

Track 1

I'm a receptionist at the Hyatt Regency London. My main duties are doing check-ins and check-outs. I inform guests about sights and activities in London and help them plan their trips. I also answer enquiry e-mails and write offers. My working hours vary monthly, but I often work from 10 a.m. to 7 p.m. I really like talking to our guests. I like making people happy and I want our guests to feel at home away from home. There's not much I don't like about my job. Guest complaints are sometimes really challenging though.

Track 2

Hi, I am Paul. I work as a hotel clerk apprentice at the Townhouse Hotel Manchester, a four-star hotel in the vibrant city centre of Manchester. I spent the first three weeks of my apprenticeship filing documents and sorting mail. That was not very thrilling, but it turned out to be helpful in finding my way around the hotel, getting familiar with the staff and the departments. After that, I worked as a bellhop for some weeks. It was a great environment for getting to know our guests, their needs and interests. Since October, I have been working in the convention department and I enjoy it very much, as I think that I have a talent for organising things. My working hours right now are typical office hours: 9 to 5, Monday to Friday. But on the actual day of an event, I have to stay as long as necessary, however never later than 11 p.m. As I said, I like organising. I like talking to people and the diversity of the hotel business. So yes, I'm absolutely happy with my choice of job. I'm not too much of a fan of filing, as it is quite dull, but I just turn on the radio and get on with it.

Track 3

Receptionist: Good afternoon, Sir. Welcome to the Best Shots Hotel. How may I help you?

Mr Karavasilis: Good afternoon. I have booked a room for tonight. Here's the printout from the online booking platform.

Receptionist: Thank you ... Mr Karavasilis. Just a second, I'll check the reservation. Yes, here it is. Mr Yannis Karavasilis, a single room for two nights with breakfast from Friday, April 4th, to Sunday, April 6th. The room rate is 85 Euros per night.

Mr Karavasilis: That's correct.

Receptionist: I'm afraid your room is not ready yet, Mr Karavasilis.

Mr Karavasilis: Oh? Ok, when will it be ready?

Receptionist: Our check-in time is 2:30. The rooms are usually serviced by two o'clock. Let me just quickly check with the housekeeping department. Maybe we can speed things up a bit.

Mr Karavasilis: Oh, that would be great. I'm really tired and I could use a nap.

Receptionist: Sure, Mr Karavasilis. Just a second, please ...

Track 4:

Receptionist: Good evening! Welcome to the *Best Shots Hotel*.

Guest 1: Good evening!

Guest 2: Hi!

Receptionist: I hope you've had a good trip. I'm sure you're all tired after such a long flight, so I'd like to reassure you that we will do our best to deal with your reservations as quickly as possible. I would suggest you all take a seat in the sitting area and my colleague will serve you a complimentary welcome drink. I will call your names one by one to do the check in.

Guest 2: Thank you!

Guest 1: Okay! I could really use a drink right now ...

Receptionist: Please have your passports and accommodation vouchers ready. Thank you very much for your cooperation and patience. We'll start with Mr and Mrs Henderson, please. Good evening, Mrs Henderson, Mr Henderson. May I ask you to check the registration details on this printout? Here are your names... your residential address... date of arrival, date of departure... If everything is correct, please sign on the dotted line at the bottom. May I also ask you to have a look at our privacy policy and sign it as well?

Mr Henderson: Okay ... Everything seems fine.

Receptionist: Thank you very much. May I please have your voucher and passports please? You can collect the passports in the morning.

Mr Henderson: All right. Thank you.

Receptionist: Here are your room key cards. Make sure to insert one key card into the wall slot to switch on the power in your room. You will also find the free WiFi access code inside the key card envelope. Your room number is 308; that's on the third floor. The porter will take your luggage to your room.

Mrs Henderson: Thank you very much.

Receptionist: Thank you, Mrs Henderson, Mr Henderson. Breakfast is served from 6:30 to 10:00 a.m. in the breakfast room on the first floor. The spa and relaxation area is on the second floor. Please arrange your appointments with us. I'd like to inform you that there are special rates for massages for members of your party. I hope you enjoy your stay. Please let us know if there is anything else we can help you with. The reception desk is open 24/7.

Mrs Henderson: Thank you, we will!

