

# 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 2<sup>nd</sup> floor. The elevator 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 elevator. 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 front 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 |      |

- \_\_\_\_\_ me the salt please. I need it for my soup.
- If you want to see David tonight, \_\_\_\_\_ him to come to see a movie with you.
- \_\_\_\_\_ this address down so you don't forget it.
- \_\_\_\_\_ quietly! I'm trying to work here.
- \_\_\_\_\_ those windows before your mother arrives home. They're very dirty.
- Hey, don't worry, \_\_\_\_\_ happy!
- \_\_\_\_\_ me more potatoes. I'm absolutely starving!
- 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.

