Language Study

1. HAVE SOMETHING DONE

When guests ask for service, they may say: *I’d like to have some shirts washed. I need my suit pressed.*

*Can you get it done this evening?*

* We use the structure have something done to say that we arrange for or ask someone else to do something for us. We form this structure with have/get (in any tense) + object + verb in the third form (Past Participle)

Compare:

John washed his car. (= he did it himself)

John had his car washed. (= he arranged for someone else to do it) The word order is important: the past participle (washed) comes after the object (car)

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|  | have + object + | Past Participle |  |
|  |  |  |  |  |
| John | had | the car | washed | yesterday. |
|  |  |  |  |  |
| Where did you | have | your hair | done? |  |
|  |  |  |  |  |
| I’d like to | have | my coat | cleaned? |  |
|  |  |  |  |  |
| Can I | have | my shirts | washed? |  |
|  |  |  |  |  |
| I want to | have | my photograph | taken |  |
|  |  |  |  |  |

* ‘Get something done’ is sometimes possible instead of ‘have something done’ (mainly in informal spoken English):
* We use want and would like, need, prefer with an object and Past Par-ticiple to say that we want something to be done:
* Notice we can include to be before the past participle form with the same meaning:

I need the report to be typed as soon as possible.

1. Answer the questions in the way shown.

* + Example: | Did Ann make the dress herself? | No, she had it made.
		1. | Did you cut your hair yourself? | No, I *: : :*
		2. | Did they paint the house themselves? | No, they *: : :*
		3. | Did Jim cut down that tree himself? | No, he *: : :*
		4. | Did Peter repair the car himself? | No, he *: : :*
		5. | Did you clean the windows yourself? | No, I *: : :*
1. Complete the sentences with the words in brackets. Remember to use the correct form of the main verb.
	* 1. It’ll be a long journey. We’d better before we set out. (the car/service)

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| --- | --- | --- | --- | --- | --- |
| 2. | I’ll be late back after lunch. I’m going to |  |  |  | . |
|  | (my hair) |  |  |  |  |
| 3. | Doesn’t Mike look smart? He |  |  |  | specially |
|  | for the wedding. (that suit/make) |  |  |  |  |
| 4. | We’re planning to |  |  | while we’re on |
|  | holiday. (the house/redecorate) |  |  |  |  |

* + 1. This house is too small now the kids are growing up. We should

. (another room/build on)

1. Change the sentences using the structure *have something done.* Follow the model:
	1. They may / can / will type your report in our business centre.

You may / can / will have your report typed in our business centre.

* 1. They can wash your shirts in our laundry.
	2. They may clean your suit at our drycleaner’s.
	3. They may send a fax in our business centre.
	4. They can do your hair at our hairdresser’s.
	5. They may cut your hair at our barber’s.
	6. They will translate your article in our business centre.

1. VERB + OBJECT + INFINITIVE

When we offer to do something, we may say:

*Do you want me to make an appointment for you? Would you like me to call Room Service now? Would you like me to call a bell attendant?, etc.*

There are two possible structures after the verbs want, would like, expect, would prefer:

1. verb + to + infinitive

I want to speak to the manager.

(= I myself will speak with the manager.)

He would like to come.

We expected to be late.

II. verb + object + to + infinitive

I want you to speak to the manager. (= You’ll speak to the manager.)

He would like me to come.

We expected him to be late.

Be especially careful with want. Do not say \want that":

Do you want me to book you the tickets?

Everyone wanted us to feel comfortable.

An object-form of a pronoun is necessary after the verb in the second struc-ture:

They wanted me (you, him, her, us, them) to leave the hotel as soon as possible.

1. Re-phrase the following questions in the way shown.

*.* Example: Shall I book a ticket for you?

Do you want me to book a ticket for you?

|  |  |  |  |
| --- | --- | --- | --- |
| 1. | Shall I clean the room now? | 4. | Shall I prepare his bill by tomorrow? |
| 2. | Shall I wake you up at 6? | 5. | Shall I call you a taxi? |
| 3. | Shall I extend your stay? | 6. | Shall I post the charge now? |

1. Ask questions. Begin them with the suggested question word.

*.* Example: I want you to buy something for supper. (What)What do you want me to buy?

