

Unit 1

Somewhere to stay

Get ready to write

- Think of one or two adjectives to describe each of these types of accommodation.
- Which types of accommodation have you stayed in?
- What kinds of tourist accommodation are most popular in your country?
- How well are people with disabilities catered for? (Think about people who are blind or use wheelchairs, for example.)
- If you wanted to find out about holiday accommodation, who would you ask and where would you look?

a hotel



a motel



a guesthouse



a tent



a camper van



a self-catering apartment



a cabin on a ferry

go to Useful language p. B2

Arranging accommodation

Look at examples

1 Look at the email enquiries about holiday accommodation on the opposite page and answer questions a–c.

- a What type of accommodation is each group enquiring about?
.....
- b Who are the people in each group?
.....
- c What special needs or requirements does each group have?
.....

2 Read the two examples again. Then answer these questions.

- a What do the two enquiries have in common? How are they different? Think about the following:
- the method of writing and sending
 - the detailed information sent
 - any special requirements mentioned
-
-

- b How are these ways of paying for accommodation different from each other?
credit card / debit card / cheque / bank transfer
-
-

- c The writer of the first enquiry wants *full board*. What other kinds of accommodation do hotels offer?
-
-

Did you know ...?

The euro was first introduced as an electronic currency in 1999, then, in January 2002, it officially replaced the old national currencies in twelve European Union countries. In order to meet the needs of the twelve countries, more than 15 billion bank notes and 50 billion coins were printed and minted.

Although the pound sterling has not been replaced by the euro, some shops and businesses in Britain accept payment in euros.

Group 1

Mountain View Information Request

Hello,

I have just found details of your hotel on the Internet. You seem to offer exactly the kind of facilities I am looking for.

I require accommodation for myself and a group of colleagues for four nights in September next year. These are our details:

- Dates: 2–5 September
- Rooms: four double rooms + two single rooms
- Conference facilities for ten people
- We require full board

I should explain that we are a group of college graduates from Denmark who are in the process of setting up our own company. Our main reason for visiting Australia is to have a relaxing holiday with our partners, but we will also need a room where we can spend time on our business plans. Is there a meeting room in your hotel where we could meet for 2–3 hours each day of our stay? If so, does the room have audio-visual facilities: projector, screen, internet access etc.?

We look forward to hearing from you.

Best wishes,

Nils Andersen

Group 2

Your Comments, Special Needs, etc:

Could you let us know how many rooms and beds there are at the cottage? We need the following: a double room for my partner and me, twin beds for our two boys, a cot for the baby, and a single bed in a downstairs room for my disabled father.

It is also important for us to know whether there is wheelchair access to the cottage from the driveway. My father is completely dependent on his wheelchair.

I have three more questions:

- How far is the cottage from the nearest supermarket or food shops?
- Is the surrounding countryside suitable for walking and cycling?
- Is it possible to pay in euros?

Scottish Cottages

Plan

3 You are going to write an email to a hotel stating your requirements and asking for further information.

- a Read about three hotels and choose the one you would like to stay in for a short break.

The Swan Hotel, near Oxford, England



The Swan Hotel, situated in a quiet rural area in the southwest of England, has an international reputation for sophisticated elegance. It is ideal for anyone wanting a complete break from their stressful everyday life. Excellent food served in an elegant restaurant; spacious, comfortable lounges and relaxing gardens.

The Central Hotel, Melbourne, Australia



The Central, originally built and opened in 1961, has been completely renovated and upgraded to a 4-star standard. The 86 hotel rooms and suites, restaurant and bar have all been thoroughly refurbished. Recent additions include *al fresco* eating areas, café, bar and fully-equipped meeting rooms.

Hotel de Paris, Nice, France



Staying at the Hotel de Paris, in the heart of Nice, you will enjoy our proximity to the town's numerous attractions. Shop, visit the old town, or relax on the beach. And then enjoy the special atmosphere of the hotel and our impeccable service.

- b You are writing the email on behalf of a small group of friends you will be travelling with. One of your group is blind. In preparation for writing, make notes under these headings:
- the main purpose of your stay: holiday / business?
 - length of stay
 - number of people (adults / children?)
 - type of room(s) required
 - special requirements or extra facilities you need
 - questions about the area where the hotel is
 - questions about methods of payment
- c Plan your email, paragraph by paragraph, in your notebook. Use the emails on page 11 to help you.
- Paragraph 1: Say where you found out about the hotel.
 - Paragraph 2: Explain the purpose of your stay if you feel it is necessary, then describe your main requirements concisely, but in detail.
 - Paragraph 3: Enquire about the suitability of the hotel for your blind friend.
 - Paragraph 4: Ask for any further information you would like. Read the hotel description again carefully to find out if you need clarification or more detailed information.

Focus on ...
if so / if not

When you ask a *Yes / No* question in a letter or email, you will sometimes want to ask a follow-up question or make another statement.

You can use:

- *If so*, to mean 'if the answer to my question is yes, ...'

or

- *If not*, to mean 'if the answer to my question is no, ...'

Example:

*Is there a meeting room in your hotel where we could meet? **if so**, does the room have audio-visual facilities? **if not**, would it be possible for us to use one of the lounge areas?*

Write *if so*, and *if not*, follow-up questions for these enquiries:

- a Does the hotel cater for special dietary needs?
.....
.....
- b Does your hotel have family rooms for parents with young children?
.....
.....
- c Do your rooms have internet access?
.....
.....

Learning tip

It is not always necessary to make a written plan, but think carefully about the structure of what you are going to write before you start writing. Decide the number and content of paragraphs or sections you are going to write. Remember to start a new paragraph or section for each new topic.

Write

- 4 In your notebook, write a draft of your email in 150–200 words. Refer to your paragraph plan and the emails on page 11. Your writing should be polite, concise and businesslike.
- Use full verb forms:
I have just found rather than:
I've just found ...
 - Avoid slang or vague language:
2–3 hours each day rather than
a couple of hours a day
for *ten people* rather than for
about ten people
 - Write in short, clear sentences.

Check

- 5 Read your email carefully, checking these points.
- Content
Have you stated your requirements clearly?
Have you made the special needs of your blind friend clear?
Have you asked for further information based on the hotel advertisement?
 - Structure
Is the email organized in clear paragraphs?
 - Style
Is your writing polite, concise and businesslike?
- 6 Write the final version of your email, making any necessary corrections and improvements.

Class bonus

- 1 Exchange emails with another student, then read and check what they have written. Suggest corrections and other improvements to each other's emails.
- 2 Imagine you work for the hotel and you receive your partner's email. Write a brief reply.

E Xtra practice

Complete the Hotel Registration Form opposite. Complete the Special requirements section of the form in a similar way to the person who completed the second example on page 11.

The screenshot shows a web browser window with the following form fields:

- Hotel Registration Form**
- First Name:
- Last Name:
- Company/Organization:
- Accommodation requirements
- Number of double rooms:
- Number of single rooms:
- Arrival date: Departure date:
- Special requirements (Health / Dietary etc.):

Can-do checklist

Tick what you can do.

I can write an email in concise, polite, businesslike English, stating my accommodation requirements and asking for further information.

I can complete a booking form stating my requirements and asking about the availability of accommodation.

I can understand and use a range of accommodation vocabulary and expressions.

Can do

Need more practice

