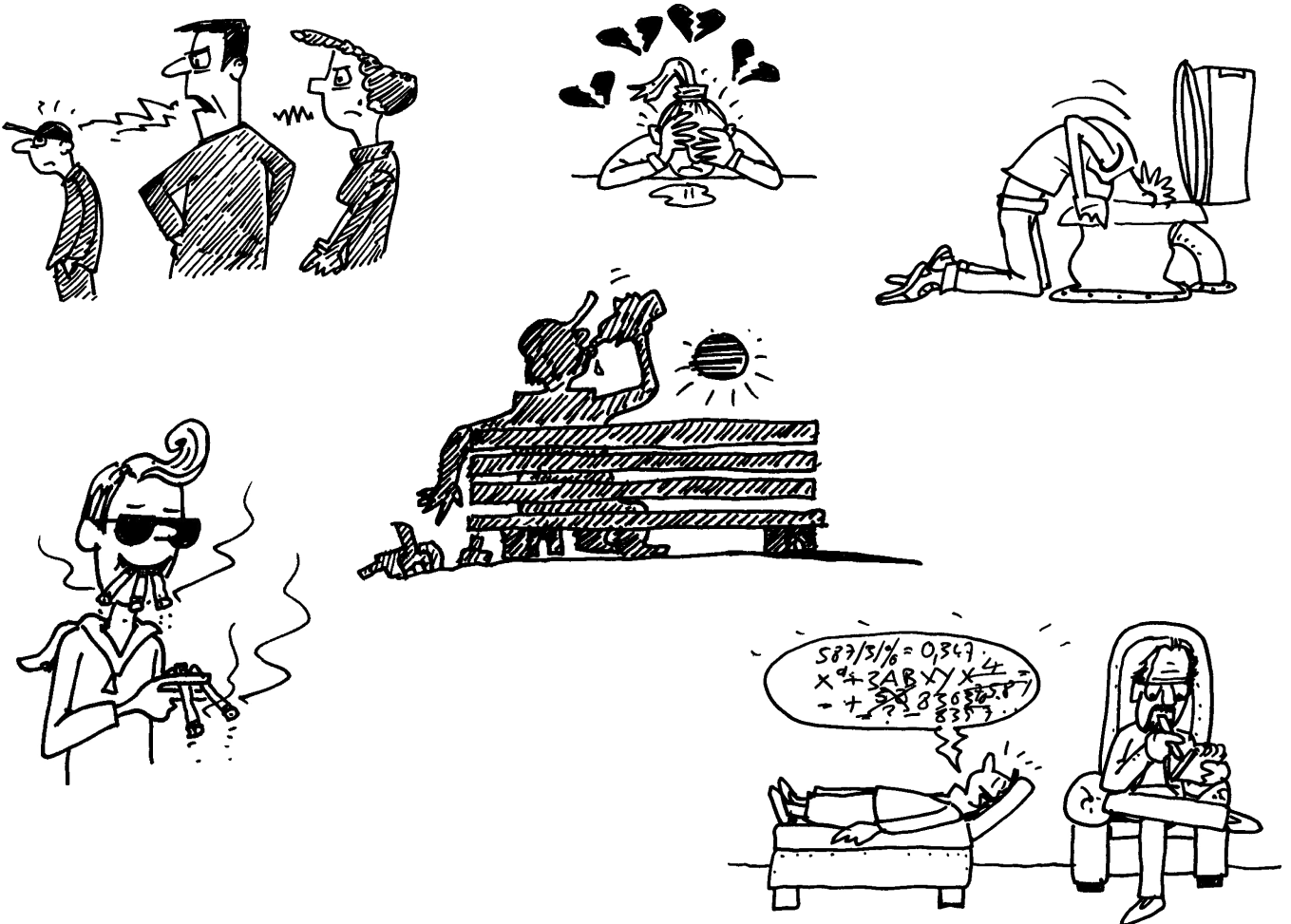


Problems

vocabulary

problem	feel	react	addicted to
solution	ask	advice	drugs
camp	help	bullying	alcohol
don't worry	tell	thankful	school stress
lovesick	test anxiety	restriction	away from home



useful phrases

questions:

- How are you?
- How do you feel?
- What will you do?
- What can I do now?
- Do you know what I can do now?
- What would you do?
- What's your problem?
- Are you sure?

