

听 说
LISTENING & SPEAKING

Unit three Communicate skillfully

听 说

LISTENING & SPEAKING



Tips for Checking in at the hotel



Lead-in : 酒店前台接待员发来求助



情景导入交流任务：

Lily, a hotel clerk, is going to receive an American customer, which makes her very nervous. She wants us to show her how to check in in English.

Preview : U校园课前导学 : U Campus

01:38

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单元

1 Objectives

Goals *

完成人数 28/36

2 Warming up

Warming up *

完成人数 28/36

3 Listening & Speaking

Listening 1 *

完成人数 26/36

Listening 1-Task 1 *

完成人数 24/36

Listening 2 *

完成人数 25/36

Listening 2-Task 1 *

完成人数 26/36

Role-Play *

完成人数 18/36

14	202122010314	马明洋
15	202122010315	马松圆
16	202122010316	孟凡哲
17	202122010317	逢锦扬
18	202122010318	戚浩东
19	202122010319	钱林飞
20	202122010320	尚连东
21	202122010321	田丛阳

01:39

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题目分析

* Listening 2-Task 1

完成人数 25 / 36

1

20%

正确率

Garden Hotel
a
no
Garden Hote
其他

2

01:42

<

题目分析

学生详情

solution	5人
arrange	2人
ss	1人
check in	1人
其他	2人

3

答题: 11人

答对: 6人

答错: 5人

54.5%

正确率

handle	6人
vv	1人
dx	1人
solution	1人
其他	2人

Pre-listening泛听初探：Words Bank about hotel check-in



front desk

Pre-listening泛听初探：Words Bank about hotel check-in



standard room

Pre-listening泛听初探：Words Bank about hotel check-in

single room



double room



Pre-listening泛听初探：Words Bank about hotel check-in



suite

Pre-listening泛听初探 : Words Bank about hotel check-in



passport

Pre-listening: Expand the words and expressions and sentences.

check in

come on

solution

arrange

inconvenience

Do you have a reservation with us?

I'm afraid we don't have your reservation for tonight.

There are single rooms available now.



Pre-listening: Expand the words and expressions and sentences.

check in

(在宾馆) 办理入住手续



e.g. I'll call the hotel. I'll tell
them we'll check in tomorrow.
我会给旅馆打电话，通知他们明天
我们将登记入住。

Pre-listening: Expand the words and expressions and sentences.

come on

算了吧，得了吧



e.g. Come on, darling, we'll be late.

快点，亲爱的，我们要迟到了。

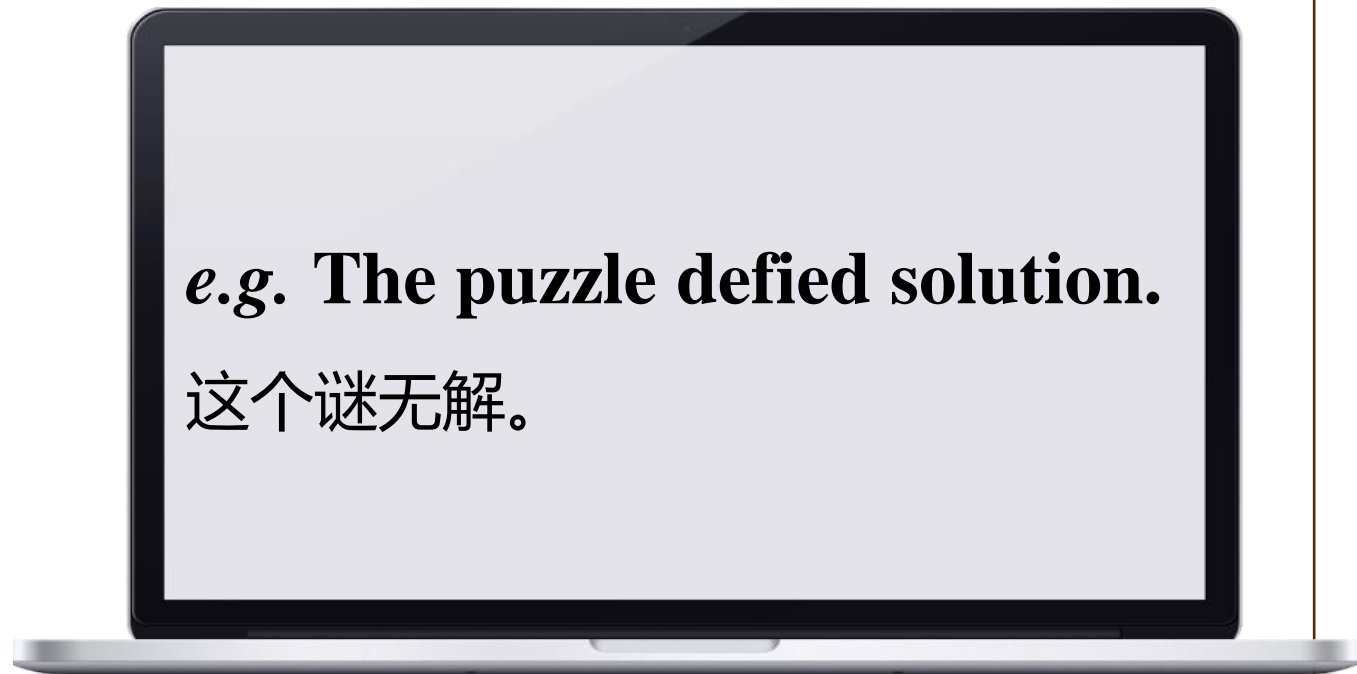
Pre-listening: Expand the words and expressions and sentences.

solution

n. 解决办法



e.g. The puzzle defied solution.
这个谜无解。



Pre-listening: Expand the words and expressions and sentences.

arrange

v. 安排，准备



e.g. She arranged an appointment for Friday afternoon at four-fifteen.
她安排了一个星期五下午四点一刻的约会。

Pre-listening: Expand the words and expressions and sentences.

inconvenience

n. 不便；麻烦



e.g. We apologize for any
inconvenience caused during the
repairs.

