

English for Tourism *and* Restaurants

• Third Edition •

MP3

Authors Frank Levin / Peg Tinsley / Owain Mckimm

Proofreader Richard Luhrs / Dennis Le Boeuf / Liming Jing

1



	Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
01 Pronunciation and Intonation PAGE 10	1. Pronouncing a guest's name 2. Finding an Italian restaurant 3. Bringing a guest a newspaper			1. Become familiar with the IPA system 2. Distinguish similar vowels and consonants 3. Stress words correctly when reading 4. Read sentences with correct rising or falling intonations 5. Learn how to read continuants	
02 Greetings and Self- Introductions PAGE 14	1. Greeting a tour group 2. Introducing yourself to a guest 3. Saying goodbye	1. The personal pronouns 2. The verb "be" in the present tense 3. The past tense	1. Good morning/afternoon/evening. 2. My name is . . . 3. I am . . . 4. What is your first/middle/last name?	1. Practice greeting guests at different times of the day 2. Ask a guest to repeat or spell his/her name 3. Correctly spell a guest's name	1. Greetings and farewells 2. Titles 3. Name structures
03 Cardinal Numbers PAGE 18	1. Adjusting the room temperature 2. Paying bills and exchanging money 3. Bringing guests the things they require 4. Taking orders	1. How many 2. How much	1. I will turn the temperature up/down to . . . degrees. 2. . . . is equivalent/ equal to . . .	1. Correctly stress cardinal numbers when reading 2. Learn how to read decimals and room numbers 3. Practice asking and answering questions about quantities	1. Cardinal numbers 2. Quantifiers 3. Describing temperature
04 Cardinal Numbers and Ordinal Numbers PAGE 24	1. Giving floor information 2. Giving directions to a hotel or restaurant	1. Cardinal number: "singular noun + noun" used as an adjective 2. "The" + ordinal number 3. Compound nouns	. . . is on the . . . floor	1. Use cardinal numbers to describe hotel facilities 2. Use ordinal numbers to describe the floors and give directions	1. Cardinal numbers 2. Ordinal numbers 3. About transportation
05 Offering an Apology PAGE 28	1. Offering apologies for booking mistakes 2. Offering apologies for incorrect food orders 3. Dealing with complaints	1. The articles "a/an" and "the" 2. The causative verb "have" (have + sb. + verb) 3. The causative verb "let" (let me + verb) 4. "Would like" and "would rather"	1. be sorry for . . . 2. be sorry to . . . 3. apologize for . . .	1. Learn some expressions for offering apologies 2. Listen to complaints from guests	1. Offering apologies and dealing with problems 2. Lodging complaints
06 Offering Polite Refusals and Saying Thanks PAGE 32	1. Refusing a room reservation 2. Refusing a food order 3. Saying thank you	1. The auxiliary "could" for requests 2. The coordinating conjunction "but" 3. The passive voice (be + p.p.)	1. be afraid that . . . 2. be unable to . . . 3. We (don't) have . . . 4. . . . is not available 5. Thank you for . . .	Learn expressions for refusals and saying thanks	Refusals and saying thanks

07

PAGE 36

Expressions of Time

1. Reserving a table at a restaurant
2. Checking out late
3. Recommending cultural events to a guest
4. Expressing time and days of the week

1. The prepositions "at" and "on" for telling time
2. "There will be"

1. What time is it?
2. It's ... (time)
3. There will be ... on ... (day)

Practice asking for and giving the time

1. Giving the time
2. O'clock, a.m., p.m.
3. Days of the week

08

PAGE 40

Expressions of Date

1. Renting a deposit box and giving the date
2. Reserving a room
3. Explaining an annual event

The prepositions "in" and "on" for giving dates

1. What date is it?
2. It's the ... of February/July/October ...
3. from ... to / through ... (an exact time)
4. from ... for ... (a period of time)

1. Read dates and years correctly
2. Practice asking for and giving dates

1. Twelve months
2. Explaining

09

PAGE 44

Giving Locations Inside a Building

1. Showing a room to a guest
2. Giving directions to nearby rooms

Prepositions for describing locations

1. Here is ...
2. This is ...
3. Here you can ...
4. ... is to the right/left
5. over here / over there
6. along/across
7. behind / in front of

1. Learn how to point out facilities in the room to a guest
2. Practice asking for and giving directions inside a building

