

What would your life be like if you were Albert Einstein. What clothes would be in your wardrobe if you were Marilyn Monroe? Or Madonna?

Well now you can discover the answer to all these questions and many more at the Fame Hotel in California. Ten miles outside Los Angeles, the Fame Hotel promises to answer the question "What if?". When you check into the hotel, you choose a room. Each room has a name. There's Clint Eastwood on the second floor and Elvis Presley on the third floor. In total, the Fame Hotel has 32 rooms, most of which are named after stars of Hollywood or music. But there are also famous writers (Mark Twain and Agatha Christie) and even some scientists and sports stars, such as Mike Tyson.

When you enter the room, you enter the life of that person. There are pictures everywhere. The owner of the hotel has tried to fill the room with objects, clothes, even food that he thinks the stars would have liked. Marilyn Monroe's wardrobe is full of beautiful white dresses, Albert Einstein doesn't have any socks in his wardrobe because the real Einstein never wore them! If you choose Mike Tyson's room, you'll be able to practice boxing in one corner of the room. And there's even a skipping rope too!

I spoke to one guest staying in the Elvis Presley room. "I love this hotel," he said to me. "I wanted to know 'What would Elvis Presley eat for breakfast?' and now I know". That guest eats pancakes and strawberry ice cream every morning, just as Elvis liked to do. On the next table, the Einstein room's guest is eating cabbage soup!

The company plans to open another Fame Hotel in New York next year and there are plans to expand into Europe too. I look forward to staying in the Winston Churchill suite in London!

1. You can meet famous people in the hotel.
2. Some famous people have stayed at the hotel.
3. The Fame Hotel is near Hollywood.
4. Guests are able to choose which room they stay in.
5. Each room has a celebrity's signature on the door.
6. The hotel's owner has tried to make the wardrobe authentic.
7. Each guest eats something different in the hotel restaurant.
8. There is also a Fame Hotel in London.

People are checking into a hotel. What do they have to do? Listen and circle the correct answer.



1.a. fill out a form

b. show a driver's license

c. show a passport

b. pay a deposit

c. give the receptionist his credit card

2.a. give the confirmation number

b. show a driver's license

c. show a passport

b. pay cash for the room

c. leave a deposit

3.a. spell her name

b. show a driver's license

c. show an airline ticket

b. fill out a registration form

c. sign a card

4.a. show a company ID

b. show a passport

c. give the receptionist her credit card

b. fill out a card

Exercise 2

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Task 1

What kind of room does each guest want? Listen and check the correct answers.

1. single double

standard deluxe

non-smoking smoking

2. single double

standard deluxe

non-smoking smoking

3. single double

standard deluxe

non-smoking smoking

4. single double

standard deluxe

non-smoking smoking

Task 2

Listen again. What else does each guest request? Circle the correct answer.

1. **a.** where to find public transportation
b. a room away from the street
2. **a.** a fruit basket
b. a wake-up call
3. **a.** an iron
b. some clothes
4. **a.** coffee and sandwiches
b. coffee and a salad

Task 1

People are discussing their rooms. Listen and check the correct information.

1.

	Good	Not good
the size	<input type="checkbox"/>	<input type="checkbox"/>
the bathroom	<input type="checkbox"/>	<input type="checkbox"/>
the view	<input type="checkbox"/>	<input type="checkbox"/>
the facilities	<input type="checkbox"/>	<input type="checkbox"/>

2.

	Good	Not good
the size	<input type="checkbox"/>	<input type="checkbox"/>
the bathroom	<input type="checkbox"/>	<input type="checkbox"/>
the view	<input type="checkbox"/>	<input type="checkbox"/>
the facilities	<input type="checkbox"/>	<input type="checkbox"/>

3.

	Good	Not good
the size	<input type="checkbox"/>	<input type="checkbox"/>
the bathroom	<input type="checkbox"/>	<input type="checkbox"/>
the view	<input type="checkbox"/>	<input type="checkbox"/>
the facilities	<input type="checkbox"/>	<input type="checkbox"/>

4.

	Good	Not good
the size	<input type="checkbox"/>	<input type="checkbox"/>
the bathroom	<input type="checkbox"/>	<input type="checkbox"/>
the view	<input type="checkbox"/>	<input type="checkbox"/>
the facilities	<input type="checkbox"/>	<input type="checkbox"/>

Task 2

Listen again. What did each guest complain about? Circle the correct answer.

- 1.a.** that there was nothing in the refrigerator
- b.** that the TV and fax machine did not work
- 2.a.** the size of the bathroom
- b.** the mattress
- 3.a.** the view from the window
- b.** the heat in the room
- 4.a.** the shower
- b.** the stereo

Exercise 4

People are checking into a hotel. What do they have to do? Listen and circle the correct answer.

