

Black Swan Hotel

A Warmer

Imagine you are staying in a hotel. Which of these is the worst problem? Which of these isn't so important?

For each problem, put between *1 and 5 stars*.

***** - this is a terrible problem.
* - this isn't very important.



- ❖ Your room is on the 2nd floor. The lift doesn't work.
- ❖ There isn't a towel in the bathroom.
- ❖ Your door doesn't lock.
- ❖ There's a spider in the bath.
- ❖ Your bedside lamp doesn't work.
- ❖ There's a coffee mark on the pillowcase.
- ❖ The window in your room is cracked.

B Information

The Black Swan Hotel is quite an expensive hotel near London, England. Look at the information about this hotel below:

- ❑ **Number of rooms:** 158
- ❑ **Other facilities:** Swimming pool, library, internet café, 2 restaurants, gymnasium.
- ❑ **Breakfast:** 7.00 – 10.00a.m.
- ❑ **Lunch:** 12.30 – 2.30p.m.
- ❑ **Dinner:** 7.00 – 10.00p.m.
- ❑ **Staff:** 14



Look at the information for one minute.

Then, listen to your teacher's questions about the Black Swan Hotel and try and remember what you read.

C Dialogue



Read the following conversation between the manager of the Black Swan Hotel, Anne, and the hotel's repairman, Stephen.



What three problems are there in the hotel?

Anne: Hi, Stephen. Is that you?

Stephen: Hi Anne. How are you today?

Anne: Great. Look, there's a few things I want you to do today. Where are you now?

Stephen: I'm in the restaurant. The chef wants to speak to me.

Anne: OK, that's the first problem. Go and speak to him immediately. The oven isn't working correctly. Call the gas company if necessary.

Stephen: Fine. What's next?

Anne: Go to the third floor storeroom. Get another fire extinguisher. Put it on the first floor near the lift. Do you understand?

Stephen: OK, no problem. I can do it after I leave the kitchen. Is there anything else?

Anne: Yes. The guest in room 126 says his door isn't closing properly. Repair the door and tell the reception desk when you finish.

Stephen: Right. See you later on.

Anne: Thanks Stephen. Bye.

D Grammar

Which verb form does the manager, Anne, use to tell Stephen what to do? Make a list of all the verbs that she uses:

- _____
- _____
- _____
- _____
- _____
- _____

D Grammar

Complete the rule:

When we want to tell somebody to do something, we use the _____ form of the verb. This is called the **imperative**.

Use a verb from the box to complete these sentences using the imperative.

run	write	speak	be	pass
	ask	give	clean	

1. _____ me the salt please. I need it for my soup.
2. If you want to see David tonight, _____ him to come to see a movie with you.
3. _____ this address down so you don't forget it.
4. _____ quietly! I'm trying to work here.
5. _____ those windows before your mother arrives home. They're very dirty.
6. Hey, don't worry, _____ happy!
7. _____ me more potatoes. I'm absolutely starving!
8. You're going to miss the bus. _____!

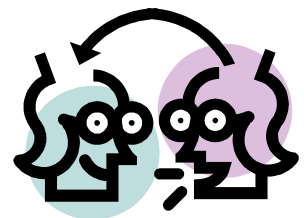
What is the difference between:

- Pass me the salt, please.
- Could you pass me the salt?

E Game

Your teacher will give you some cards. Pass around the class reading your card to the other students. Decide which is the best suggestion.

When a student reads his/her card to you, give a suggestion using the imperative form.



Example:

Student A: My back hurts!

Student B: Go to the doctor.

Cards for Game

Cut up and distribute equally among your students.

I'm bored	There's nothing on television tonight	I have toothache
I can't sleep	My dog is ill	It's Saturday and it's raining!
I feel really tired	I'm late for work	I'm so hot!
I don't like my job	I have a headache	I'm very hungry
I don't understand this English word	I want to learn Chinese	My friend is angry with me
I need £50 tonight	I found \$100!	I lost my cat!