

 **IMPROVE THEIR LIVES**

# Practical English Course





# Practical English Course

## Student's Book

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Chapter 1

# WORKING IN A GUEST HOUSE

## UNIT 1: WELCOMING GUESTS

Tip: The **bold** part of the word should be pronounced louder.



### Section A: Vocabulary

Listen to your teacher and repeat. Practice the pronunciation. To help you remember, use the white space below each picture to write in Khmer.

<b>Airplane</b> 	<b>Airport</b> 	<b>Bus</b> 	<b>Train</b> 	<b>Train/Bus Station</b> 
<b>Taxi</b> 	<b>Guesthouse</b> 	<b>Hotel</b> 	<b>Reservation</b> 	<b>Check-in</b> 
<b>Check-out</b> 	<b>Room</b> 	<b>Single bed</b> 	<b>Double bed</b> 	<b>Non-smoking</b> 
<b>Aircon</b> 	<b>Fan</b> 	<b>Hot water</b> 	<b>Safety deposit box</b> 	<b>Private</b> 
<b>Dorm</b> 	<b>Bunk bed</b> 	<b>Passport</b> 	<b>Currency</b> 	<b>Cash</b> 
<b>Credit card</b> 	<b>Welcome</b> 	<b>Morning</b> 	<b>Afternoon</b> 	<b>Evening</b> 

### Vocabulary Activity #1

There are 10 words below from the vocabulary you have learned. Can you find them? When you find each word, circle it and write the word at the bottom.

Each word could appear:

- horizontally (letters that go from left to right → or from right to left ← to form a word), or
- vertically (letters that go bottom to top ↑ or top to bottom ↓ to form a word).

For example, the word “bus” is circled below and it appears vertically (↑).

Can you find all the words?



A	I	R	P	O	R	T	A	F	B	J	G	W	N
I	K	Q	N	O	I	T	A	V	R	E	S	E	R
R	U	N	Z	A	F	U	Z	E	I	R	V	L	H
P	J	G	U	E	S	T	H	O	U	S	E	C	X
L	D	K	O	Q	T	L	O	A	T	U	G	O	C
A	O	C	N	I	A	R	T	D	P	B	W	M	A
N	A	F	I	S	Y	L	E	N	X	B	M	E	S
E	M	T	A	X	I	E	L	C	H	P	M	B	H

- |            |             |
|------------|-------------|
| 1. A _____ | 6. H _____  |
| 2. A _____ | 7. R _____  |
| 3. C _____ | 8. T _____  |
| 4. F _____ | 9. T _____  |
| 5. G _____ | 10. W _____ |