1. Describing locations and giving directions
2. Equipment in the hotel room

Review Test 1 Lessons 1–9 PAGE 48

10

PAGE 52

Giving Directions in a City

1. Giving directions within a city
2. Giving directions for transportation

1. It's ... blocks from here
2. ... until you see ...
3. It's in the east/north/west/south of the city
4. Take ... to ...
5. It'll take ... (time)

Practice giving directions to a location in the city and explaining the transportation and the way to get there

1. Giving directions
2. East/west/north/south ...
3. Transportation

11

PAGE 56

Giving Information About the Weather: Four Seasons

1. Giving information about weather conditions
2. Giving suggestions on how to dress

1. Present participle + adjective
2. Adverb + adjective

1. It's hot/cold/mild ...
2. It's ... degrees
3. Please pack/wear ...
4. Don't forget to bring ...
5. The temperature will drop/fall/rise to ... degrees

Practice giving information about weather conditions to a guest and giving proper suggestions on what to wear

1. Describing the weather
2. Types of clothes

12

PAGE 62

Giving Information About the Weather:

Bad Weather

1. Giving information about bad weather (rain, typhoon, snow ...)
2. Making suggestions on how to dress

1. "Get" + adjective
2. "Get" + comparative adjective

1. ... is common/rare
2. It's rainy/snowy/windy ...

1. Listen to the weather forecast and get information about the weather
2. Give information about bad weather to guests and make proper suggestions

1. Describing bad weather
2. Weather phenomena

	Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
13 <small>PAGE 66</small> Front Desk: Booking Rooms	1. Accepting a booking 2. Reserving a room for a third party 3. Introducing a hotel suite	The preposition "with"	1. What kind/type of . . . would you prefer? 2. Did you say . . . ? 3. The room comes with / has . . . 4. There is . . . in the room	1. Practice conversations for booking rooms 2. Learn expressions related to promoting a hotel room	1. Booking rooms and describing rooms 2. Room types 3. View types 4. Guest types 5. Equipment in a room
14 <small>PAGE 74</small> Front Desk: Checking In	1. Standard procedure for hotel check-in 2. Checking in for chance arrivals 3. Filling in a registration card	The adverb "here"	1. Book a room by phone/email/fax . . . 2. By the way, . . . 3. Show sb. where/ how . . .	1. Practice conversations for check-in situations 2. Learn how to help guests fill in registration cards	1. Checking in 2. Methods of payment 3. Terms on a registration card
15 <small>PAGE 78</small> Front Desk: Mail, Faxes, and Internet Service	1. Delivering mail to a guest 2. Mailing a package/letter for a guest 3. Offering fax service 4. Showing a guest how to get online in the hotel	1. The "if" clause 2. The differences between "can" (for requests) and "could" (for polite requests) 3. The auxiliary "shall" for making suggestions	1. How do I . . . ? 2. We provide . . . 3. You could . . .	1. Practice conversations for receiving and delivering mail for guests 2. Learn how to give instructions for using a hotel's Internet service	1. Mail, faxes, and the Internet 2. Types of mail
16 <small>PAGE 84</small> Front Desk: Depositing Service and Lost and Found	1. Depositing Items 2. Finding missing items for a guest	1. The simple present perfect tense 2. "Must have" + past participle	1. Is there anything . . . ? 2. I lost my . . . 3. Where/When did you lose . . . ? 4. What brand/ color/size is it?	1. Practice conversations for depositing and collecting items 2. Listen to a guest describe the features of a missing item and help him or her find it	1. Depositing items 2. Describing things 3. Lost and Found
17 <small>PAGE 90</small> Front Desk: Laundry Service and Morning Calls	1. Explaining the laundry service 2. Making a morning call	1. The indefinite pronouns "somebody/ anybody/nobody (someone/ anyone/no one)" 2. Have/Want something + past participle 3. Phrasal verbs	1. At what time . . . ? 2. I have a shirt/ dress, etc. for the laundry 3. I don't want my . . .	1. Practice explaining the laundry service to a guest 2. Deal with laundry problems 3. Practice conversations for making morning calls for guests	1. Laundry service 2. Describing laundry problems 3. Types of clothes 4. Making morning calls
18 <small>PAGE 96</small> Front Desk: Transportation Services	1. Parking cars 2. Calling a taxi for a guest 3. Arranging a car for a guest	1. "Would prefer" 2. Help + sb. + (to) verb 3. Help + sb. with sth.	1. . . . is in the first/ second/third basement 2. I was wondering if . . . 3. Would you prefer . . . ?	1. Practice showing guests the location of the hotel garage 2. Practice conversations related to arranging a car or taxi for guests	1. Parking or renting cars 2. Types of cars 3. Staff positions related to transportation service