Track 5

Receptionist: All right, here we are, Ms Sinclair. This is your room. When you enter the room, insert your hotel room key card in this wall slot and then you can switch on the lights. Remove the room key when you leave the room. The lights will automatically turn off.

Ms Sinclair: Yes, thank you, dear!

Receptionist: This is your bathroom. There are some extra pool towels, the blue ones, on the towel rack.

Ms Sinclair: I see.

Receptionist: And over here in the wardrobe is the safe and on this side are two bathrobes and guest slippers for the spa and pool area.

Ms Sinclair: You know, I love those fluffy hotel bathrobes. I don't know what you do to them to make them so comfy.

Receptionist: Well, that is our secret. I hope you find your stay very relaxing, Ms Sinclair!

Track 6

Phone rings.

Receptionist: *Best Shots Hotel*, reception desk. You are talking to Alex, how may I help you?

Mr Brixton: Yes, hello, this is Michael Brixton. I just checked into room 211. I'm sorry, but I accidentally spilled a bottle of water on my bed.

Receptionist: I see. No problem, Mr Brixton, don't worry. I'll send someone up to your room to put new sheets on your bed.

Mr Brixton: I don't really need new sheets, that would be a waste. It's just the bed cover that got wet. The rest is fine.

Receptionist: All right, Mr Brixton. I'll have someone remove the bedspread. Thank you for the information!

Mr Brixton: That would be great. Thank you!

Track 7

Receptionist: Good morning, Ms Mendoza! How are you today?

Ms Mendoza: Good morning, Antonia, I'm fine, thank you, but I'm starving ... Do I smell fresh croissants?

Receptionist: I'd say your chances are good! Enjoy your breakfast, Ms Mendoza!

Ms Mendoza: Thank you! I will ... Oh, excuse me, Antonia. I've just remembered. I have an important meeting in an hour, and I've just torn a button off my suit jacket.

Receptionist: Oh, I understand, how inconvenient. There should be a sewing kit in your wardrobe. But now that you're here ... just a second, let me take a look, I should have one right here ... Yes, here you are, Ms Mendoza!

Ms Mendoza: Oh, thank you! You're a life saver!

Receptionist: Glad to be of help, Ms Mendoza! Have a nice breakfast – and a great meeting later!

Ms Mendoza: Thank you! See you later!

Receptionist: See you later, Ms Mendoza!

Track 8

Phone rings.

Receptionist: *Best Shots Hotel*, you have reached the reception desk. This is Philippa speaking. How may I help you?

Mr Ananimov: Hello? I forgot something at home and was wondering ...

Receptionist: Good afternoon, Sir. I'm sorry I didn't catch that? Would you please say that again?

Mr Ananimov: I forgot something at home and was wondering if you had it? You need it for the beard? I can't think of the word right now ...

Receptionist: I understand. Do you need shaving utensils? I'll have someone bring you shaving cream and a shaver right away.

Mr Ananimov: Yes! That's it, thank you!

Receptionist: I'll have the shaving kit brought to your room, Sir. May I ask the room number?

Mr Ananimov: It's room number 507.

A room with a view

Unit 3

Track 9

Martin Carson: Good morning, *Paséa Hotel & Spa*, Huntington Beach. My name is Martin Carson. How may I help you?

Trevor Bates: Hello. My name is Trevor Bates. I would like to book a room.

Martin Carson: Sure, Mr Bates. What date did you have in mind?

Trevor Bates: I need a room for this weekend, Friday to Sunday.

Martin Carson: That would be Friday the 15th until Sunday the 17th, Mr Bates? May I ask what kind of room you are looking for?

Trevor Bates: I need a double room, smoker please.

Martin Carson: I'm sorry to inform you that we are a non-smoking hotel. Would you still like me to check the availability of a double room, Mr Bates?

Trevor Bates: Yes, yes, a non-smoking room then. Is it possible to get a room with an ocean view?

Martin Carson: Just a second, Mr Bates. I'll have to take a look. Yes, I can offer you an ocean front room with an ocean view, air conditioning and free Wi-Fi from Friday, March 15th, to Sunday, March 17th, at a rate of 330,00 Dollars including taxes and fees.

Trevor Bates: Is breakfast included?

Martin Carson: No, Mr Bates. This is a room-only rate, I'm afraid. However, we do offer a continental breakfast from 8 a.m. to 11 a.m. for an additional charge of 20 Dollars per person, if that is something you would be interested in. Or you can use our room service to order breakfast. You don't have to decide now. You can also let us know which option you prefer when you check in.

