

# Unit Contents Chart

	Topic	Listening	Speaking	Reading	Writing	Language study	Word study	Activities
1	<b>Types of accommodation</b> p. 10	Guests' preferences Information about Yosemite	Dealing with enquiries about accommodation	Where to stay in Yosemite Park  Brochure descriptions	Describing a hotel for a brochure	Giving opinions Expressing likes and dislikes	Accommodation Hotel features	Choosing a hotel  Describing beach resort hotels
2	<b>Hotel facilities</b> p. 20	At the Hoteliers' Conference  Room descriptions	Describing rooms	A room at the Copthorne Tara  'Tall Story'	An informal letter recommending hotels	Describing past time Making comparisons	Guidebook symbols Special facilities	Comparing hotels  Prioritizing alteration work on a hotel
3	<b>Staffing and internal organization</b> p. 31	Hotel staff hierarchy  The job of a concierge	Running a small hotel	A family hotel in the Dordogne  A job application	A letter of application	Obligation	Adjectives and nouns describing personality	Appointing a concierge  Careers in housekeeping and maintenance
4	<b>Reservations and check-in</b> p. 42	Telephone reservations  Check-in procedure	Reservations procedure  Checking in	Reservations and Front Office computer systems  A fax reservation	Confirming a reservation by fax	Pronunciation of letters Short answers Tag questions	Hotel documents	Allocating rooms  Buying a computer system
5	<b>Hotel and restaurant services</b> p. 53	Ordering a meal  Calling Reception	In the restaurant	Menus  Hotel notices and information sheets	Taking telephone messages	Intentions and spontaneous decisions Making requests	American and British English	Categorizing jobs in the food and beverage cycle  Separating jumbled orders
6	<b>Money matters</b> p. 64	Three financial transactions  Changes in rates	Checking out	A bill from the Royal York Hotel  A memo to staff	A letter offering a special rate	Using numbers  The Passive	Financial terms	Exchanging foreign currency  A comparison of tipping in three countries