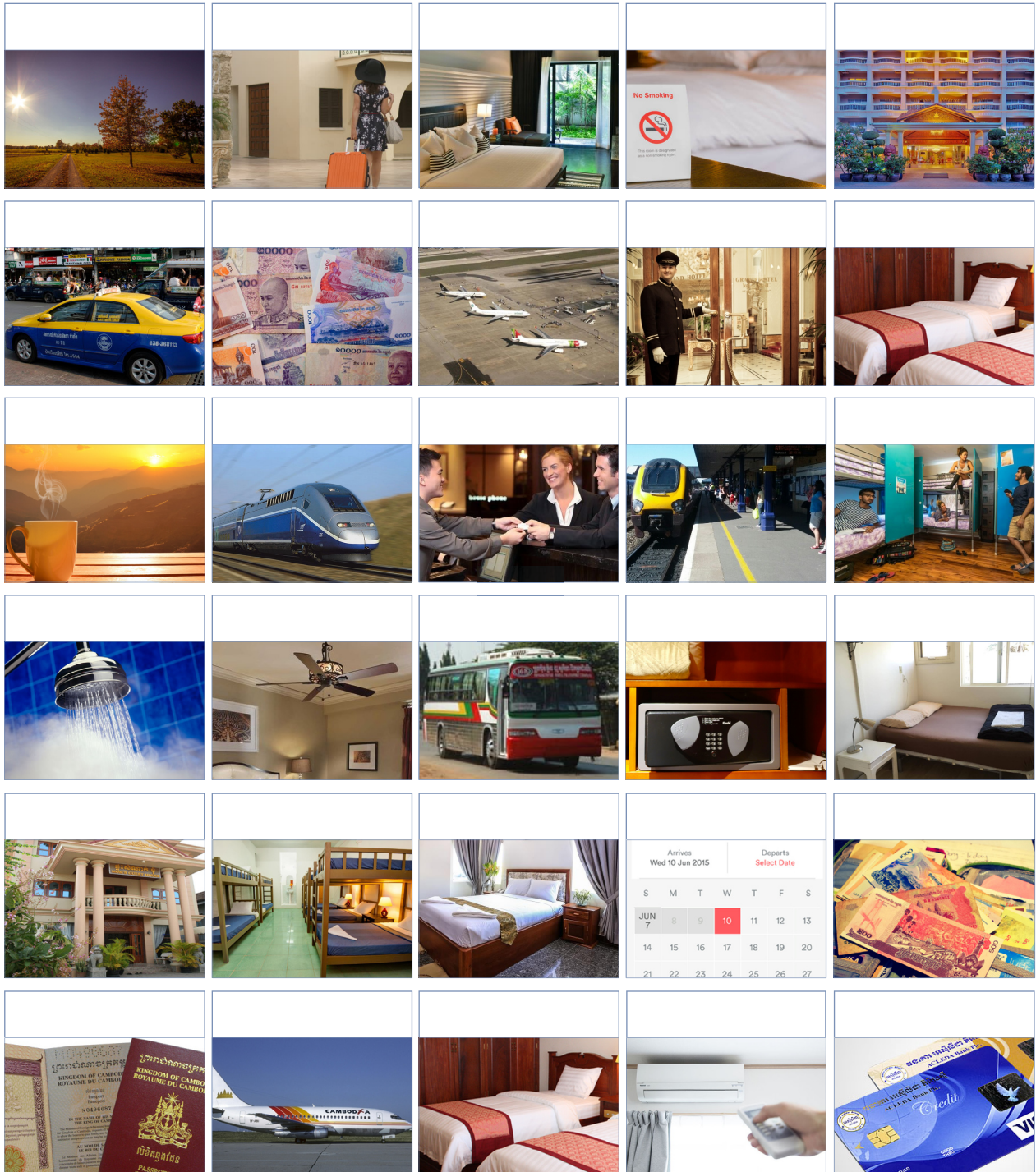
## Vocabulary Activity #2

Look at the pictures below.  
Spell as many words as you can remember  
without looking at the vocabulary in **Section A**.

Repeat this activity every day to help you remember all the words.

Focus on words that you find difficult to spell and practice more on writing those words.

Tip: Use a pencil to spell the words below so you can erase it and try it again the next day.



## Section B: Story

**Nick** is visiting Cambodia for the first time to attend a wedding on Saturday. He is from Canada and travelled by plane for 16 hours to get to Cambodia. When Nick arrived in Phnom Penh, he took the taxi from the airport to the bus station and travelled to Kampot by bus for 3 hours. In Kampot, Nick took the tuk-tuk to **Little Fish Guesthouse** to check-in. Nick has a reservation for a private room with aircon for two nights.



### Story Activity #1

From the story, answer the questions in full sentences in the space below.

<p><b>Question:</b> Where is Nick visiting from?</p> <p><b>Answer:</b> _____</p>	<p><b>Question:</b> How long did Nick travel to get to Cambodia?</p> <p><b>Answer:</b> _____</p>
<p><b>Question:</b> How did Nick leave the airport in Cambodia?</p> <p><b>Answer:</b> _____</p>	<p><b>Question:</b> What town is the <i>Little Fish Guesthouse</i> located?</p> <p><b>Answer:</b> _____</p>

