# grammar Revision

### ASKING PEOPLE TO DO THINGS. MAKING REQUESTS AND OFFERS. ASKING FOR PERMISSION.

* We often use *can* or *could* to ask people to do things: *Can you wait a moment, please?*

*Could you wait a moment, please?* We also use *will* and *would* to askpeople to do things, but *can /could* are more usual:

*Would you fill out this registration form, please?*

* We use *Would you like* *: : :* *?* to offer something or to invite somebody to do something.

*Would you like a suite on the executive floor? Would you like to check it through?*

* We can also use imperative for making requests and giving orders. Use *please* when you make a request.

*Put your name and surname on the first line, please. Don’t forget to fill up the mini bar, please.*

*Please remember to close the window before you leave. If you have any problems, please let me know.*

* To ask for permission to do something , we use *can, could* or *may:* *Could I see your passport, please?*

*May I have your phone number?*

1. Change the sentences into polite and friendly requests as in as in the model.
   1. Fill in this form. | *Could you fill* *in this form, please?*
   2. Fill in the registration card.
   3. Sign your name at the bottom of the card.
   4. Put your home address at the bottom line.
   5. Put your date of birth and place of birth after the passport number.
   6. Check through the details.
   7. Indicate the method of settlement.
   8. Show me your credit card.
2. Use *would you like* + *noun* to offer a hotel service or facility to a guest. Use the suggested phrases.
   1. a table for dinner | *Would you like a table* *for dinner?*
   2. a room with a balcony
   3. a non-smoking room
   4. a wake-up call in the morning

* 1. a room with bath or shower
  2. garage space for your car

1. Use *would you like* + *verb* to invite a hotel guest to do something. Use the suggested phrases.
   1. to use our business centre | *Would you like to use* *our business centre?*
   2. to reserve a table for dinner
   3. to pay in advance
   4. to make a booking
   5. to establish credit
2. Ask for permission to do something. Use the suggested phrases.
   1. see passport / credit card
   2. have credit card number
   3. have your name, address and telephone number
   4. clean the room now
   5. leave our luggage in the cloak room

### TALKING ABOUT THE FUTURE: *will*

We may use *will* to speak about the future.

We use *will* with all subjects (*I, you, he, she, it, we, they*). *Will* is followed by the infinitive.

*I think it will rain tomorrow.*

*He will probably leave tomorrow.*

*Will* is often shortened to *’ll* in speech and informal writing. *I will come.* = *I’ll come.*

*I’ll check availability.*

*Will not* is shortened to *won’t* in speech and informal writing. *I will not come.*= *I won’t come.*

*The room probably won’t be ready till 12.30 p.m.*

*Shall* is used in place of *will* for suggestions and offers with *I* and *we. Will you try not to be late?*

*Shall I call a taxi for you? Shall we go now?*

In the hotel communication we often use *will* (*’ll* )

* + when we decide to do something at the moment of speaking: *I’ll just check if we have a single room available now.*
  + when we offer to do something:

*I’ll fill in the other parts of the form for you. Shall I send him a confirmation?*

* + when we promise or agree to do something: *I’ll send the maid to your room right away.*

1. Complete the sentences using *will* and the verb in brackets.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | This leaflet | | |  |  |  |  |  |  |  |  | you all about the hotel services and facil- | | | | | | |
|  | ities. (tell) | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| 2. | Don’t worry I’ll | | | |  |  |  |  |  |  |  |  | you at three o’clock in the morning. | | | | | |
|  | (wake) | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| 3. | There | |  | | |  |  |  | not |  |  |  |  |  |  |  | a conference this year. | |
|  | (be) | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |
| 4. | Do you think the guests | | | | | | |  | |  |  |  |  |  |  | (arrive)? | | |
| 5. | The guest definitely | | | | | |  |  |  |  |  |  |  | not | |  |  | it. (like) |
| 6. | I |  | | | |  | probably | | |  |  |  |  |  |  |  | early. (leave) | |

1. Rewrite the sentences using short forms.
   1. I will not go to the seaside this summer.
   2. I’m sure they will come.
   3. Do you think she will be good as a receptionist?
   4. The traffic is heavy. We will not get to the airport in time for our flight.
   5. Will she not find it di–cult to go up and down the stairs all the time?
   6. We will have a meeting tomorrow at 2 p.m.
   7. I’m afraid the meeting will not end until 6 p.m.
2. In two of these sentences *shall* is much better than *will.* Which two sentences?
   1. Will I book a double room now?
   2. Will they come?
   3. Will she work late at night?
   4. Will we go on excursion?
   5. Will you earn more at your new job?
3. There are some last minute tasks to do before some people leave for their holidays, but they haven’t got time to do everything. What does each person say?

John and Mary:

Clean the bath *£* / make some coffee X

*We won’t clean the bath now. We’ll make some coffee.*

sweep the floor *£* / have breakfast X wash the dishes *£* / shut the window X

Ann:

make the bed *£* / pack my bag X

phone my mother *£* / phone for a taxi X

Tom:

borrow a tent *£* / buy a sleeping bag X

wash the car *£* / check the tyres X

1. Asking questions. Make up indirect questions from the following direct ones. Begin your new question with:

*Can you tell me : : : ?* *Do you know : : : ?*

A.

1. Is breakfast included into the room rate?
2. Have they cleaned the room?
3. Is the room ready now?
4. Are safe deposit boxes available?
5. Do you provide blankets or duvets?
6. Is a bath robe provided?
7. Is there a hair dryer in the bathroom?
8. Have you stayed with us before?
9. Do you have a reservation?
10. Do you prefer a room on the upper or on the lower floors?
11. Does the hotel allow pets in the guestroom?
12. Where’s the post office?
13. When is breakfast served?
14. When does the restaurant open?
15. When do they clean the room?
16. How often do they change bed linen?
17. How long does it take to get to the post office?
18. How far is it from here to the cathedral?

1. Turn the following statements into tag questions by adding a question tag.
   1. You have no booking, *: : :*
   2. You don’t know if the fax message has been sent, *: : :*
   3. The room isn’t ready yet, *: : :*
   4. You are settling your account by credit card, *: : :*
   5. I’m on duty on Sunday, *: : :*
   6. You’ll be using our mobile phone, *: : :*
   7. There isn’t a signature, *: : :*
   8. The guest from room 789 paid his telephone bill, *: : :*
   9. You’ll be arriving at 5, *: : :*
   10. You stayed with us before, *: : :*
   11. You haven’t yet signed it, *: : :*
   12. You don’t know your departure date, *: : :*
   13. You have no baggage, *: : :*
   14. A suite is available, *: : :*
   15. You won’t have dinner tonight, *: : :*
   16. You don’t need garage space, *: : :*
   17. You didn’t stay with us before, *: : :*
   18. A deposit is not required, *: : :*