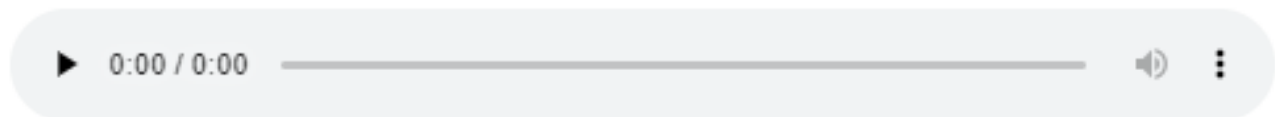
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1. **a.** show a credit card
b. fill out a registration form
c. show a driver's license
2. **a.** show a passport
b. show a company ID
c. show a credit card
3. **a.** give the confirmation number
b. leave a deposit
c. spell his last name
4. **a.** show a passport
b. show a driver's license
c. show an airline ticket
5. **a.** show a credit card
b. give a confirmation number
c. show a passport

Exercise 5

Sofia is talking about her hotel room. Are these statements true or false? Listen and check the correct answer.



	True	False
1. She reserved a deluxe room.	<input type="checkbox"/>	<input type="checkbox"/>
2. She has three rooms.	<input type="checkbox"/>	<input type="checkbox"/>
3. The living room has a couch and a big TV.	<input type="checkbox"/>	<input type="checkbox"/>
4. The bathroom is small but very clean.	<input type="checkbox"/>	<input type="checkbox"/>
5. The view is of the highway.	<input type="checkbox"/>	<input type="checkbox"/>

2 Loyalty programs

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do people like certain hotels?
- 2 What kinds of deals do hotels offer to guests?



Loyalty Program

As a loyalty member, you gain points each time you enjoy a night in one of our hotels. And when you travel with **partner** airlines, your points add up. The more points you earn, the greater your rewards.

Loyalty members enjoy many benefits. Silver-level members love our **turndown service**. Double your points and become a Gold

The Royal Point Hotel values its **repeat customers**. To show our appreciation, we present the exclusive Royal Point Hotel **Loyalty Program**. Loyalty benefits make your stay at any Royal Point Hotel better.

member. You add the benefit of **guaranteed** room availability and free room service. The highest membership level gives you **access** to even more benefits. Platinum members also earn a **complimentary stay**, plus **early check-in**.

As a member of our loyalty program, you know you are our most important customer. **Enroll** today!

Reading

2 Read the brochure from a hotel, and then mark the following statements as true (T) or false (F).

- 1 The loyalty program offers rewards to use at the airport.
- 2 Traveling by airplane can help loyalty members get more benefits.
- 3 Members at the highest level get a free night at the hotel.

Vocabulary

3 Fill in the blanks with the correct words: *exclusive, early check-in, complimentary, partner, repeat customer, access*.

- 1 Ms. Clark travels frequently and is a _____ at the hotel.
- 2 Only very important people are allowed in this _____ restaurant.
- 3 She didn't have to pay for the meal because it was _____.
- 4 Guests earn points by flying with the hotel's _____ airline.
- 5 This key card gives guests _____ to all the hotel entrances.
- 6 Greg arranged a(n) _____ at his hotel because his flight arrived at 7 in the morning.

4 Match the words and phrases (1-6) with the definitions (A-F).

- 1 level
- 2 enroll
- 3 loyalty program
- 4 turndown service
- 5 reward
- 6 guaranteed

- A a system that provides benefits for people who use a service often
- B an act that involves getting a bed ready for guests to sleep in before they arrive
- C promised
- D to become a member of a group
- E a measure of achievement
- F something given in return for doing something good

- 5 Listen and read the brochure again. What do you need to become a Gold loyalty member?

Listening

- 6 Listen to a conversation between a hotel guest and a front desk clerk. Then answer the questions.

- What does the front desk clerk offer the guest?
 - a discount on her next visit
 - a membership to the loyalty program
 - a higher level of membership
 - a special offer to upgrade her room
- What will the woman probably do next?
 - request room service
 - book a room for a future date
 - show the clerk her membership card
 - join a reward program for return guests

- 7 Listen again, and fill in the blanks.

- Clerk: Good morning, Ms. Jones. Did you have a good night?
- Guest: Oh, yes! It was great. The 1 _____ here is excellent.
- Clerk: You know, as a 2 _____ member, you can get room service for free.
- Guest: Really? Does it cost me anything 3 _____?
- Clerk: No, the program is our way of thanking you for staying at our hotel.
- Guest: Can you tell me more about it?
- Clerk: Well, you start as a silver-level member. So you get 4 _____, like the turndown service. When you get more points, you can be a higher level member.
- Guest: How do I 5 _____?
- Clerk: It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet you get points, too.
- Guest: That sounds really good; I travel a lot 6 _____.
- Clerk: Would you like to sign up? I can give you a 7 _____ card right now.
- Guest: Yes, I think that'd be great!

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:

- Does it cost me anything to join?
As a loyalty program member, ...
How do I earn points?

Student A: You are a guest. You want to know about the hotel's loyalty program. Ask Student B questions to find out:

- how to become a member
- what member benefits are
- how to earn points

Student B: You are a front desk clerk. Answer Student A's questions. Make up a name for the guest.

Writing

- 9 Use the brochure in Task 2 and the conversation in Task 8 to create an overview of one level of the loyalty program that guests can join, including a starting level of points.

Royal Jet Loyalty Program

Level: _____

List of benefits: _____

How to earn points: _____

Total points: _____