Trevor Bates: I see. What about cancellation fees?

Martin Carson: The booking can be cancelled free of charge until Thursday, March 14th.

Trevor Bates: Okay, that's good to know.

Martin Carson: To confirm your booking, I just need your credit card information. Could you please tell me your credit card number, Mr Bates?

Trevor Bates: Of course. It's 7708 (fade out).

Track 10

Barbara Schell: Willkommen im Hotel Wolkenlos, mein Name ist Barbara Schell. Wie kann ich behilflich sein?

Ava Mosley: Oh, ahm ...Hello ... Do you speak English?

Barbara Schell: Of course! Welcome to Hotel Wolkenlos, my name is Barbara Schell. How can I help you?

Ava Mosley: Ah, that's great. My name is Ava Mosley, I'm calling on behalf of my boss, Mrs Chawla of Chawla Enterprises, spelled Charly – Hotel – Alpha – Whiskey –Lima –Alpha.

Barbara Schell: Good morning, Ms Mosley, how may I assist you?

Ava Mosley: Mrs Chawla would like to attend the *Smart Automation Austria Exhibition* in Vienna that takes place from May 15th to May 17th. I need two rooms for the duration. Do you have any vacancies?

Barbara Schell: Just a second, Ms Mosley, I'll check the date ... Do you have a special room category in mind?

Ava Mosley: Oh, right, we need two single rooms, breakfast included, if possible.

Barbara Schell: Sure, Ms Mosley, one moment, please ... All right. Unfortunately, our single rooms are all sold out, but I can offer you two standard double rooms including breakfast, free WiFi, VAT and tourism fee for 88 Euros per room per night. That's a total of 352 Euros.

Ava Mosley: 352 Euros, is it? I will just check it with my boss and get back to you. Is that alright?

Track 11

Adnan Bebic: Willkommen im Hotel Sonnenklar, Sie sprechen mit Adnan Bebic, was kann ich für Sie tun?

João Da Silva: Hello, this is João Da Silva speaking.

Adnan Bebic: Good morning! Welcome to Hotel Sonnenklar! I'm sorry, Sir, but I did not catch your name, Mister...?

João Da Silva: Da Silva, João da Silva. That's D – A and S – I – L –V – A. I'm looking for a double room for me and my girlfriend for the Jazz Festival in August?

Adnan Bebic: That would be August 23rd to August 26th, right? Or do you intend to arrive earlier, Mr Da Silva?

João Da Silva: Yes. We are planning to arrive on Wednesday the 22nd and we will leave for Salzburg on Sunday the 26th.

Adnan Bebic: Let me quickly check our availabilities. That's a double room ... Wednesday 22nd to Sunday 26th ... hmmm ... I'm afraid that we're fully booked from Saturday to Sunday. I can only

offer you a double room from Wednesday until Saturday. Would that also be possible for you, Mr Da Silva?

João Da Silva: Okay ... hmmm. Oh, I forgot to mention that I need to use a wheelchair. Is that ok?

Adnan Bebic: Yes, no problem at all, all our rooms are wheelchair accessible, Sir.

João Da Silva: Hmmm ... so there's nothing free from Saturday to Sunday, you say?

Adnan Bebic: No, unfortunately, Mr Da Silva, we're already sold out for the Festival weekend.

João Da Silva: I understand. Does the room come with breakfast, lunch or dinner?

Adnan Bebic: I can offer you all three options: bed and breakfast, half board or full board. Whichever you prefer.

João Da Silva: Great! I'd like to book half-board then. How much will that be ...

A table for two

Unit 4

Track 12

Guest: Excuse me, do you happen to have a high chair or a booster for our son?

Mia: Of course, I will bring one right away. ...

Excuse me, Thomas? I'm looking for a high chair or a booster for table 8, could you please tell me where I can find one?

Thomas: Yes, there should be a high chair in the passageway to the kitchen. There's a niche on the right, behind the door.

Track 13

Mia: Thomas! I have the apple juice and soda you asked for.

Thomas: Thank you, Mia. Would you serve them, please? Table 11!

Mia: I'm sorry, which one is table 11 again?

Thomas: The six-seater table in the corner next to the terrace door.

Mia: Right, thank you, Thomas!

