

Pracę proszę wykonać w zeszycie a następnie zdjęcie z wykonaną pracą proszę przesałać na e-mail: m.troojan@gmail.com

8 complete the word or phrase that is similar in meaning to the underlined part.

- Mr. Willard finds the concierge behind the box-like stand with tall sides. o _ _ _ u _ _
- Sam and Penny watch a wrestling competition on television. _ a t _ _
- The athletes play a game in the place for playing sports. _ _ e _ a
- Bill takes a trip to the part of the city where you can buy different items and purchases a new shirt. _ _ _ p p _ _ _ d _ _ s _ _ r _ _ c _ _

9 Listen and read the letter again. What kind of competitions can you see at the local arena?

Listening

6 Listen to a conversation between a concierge and a hotel guest. Then mark the following statements as true (T) or false (F).

- The guest wants to change her theater tickets.
- The concierge knows an employee at the theater.
- Balcony seats are not close to the stage.

7 Listen again, and fill in the blanks.

Concierge: Good evening, ma'am. How may I be 1 _____ ?

Guest: Would you be able to get two tickets to the theater tonight?

Concierge: I can certainly try. What type of show are you 2 _____ ?

Guest: A 3 _____ would be perfect. I've always wanted to see *Song of My Heart*.

Concierge: I can get tickets to 4 _____ of *Song of My Heart*. But I may only be able to get balcony seats.

Guest: I'd really prefer something 5 _____.

Concierge: I'm afraid it's too late to get tickets in the other sections.

Guest: What if I pay extra?

Concierge: Well, I can speak to 6 _____ at the theater and see if there's anything else available.

Guest: I would really appreciate that.

Concierge: I'll call your room within the next hour with information about the show. What's your room number?

Guest: I'm in 204.

Concierge: Thank you, ma'am. I hope that I can assist you.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Would you be able to get tickets to the... ?
I can get tickets to...
I can speak to my contact at the...

Student A: You are a guest at the Royal Point Hotel. Talk to Student B about:

- an activity you want to do
- whether Student B can help you get tickets for that event

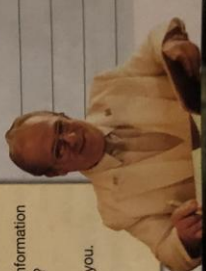
Student B: You are a concierge at the Royal Point Hotel. Talk to Student A about:

- suggestions for activities
- how you can help him or her

Writing

9 Imagine that you are a guest at a hotel. Use the information from Task 8 to write a thank-you note to a concierge at a hotel (100-120 words). Make sure to talk about the following:

- What activity the concierge helped you arrange
- How the concierge helped you do that activity



13

guests...
correct answers.

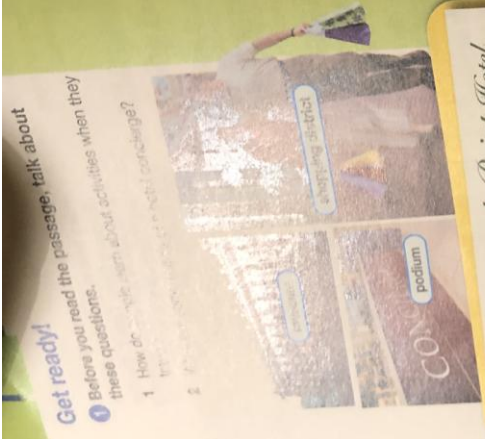
- 1 What is the purpose of the concierge?
 A to give directions to places outside the hotel
 B to tell guests how to get tickets for matches
 C to describe how concierges describe different places to their guests
 D to list the different places to find a concierge
- 2 What is true about the concierges?
 A They speak many different languages.
 B They accompany guests on shopping trips.
 C They are only available during the day.
 D They sell tickets to sport matches.

Listen!

- 3 What can we infer about guests at the Point Hotel?
 A They spend a lot of time shopping.
 B They often get lost on their way to the museum.
 C They are typically in their 20s and 30s.
 D They often have questions about local activities.

Vocabulary

- 3 Check (✓) the sentences that are true.
- 1 — A There are pictures of trends in the new fashion magazine.
 — B Teresa watched an exhibition about movie theater.
- 2 — A Kendra is on duty all day long because she has the day off.
 — B The museum has many new cultures.
- 3 — A The coffee shop is a hotspot that is always busy.
 — B The multi-lingual teachers speak another language besides English.
- 4 — A Mr. Duke is new to town and needs insider information about local attractions.
 — B James reads a travel guide about the local attractions.



Royal Point Hotel

Dear Guest,
 My name is Richard, and I am the chief concierge at the Royal Point Hotel. On behalf of the concierge department, I would like to extend my warmest welcome.
 Our concierges are here to help you explore the local attractions. Don't hesitate to approach any of the members of my multi-lingual staff with any questions. You can always find a concierge on duty at the concierge's podium in the lobby.

We have insider information on many local businesses. For example, we can point you toward the trendy shopping district and recommend our favorite hotspots. Do you like art? We can give you directions to the nearest museum and tell you about current exhibitions. Sports fans can learn about upcoming football matches at the local arena.
 No matter what type of entertainment you seek, our concierges can inform you about them. We hope that you have a pleasant stay!

Sincerely,
 Richard Zimmerman

