

# PRACTICAL SPEAKING SKILLS – SCRIPTS WEEK 2

## At the hotel – A1

### Checking in

- Receptionist Good evening, sir.
- Gustavo Hi, my name is Gustavo Silva. I have a reservation.
- Receptionist Thank you very much, Mr Silva. Could you spell your name, please?
- Gustavo S-I-L-V-A.
- Receptionist Thank you. Ah, yes. Mr Silva. Here's your room key.
- Gustavo Is there a shop in this hotel?
- Receptionist No, but there's a small grocery store in the next building.
- Gustavo And is there any shampoo or conditioner in the room?
- Receptionist Yes, sir.
- Gustavo Thank you. Oh, and a wake up call, please.
- Receptionist Of course. What time?
- Gustavo At 7.00. But, what time's breakfast?
- Receptionist From 6.00 to 7.30 a.m. in the dining room on the first floor.



### Filing a complaint / arranging extras

- A:** Hello, can I help you?
- B:** Yes, my name is Mr Silva, staying in room 43. There is a problem with my room.
- A:** Oh dear. What's the matter?
- B:** The shower only gives cold water.
- A:** Oh, that's terrible. Let me see if I can find someone from Maintenance to look at your bathroom.
- B:** Thank you.
- A:** [...] There, Mr Roberts from Maintenance will be at your room within an hour to fix your bathroom. Is there anything else I can help you with?
- B:** Yes, there is. I would like to stay an extra night, if that's possible.
- A:** I'm sure it is. Let me check the reservations.
- B:** Thank you.
- A:** Here we are. That will be no problem, you can stay for another night.
- B:** How much will that cost?
- A:** Booking an additional night costs £55, sir.
- B:** Great. Thanks very much.
- A:** You're welcome, sir.

## At the hotel – A2

### Checking in

*This script still needs some work: think of a way to say the things below. Not sure how? Have a look at the A1-script!*

- Receptionist Good evening, sir/madam.
- You Hi, my name is [your name]. I have a reservation.
- Receptionist Thank you very much, Mr/Mrs [name]. Could you spell your name, please?
- You [spell your name].
- Receptionist Thank you. Ah, yes. Mr/Mrs [name]. Here's your room key.
- You Is there a shop/sauna/gym/swimming pool/etc in this hotel?
- Receptionist No, but there's a [alternative] in the next building/neighbourhood.
- You And is there any shampoo or conditioner/coffee or tea/information about the town in the room?
- Receptionist Yes, sir.
- You Thank you. Oh, and a wake up call, please.
- Receptionist Of course. What time?
- You At [time]. But, what time's breakfast?
- Receptionist From 6.00 to 7.30 a.m. in the dining room on the first floor.

### Filing a complaint / arranging extras

- A:** Hello, can I help you?
- B:** Say who you are, in which room you are staying and that there is a problem with your room.
- A:** Oh dear. What's the matter?
- B:** Explain what the problem is.
- A:** Oh, that's terrible. *[think of a way to fix the problem]*
- B:** Thank the receptionist for their work.
- A:** *[give a solution to the problem]*. Is there anything else I can do for you, sir/madam?
- B:** Ask for something extra: an additional night, a massage in the spa, renting a bike, etc.
- A:** Of course, sir/madam. Let me look into that for you.
- B:** Thank the receptionist for their work
- A:** Give the guest the details of what you've organised for them
- B:** Thank the receptionist for their work and ask them what the price is.
- A:** Tell the guest how much it will cost.
- B:** Thank you very much.
- A:** You're welcome, sir/madam.



## At the Doctor's– A1/A2

Doctor: Come in.

Hugo: Hello. I'm Hugo.

Doctor: Hello. How do you feel?

Hugo: I feel terrible. My head, throat and back hurt.

Doctor: Are you tired and exhausted?

Hugo: A little. Sorry. I have to sneeze. AHHCHOO!

Doctor: I have to ask you some questions. Do you feel sick?

Hugo: I feel very sick! Please help me!

Doctor: Calm down. Don't worry. Everything is going to be okay. Do you have an earache?

Hugo: No. I have a headache, a backache and a sore throat. I feel dizzy.

Doctor: Are you allergic to anything?

Hugo: I don't think so.

Doctor: When was the last time you were sick?

Hugo: I never get sick. I never catch colds. I am healthy. I do sports every day and I still get sick. AACHHOO!

Doctor: Would you like a tissue?

Hugo: Yes, please.

Doctor: Here you go.

Hugo: Thank you, Doctor.

Doctor: No problem. I think you have a cold, Hugo. My advice for you is to go home and try to get some rest.

Hugo: My head is spinning!

Doctor: I'm going to give you a prescription for some headache tablets. Also, I am going to give you a prescription for some cough syrup. It will help you with your sore throat.

Hugo: Thank you, Doctor.

Doctor: In a few days, you will start to feel better. Do you know where the pharmacy is?

Hugo: I think there is a pharmacy near my house but I feel too sick to go there.

Doctor: There is a pharmacy on this street. As you leave this building, walk 500 metres and it is on your left. Did you come here with anyone?

Hugo: My big brother brought me here. He told me I had to come here.

Doctor: Your brother cares about you. I think he should take you home now. I hope you get well soon.

Hugo: Thank you very much, Doctor. Have a good day. Bye!

Doctor: Take care. Bye.



## Meeting someone – A1

### At a party

**A:** Hello, my name's Douglas. How are you doing?

**B:** Hi Douglas, I'm Maggie. I'm fine, thanks. How are you?

**A:** I'm doing great. So, what do you think of this party?

**B:** I think it's fun! Do you know Chris well?

**A:** Yes, he's on my football team. How about you?

**B:** We're in the same school.

**A:** Oh, that's great. So, what kind of classes do you like?

**B:** Oh, I like French and English. I'm horrible at Maths, though. How about you?

**A:** I actually like Maths. Do you need any help?

**B:** Thanks, that would be great! And have you played football for long?

**A:** Yeah, ever since I was six. Me and Chris have been on the team forever.

**B:** So are you any good, then?

**A:** Oh, you know, I'm no Cristiano Ronaldo, but I do OK. Do you play any sports?

**B:** No, but I take dancing lessons.

**A:** Oh, that sounds fun. It was great meeting you, Maggie.

**B:** You too, Douglas!



### Waiting at the bus stop

**A:** Excuse me, do you know if line 2 has stopped by yet?

**B:** No, it hasn't. I'm waiting for line 2 as well.

**A:** Great, thanks. Lovely weather, isn't it?

**B:** Well, I suppose. I prefer it if it's a bit warmer, though.

**A:** Oh, not me, I love autumn. It's crisp and cool, and the leaves are beautiful.

**B:** Yes, they are. But it also rains a lot, and it can get foggy. I hate that.

**A:** Yes, you're right. So, do you often take the bus?

**B:** Well, no actually. I normally travel by bike, but my bicycle is broken and being repaired.

**A:** I always travel by bus. I don't know how to ride a bicycle.

**B:** You don't? I thought everybody knew how to ride a bike!

**A:** Nope, not me. I didn't grow up here, but in the mountains. Nobody rides a bicycle there.

**B:** Oh, that's tough. Would you like to learn?

**A:** Well, I'm a little afraid to. What if I fall?

**B:** Well, then you get back up.

**A:** That's true. Thanks for the advice!

**B:** You're welcome!

## Meeting someone – A2

Think of your own conversation in which you meet someone for the first time. In your conversation, do the following things:

- introduce yourself
- make a small talk-remark (about the weather, or the party you're at, etc)
- ask & answer questions about the other person and yourself