### Story Activity #2

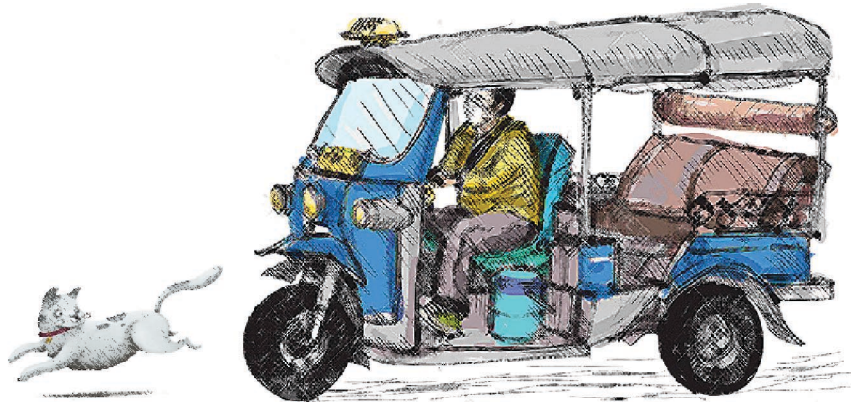
From Nick's story above, think about more questions that you can ask. Each question must start with the word on the left. Write down the questions.

<b>Who...</b>	
<b>What...</b>	
<b>Where...</b>	
<b>When...</b>	
<b>Why...</b>	
<b>How...</b>	

### Story Activity #3

Read the story below.

When **Nick** arrived in Phnom Penh by airplane, he took the taxi from the airport to the bus station and traveled to Kampot by bus for 3 hours. In Kampot, Nick took the tuk-tuk to **Little Fish Guesthouse** to check-in. Nick made a reservation for a private room with aircon for two nights.



1. What tense is the story written in? Circle your answer:

PAST TENSE

PRESENT TENSE

FUTURE TENSE

2. Circle all the verbs in the story. There are 5 verbs in the story.

3. Rewrite the story in FUTURE TENSE.

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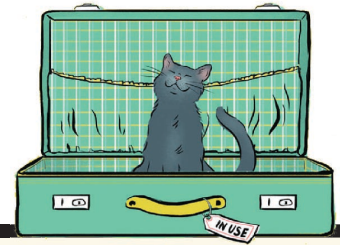
**Nick** is visiting Cambodia for the first time to attend a wedding on Saturday. He is from Canada and travelled by plane for 16 hours to get to Cambodia. When Nick arrived in Phnom Penh, he took the taxi from the airport to the bus station and travelled to Kampot by bus for 3 hours. In Kampot, Nick took the tuk-tuk to **Little Fish Guesthouse** to check-in. Nick has a reservation for a private room with aircon for two nights.

When **Nick** arrived in Phnom Penh by airplane, he took the taxi from the airport to the bus station and traveled to Kampot by bus for 3 hours. In Kampot, Nick took the tuk-tuk to **Little Fish Guesthouse** to check-in. Nick made a reservation for a private room with aircon for two nights.



## Section C: Conversation

Listen to your teacher and repeat. Pick a student to practice reading the conversation together. One of you can be *Lin* and the other can be *Nick*. If you don't understand the conversation, ask your teacher for help.



Hi. I have a reservation.

Nick Smith

Yes, that is correct.

