

# Talk a Lot

## Hotel

### Discussion Words

1. dinner	2. arrival	3. receptionist	4. complaint
5. cancellation	6. communication skills	7. sauna	8. wake up call
9. hospitality	10. room service	11. food hygiene	12. complimentary newspaper
13. vegetarian	14. restaurant	15. hotel	16. continental breakfast
17. lunch	18. swipe card	19. refund	20. housekeeper
21. sous chef	22. business trip	23. reservation	24. morale
25. eye contact	26. bouncer	27. waiter	28. catering assistant
29. facilities	30. en-suite bathroom	31. vacancy	32. welcome
33. fitness suite	34. maid	35. bed and breakfast	36. holiday rep
37. chef	38. spa	39. duty manager	40. departure

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### Discussion Words (with the IPA)

/ˈdɪn.ə/	/əˈraɪ.vəl/	/rɪˈsep.fə.nɪst/	/kəmˈpleɪnt/
/kæn.səˈleɪ.fən/	/kə.mjuː.nɪˈkeɪ.fən.skɪlz/	/ˈsəʊ.nə/	/ˈweɪ.klɑp.kɔ:l/
/hɒs.pɪˈtæ.lɪ.ti/	/ˈru:m.sɜː.vɪs/	/fuːdˈhaɪ.dʒi:n/	/kɒm.plɪˈmen.tə.ri.njuːz.peɪ.pə/
/ve.dʒəˈteə.rɪən/	/ˈres.tə.rənt/	/həʊˈtel/	/kɒn.tɪ.nen.təlˈbre.kfəst/
/lʌntʃ/	/ˈswaɪp.kɑ:d/	/ˈriː.fʌnd/	/ˈhaʊs.kiː.pə/
/ˈsuː.ʃef/	/ˈbɪz.nɪs.trɪp/	/re.zəˈveɪ.ʃn/	/mˈrɑ:l/
/ˈaɪ.kɒn.tækt/	/ˈbaʊn.sə/	/ˈweɪ.tə/	/ˈkeɪ.tə.rɪŋ.gə.sɪs.tənt/
/fəˈsɪ.lə.tiːz/	/ɒn.swɪːˈbɑːθru:m/	/ˈveɪ.kən.si/	/ˈwel.kəm/
/ˈfɪʔ.nə.swɪ:t/	/meɪd/	/bed.ənˈbre.kfəst/	/ˈhɒ.lə.deɪ.rep/
/ʃef/	/spɑː/	/djuː.tɪˈmæ.nɪ.dʒə/	/dɪˈpɑː.tʃə/



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### General Questions

1. Are there any words or phrases that you don't know? Find them in a dictionary.
2. Take some cards. Describe the word or phrase on a card without saying it.
3. How many words and phrases have... a) 1 syllable, b) 2 syllables, c) 3 syllables, d) 4 syllables, e) 5 syllables, f) 6 syllables, g) more than 6 syllables?
4. Put words and phrases with more than one syllable into groups according to where the strong stress falls.
5. Put the words and phrases into... a) alphabetical order, b) reverse alphabetical order.
6. Find and put into groups... a) compound nouns, b) words with suffixes.
7. Find words that... a) begin with a vowel sound, b) end with a vowel sound, c) begin with a consonant sound, d) end with a consonant sound. Put them into sound groups.
8. Find words which contain silent letters (letters which are not pronounced).
9. How many words and phrases can you remember when they are all turned over?
10. Put words and phrases that contain the same sounds into groups, using the IPA.

### Lesson Questions

1. Which word or phrase sounds like... a) fade, b) corner, c) deaf, d) later, e) munch, f) too Jeff, g) preservation, h) winner, i) car, j) corral, k) hit the street?
2. This is a good read that appears to be free, but will actually be included in your bill.
3. This phrase is both a noun and instructions for how to use it.
4. i) Find a word or phrase which has a weak stress schwa sound /ə/ on the... a) 1st syllable, b) 2<sup>nd</sup> syllable, c) 3<sup>rd</sup> syllable, etc. ii) Do any *not* have a schwa?
5. a) Find and describe each of the different jobs, e.g. "sous chef". b) Put them into order of (from most to least): i) pay, ii) hours, iii) job satisfaction, iv) perks, v) fun, etc.
6. "We can't afford a hotel." "So what do you think about booking a \_\_\_\_\_?"
7. This person won't eat meat or fish, but might eat dairy products and use leather.
8. This is a place where I can... a) enjoy various treatments, b) work out, c) soak for half an hour, d) have a meal, e) relax in the heat, f) stay for a while.
9. This is a light meal that might consist of cereal, toast, croissants, fruit, yoghurt, and tea or coffee.
10. Which word or phrase means... a) security guard, b) kitchen standards, c) meal at around 1pm, d) spirits, e) reception, f) gym, g) shift supervisor, h) kindness, i) key, j) food is delivered, k) meal at around 6pm, l) ability to converse, m) repayment?