19

PAGE 104

Housekeeping:
Cleaning
Rooms and
Supplying
Medicine

1. Changing equipment in a hotel room
2. Supplying over-the-counter medicine to a guest

The preposition
"between" for
expressing time

1. Something need(s) . . .
2. Would you like your . . . changed?
3. I have a cold / sore throat / stomachache, etc.
4. I'm suffering from jet lag / food poisoning, etc.

Training in Listening
and Speaking

1. Practice possible conversations between a housekeeper and a guest
2. Learn appropriate expressions for supplying guests with over-the-counter medicine

Words and
Phrases

1. Housekeeping
2. Sickness and medicine

20

PAGE 108

Room Service:
Supplying
Items

1. Supplying items to a guest
2. Fixing problems in a room or bathroom

The future tense
"be + V-ing"

1. Supply somebody with something
2. How long will you need . . .
3. There isn't any . . .
4. We need more . . .
5. We do not have any . . .
6. Something keeps . . .
7. . . . is not working
8. . . . doesn't work

1. Listen to a guest's complaints about a room and offer solutions
2. Learn appropriate expressions for supplying guests with requested items

1. Bathroom accessories
2. Equipment in the guest rooms
3. Problems in a room and bathroom

21

PAGE 114

Elevator
Service

1. Showing a guest to the elevator
2. Greeting guests in an elevator
3. Giving details about each floor
4. Reminding guests when the elevator arrives at their floor

1. The elevator on the right/left stops at . . .
2. Going up/down?
3. Here we are at the . . . floor
4. The restaurant / gym / business center on this floor offers/ provides . . .

Practice various
expressions for
providing elevator
service

1. Elevator service
2. Facilities in a hotel

22

PAGE 118

Taking Phone
Calls

1. Taking and transferring phone calls in a hotel
2. Giving telephone numbers

1. I'd like to speak to . . .
2. Who is calling/ speaking?
3. Can you put me through to . . .
4. It's a paid/collect/ domestic call
5. This is . . . (speaking)
6. The number is . . .

Practice
conversations
between a hotel
operator and a
caller/guest and
learn the appropriate
expressions for
phone conversations

1. Regarding phone calls
2. Types of calls

23

PAGE 122

Front Desk:
Messages

1. Taking messages for a guest
2. Reading messages to a guest

The auxiliary "may"
for making polite
requests

1. May I . . .
2. Would you . . .
3. Could you . . .
4. Shall/Should I . . .
5. The message reads . . . / It reads . . .

1. Listen to and understand a guest's message
2. Practice repeating (a) message(s) to a guest

Taking messages

24

PAGE 126

Making
International
Phone Calls

1. Making international phone calls
2. Showing a guest how to make a direct international phone call from the room

The auxiliary
"may" for giving
permission or
for suggesting a
possibility

1. I'd like to make/ place a call to . . .
2. It is a station-to-station/person-to-person call.
3. There was a crackling/ humming/ buzzing noise.

1. Practice asking for information (types of calls, telephone numbers, area codes, etc.) from an international caller
2. Practice conversations between an operator and a guest when the call gets through or does not get through