Track 14

Guest: Excuse me. May I ask where the restrooms are?

Thomas: Sure! There's a door on the right of the bar. The ladies' room is the first door on the left.

Guest: Thank you!

Thomas: You're welcome!

Track 15

Supplier: Excuse me!

Mia: Yes?

Supplier: I'm supposed to deliver this hood-type dishwasher to the kitchen, could you please tell me where the delivery entrance is?

Mia: Sure, Sir! Turn into the driveway over there. There's a doorbell next to the large metal door on the right. Just ring it. The kitchen staff will open it for you.

Supplier: Thank you!

Mia: You're welcome!

Track 16

Charlotte: Yoshi, I need to get home on time today, my boyfriend is ill. Can we just check the to-do list for the breakfast setup?

Yoshi: Sure! I've already restocked the cereal dispensers; cornflakes, granola – all done. And I've also loaded the dishwasher, so it should be done any time now. I can empty it.

Charlotte: That's great. I've cleaned and restocked the cake display case, refilled the coffee machine and I've soaked that milk steamer nozzle – it was very sticky again. I was thinking about wiping the tables next. Could you please check the jam and honey jars? They were all quite sticky earlier.

Yoshi: Sure! Oh, and I'll check the toaster and chafing dishes too. Anything else?

Charlotte: Hmm ... The menus for tomorrow's dinner choice! I'll go and get them.

Yoshi: Don't worry, I'll take care of them. Go home to look after Tom!

Track 17

Sebastian: All right, now! Elisabeth! Let's get it over and done with setting this place for tomorrow.

Elisabeth: Yes, Sir! Ready to go! What shall I do?

Sebastian: First we'll polish the cutlery and glasses, I'll show you how to do it. Then you can finish on your own. You have to roll the cutlery and put the rolls back in these buckets.

Elisabeth: How many cutlery rolls shall I do?

Sebastian: Do a smooth hundred. Tell me, when you're ready to roll, I'll help you. We'll be much faster. Oh, and you can put the buckets on the tables right away. That saves you a lot of running around when it gets busy!

...

Elisabeth: Sebastian? I'm done with the cutlery buckets! Anything else you want me to do?

Sebastian: Great! That was quick! Now, could you please prepare the waiter's station? Make sure that everything is stocked and oh – please don't forget to empty the trash! There should be spare trash bags for relining in the drawer.

Elisabeth: Sure! Do you also want me to write tomorrow's menu on the chalk board?

Sebastian: Good thinking! I've already done that, but you could put the print-outs in the menus. Oh, and please tilt some windows for some fresh air, would you?

Elisabeth: OK!

Sebastian: I'll be in the cool storage checking the kegs and beverages in case you need me!

Elisabeth: All right!

Grab a bite!

Unit 5

Track 18

Eric: Daniel? Do you have time to help me check the delivery?

Daniel: Sure! I'll be with you in a second! ... All right, what do you want me to do?

Eric: I'll check the goods and you take this delivery note and tick what was delivered.

Daniel: Okay!

Eric: I'll start with the drinks. We have 5 cases of sparkling mineral water, and two cases of orange juice. Each has 12 bottles per case.

Daniel: Correct.

Eric: Then the dairy products: 2 units of milk, 24 cartons per unit. 1 unit of sour cream, 5 boxes of ...

Daniel: Stop! Did you say one unit of sour cream? We ordered two units!

Eric: Hmm ... let me have a look ... no, no there is just one unit. Please note that. Okay. Let's continue: 5 boxes of organic butter, 10 packages to the box. 1 unit of curd cheese, that's 8 packages in total. Got that?

Daniel: Yes!

Eric: All right, here we have 2 packages of organic rye flour, and 1 unit with 6 cans of apricot halves and ... 1 unit with 6 cans of peaches? Peaches?

Daniel: There are no peaches on my list, but we ordered pineapple chunks. They also come in cans.

Eric: No pineapples, but peaches, did you note that?

Daniel: I did.

Eric: All right. Then we have 3 boxes of flour, so that's a total of 4, 8 ... that's 12 packages of wheat flour, 4 containers of vegetable oil ... Then there's the sugar ... a box with 10 packages of granulated sugar, and 3 boxes with 20 packages each of icing sugar ...

Daniel: Wait a second! There should be 2 boxes of granulated sugar and 2 boxes of icing sugar!

