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| ☐ Listening ☐ Speaking ☐ Reading ☐ Grammar ☐ Writing |
| **Topic: Hotel booking** |

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| Instructor:  YuJin Kwak | Level:  Pre-intermediate | Students:  12 | Length:  50 mins |

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| Materials:   * Hotel booking worksheet #1 & #2 (12 copies each) * Video clip * Computer & speaker * Whiteboard & marker |

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| Aims:   * To practice interactive listening and speaking skills through role play * To improve students’ listening comprehension skills by listening to real-life conversation * To practice speaking by discussing with group members * To practice writing as filling blanks on worksheet and writing simple dialogue * To predict different scenario in the particular situation by listening to coveration |

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| Language Skills:   * Listening: the dialogue about booking a hotel * Writing skills as filling blanks and making simple dialogue –Worksheet#2 * Speaking: discussion, answering questions * Reading: vocabulary worksheet#1 |

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| Language Systems:  - Lexis: vocabularies  - Discourse: short script  - Function: preparation in reservation |

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| Assumptions:  - Students had experiences of booking a reservation at hotel  - Some students might not be interested in this subject |

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| Anticipated Errors and Solutions:  -Students cannot listen to the vocabulary easily.  : First, the teacher do the class work until the students understand the unfamiliar vocabulary and then play the video clip if students want to listen to one more.  -A particular group can require the discussion time more.  : If every student wants to get more time, teacher gives about 1 or 2 mins more  -The class doesn’t have much time for role play.  : The teacher can make role play in a pair or group and be flexible with time |

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| References:  - Video clip(Script): <https://www.youtube.com/watch?v=moZVTgLSDBE&feature=youtu.be> |

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| **Lead-In** | | | |
| Materials: N/A | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 3 min | Whole Class | A couple of students tell their stories about memories or experiences to the hotel | **Greeting & introduction**  T: Hello. Everyone. How was your weekend?  Big holiday (Christmas) is coming soon.  Are you guys planning to travel abroad?  Have you experienced of staying at hotel?  *(wait a moment for Students to answer)*  T: Ok, so today, we will listen to two people talking about a hotel reservation.  Before listening, let’s have a look about some words in the dialogues. |

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| **Pre-Activity** | | | |
| Materials: Whiteboard and marker | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 7 min | Whole Class | Some students answer the meaning of any word and tell their experiences about booking hotel. | *(Write some vocabularies on the board that students may not know such as “available, expiration and etc.”)*  T: Does anybody know the meanings of any words on the board or between smoking room and non-smoking room?  *(Wait a moment for Students to answer.*  *There is no one, teacher will explain the meaning of each word.)*  CCQ  What do you have to do?  What do you want to say about?  Elicit  Have you experienced in traveling?  Did you any specific experiences?  T: Would you share about your experiences of hotel reservations.  *(give them a couple of minutes & have 1 or 2 students to share to the class)* |

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| **Main Activity** | | | |
| Materials: Computer with video clip(Youtube) to play the dialogues  whiteboard and marker  worksheet #1 (12 copies each) | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 20 min | Whole class &  Individually &  pair works  Whole class | Students will listen to dialogues and write filling in the blank on the worksheet#1.  Student will work in a pair to discuss the dialogue with their partner.  Students tell the answers together. | **Procedure**  T: OK, we are going to listen to one dialogues. I want you to listen carefully. Try to remember what you heard.  *(Play video clip 1 or 2 times.)*  T: Do you want to listen again?  Yes-> Have them listen one more time  No-> Have them share their thought.  *(Distribute worksheet #1.)*  T: I gave you one worksheet#1 and I want you to fill in the blank what speaker said in a dialogue.  You have 5 minutes.  CCQ  Do you want to work in pair?  How much time do you need?  How long do you discuss for?  *(Monitor actively and help them if necessary)*  T: OK, Are you all finished?  *(Wait a moment for students to answer)*  T: Let’s make a pair or small group, and discuss about the dialogue that students filled in the blanks through feedback together.  You have 7 minutes.  *(Answer can be varied)*  *Work in a pair or small group. (a group of max 3)*  CCQ  How many people are in your group?  What do you discuss about?  Do you want to listen again?  T: Now, let’s check the answers together.  Do you want to listen again?  Yes-> Listen to video clip one more time.  No-> Ask some questions to find the answers.  Elicit   * What did that man or woman say in the dialogue? * What’s the answer in the blank?   *(after the group discussion, write down the Ss’ answers on the board and elicit the answers to say)* |