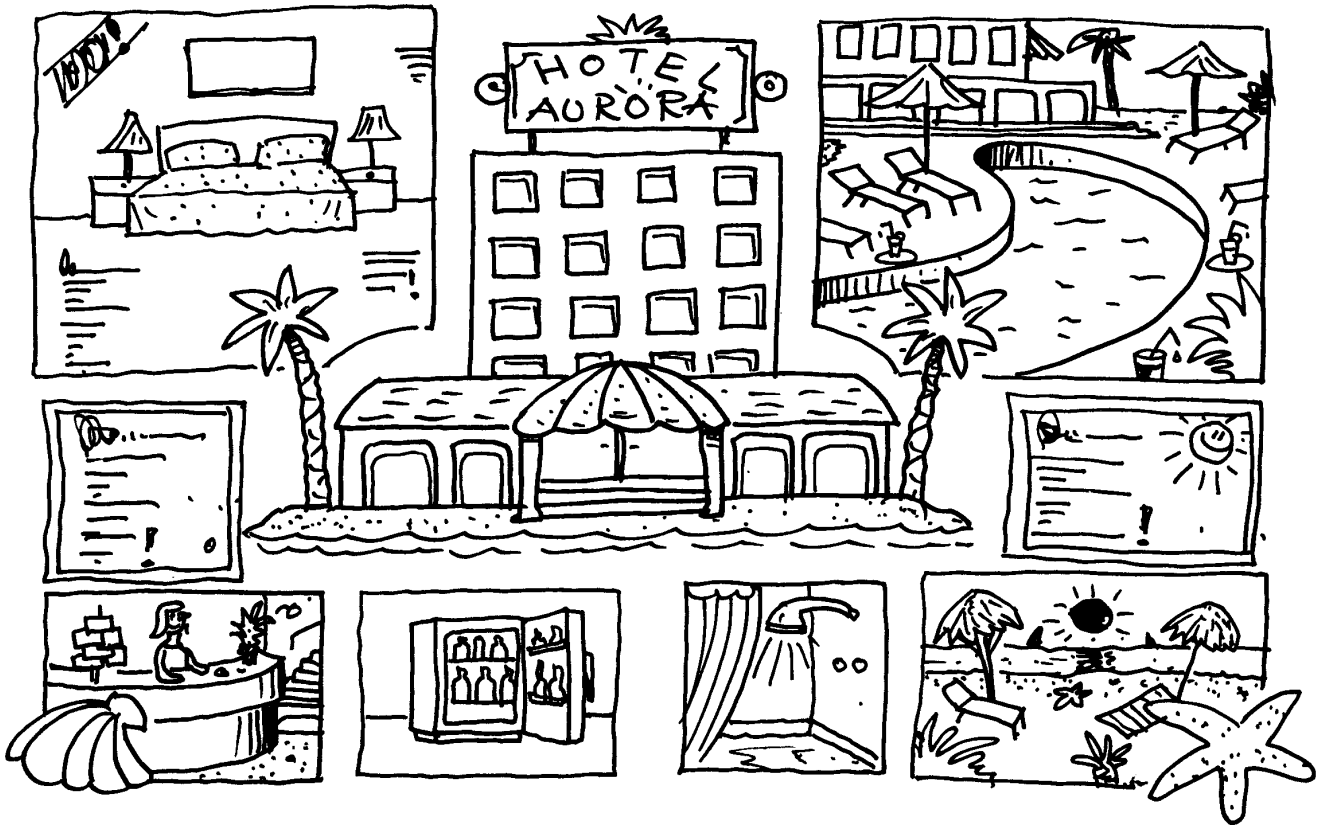
statements:

- Oh no, that doesn't sound good.
- Don't worry.
- Maybe we find a solution for your problem.
- I have got an idea ...
- I think you should ...
- I think it would be the best ...
- I am glad that I could help you.
- I think that is a good/a bad idea.

Booking a hotel

vocabulary

reception	sight	tourist	tube
hotel / motel	credit card	bus stop	TV
single room	cash	activities	included
double room	by bus	bathroom	stay
skyscraper	by cab	shower	price



useful phrases

tourist statements

Excuse me.
 I'm interested in ...
 I would like to ...
 I think about ...
 Thanks for your help.

tourist questions

Can you help me, please?
 Can I book that tour?
 How much does it cost?
 Is food included?

assistant statements

For sure.
 Yes, that's right.
 It departs ...
 Enjoy your trips.
 Have a great time in Scotland.

assistant questions

How can I help you?
 All right. Let's see.
 Can I do something else for you?

Reasons to complain – a telephone call

(3 persons)

_____ : Cool. Now we are at our new hotel room. Look. We have got a _____.

_____ : Yes, that's cool, but look! The _____ is leaking, the _____ doesn't work, the _____ is dirty and the _____ has no electricity.

_____ : Uuuh. That's not acceptable. Let's call the _____.

Wait ... here is the number ...

receptionist: Reception. My name is _____. How can I help you?

_____ : Good morning. This is _____, room number ____.

We have got a problem with our room. The _____ the _____ is dirty, the _____ has no electricity and the _____ is leaking.

receptionist: _____. We can send someone to repair these things or you can have another room. What do you prefer?

_____ : I don't know. The room is nice. What is your advice?

receptionist: I think _____. It doesn't last long to send our service to help you.

_____ : All right. That _____. We think it's ok, when you repair these things. But what can we do meanwhile?

receptionist: I see, that's no problem. _____.

_____. _____.

When you come back everything will be ok. And in the evening you will get a free drink in our bar.

_____ : That sounds _____. We _____ that.

receptionist: Once more, I'm sorry about your problems. Have a nice day. Good bye.

_____ : _____ for your help. Good bye.

What did they say? _____

_____ : No, but they will send someone to repair the things and clean the carpet. And ... we can eat for free in the meantime.

_____ : Very nice. _____

Think about:

Try to make an interesting dialogue. The sheet with vocabulary and useful phrases can help you.