Eric: Yes? What did I say?

Daniel: You said: 1 box of granulated sugar and 3 boxes of icing sugar ...

Eric: No ... sorry, it's two and two. My mistake. Let's continue with these 6 packets of toast bread, 10 packets of chicken thighs.

Daniel: No note about chicken thighs, sorry... There's only a note for chicken breasts ...

Eric: This is disappointing, there's so much wrong with this delivery! Let's check the remaining three packages and then I'll give the delivery man a piece of my mind! What's left on your list?

Daniel: A crate of apples, Red Delicious, 3 bunches of fresh basil and 1 crate of cucumbers.

Eric: Checked. Now where's the number for that delivery man!

Track 19

Anna: Are you ready to order?

Guest 1 m: Yes, we are. Do you want to go first?

Guest 2 f: Yes ... I was wondering what a Hugo is?

Anna: A Hugo is a Prosecco cocktail made with elderberry syrup, mint and lemon. It's quite refreshing and delicious.

Guest 2 f: All right then, that sounds perfect! I'll have a Hugo, please.

Guest 1 m: And I'll have a lager.

Anna: Large or small, Sir?

Guest 1 m: Make it a small one, I'll have to drive later.

Anna: So, a Hugo and a small lager, very good. I'll be back in a second.

Track 20

Carlos: Hi, guys! How are you today? What drinks may I bring you?

Guest 1 m: Hey Carlos, how are you today? The usual for me, please!

Carlos: All right, a red ale coming up. And for you, Sophie? A small lager as always?

Guest 2 f: It's just what I like best, Carlos. A small lager sounds great, thank you.

Track 21

Kirsten: Good afternoon! My name is Kirsten, I am your host today. How may I help you?

Guest 1 m: We're very thirsty, Kirsten. What non-alcoholic beverage can you recommend on this hot summer day?

Kirsten: It is really hot today, isn't it? I have just the right thing for you. We have some nice homemade refreshments. First there is a delicious elderberry syrup with club soda, or freshly squeezed orange juice. We also serve homemade iced tea with lemon and mint. My personal favorite is our refreshing lemon balm club soda.

Guest 1 m: That sounds great! What do you think?

Teen 1: I'd like some freshly squeezed orange juice, please.

Teen 2: Me too.

Guest 1 m: All right, two freshly squeezed orange juices and a lemon balm club soda for me, please.

Guest 2 f: And I'll have a large glass of iced tea.

Kirsten: Of course, two orange juices, one lemon balm club soda and one iced tea. Thank you for your order.

Track 22

Welcome to Best Shots Café! We offer a great range of coffee specialties.

You could order a *kleiner Schwarzer*, which is a small mocha or espresso. On demand, it will also be served short, which means it is even stronger.

A *kleiner Brauner* is a small mocha or espresso with a splash of milk or coffee cream.

The *großer Schwarze* or *großer Brauner* on our coffee menu are double mochas or espressos. We serve them black or with a little milk or coffee cream – hence the names.

A *Verlängerter* is what you may know as an Americano. It's a mocha or espresso, diluted with water and served in a big cup.

Next in line on the menu is the *Wiener Melange*. The name "Melange" originates from the French word for mixture or blend. It's half milk, half coffee and typically served with milk foam.

Coffee specialties you may have never heard of are the *Fiaker* and the *Maria Theresia*.

The *Fiaker* is named after the Viennese coachmen that you can observe up to this day in Vienna's first district. A Fiaker coffee is a mocha with a shot of rum. The *Maria Theresia* gets its name from famous Austrian ruler Maria Theresia. It's a double mocha with a dash of orange liqueur, served with a topping of whipped cream.

We also offer international coffee specialties, for example the classic cappuccino: diluted Mocha with hot milk, served with milk foam and sprinkled with cocoa powder. In Austria, a cappuccino sometimes comes with whipped cream instead of milk foam.

Even more decadent is our latte macchiato: a mocha with a lot of milk and even more milk foam. We will bring it to your table in a tall glass and with a long-handled spoon.

If you need a little kick to warm your heart, I suggest having an Irish coffee. This double mocha comes with a shot of Irish Whiskey, sugar and whipped cream. It is also one of the coffee drinks usually served in a glass instead of a cup.

And when it's really hot outside, I highly recommend treating yourself to our famous Wiener Eiskaffee: Cold mocha with one or two scoops of creamy vanilla ice cream, whipped cream and wafer rolls.

