

SCENE 1



“Let’s see. Mrs. Beatty wants a cheaper _____. Mr. Rashid isn’t satisfied with his _____. And Ms. Novak thinks the _____ needs a king-size _____.”

UNIT 3

Sitcom: *Can I take a message?*

SCENE 2

A. Check the problems Mrs. Beatty has at the Candle Inn.

- | | |
|---|--|
| <input type="checkbox"/> There is no Internet connection. | <input type="checkbox"/> They didn't pick up the laundry. |
| <input type="checkbox"/> There is no elevator. | <input type="checkbox"/> There is no bellman. |
| <input type="checkbox"/> There is no pool. | <input type="checkbox"/> There is no room service. |
| <input type="checkbox"/> She has a smoking room. | <input type="checkbox"/> She doesn't have a king-size bed. |
| <input type="checkbox"/> They didn't turn down the bed. | <input type="checkbox"/> They didn't make up the room. |
| <input type="checkbox"/> The towels are dirty. | <input type="checkbox"/> They didn't take away the dishes. |
| <input type="checkbox"/> There are students everywhere. | <input type="checkbox"/> There is no fitness center. |

B. Complete the sentences. Circle the correct words.

- Mrs. Beatty is in a hotel in (San Francisco / Los Angeles).
- She's in Room (540 / 514).
- Her room is on the (fifth / seventh) floor.
- She says her hotel is not very (expensive / nice).
- There are a lot of (movie stars / students) at the hotel.
- Mrs. Beatty is at the (wrong / right) hotel.

C. Complete the conversation with the words you hear in the video episode.

Oh! Well! _____ a taxi.
1.



How _____ you
2.
_____ your bags to
3.
the front desk?

I'm sure I can find a student to
help. _____ I'm a
4.
movie star. _____
5.
fine.



OK. Good luck.

UNIT 3

Interview: *What's important to you in a hotel?*

A. Match each sentence with the person who said it.



- _____ 1. "So location's more important to me than anything else."
 _____ 2. "I try not to use room service because I like to go out...."
 _____ 3. "Really what makes the hotel special is the people who work there."
 _____ 4. "I don't pay too much attention to the hotel."

B. What does Christiane say about good hotel workers? Check the things she talks about.

- | | |
|---|--|
| <input type="checkbox"/> They ask about your day. | <input type="checkbox"/> They carry your luggage to your room. |
| <input type="checkbox"/> They do your laundry. | <input type="checkbox"/> They say "Good morning." |
| <input type="checkbox"/> They wake you up. | <input type="checkbox"/> They drive you to the airport. |
| <input type="checkbox"/> They know your name. | <input type="checkbox"/> They are nice and friendly. |

C. Summarize the hotel experience each person talks about.



good hotel experience



bad hotel experience

UNIT 4

Sitcom: *What happened to you?!*

SCENE 1

A. Put Paul's story about his accident in the order you hear it in the video episode.

- _____ "A car on the opposite side of the road hit a stop sign."
 _____ "When I tried to stop, I hit a parked car."
 _____ "I tried to turn, but I had a problem with the steering wheel."
1 "I was driving on Sixth Street, and there were a lot of fish on the road."
 _____ "The car behind me was tailgating, so he hit me."
 _____ "I drove over the fish. The fish made the road slippery."
 _____ "The stop sign fell and smashed my hood."
 _____ "When I got out to look at the damage, a piano fell on the van."

B. Complete each statement with the correct answer.

- Paul was driving a _____.
 a. sedan b. van c. bus
- He was _____.
 a. wearing a seat belt b. not paying attention c. talking on a cell phone
- The steering wheel _____.
 a. got stuck b. came off c. turned
- The van smells like _____.
 a. onions b. bananas c. fish
- The _____ is the only car part that still looks good.
 a. hood b. engine c. steering wheel

C. Complete the sentences with the car parts Paul talks about.



"But the van does not look good. The _____ are damaged. So is the
 _____. The _____ won't open. The
 _____ won't close. The _____'s not working. The
 _____ are smashed. The _____ won't honk."
 6. _____ 7. _____

UNIT 4

Sitcom: *What happened to you?!*

SCENE 2

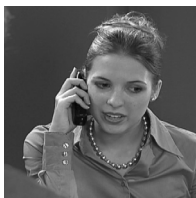
A. Check each statement True or False.

	True	False
1. Paul calls AutoRent to rent a van.	<input type="checkbox"/>	<input type="checkbox"/>
2. They need the van tomorrow.	<input type="checkbox"/>	<input type="checkbox"/>
3. They will need it for two weeks.	<input type="checkbox"/>	<input type="checkbox"/>
4. They will return it on the thirtieth of the month.	<input type="checkbox"/>	<input type="checkbox"/>
5. Paul can't decide what color van he wants.	<input type="checkbox"/>	<input type="checkbox"/>
6. Cheryl says a blue van will be fine.	<input type="checkbox"/>	<input type="checkbox"/>

B. Complete each statement with the correct answer.

- They need to rent a van because _____.
 - Paul is taking tourists from Chile to the museum
 - Paul is driving tourists to France
- Paul does not want Bob's fish sandwich because _____.
 - he is not hungry
 - he doesn't want to remember the accident
- Paul wants a four-wheel drive van because _____.
 - he needs to take a group from France to the mountains
 - it's cheaper to rent a four-wheel drive van
- Cheryl asks for lots and lots of insurance because _____.
 - they are renting a luxury van
 - Paul just had an accident

C. Read the questions Cheryl asks AutoRent when she calls them. Write the answers she repeats to Paul.



- "Do you have any four-wheel drive vans?"

- "Do you have any luxury vans with DVD and stereo?"

- "Do you have any convertible vans?"
