

## Lesson 5: Check-in. Room amenities



### VOCABULARY

#### VERBS

	word / phrase	transcription	explanation	translation
1	to cancel	['kæns(ə)]	annul or revoke (a formal arrangement); decide or announce that (a planned event) will not take place	анулювати, скасовувати
2	to call	[kɔ:l]	to telephone someone	телефонувати
3	to check	[tʃek]	examine (something) in order to determine its accuracy, quality, or condition, or to detect the presence of something	перевіряти
4	to hope	[həʊp]	want something to happen or be the case	сподіватися
5	to join	[dʒɔɪn]	link; connect	приєднуватися
6	to welcome (to)	['welkəm]	greet (someone arriving) in a polite or friendly way	вітати (гостя) ; привітно приймати

#### NOUNS

	word / phrase	transcription	explanation	translation
1	a bill	[bɪl]	a printed or written statement of the money owed for goods or services	рахунок
2	a record	['rekɔ:d]	a thing constituting a piece of evidence about the past, especially an account kept in writing or some other permanent form	запис

3	a reservation	[rezə'veɪʃ(ə)n]	If you have reservations about something, you are not sure that it is entirely good or right.	бронювання
4	a stay	[steɪ]	a period of staying somewhere, in particular of living somewhere temporarily as a visitor or guest	перебування

## ADJECTIVES / ADVERBS

	word / phrase	transcription	explanation	translation
1	cheap (cheaper – the cheapest)	[tʃi:p]	low in price, especially in relation to similar items or services	дешевий
2	delightful (stay)	[dɪ'laɪtʃ(ə)l]	causing delight; charming	чудовий, чарівний
3	expensive	[ɪk'spensɪv]	If something is expensive, it costs a lot of money.	дорогий
4	refundable (not refundable)	[rɪfʌndəb(ə)l]	a refundable payment will be paid back to you in certain circumstances.	може підлягати поверненню
5	unfortunately	[en'fətəʊnɪtli]	you can use unfortunately to introduce or refer to a statement when you consider that it is sad or disappointing, or when you want to express regret	на жаль

## WATCHING



Season 9, Episode 19

### PART 1: CHECK-IN

1. Have you ever had problems while checking-in at the reception desk? Share your experience.

**2. Read the phrases below. Who says this R (the receptionist) or G (the guest)**

- Can you check again, please? G
- Here's your copy of the bill. \_\_\_
- Hi, (Name), I have a reservation \_\_\_
- Hi, this is (Name) in suite 206. \_\_\_
- I called yesterday **trying** to cancel my reservation. \_\_\_
- **I was told** it was not refundable. \_\_\_
- Just give us the cheapest room you have. \_\_\_
- The rate is six hundred dollars. \_\_\_
- There's no record of your reservation in the computer. \_\_\_
- Unfortunately the only thing we have available is our deluxe suite. \_\_\_
- Welcome to the Chestnut Inn, Mr. X \_\_\_
- Where are you joining from? \_\_\_
- We'll take it.

**3. Put the parts of the sentence in the correct order to make the problem of the guest clear.**

I called yesterday 1

... my reservation ...  
\_\_\_\_\_

...that we don't have a reservation?  
\_\_\_\_\_

...it was not refundable, ...  
\_\_\_\_\_

... then we drove six hours all the way up here,  
\_\_\_\_\_

... trying to cancel ...  
\_\_\_\_\_

... and now you tell me  
\_\_\_\_\_

... and I was told ...  
\_\_\_\_\_



**4A Fill in the gaps with the words below, then watch a part of the video and check.**

hold  plenty of  instead of  don't worry  nice  make money back

Ross (to Chandler): Dude, \_\_\_\_\_ (1) about it!  
I know how we can \_\_\_\_\_ your \_\_\_\_\_ (2)!  
This is a \_\_\_\_\_ (3) hotel, you know,  
\_\_\_\_\_ (4) amenities, we just *load up on those!* Like those apples. \_\_\_\_\_ (5) taking one, I take six! I think it's the sugar, could you \_\_\_\_\_ (6) the apple?



**4B Predict what happens next in the story.**

## PART 2: IN THE ROOM

### 6. Match the words with the definitions.

- |                                  |   |
|----------------------------------|---|
| 1. amenity ____                  | a) a small adhesive strip with a gauze pad for covering minor wounds  |
| 2. complimentary toiletries ____ | b) a small brush with a long handle, used for cleaning the teeth  |
| 3. facilities ____               | c) a special thread that is used to clean between your teeth  |
| 4. after shave ____              | d) a thick, soft, moist substance used on a brush for cleaning one's teeth  |
| 5. dental floss ____             | e) an instrument with a sharp blade or set of blades, used to remove unwanted hair from the face or body                          |
| 6. band-aid ____                 | f) articles used in washing and taking care of one's body, such as soap, shampoo, and toothpaste given or supplied free of charge |
| 7. deodorant ____                | g) is a liquid that you put in your mouth and then spit out in order to clean your mouth and make your breath smell pleasant      |
| 8. mouthwash ____                | h) is a soft soapy substance which men put on their face before they shave  |
| 9. razor ____                    | i) is a substance that you can use on your body to hide or prevent the smell of sweat   |
| 10. shaving cream ____           | j) given or supplied free of charge   |
| 11. toothbrush ____              | k) a liquid with a strong pleasant smell that a man puts on his face after shaving  |
| 12. toothpaste ____              | l) a desirable or useful feature or facility of a building or place   |

### 7A Watch the following part of the video. Then sort the items from the word list into two categories – “items that hotel owes guests“ & “off limits items“.

**Ross:** “Chandler, you have to find the line between stealing and taking what the hotel owes you. For example: hair-dryer, no, no, no, but shampoo and conditioners, yes, yes, yes. Now, the salt shaker is off-limits, but the SALT...”



vase ◦ towels ◦ toothpaste ◦ toothbrush ◦ toilet paper ◦ sugar pot ◦ sheets ◦ shaving cream ◦ salt shaker ◦ remote control ◦ razor ◦ pillow ◦ pepper shaker ◦ bulb ◦ newspaper ◦ mouthwash ◦ deodorant ◦ dental floss ◦ coat hanger ◦ blanket ◦ battery ◦ bathrobe ◦ band-aid ◦ after shave

### 7B Watch the second part of the video again and underline the items that Chandler and Ross took as a compensation.

### 8 Predict the end of the storyline. Watch the last part of the video to see what happened.