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### Discussion Words Question Sheet

#### Answers

#### General Questions

1. Answers will vary.

2. Answers will vary.

3. a) 4 words have 1 syllable: lunch, maid, chef, spa. b) 11 words and phrases have 2 syllables: welcome, complaint, sauna, hotel, swipe card, refund, sous chef, morale, bouncer, waiter, dinner. c) 11 words and phrases have 3 syllables: departure, wake up call, room service, food hygiene, restaurant, housekeeper, business trip, eye contact, vacancy, fitness suite, arrival. d) 8 words and phrases have 4 syllables: bed and breakfast, cancellation, reservation, facilities, en-suite bathroom, holiday rep, receptionist. e) 2 words and phrases have 5 syllables: hospitality, vegetarian, duty manager. f) 3 phrases have 6 syllables: catering assistant, continental breakfast, communication skills. g) 1 phrase has 8 syllables: complimentary newspaper.

4. 2 syllables: these words and phrases have the strong stress on the first syllable: **welcome**, **sauna**, **swipe** card, **refund**, **sous** chef, **bouncer**, **waiter**, **dinner**; these words have the strong stress on the second syllable: **complaint**, **hotel**, **morale**. 3 syllables: these words and phrases have the strong stress on the first syllable: **wake** up call, **room** service, **restaurant**, **housekeeper**, **business** trip, **fitness** suite, **vacancy**, **eye** contact; these words and phrases have the strong stress on the middle syllable: **depart**ure, food **hygiene**, **arrival**. 4 syllables: this word has the strong stress on the first syllable: **holiday** rep; these words have the strong stress on the second syllable: **facilities**, **receptionist**; these words and phrases have the strong stress on the third syllable: **vegetarian**, bed and **breakfast**, **cancellation**, **reserv**ation, en-suite **bath**room. 5 syllables: these words and phrases have the strong stress on the third syllable: duty **man**ager, **hospita**lity. 6 syllables: this phrase has the strong stress on the first syllable: **cater**ing assistant; this phrase has the strong stress on the fourth syllable: **communi**cation skills; this phrase has the strong stress on the fifth syllable: **contin**ental **break**fast. 8 syllables: this phrase has the strong stress on the sixth syllable: **complimentary newspaper**.

5. a) arrival, bed and breakfast, bouncer, business trip, cancellation, catering assistant, chef, communication skills, complaint, complimentary newspaper, continental breakfast, departure, dinner, duty manager, en-suite bathroom, eye contact, facilities, fitness suite, food hygiene, holiday rep, hospitality, hotel, housekeeper, lunch, maid, morale, receptionist, refund, reservation, restaurant, room service, sauna, sous chef, spa, swipe card, vacancy, vegetarian, waiter, wake up call, welcome. b) As a), but in reverse order.

6. a) The following words are compound nouns: housekeeper (house + keeper), bed and breakfast (break + fast), continental breakfast (break + fast), complimentary newspaper (news + paper), en-suite bathroom (bath + room). b) The following words and phrases contain suffixes: **bouncer**, **dinner**, **duty manager**, **waiter**, **housekeeper**; **cancellation**, **communication** skills, **reservation**; **arrival**, **continental breakfast**; **restaurant**, **cater**ing assistant; **complimentary newspaper**; **depart**ure; **facilities**; **fitness** suite; **hospita**lity; **receptionist**; **sauna**; **room service**; **vegetarian**; **vacancy**.

7. a) These words and phrases all begin with a vowel sound (grouped by IPA sound): /aɪ/ **eye** contact; /ɒ/ **en**-suite bathroom; /ə/ **arrival**.

b) These words and phrases all end with a vowel sound (grouped by IPA sound): /ə/ **bouncer**, **complimentary newspaper**, **duty manager**, **dinner**, **housekeeper**, **waiter**, **depart**ure, **sauna**; /i/ **hospita**lity, **vacancy**; /ɑː/ **spa**.

c) These words and phrases all begin with a consonant sound (grouped by IPA sound): /k/ **cancellation**, **cater**ing assistant, **communication** skills, **complaint**, **complimentary newspaper**, **continental breakfast**; /r/ **receptionist**, **refund**, **reservation**, **restaurant**, **room service**; /h/ **holiday** rep, **hospita**lity, **hotel**, **housekeeper**; /s/ **sauna**, **spa**, **sous** chef, **swipe** card; /b/ **bed** and **breakfast**, **bouncer**, **business** trip; /d/ **dinner**, **duty manager**, **depart**ure; /f/ **facilities**, **fitness** suite, **food hygiene**; /w/ **wake** up call, **waiter**, **welcome**; /v/ **vegetarian**, **vacancy**; /m/ **maid**, **morale**; /l/ **lunch**; /ʃ/ **chef**.

d) These words and phrases all end with a consonant sound (grouped by IPA sound): /t/ **bed** and **breakfast**, **cater**ing assistant, **complaint**, **continental breakfast**, **eye contact**, **fitness suite**, **receptionist**, **restaurant**; /n/ **cancellation**, **food hygiene**, **reservation**, **vegetarian**; /l/ **arrival**, **hotel**, **morale**, **wake** up call; /d/ **maid**, **refund**, **swipe** card; /p/ **business** trip, **holiday** rep; /f/ **chef**, **sous** chef; /z/ **communication** skills, **facilities**; /m/ **en-suite** bathroom, **welcome**; /s/ **room** service; /tʃ/ **lunch**.