Oh, I almost forgot: You can also order all our coffee specialties decaffeinated – without caffeine.

A lot of our customers prefer their coffee decaf later in the day. So, can I take your order now?

What's it going to be?

Track 23

Waiter: Good afternoon. Madam, Sir? What can I do for you?

Guest 1 f: Good afternoon! We would like to have some coffee and a bite to eat.

Waiter: Sure, I'll bring the menu. ... Here you are. May I recommend our daily special? We have oven-fresh *Buchteln mit Vanillesoße*. This dish could be best described as baked yeast dumplings with a prune jam filling. It is served with custard.

Guest 1 f: Oh, that sounds delicious! Don't you think so, Robert?

Guest 2 m: It sure does, but I might have it later. I have a craving for something savoury right now.

Waiter: How about a toasted ham-and-cheese sandwich? Or wiener sausages with goulash sauce and a slice of bread? I can also recommend a delicious small serving of beef goulash.

Guest 2 m: I think I'll have the sausages, and a glass of club soda please.

Waiter: Of course. How about you, madam?

Guest 1 f: I'll stick with the ... how did you call them ... *Buchteln*? And a small coffee, something strong?

Waiter: Yes, *Buchteln* and a *kleiner Schwarzer* might be to your liking? A *kleiner Schwarzer* is a small, strong espresso, served black.

Guest 1 f: That sounds great! I'll have that, thank you. Oh, and a glass of soda for me as well, please.

Waiter: Thank you for your order.

Track 24

Waitress: Good afternoon! How are you on this lovely day?

Guest 1 f: Good afternoon! We're great, but really hot! How about you?

Waitress: I know what you mean. So, what may I get you?

Guest 1 f: I'd like a cappuccino please. You do make it with milk foam, don't you?

Waitress: Yes, we make our cappuccino with milk foam.

Guest 1 f: Oh, that's great, I had it with whipped cream lately, and it's not my cup of tea ... And do you have some of those ice cream crepes? I think I saw an offer on the chalk board?

Waitress: Yes, we do, the *Eispalatschinken*. Would you like a small or a big serving?

Guest 1 f: Oh, a small serving will definitely do.

Waitress: All right, a cappuccino and a small serving of *Eispalatschinken*. And for you, Miss?

Guest 2 f: I'll have an iced tea. I hope it's not too sweet? Is it homemade?

Waitress: Yes, it's homemade. It's not sweetened at all, so you can choose how much sugar you'd like to add, or if you don't want any at all.

Guest 2 f: That's good, very good. I don't like it when it is too sweet. And a Danish, please.

Waitress: What kind of Danish would you like? We have curd cheese, strawberry or peach with custard.

Guest 2 f: Curd cheese, please!

Waitress: Got it. I'll be right back.

Track 25

I had a nice cup of tea with milk and some ham and cheese on a slice of rye bread. And then I tried some of the cheese spread with fresh herbs. It was delicious! I also had a glass of still water to swallow my pills and then, well I couldn't resist the Danish pastry. I have to admit I had two, but they were tiny.

Track 26

I had a double espresso, no milk, no sugar, and a glass of sparkling water. I ate two slices of toast with butter and a soft-boiled egg.

Then I had a bowl of fruit salad. It had grapes, apples, bananas, blueberries and mango in it, I think. It was a really good, well-prepared fruit salad, not at all soggy!

Track 27

I love breakfast at this place! They have such a fantastic choice of products! I had a glass of fresh orange juice, which I absolutely love, but usually don't have the nerve and time to make for myself.

I then had a bowl of granola. I added toasted coconut shavings and fresh raspberries and topped the granola with a scoop of plain yoghurt.

Then I checked out the live cooking stations. They prepare egg dishes or pancakes on demand. It was a difficult decision, but I went for bacon and eggs. I am an absolute fan of Austrian bread, the variety and the taste ... heavenly! That's why I chose a whole grain roll.

I then had some hot chocolate and a piece of chocolate cake. I'm utterly stuffed right now!

Track 28

Receptionist: Good morning, Mrs Bradshaw! How are you today?

Helen: I'm fine, but the weather today is a bit depressing ...

Receptionist: That's true, unfortunately. The forecast said that this cold and wet weather is going to stick around for a while. They expect sleet in the afternoon.