1. Types of calls
2. Making phone calls
3. Describing bad phone lines

	Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
25 PAGE 132 Receiving Guests in a Restaurant: Welcoming and Seating the Guests	1. Welcoming and seating guests 2. Asking where a guest prefers to sit 3. Recommending a table		1. Welcome to . . . restaurant 2. Would you prefer a table by the window/band/door, etc.? 3. May I take your coat/jacket/scarf?	1. Learn the appropriate expressions for welcoming and seating guests 2. Listen to a guest's request and learn what to say when a preferred table is taken	1. Seating guests 2. Facilities in a restaurant
26 PAGE 136 Receiving Guests in a Restaurant: Asking the Guests to Wait or Share a Table	1. Asking guests to wait 2. Asking guests to sit separately 3. Asking guests to share a table	Something/ anything/nothing + infinitive	1. I can seat one/two/three, etc. of you now 2. It will take . . . minutes	Practice appropriate expressions for asking guests to wait, sit separately, or share a table	Asking guests to wait or share a table
27 PAGE 140 Room Service: Taking Orders for Drinks and Breakfast	1. Supplying food and drinks in a minibar 2. Taking orders for breakfast 3. Providing drinks on the rocks	The determiner "some/any/no"	1. How/When would you like . . . ? 2. Would you also like/care for . . . ? 3. Would you prefer . . . or . . . ?	1. Listen to and understand a guest's order and be able to repeat the order correctly 2. Practice asking about the details of an order	1. Taking orders 2. Common snacks and drinks in a minibar 3. Types of coffee 4. Types of breakfast 5. Types of eggs 6. Common breakfast foods
Review Test 3 Lessons 19–27 PAGE 148					
28 PAGE 152 Room Service: Taking Orders for Lunch and Dinner	1. Taking orders for lunch and dinner 2. Ordering lamb or mutton 3. Ordering pork or chicken	"What kind/type of" + singular noun	What brand/ flavor, etc. would you prefer?	Practice possible conversations between a room service waiter and a guest who is ordering lunch or dinner	1. Taking orders 2. Types of meat 3. English and French names of common dishes
29 PAGE 158 Room Service: Explaining an Order and Delivering a Meal to a Room	1. Explaining the minimum charge 2. Bringing a meal to a hotel room	Question tags	This is your . . .	1. Explain an order to the guest(s) 2. Practice conversations related to serving a meal in a hotel room	1. Explaining the charges 2. Serving meals in a room
30 PAGE 162 Preparing Vegetables	Preparing a variety of vegetables	1. Adverb + past participle used as an adjective 2. Quantifiers for describing vegetables 3. Keep sth. + adjective	1. Should I . . . ? 2. How should I . . . ? 3. Do we need . . . to . . . ?	Practice conversations between a chef and a commis chef and learn how to describe vegetable preparation	1. Preparing vegetables 2. Types of vegetables and seasonings

31

PAGE 168

Preparing Fruit and Vegetables

1. Making a fruit salad
2. Preparing fresh peas
3. Using kitchen utensils

Neither ... nor ...

1. Let's ... with ...
2. How should I ... ?

1. Practice conversations between a chef and a commis chef and learn how to describe vegetable and salad preparation
2. Learn how to describe the use of certain kitchen utensils

1. Preparing fruit and vegetables
2. Types of fruit
3. Types of kitchen utensils

32

PAGE 174

Preparing and Cooking Meat (1)

1. Cutting meat
2. Cooking meat
3. Tenderizing meat

Adjectives used for describing food and utensils

1. What is the ... used for?
2. It is used to ...
3. In what utensil should I cook the ... ?
4. What should I do with the ... ?

1. Practice conversations between a chef and a commis chef and learn how to describe meat preparation
2. Learn how to describe the use of certain kitchen utensils

1. Preparing and cooking meat
2. Types of knives
3. Types of cooking utensils

33

PAGE 180

Preparing and Cooking Meat (2)

1. Making a beef dish
2. Making a fish dish
3. Measuring ingredients

Country or region name used as an adjective

1. Would you like to ... ?
2. Would you care for ... ?

1. Practice conversations between a chef and a commis chef
2. Learn how to measure ingredients

1. Food preparation
2. Types of cooking utensils
3. Types of beef
4. Types of fish
5. Measurements

34

PAGE 186

Learning About a Menu (1)

1. Ordering beverages before a meal
2. Having a nonalcoholic cocktail
3. Starting with an appetizer

Country or region name used as an adjective

1. Would you like to ... ?
2. Would you care for ... ?

Practice conversations related to taking orders for aperitifs and appetizers

1. Describing aperitifs and cocktails
2. Types of aperitifs
3. Types of cocktails
4. Types and ingredients of appetizers

35

PAGE 192

Learning About a Menu (2)

1. Ordering soup
2. Ordering a salad
3. Ordering the main course and side dishes

Past participles used as adjectives

1. Today's special is ...
2. It comes with ...

Practice taking orders for soup, salads, main dishes, and side dishes

1. Cooking food
2. Types of soups, salads, and dressings
3. Types of common main courses and side dishes

36

PAGE 198

Learning About a Menu (3)

1. Ordering desserts
2. Studying a French menu

What is ... ?
It is ... (Explaining a French dish in English)

1. Practice conversations related to taking orders for desserts
2. Learn how to correctly read a French menu

1. Types of desserts
2. French menu



Preface

English for the tourism and restaurant industries is quite different from our daily spoken English. As an employee, you should speak and behave in a very polite manner, no matter what kind of customer you are dealing with. Your listening, speaking, reading, and writing skills may need to be modified.