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| **Post Activity** | | | |
| Materials: Computer with video clip to play the dialogues  whiteboard and marker  worksheet #2 (12 copies each) | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 20 min | Pair work & whole class  Whole class | Students will imagine different scenarios and write down phrases and simple dialogue on worksheet #2.  Students will role play (activity) taking in turns with their partner. | **Procedure**  T: Ok, we listened to the dialogue in booking hotel.  If so, you can imagine phoning a hotel to book with different scenarios, don’t you?  Elicit   * What’s the room rates per a night? * What's the room type available?   *Distribute worksheet#2.*  T: I want you all to try making scenarios or simple dialogue you would expect to make a hotel reservation, and write it down on worksheet#2.  And then, let’s try to role play with the dialogue you write down.  You have 10 minutes.    CCQ  What do you write in the empty box?  What would you expect to do in the hotel?  T: Who wants to tell your scenarios to the class?  *(Have 2-3 Students to share with the class)*  **Conclude lesson**  Listen and see if any of ideas Students are mentioned and let them share the different scenarios together.  The travel is popular with students. Teacher could use these activities to develop the theme of booking rooms and review a variety of vocabulary and idioms.    Any students need more time to finish to  write down so if times run out, teacher give  them a homework.  T: Good job today. Have a nice day!. |

**Audio Script – HOTEL BOOKING**

F: (Phone ringing) Hello, Wilson Hotel. Mary speaking.

How may I help you?

M: Hi, I would like to make a reservation

F: Certainly. When would you like to check in?

M: Do you have any rooms available on July 29th?

F: Yes, we do. How many nights?

M: I would like to check out on August 3rd. Is it available?

F: Sure. How many people?

M: Me and my wife.

F: Certainly, both king-size bed and queen-size bed rooms are available.

M: How much are they?

F: Both are the same rate and it is 275 per night.

M: I'll take king-size bed.

F: Sure. Would you like a smoking room or non-smoking room?

M: Non-smoking and I have another question?

F: Sure.

M: I've heard that your hotel accepts pets.

F: Yes, we accept dogs and cats and it costs additional $50 per night.

M: No problem. I just can't leave her here alone.

F: I understand. May I have your name please?

M: Michael Smith.

F: Good. Could I have your phone number?

M: Sure. 7 1 4 2 2 2 3 3 3 3 thank you.

F: How would you like to pay?

M: Do you accept American Express?

F: Yes, we do.

May I have the number?

M: Yes. 1 1 1 1 2 3 4 5 6 7 8 9.

F: Expiration date?

M: March 2017.

F: Okay. Great. You're all set

Will there be anything else today?

M: No, that's all. Thanks.

F: Thank you very much, Mr. Smith

Have a nice day!

M: Thanks, you too.

**HOTEL BOOKING – Worksheet #1**

After listening to dialogue, fill in the blank below.

F: (Phone ringing) Hello, Wilson Hotel Mary speaking.

How may I help you?

M: Hi, I would like to make a reservation

F: Certainly. When would you like to check in?

M:

F: Yes, we do. How many nights?

M: I would like to check out on August 3rd. Is it available?

F:

M: Me and my wife.

F: Certainly, both king-size bed and queen-size bed rooms are available.

M:

F: Both are the same rate and it is 275 per night.

M: I'll take king-size bed.

F:

M: Non-smoking and I have another question?

F: Sure.

M: I've heard that your hotel accepts pets.

F: Yes, we accept dogs and cats and it costs additional $50 per night.

M: No problem. I just can't leave her here alone.

F:

M: Michael Smith.

F: Good. Could I have your phone number?

M: Sure. 7 1 4 2 2 2 3 3 3 3 thank you.

F:

M: Do you accept American Express?

F: Yes, we do.

May I have the number?

M: Yes. 1 1 1 1 2 3 4 5 6 7 8 9.

F:

M: March 2017.

F: Okay. Great. You're all set.

Will there be anything else today?

M: No, that's all. Thanks.

F:

M: Thanks, you too.

**HOTEL BOOKING – Worksheet #2**

Imagine you are phoning a hotel to ask about room rates or room type, etc.

Write down scenarios you would expect to hear or say.

And let’s try to role play with the dialogue you write down.

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