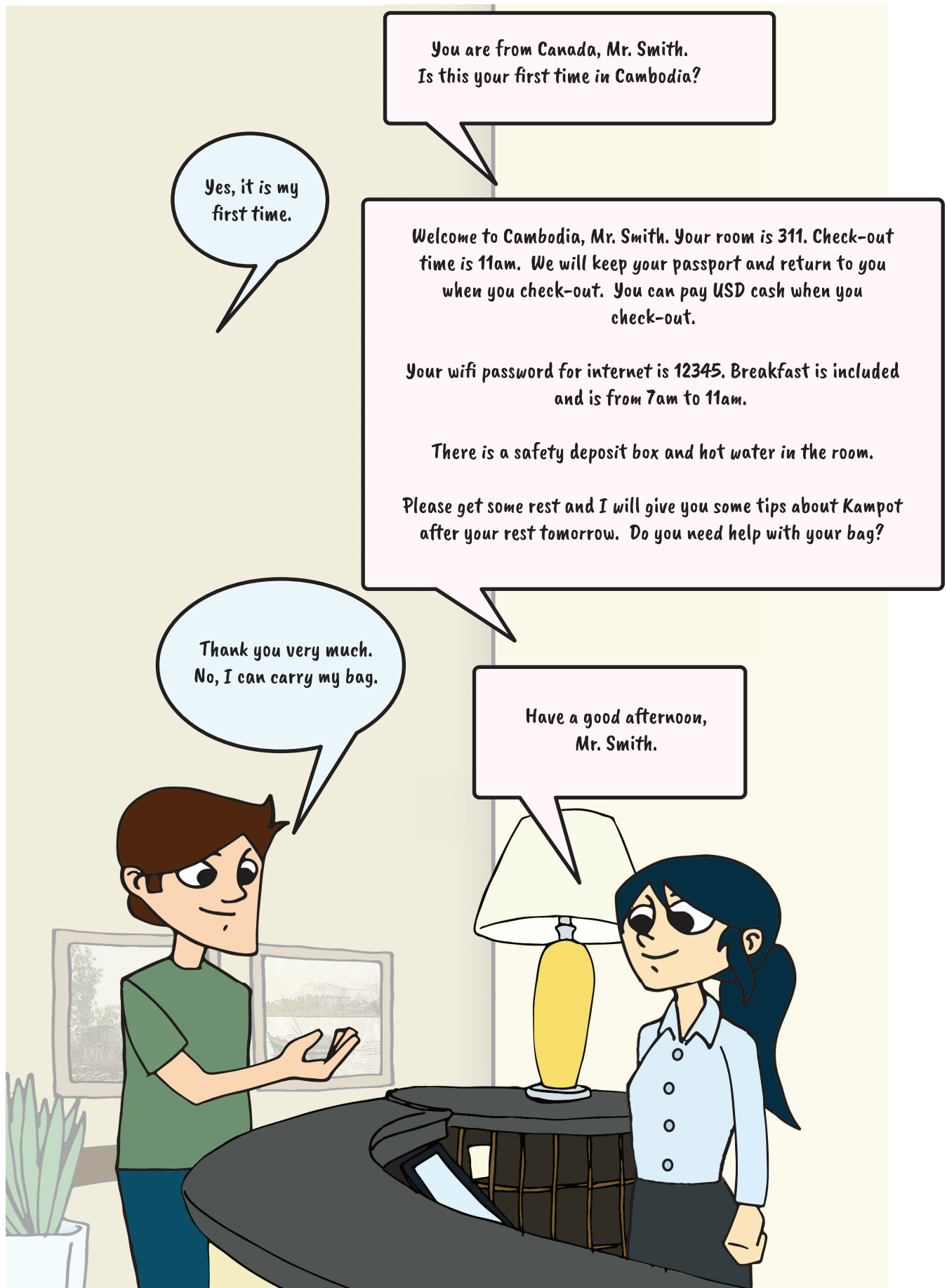
Here it is.

Good afternoon.  
Welcome to Little Fish Guesthouse. Can I help you?

What is your first and last name?  
(or you can ask)  
What is your reservation number?

Thank you Mr. Smith. I want to confirm the reservation you have with us. It is for 2 nights, private non-smoking room with double bed and aircon.

Thank you Mr. Smith. I will check you in right now. May I please have your passport?



### Conversation Activity #1

Change 5 things about the conversation that you would say to the guest. Use any new words you have learned in Section A and you can add your own words.

For example (red font shows the change):

- Welcome to **Kampot Guesthouse**.
- Mr. Smith, your room is number **104**. **Check-in** time is 2pm.
- **There is no** breakfast included.
- There is a **fan and a double-bed** in the room.

1.
2.
3.
4.
5.

### Conversation Activity #2

On your own, write additional conversation sentences from the conversation in Section C. All the sentences need to flow together. Pick a partner and practice the conversation. Share with the class.

✓ Correct example of conversation sentences that flow together:

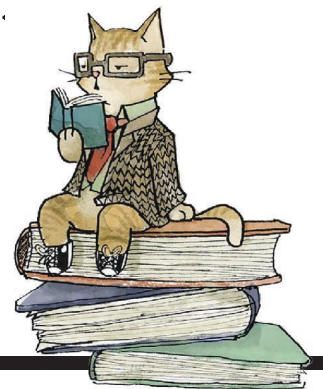
**Nick:** I don't have a reservation. Do you have a room for rent?

**Lin:** Let me check. Yes, we have a room for rent.

✗ Incorrect example of conversation sentences that do not flow together:

**Nick:** I have a reservation.

**Lin:** There is no breakfast.



Person Speaking	Conversation

Use more space in your notebook if you need to.