English for Tourism and Restaurants is written specially for those who want to work in a hotel, a restaurant, or a travel agency, for an airline, or on a cruise ship. This book offers practice in comprehensive listening and speaking and training in English for anyone entering the tourism and restaurant industries. Whether you're interested in working as a receptionist, food server, bellhop, housekeeper, telephone operator, tour guide, store salesperson, cook, or flight attendant, this book will help you learn the expressions needed to handle a variety of situations as they arise. By studying this book, you'll improve your English for use in these professional fields.

The efficient arrangement of lessons in this book will help you:

- ★ Become familiar with the tourism and restaurant industries through more than 100 *dialogs* about various situations.
- ★ Learn essential grammar through the use of *simple sentences* and *clear charts*.
- ★ Enrich your vocabulary by studying the *Words & Phrases*, *Word Power*, and *Phrase Focus* sections.
- ★ Strengthen your *listening comprehension* through training.
- ★ Improve your speaking skills through frequent *Pair Work*.
- ★ Deepen your understanding of English for the service industry by doing multiple *exercises*.

Pictures in this book are carefully chosen to correspond with the words or phrases being taught. Photographs are often used to help learners understand the meaning of a certain word or phrase.

English for Tourism and Restaurants has two volumes. Each comes with an MP3 CD and is suitable for use as a textbook as well as a self-study reference.

01 Pronunciation and Intonation

Dialog 1 Pronouncing a Guest's Name



W Head Waitress **G** Guest

- W** Good evening, sir. Welcome to the Swan Restaurant. Do you have a reservation?
- G** Yes, I have a reservation. It's under the name Peter Jones.
- W** Let me just check that for you . . . *(She checks the registers.)* I'm sorry. Did you say Peter James?
- G** No, Jones. J-O-N-E-S.
- W** My apologies. Yes, here we are. Peter Jones, table for one. Please follow me, Mr. Jones.
- G** Thank you.



2 **Consonants** Listen to the CD and repeat the following pairs of names.

- | | | | |
|----------------------|--------------|---------------------|---------------|
| 1 /t/ Antoine | /θ/ Anthony | 5 /v/ Steven | /f/ Stephanie |
| 2 /m/ Tom | /n/ Ron | 6 /ɹ/ Marty | /ŋ/ Martin |
| 3 /s/ Cassie | /θ/ Kathy | 7 /k/ Craig | /g/ Greg |
| 4 /tʃ/ Rachel | /ʃ/ Michelle | 8 /s/ Garcia | /ʃ/ Marcia |



Vowels in the IPA

/e/	egg
/eɪ/	cake
/æ/	at
/i:/	tea
/ɪ/	sit
/i/	lobby
/a:/	hot
/ʌ/	double
/ə/	sofa
/ɔ:/	sauce
/ou/	show
/u:/	menu
/ʊ/	could
/ɜ:r/	sir
/ə/	dollar
/aɪ/	sign
/aʊ/	now



Exercise Write down the IPA vowels of each of the following words.



1 room /___/



2 call /___/



3 bill /___/



4 passport /___/ /___/



5 airplane /___/ /___/



6 luggage /___/ /___/

Dialog 2

Finding an Italian Restaurant



G Guest **R** Receptionist

- G** Excuse me.
- R** Yes, ma'am. What can I do for you?
- G** Do you know of any good Italian restaurants nearby?
- R** Yes, there's one just down the road from here. It's about 10 minutes on foot. Let me show you. *(He gets out a map.)* Our hotel is here, and the restaurant is just here.
- G** What's the restaurant called?
- R** Mario's Pizzeria.
- G** Great. May I keep this map?
- R** Of course. Have a pleasant dinner!

01

Pronunciation and Intonation



Syllables and Word Stress Listen to the CD and repeat.

	Stress on the first syllable	Stress on the second syllable	Stress on the third syllable	Stress on the fourth syllable
One syllable	may	–	–	–
Two syllables	cof•fee	re•serve	–	–
Three syllables	res•tau•rant	de•li•cious	lem•on•ade	–
Four syllables	ap•pe•tiz•er	re•cep•tion•ist	al•co•hol•ic	a•pe•ri•tif
Five syllables		im•me•di•ate•ly	in•con•ve•ni•ence	



Linking and Blending Listen to the CD and repeat.