我们对在修理过程中所造成的任何不
便表示歉意。

Pre-listening: Expand the words and expressions and sentences.



Do you have a reservation with us?

请问您有酒店的预订吗？



Pre-listening: Expand the words and expressions and sentences.



**I'm afraid we don't have your
reservation for tonight.**

恐怕我们没有您今晚的预订。



Pre-listening: Expand the words and expressions and sentences.



**There are single rooms
available now.**

现在有单人房。



While-listening: Listen to the dialogue about hotel check-in and complete the following form.

对话补充（雨课堂填空）



Clerk: Good afternoon. Welcome to the [填空1] Hotel. May I help you?

Mr Nelson: Yes, I'd like to [填空2], please.

Clerk: Certainly, sir. Do you have a reservation with us?

Mr Nelson: Yes, for tonight.

Clerk: Your name, please?

Mr Nelson: It's Charles Nelson.

Clerk: Just a moment, please. Let me check. Mr Nelson, a [填空3] for the 19th of April.

作答



Mr Nelson: I'm sorry, but it's for tonight! Not tomorrow night.

Clerk: Let me see. Maybe there's something wrong... Oh, I'm afraid we don't have your reservation for tonight.

Mr Nelson: Oh, come on! You must have a [填空1]. I need a place to stay tonight!

Clerk: Don't worry, sir. There are [填空2] available now. I've arranged one for you!

Mr Nelson: I'm in luck.

Clerk: I'm really sorry for the inconvenience. Hope you enjoy your stay with us.

作答

While-listening: Listen again and complete the following tasks.



Name of the hotel	Garden Hotel
Name of the customer	Charles Nelson
Type of the room	Single room
Date of arrival	18th April

打电话时我们要保持良好的心情，这样即使对方看不见我们，也能被我们欢快的语调感染，从而给对方留下好印象。



Post-listening: Pair work

1. What problem did Mr Nelson meet while checking in at the hotel?

The hotel reservationist made a mistake on Mr. Nelson's arrival date.

2. Have you ever had such an experience? Share it with your partner.



Post-listening: Funny Voice Acting 口语模仿跟读：英语趣配音APP



亚里士多德曾说：“一切学习都是从模仿开始的。”

Aristotle once said, “All learning begins with imitation”.

Role play : U校园APP

The image displays three sequential screenshots of a mobile application interface for a role-play exercise. The app is titled "Role-Play" and features a character selection screen with two options: "A Clerk" (represented by a red circle with a white 'A') and "B Mr. Anderson" (represented by a green circle with a white 'B').

The first screenshot (15:57) shows the character selection screen. The second screenshot (15:57) shows the start of the conversation. The Clerk (A) says: "Good morning! China Southern Airlines. What can I do for you?". The interface includes a play button, a microphone icon, and a speaker icon. The third screenshot (16:03) shows the continuation of the conversation. Mr. Anderson (B) responds: "Yes, I'd like to confirm my reservation for tomorrow." The Clerk (A) asks: "May I have your name, please?". Mr. Anderson (B) replies: "Certainly. It's John Anderson." The Clerk (A) says: "Just a moment. I'm afraid I can't find that name on the reservation list. May I have your name again, please?". Mr. Anderson (B) responds: "Really? My surname is Anderson, that's A-N-D-E-R-S-O-N, first name John." The fourth screenshot (16:02) shows the final part of the conversation. The Clerk (A) says: "Just a moment. I'm afraid I can't find that name on the reservation list. May I have your name again, please?". Mr. Anderson (B) responds: "Really? My surname is Anderson, that's A-N-D-E-R-S-O-N, first name John." The Clerk (A) asks: "Where to?". Mr. Anderson (B) replies: "Lijiang." The interface includes a play button, a microphone icon, and a speaker icon. The bottom bar of the app shows a "Role-play" button and a progress indicator (11 / 13).

Expand More Useful Expressions——Hotel Check-in

- I made a reservation last week by the name of Smith. Here they are.
- I'll just get your bill.
- One double-room for a whole week, here is the registration card.
- You'll have it right away.
- Will you please fill this form out, sir?
- Could you just sign here, please?
- How will you be paying, madam?
- Now everything is in order. Your room number is 305.



Task of service practice(实训任务)

George Brown wants to book a double room in Peace Hotel in Shanghai.
The room rate per night is 180 dollars.

乔治·布朗想在上海的和平饭店订一间双人房。每晚的房价是180美元。
The time: from April 20th to 22nd ,that's three days in all.

时间:4月20至4月22日,共3个晚上。

The telephone number of George Brown is 0044-0246-720598.

乔治·布朗的电话号码是0044-0246-720598。

Li Yan handles the reservation.

预订员李艳办理了电话预定手续。

Conclusion: 雨课堂展示学生成果

What 's your harvest today ?

1. Discuss in your group and draw your mind map.
2. Submit it to the rain classroom.