

Get ready!

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

- How do people learn about activities when they travel?
- What are some duties of a hotel concierge?



museum



shopping district



podium

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



arena

Reading

2 Read the letter from a concierge to the guests of a hotel, and then choose the correct answers.

- What is the purpose of the concierge's letter?
 - to give directions to places outside of the hotel
 - to tell guests how to get tickets to sports matches
 - to describe how concierges can help hotel guests
 - to list the different places to find a concierge
- What is true about the concierges at the hotel?
 - They speak many different languages.
 - They accompany guests on shopping trips.
 - They are only available during certain hours.
 - They sell tickets to sport matches.
- What can we infer about guests at the Royal Point Hotel?
 - They spend a lot of time shopping for clothes.
 - They often get lost on their way to the local museum.
 - They are typically in their 20s and 30s.
 - They often have questions about leisure activities.

Vocabulary

3 Check (✓) the sentences that are true.

- A There are pictures of trendy clothes in the new fashion magazine.

— B Teresa watched an exhibition at the movie theater.
- A Kendra is on duty all day tomorrow because she has the day off from work.

— B The museum has many items from old cultures.
- A The coffee shop is a hotspot and it's always busy.

— B The multi-lingual teacher doesn't know another language besides English.
- A Mr. Duke is new to town so he has a lot of insider information about local activities.

— B James reads a travel guide to find out about the local attractions.

4 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 _

5 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