Chapter 1

# WORKING IN A GUEST HOUSE

## UNIT 2: HELPING GUESTS

Tip: The **bold** part of the word should be pronounced louder.



### Section A: Vocabulary

Listen to your teacher and repeat. Practice the pronunciation. To help you remember, use the white space below each picture to write in Khmer to help you remember.

<p>ATM</p>	<p>Bank</p>	<p>Money exchange</p>	<p>Map</p>	<p>Navigate</p>
<p>Directions</p>	<p>Left</p>	<p>Right</p>	<p>North / South</p>	<p>East / West</p>
<p>Tour information</p>	<p>Attractions</p>	<p>Transportation</p>	<p>Complaint</p>	<p>Receptionist</p>

## Grammar Activity

Select the correct word to complete each sentence and write in the space.

I am \_\_\_\_\_ for a bank.  
(looking, look)

Can you \_\_\_\_\_ me \_\_\_\_\_ directions to the ATM?  
(helps, help) (navigates, navigate)

Where \_\_\_\_\_ the money exchange?  
(is, are)

Here \_\_\_\_\_ how you find the money exchange:  
(is, are)

1. Outside the guesthouse, \_\_\_\_\_ right.  
(turn, turns)

2. \_\_\_\_\_ south for 4 streets and you will see money exchange.  
(walk, walks)

What \_\_\_\_\_ the attractions in Kampot?  
(is, are)

He \_\_\_\_\_ to make a complaint about the service at the guesthouse.  
(wants, want)

They \_\_\_\_\_ \_\_\_\_\_ for tour information.  
(is, are) (looks, look, looking)

## Section B: Story



**Lin** is 18 years old. She has worked at **Little Fish Guesthouse** for 3 years and she also works as a Receptionist at the front desk. Like **Mea**, Lin talks to all the guests arriving and staying at the guesthouse. When guests arrive at the guesthouse, she checks them in. When guests need tour information, she describes local attractions. When guests have complaints or problems, she helps them resolve the complaints or problems. Lin is very helpful. She likes making the guests feel happy and welcome every time because she wants them to come back to Little Fish Guesthouse. After Lin finishes work, she drives her motorbike home to her family.

## Story Activity #1

Read each statement about Lin and confirm if it is true or false. If false, provide the correct answer based on the story. If the statement is not in the story, write "Not in the story" in the last column.

Statement	True or False	If false, what is the correct answer?
Lin worked at Kampot Guesthouse for 18 years.		
Lin owns the guesthouse.		
Lin has a brother working at the guesthouse.		
Lin only deals with problems for guests.		
Lin is not helpful.		
Lin does not care if the guests will come back again to the guesthouse.		
Lin works seven days a week.		
Lin lives at the guesthouse.		
Lin exchanges money for guests.		

## Story Activity #2

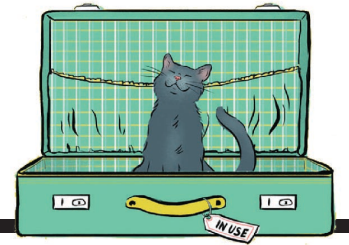
Match the correct word to form a question by drawing an arrow to connect the word on the left and the sentence on the right.



Who...	...is the money exchange?
What...	...is tour office closed?
Where...	...can give me directions to bus station?
When...	...are you not happy about the guesthouse?
Why...	...do I order a taxi?
How...	...is the direction to the market?

## Section C: Conversation

Listen to your teacher and repeat. Pick a student to practice reading the conversation together. One of you can be *Lin* and the other can be *Nick*. If you don't understand the conversation, ask your teacher for help.



Good morning, Mr. Smith.  
How was your rest last night?

It was great.

That is good to hear, Mr. Smith. Breakfast is in the dining room on your right. Please enjoy breakfast and come back to see me. I want to give you some information about Kampot.

That's great. I will be back.

**...AFTER BREAKFAST...**

How was your breakfast?

It was good.