Helen: Bad news, I guess. I don't really feel like skiing in this weather, maybe I'll book a massage in the afternoon.

Receptionist: That sounds like a great idea! You can book the massage at the spa reception, but I can also call down for you if you already know what kind of massage you'd like.

Helen: Oh, thank you! I'll get back to you after breakfast. Do you have any information on the street conditions? I have tickets for the piano concert in Villach tonight.

Receptionist: The streets will be slushy in the afternoon and evening, but there is a chance that they will freeze over and become icy. You should be very careful when driving.

Helen: Thank you for the information! See you later!

Track 29

Waiter: Here are your coffees, Mr and Mrs Jones, and the hot chocolate for your daughter.

Mrs Jones: Thank you. Do you happen to know anything about the weather conditions today?

Waiter: The forecast predicts a sunny day. Temperatures will range between 18° and 22° degrees Celsius.

Mrs Jones: Sounds good! I hope it'll stay that way and we won't have a sudden change of weather. Do you have any news about next week as well?

Waiter: I'm afraid the news is not as good. They expect a cold snap on Thursday. Temperatures will probably drop below 10° degrees.

Mrs Jones: Oh no! I guess we're lucky to be leaving on Friday then.

Track 30

Waitress: Is there anything else I can do for you, Mr Browning?

Mr Browning: Thank you. We're perfectly satisfied. Oh, Lucy, do you know anything about the weather? It has been blazing hot during the past few days.

Waitress: Well, I'm afraid it's going to be hot and humid again this afternoon, but the forecast predicts a thunderstorm with a heavy downpour tonight.

Mr Browning: Maybe this will break the heat wave, I'm actually looking forward to a drop in temperature.

Waitress: Me too, Mr Browning, me too.

Track 31

Receptionist: Good morning, Ms Evans! How are you today?

Ms Evans: Oh, good morning, I'm fine, thank you! Isn't it a wonderful winter day?

Receptionist: It is indeed a perfect day for skiing. The snow conditions could not be better! We have quite a lot of new snow, all powdery and nice! I've just received the information that all the lifts and slopes are open.

Ms Evans: That's great news – and also why I am here. I wanted to ask if you rent out downhill skis, poles and equipment here at the hotel.

Receptionist: Yes, we do. We rent out skis, boots, poles and helmets. Would you like me to call my colleagues and inform them that you are on your way, Ms Evans?

Ms Evans: Please, if you would be so kind. And what about ski goggles and gloves? I only have knitted mittens and they're not fit for skiing, I'm afraid.

Receptionist: That's right, Ms Evans. Unfortunately, we do not rent out goggles or gloves, but they sell reasonably priced skiing equipment at the sports store in town. They should have the equipment you are looking for, Ms Evans.

Ms Evans: I see. I will have a look at what they've got for me. Oh! Where can I get the ski passes? Can I buy them here or at the store as well? Or at the valley station at the lifts?

Receptionist: You can buy them here, Ms Evans. Do you need a half day, a single or a multiday ticket?

Ms Evans: Give me a single day ticket, please. And where did you say the store was again?

Getting down to business

Unit 9

Track 32

Hello! I'm just calling to ask you to write an urgent order to our stationary supplier!

We need sharpies for the flip charts. We still have a lot of black sharpies left, but we need some colors too. I know that they sell these assorted colors in packs of 8 – please order 5 packs. What else ... ah, yes: We nearly ran out of Flipchart paper yesterday – embarrassing! We need 3-hole-punched pads in plain white. Make sure not to order the lined pads, or the ones with the grid. Our guests barely ever use them. Buy 5 cartons of the TOPS Easel Pad, they're the best. Then we need two printer cartridges in black for the office printer. It's a Brother MFC-L8900CDW. Okay, let me check my notes ... Oh, and we need 3 packs of oval presentation cards in assorted colors. That should do.

Let me repeat that quickly.

5 packs of 8 flipchart markers – assorted colors

2 black printer cartridges for the Brother MFC-L8900CDW printer

5 cartons of flipchart paper, plain white and

3 packs of assorted oval presentation cards

Order them from Nr. 1 Stationery – we get a company rate there. Oh, and before I forget: Add a box of scotch tape and the largest unit of thumbtacks to the order as well! Make sure we'll receive the order on Monday at the latest! Thanks!