* 1. They want us to come to see them. (When)
	2. The manager wants you to write the report. (Why)
	3. He wants you to bring his notes. (When)
	4. They want us to discuss this question. (How soon)
	5. He wants her to leave as soon as possible. (Why)

6. Read each sentence and express the same idea with the help of the structure \expect + object + to + infinitive".

* Examples: She won’t be there in time.

I don’t expect her to be there in time.

He’ll come on Sunday.

I expect him to come on Sunday.

* 1. They won’t stay at the hotel for more than 10 days.
	2. He’ll book a table in the restaurant.
	3. They’ll complain to the manager about the quality of the service.
	4. He won’t use our garage.
	5. She won’t ever come to this hotel again.
	6. He’ll pay in cash.
1. Read each sentence and write a second sentence with the same meaning. Each time begin in the way shown.
* Example: \Book me a train ticket for the 13th March", said Mr Brown to the travel agent.

Mr Brown wanted the travel agent to book him a ticket for the 13th March.

1. \He is going to arrive at 5", said Mrs Jones.

Mrs Jones expected

.

1. \Will you have a drink in the bar while we arrange for a taxi?", said the manager to the guest.

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|  | The manager would like |  | . |
| 3. | \Meet Mr Jones", said the manager to him. |  |
|  | The manager would like |  | . |
| 4. | \I think he’ll book a double room", said the manager. |  |
|  | The manager expected |  | . |
| 5. | Will you check this account?" said the manager to the cashier. |  |
|  | The manager wanted |  | . |
| 6. | \Please don’t tell anyone that I am leaving the job", said Jennie to me. |  |
|  | Jennie didn’t want |  | . |
| 7. | \We are sure they’ll enjoy their stay in our hotel." |  |
|  | We expect |  |  | . |
| 8. | \Post the letter for me," said Mary to the hall porter. |  |
|  | Mary wanted |  | . |

C. APOLOGISING AND GIVING REASONS

When a hotel employee has to explain that a service is not available, they usually apologize and give a reason why they cannot perform a service:

*I’m afraid, you can’t speak with Mrs Bracknell. She checked out this morning.* (We usepast simplefor a completed action in the past).

*Unfortunately, the banks close at 5 p.m.* (We usepresent simplefor ahabitual action).

*I’m sorry, sir / madam, you can’t have breakfast now. The restaurant closed at 11 a.m. and it won’t open till lunchtime.*

(Note: You can say ’I’m very sorry’, but you can’t say ’I’m very afraid’.)

1. Here are some reasons and explanations. Put the verb in brackets in the proper tense, past or present simple.
	1. Unfortunately, you can’t speak with the manager. He at 5 p.m. (leave)
	2. I’m afraid, you’ll have to finish the presentation by 8. The meeting rooms at 8 p.m. (close)
	3. Unfortunately you can’t send the fax now. The business centre

till 8 a.m. (not open)

1. I’m afraid, the laundry service is not available now. The laundry at 3. (close)
2. I’m afraid, I can’t take the message for Mr Petrovich. He in the morning. (check out)

6. I’m sorry, madam, but the gift shop at 10. (open)

1. You can’t fulfil the following requests. Inform the guest about it and give polite explanations. Use the given suggestions. Use the proper tense (simple present or past) in the explanation.
	1. Guest: Can we use the business centre from 9 a.m. on Saturday?

Employee: (it opens at 10 a.m. on Saturday)

* 1. Guest: I’m trying to phone the travel agency but nobody answers the phone.

Employee: (it is 7.30 a.m. now | it opens at 8 a.m.)

1. Guest: Can I reserve a table for four for Tuesday?

Employee: (there are vacant tables yet / not a single vacant table at 7 p.m. but only at 8 p.m.)

* 1. Guest: Can I have a parking place, please?

Employee: (full, not a single vacant lot)

* 1. Guest: Is it OK to use the pool on Sunday evening?

Employee: (the pool closes at 6 p.m. on Sundays)