



Checking in

VOCABULARY

conference bag
elevator
family name
fill out
key card
name tag
reservation
reserve
spell

1.1 Registration

I'm Nathan Welsh. I'm with Dell.

1.2 Greetings

Good morning. / Good afternoon.

1.3 Introducing yourself

My name's Okada. Mayumi Okada.

1.4 Letters of the alphabet

a-z; company names: CNN, JVC

1.5 I'm with TDK

I'm with TDK.

I work for Virgin.

1.6 Spelling a name

Could you spell that, please?

H-O-P-P-E-R.

1.7 Reservations

Listening practice

1.8 At a hotel

I have a reservation for one night.

1.9 On the phone

I'd like to speak to James Wilson, please.

1.10 Culture corner

Names

MODULE 1.1

LISTENING

Registration

- 1 ● 02 Two people are checking in at a business conference. Listen and check (✓) the correct information for each person.

Conversation 1 Name: Amy Gibson Amanda Gibson
Company: IBM NEC

Conversation 2 Name: Nathan Welsh Nathan Woods
Company: Apple Dell

- 2 ● 02 Listen again. Check (✓) the expressions you hear.

	<i>Conversation 1</i>	<i>Conversation 2</i>
Good morning.	<input type="checkbox"/>	<input type="checkbox"/>
Good afternoon.	<input type="checkbox"/>	<input type="checkbox"/>
My name's ...	<input type="checkbox"/>	<input type="checkbox"/>
I'm (name).	<input type="checkbox"/>	<input type="checkbox"/>
Thank you.	<input type="checkbox"/>	<input type="checkbox"/>
Thanks.	<input type="checkbox"/>	<input type="checkbox"/>

MODULE 1.2**Greetings****SPEAKING**

- 1 **03** Listen and repeat.



- 2 Walk around the class and greet your classmates.

- A *Good (morning).*
B *Good (morning).*

NOTE 'Good night.' = 'Goodbye.'

MODULE 1.3**Introducing yourself****LISTENING**

- 1 **04** Listen.



My name's Okada. Mayumi Okada.



My name is Chang. Edward Chang.

SPEAKING

- 2 Look at this chart.

FULL NAME	
Given / First name	Family name
Mayumi	Okada
Edward	Chang

- 3 Write your own name in the chart. Then tell the class your name like this:

My name's Sato. Hiroshi Sato.

MODULE 1.4

Letters of the alphabet

SPEAKING

- 1 Write the missing letters of the alphabet.

a b _ _ d e f _ _ h i _ _ k _ _ m
n o p q _ _ s t u _ _ x y _ _

- 05 Listen and check. Then listen and repeat.
- 2 Work with a partner. Take turns saying the letters of the alphabet.
- 3 • 06 These company names use only initials (first letters). Listen and repeat.



- 4 Ask your teacher about any names you don't know.

A What does ANA stand for?

B It stands for All Nippon Airways.

A What kind of company is ANA?

B It's a Japanese airline.

MODULE 1.5

I'm with TDK

SPEAKING

- 1 Work with a partner. Write two or three real company names (with or without initials), e.g. RCA, Samsung.
- 2 Check with your teacher. Then write the names on the board.
- 3 Choose a company. This is the company you work for. Find someone in the class with the same company.

A I'm with TDK.

B I work for Virgin.

A I'm with TDK.

C Me, too!

NOTE 'I'm with ...' = 'I work for ...'

MODULE 1.6**Spelling a name****SPEAKING**

- 1
- 07**
- Listen and repeat.

A *Could you tell me your name, please?*B *Hopper. James Hopper.*A *Could you spell that, please?*B *H-O-P-P-E-R.*A *Thank you.*

- 2 Ask three students about their names and complete the chart. Tell them your name, too.

Given / First name	Family name

USEFUL LANGUAGE*Could you repeat that, please?**Could you repeat your given name, please?**Could you spell your family name again, please?***MODULE 1.7****Reservations****LISTENING**

- 1 Before you listen, match each place below with the correct picture.

 airport check-in counter restaurant car rental office


- 2 **08** Listen and number the pictures 1–3.
- 3 **08** Listen again and write each person's family name.

1 _____ 2 _____ 3 _____

MODULE 1.8

At a hotel

LISTENING

Sanjay Singh is at the front desk of the Central Hotel in Hong Kong.



- 1 Before you listen, check the meaning of these words and phrases.

(hotel) reservation to fill out (a form / card) key card elevator

- 2 09 Listen to the conversation.

- 3 Practice the conversation with a partner.

A Good evening.

B Good evening. I have a reservation for one night. My name's Singh. Sanjay Singh.

A Could you spell that, please?

B S-I-N-G-H. Sanjay is S-A-N-J-A-Y.

A Thank you, Mr. Singh. Could you fill out this card, please?

B Yes... Here you are.

A Thank you. Here's your key card.

B Thank you.

A The elevators are over there.

B Right. Thank you very much.

A Have a pleasant stay.

B Thanks.

NOTE

Use Mr. or Ms. with a family name:
Ms. Merkel Mr. Brown

Do not use with a given name:
Ms. Hanna Mr. David

- 4 Practice again. Change the words in blue. Use your own ideas.
5 Act out the conversation for the class.

MODULE 1.9

On the phone – I'd like to speak to ...

LISTENING

- 1 10 Ji-Hee Jung calls James Wilson at Vector Plastics. Listen and complete the phone call.

A Good morning, Vector Plastics. How can I _____¹ you?

B I'd like to _____² to James Wilson, please.

A Your name, please?

B Jung, Ji-Hee Jung.

A Just one moment, please. I'll put you _____³.

B Thank you.

C Hello, James Wilson _____⁴.

B Oh, hi James. It's Ji-Hee Jung.

C Hi, Ji-Hee. How are you?

B Fine, thanks.



SPEAKING

- 2 Practice the phone call in groups of three.
- 3 Practice again. Change the words in blue. Use your own names and companies.

MODULE 1.10

Culture corner – Names

READING

- 1 Work with a partner. Do you think these statements about the United States are true or false? Circle T or F for each one.

Perez Garcia Miller Lisa

1	Many people have a nickname.	T	F
2	People usually have one or more middle names.	T	F
3	People never change their family name.	T	F
4	Businesspeople sometimes call customers by their first names.	T	F
5	Businesspeople usually call co-workers by their job titles.	T	F

Brooke Cindy Jessica King Jackson

SPEAKING

- 2 Check the answers on page 90.
- 3 Are the statements true for your country? Tell the class.