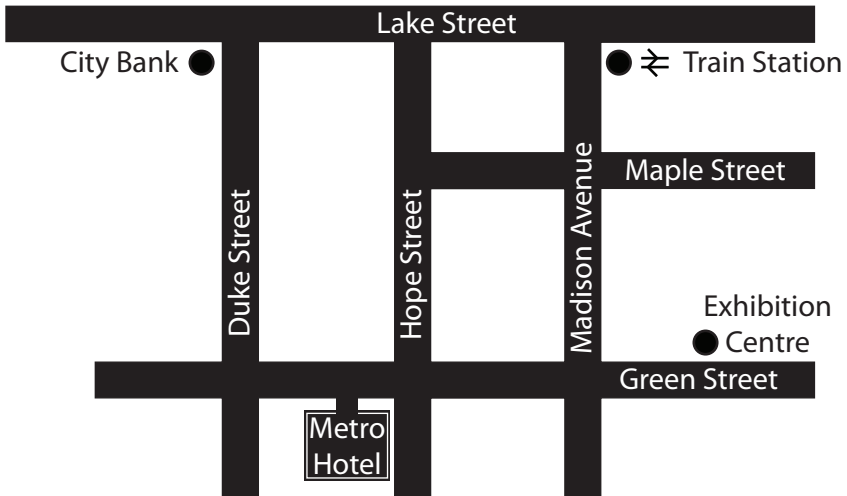
Practice

3 Use the words in the box to complete the sentences.

catch circle map pleasure turn

- 1 Sorry, madam, I didn't quite _____ what you said.
- 2 When you get to the end of the street _____ left into Rothwell Lane.
- 3 Let me show you where we are on this _____.
- 4 My _____, madam.
- 5 I'll _____ the street on this map for you.

4 Look at the map and complete the directions.



- 1 **Guest** Can you tell me how to get to the City Bank?
You Yes, of course. Turn (1) _____ out of the hotel and walk along Green Street. Turn (2) _____ onto Duke Street. The City Bank is on the (3) _____.
- 2 **Guest** Can you tell me how to get to the Exhibition Centre?
You Yes, of course. Turn (4) _____ out of the hotel and walk along Green Street. The Exhibition Centre is on the (5) _____.

Speaking



5 Practise showing you do not understand something. Use *sorry I didn't quite catch ...*. Listen to Track 14 to compare your answers.

Guest Hello. My name is Monika Schl.... I have a meeting at ten o'clock with one of your guests.

You _____.

Guest I have to go to an office on R... Lane.

You _____.

Guest My booking reference is MH276... .

You _____.



6 A guest wants to know how to get to the train station. Use the map on the opposite page to explain how to get there. Play Track 15 and speak after the beep. You start. Then listen to Track 16 to compare your conversation.

You (*It's 6 pm. Greet the guest.*)

Guest I need to get to the train station. Can you tell me where it is?

You (*Give the guest a map; point to the hotel; offer to circle it.*)

Guest Thank you very much.

You (*Tell the guest the train station is 10 minutes' walk away.*)

Guest OK.

You (*Give the guest directions.*)

Guest That's very clear. Thank you very much.

You (*Respond politely.*)