- Nice to **meet you** (*mee chu*).
- Look out** (*loo kout*) for the gap.
- May I **come in** (*comin*)?
- Can I **help you** (*hel pyu*)?
- I can't **find it** (*findit*) anywhere.
- I will send someone to your room **right away** (*righta way*).
- Can I **make up** (*maykup*) your room now?
- I will deliver your lunch **in an hour** (*in nan nawer*).



Pair Work

Find out the meaning of each word in the box. Use these words to practice the conversation below with a partner. Change roles and practice again.

Stress on the first syllable	Stress on the second syllable	Stress on the third syllable
–	Japan	Japanese
Canada	Canadian	–
Italy	Italian	–
Singapore	–	Singaporean

R Receptionist **G** Guest

R May I know your nationality?

G I come from *Japan*.
I'm *Japanese*.
I'm a *Japanese*.

Dialog 3

Bringing a Guest a Newspaper



7 **G** Guest **R** Receptionist

G Good morning. Do you have today's newspaper?

R Any newspaper in particular, sir?

G The *International Herald*.

R My apologies, sir. The *Herald* hasn't been delivered yet. Would you like me to send one up to your room when they arrive?

G Yes, please.

R What's your room number, sir?

G I'm in 367. Is there a charge for the newspaper?

R No, sir. We provide newspapers to our guests free of charge.

8 **Intonation: The rising and falling intonation for statements**

Listen to the CD and repeat.

1. You should receive your newspaper within 10 minutes.
2. There is an ice machine on each floor beside the elevator.
3. We want one cheese omelet, two mushroom soufflés, and two crêpes with onions.
4. Room service can provide you with food and drinks.

9 **Intonation: The rising intonation for yes/no questions** Listen to the CD and repeat.



- 1 **A** May I help you?
B Yes. Can you please tell me how to get to the Grand Hotel?
- 2 **A** Could you bring me a copy of *The China Post*?
B Yes. Here you are.
- 3 **A** Would you like some tea or coffee?
B No, thank you.
- 4 **A** Are you going to the city hall this afternoon?
B No, I am going to the National Theater this afternoon.

10 **Intonation: The rising and falling intonation for alternative questions and wh-questions** Listen to the CD and repeat.

- 1 **A** Will you be settling your bill in cash or by credit card?
B Credit card.
- 2 **A** Shall I take your order now or later?
B Later, please.
- 3 **A** What can I do for you?
B I'd like to reserve a table for two tonight.
- 4 **A** When will you arrive at our hotel?
B At 10 tomorrow morning.

PRACTICE

01

1 Listen to the CD and choose the correct name.



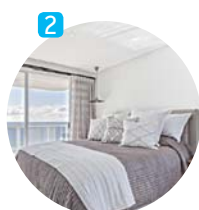
- | | |
|-----------------------------------|---------------------------------|
| 1 <input type="checkbox"/> Laura | <input type="checkbox"/> Nora |
| 2 <input type="checkbox"/> Eric | <input type="checkbox"/> Erica |
| 3 <input type="checkbox"/> Shelly | <input type="checkbox"/> Sherry |
| 4 <input type="checkbox"/> Rita | <input type="checkbox"/> Zita |
| 5 <input type="checkbox"/> Gary | <input type="checkbox"/> Cary |

2 Which vowel has a different pronunciation?



male

- ☐ mail
☐ scare
☐ bed



room

- ☐ book
☐ blue
☐ zoom



towel

- ☐ loud
☐ tour
☐ out



light

- ☐ buy
☐ link
☐ sky



seat

- ☐ mill
☐ teeth
☐ leave

3 Listen to the CD and choose the stressed syllable for each word.



- 1 de • part • ment
2 con • fe • rence
3 com • plaint
4 in • for • ma • tion
5 em • ploy • ee

4 Draw a rising arrow (↗) for rising intonation and a falling arrow (↘) for falling intonation at the end of each sentence.

- 1 How can I help you? _____
- 2 At what time would you like to check out? _____
- 3 Would you like something to drink? _____
- 4 May I come in? _____
- 5 Shall I open the curtains for you? _____
- 6 Should I put the towels on the bed or on the desk? _____
- 7 Who is calling, please? _____
- 8 May I ask who is calling, please? _____