

File 23

Guest:

You've been staying at the Arcadium Hotel for a couple of days. You like the hotel, but you've had some problems. Here's your bill. Take a few minutes to plan what you will say. Be pleasant and explain what's wrong to the manager.

Arcadium Hotel
Shepherds Bush
MJ1 40J
London, England
Tel: 44 (0) 123 456 7833



Room 323
Room Rate £180

Date	Description	Charges
24/2	Room charge	£180
24/2	Health club	£20
24/2	Breakfast	£25
24/2	Laundry	£280
24/2	Internet	£5
25/2	Room charge	£180
25/2	Health club	£20
25/2	Breakfast	£25
25/2	In-room movie	£5
25/2	Room service	£35
	SUBTOTAL	£495
	Taxes	£94
	TOTAL	£789

Breakfast – You thought breakfast was included in the room rate.

Internet – You spent an hour trying, but you couldn't connect to the internet.

In-room movie – You clicked on the in-room movie by mistake. It only played for 30 seconds before you turned it off.

Laundry – This is too much! You only gave them one shirt to clean.

Health club – The hotel gym has three exercise bicycles but only one of them worked. You had to wait 30 minutes to use it this morning.

TOTAL – This total isn't correct.

File 24

Student B:

Read the story about the day that Paul Potts' life changed. Then answer your partner's questions. Explain any words your partner doesn't know.

It was audition* day and the judges of the TV talent show felt tired. There were singers, dancers, fire eaters and comedians* but nobody was very good. Then Paul Potts walked onto the stage. He looked shy and nervous. He didn't have a tie. His suit cost £35 and he had a broken tooth. He told the judges he was a mobile phone salesman. 'I'm going to sing opera,' he said. The judges sighed*. They didn't expect his audition to be good.

Then Paul began singing and everything changed. The audience stood up and clapped and cheered because he had an amazing voice. The video of his performance appeared on Youtube and millions of people watched it. He won a place in the semi-final, and the final, and then he won the competition. He received around two million votes from viewers. Paul won £100,000, and a recording contract. Later that year he performed in front of the Queen. Paul's first CD was a number one hit in 13 countries and today he's a successful opera star.

audition: A short performance to test whether someone like an actor or singer is good

comedians: People who tell jokes and try to make an audience laugh

sighed: Breathed out loudly because they were tired or bored

File 25

Student B:

In this conversation you must use a lot of hand gestures. Try to sound very emotional and passionate about the things you say.

File 26

Conversational style	Sport
Highly considerate	Bowling
Highly engaged	Rugby
A mixture	Basketball

File 27

Student A:

You're Terry. Ivan is your best friend and it's his birthday on Saturday. You have arranged a surprise birthday party for him and you don't want to tell him about it. You can invite him to do anything you want – play squash, see a movie, go to the theatre, etc. but you must get him to Caroline's flat at 7 p.m. on Saturday. All his friends will be there, and his sister from Australia, so don't take 'no' for an answer.

Make notes about what you will say. Then make the call to Ivan.