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### Discussion Words Question Sheet

8. Many English words contain one or more **silent letters** – letters which are part of the spelling of a word, but which are not pronounced. The aim of this activity is to demonstrate how so often the spelling of a word in English is different from how it sounds when spoken. Below are some good examples of words in this group of discussion words that have silent letters. The silent letters are shown in brackets. No doubt your students will be able to identify some more.

*ar [r] ival, moral [e], bounce [r], continental bre [a] kfast, food hyg [i] ene, ma [i] d, swip [e] ca [r] d*

9. Answers will vary.

10. There are many possible answers to this question; for example, “chef”, “receptionist”, “hotel”, and “welcome”, (among others) all contain the vowel sound /e/. Use the phonetic chart on p.18.6 of the **Talk a Lot Elementary Handbook** (available free from: <https://purlandtraining.com/>) and the phonetic spellings of the vocabulary words on the *Discussion Words (with the IPA)* handout to help your students put the words into sound groups.

#### Lesson Questions

1. a) maid. b) sauna. c) chef. d) waiter. e) lunch. f) sous chef. g) reservation. h) dinner. i) spa. j) morale. k) fitness suite.

2. complimentary newspaper.

3. swipe card.

4. i) a) Words and phrases which have a weak stress schwa sound /ə/ on the 1<sup>st</sup> syllable: facilities, **communication** skills, **complaint**, **morale**, **arrival**. b) Words and phrases which have a weak stress schwa sound /ə/ on the 2<sup>nd</sup> syllable: **welcome**, **bouncer**, **business** trip, **holiday** rep, **cancellation**, **catering** assistant, **dinner**, **fitness** suite, **vegetarian**, **reservation**, **restaurant**, **vacancy**, **waiter**, **bed and breakfast**, **sauna**. c) Words which have a weak stress schwa sound /ə/ on the 3<sup>rd</sup> syllable: **arrival**, **departu**re, **housekeep**er, **reception**ist. d) Words and phrases which have a weak stress schwa sound /ə/ on the 4<sup>th</sup> syllable: **bed and breakfast**, **cancellati**on, **cateri**ng **assista**nt, **complimenta**ry newspaper, **continenta**l breakfast, **reservati**on. e) Phrases which have a weak stress schwa sound /ə/ on the 5<sup>th</sup> syllable: **communication** skills, **duty manag**er. f) Phrases which have a weak stress schwa sound /ə/ on the 6<sup>th</sup> syllable: **cateri**ng **assista**nt, **continenta**l breakfast. g) Phrases which have a weak stress schwa sound /ə/ on the 8<sup>th</sup> syllable: **complimenta**ry newspaper. ii) 16 words and phrases don't have a weak stress schwa sound: chef, en-suite bathroom, eye contact, food hygiene, hotel, lunch, maid, refund, room service, spa, sous chef, swipe card, wake up call, business trip, hospitality.

5. a) The different jobs are: **receptionist** – welcomes guests; takes bookings; answers the phone. **housekeeper** – in charge of rooms and maids. **sous chef** – deputy to the head chef. **bouncer** – prevents unauthorised access to a nightclub; keeps order; throws out troublemakers. **waiter** – takes food and drinks orders; serves guests. **catering assistant** – works in the kitchen; prepares food; assists the chef(s). **maid** – prepares rooms for guests; makes beds; cleans bathrooms; brings fresh towels. **holiday rep** – meets guests at the airport/station; assists guests with enquiries; plans and leads activities for guests. **chef** – prepares food; leads team of sous chef(s) and catering assistants. **duty manager** – is responsible for the smooth running of the hotel during their shift; deals with enquiries and complaints from guests; leads the staff team; deals with staff issues; hires and fires staff. b) Answers will vary.

6. bed and breakfast.

7. vegetarian.

8. a) spa. b) fitness suite. c) en-suite bathroom. d) restaurant. e) sauna. f) hotel *or* bed and breakfast.

9. continental breakfast.

10. a) bouncer. b) food hygiene. c) lunch. d) morale. e) welcome. f) fitness suite. g) duty manager. h) hospitality. i) swipe card. j) room service. k) dinner. l) communication skills. m) refund.