



evropský
sociální
fond v ČR



EVROPSKÁ UNIE



MINISTERSTVO ŠKOLSTVÍ,
MLÁDEŽE A TĚLOVÝCHOVY



OP Vzdělávání
pro konkurenceschopnost

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

Lesson 40: **Reservation**

Conversation Lesson with a Story,
Vocabulary Practice,
Questions and Activities

Content

- The Story
 - Vocabulary Practice
 - Questions for Discussion
 - Activities
 - A Related Proverb
- Role Play
 - Ideas to Help You

The Story

At the Lake Hotel where I worked downtown Chicago, the official maxim was 'Give the customers what they want.' Our ability to meet that goal was tested one day when a large tour group overwhelmed the registration area.

One impatient man bullied his way through the crowd, banged his fist on the front desk and demanded, 'I want a room that faces the ocean!'

In a voice that all could hear, the young clerk answered, 'Certainly, sir. Atlantic or Pacific?'

Source: [Some Humorous Stories](#)



Vocabulary Practice

Choose the best answer.

- 1) **'Downtowns'** here means ...
- a) an area or town near a large city but away from its city centre
 - b) in or near the centre of a town, esp. the business or shopping areas
 - c) the areas of a town or city that are furthest away from the centre

Content

Story

Vocabulary Practice

Choose the best answer.

2) **'Maxim'** here means ...

- a) the largest in amount, size, or number
- b) a phrase or saying that includes a rule or moral principle
- c) a long skirt, dress, or coat that reaches your feet

Content

Story

Vocabulary Practice

Choose the best answer.

- 3) To **'meet the goal'** here means ...
- a) to suit someone's wishes
 - b) to score a goal in a rugby / football match
 - c) to reach the limits

Content

Story

Vocabulary Practice

Choose the best answer.

4) To '**overwhelm**' here means ...

- a) to surprise very much
- b) to defeat an enemy in a battle
- c) to affect someone's emotions in a very powerful way

Content

Story

Vocabulary Practice

Choose the best answer.

5) To '**bully one's way**' means ...

- a) to frighten or hurt someone who is smaller or weaker than you
- b) behave much better
- c) speak very loudly

Content

Story

Vocabulary Practice

Choose the best answer.

6) To '**bang**' here means ...

- a) to hit something hard, making a loud noise
- b) to move, making loud noises
- c) to close with a lot of force

Content

Story

Vocabulary Practice

Choose the best answer.

7) To '**demand**' means ...

- a) to state very firmly that you want something
- b) to make people have less respect for someone
- c) to officially order

Content

Story

Questions for Discussion

- 1) What is funny about the story?
- 2) How would you describe the man?
- 3) What does the story reveal about customers in general?
- 4) What qualities should a good receptionist have?

Content

Story

Activities

- Now tell your friend(s) the story in your own words.
- Pronounce the following words several times:
 - a) the official maxim
 - b) meet the goal
 - c) overwhelmed
 - d) registration area
 - e) impatient man
 - f) Certainly, Sir!

Content

Story

A Related Proverb

‘You cannot discover new oceans unless you have the courage to lose sight of the shore.’

- What does the proverb mean?
- Is there a proverb in your mother tongue which bears the same meaning?

Content

Story

Role Play

Imagine the following situation:

You and your English speaking friend are planning to **spend two weeks together this summer**. You would like to spend your holidays **hiking in the mountains**, but **your friend** would like to **go to the seaside**. You should **convince him/her that spending the holidays in the mountains is much better** than spending them at the seaside. Person B will play the role of **your English speaking friend** and **will start** the conversation.



Role Play:

Ideas to Help You

The following ideas may help you:

- *Clean air*
- *Quiet*
- *No people*
- *More movement – physical condition*
- *Beautiful views*
- *Other*