Mr. Smith, thank you for your time. I want to let you know a few things:

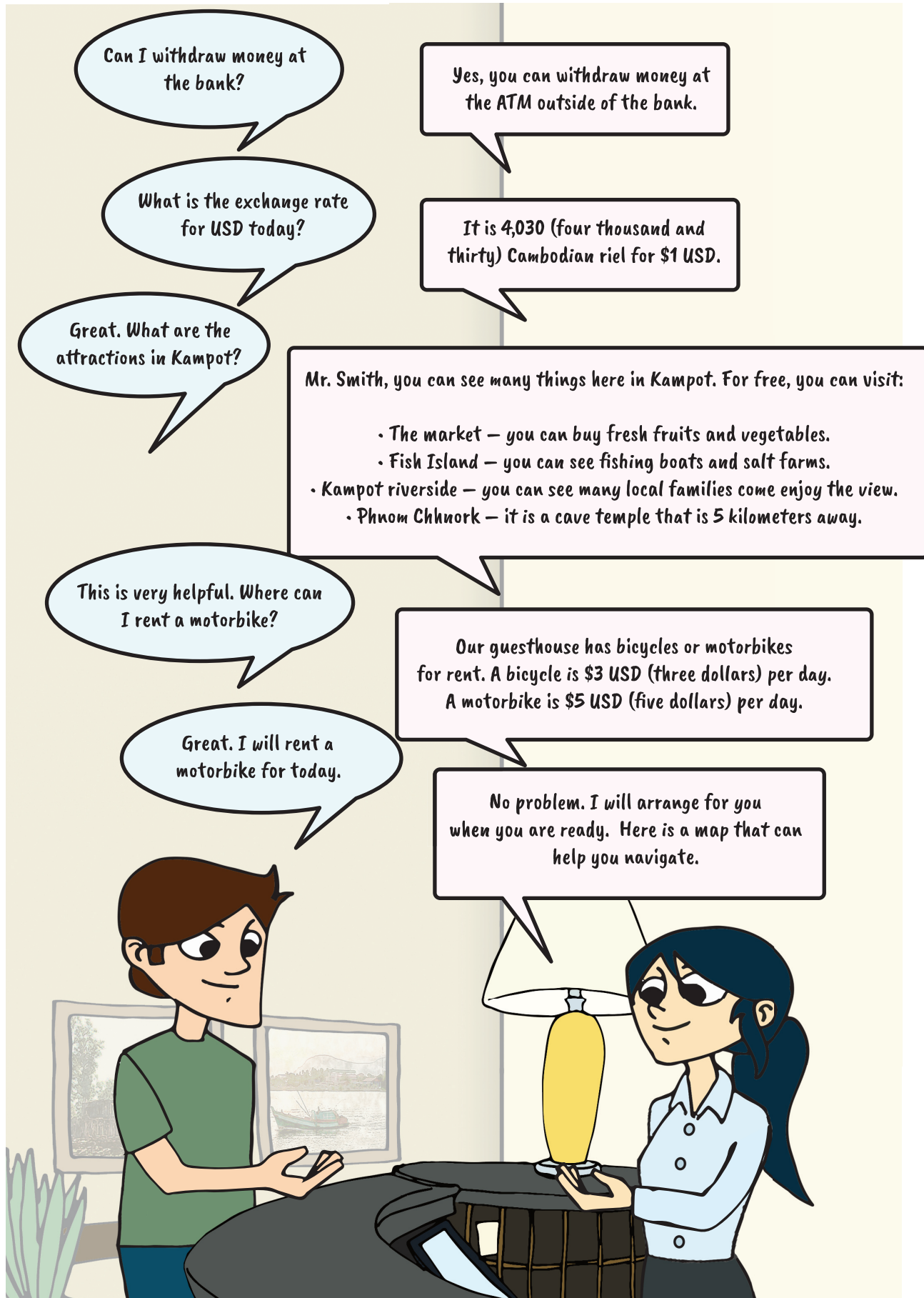
If you need to exchange money, you have 2 options.

There is a bank west from the guesthouse. When you go out, make a left and walk 2 blocks. The bank is located on your right.

Or, there is a currency exchange in the market east of the guesthouse. When you go out, make a right and walk on Fish Road. It is about 5-minute walk and you will see the currency exchange in the market on your left. It is called ABC Money Exchange.

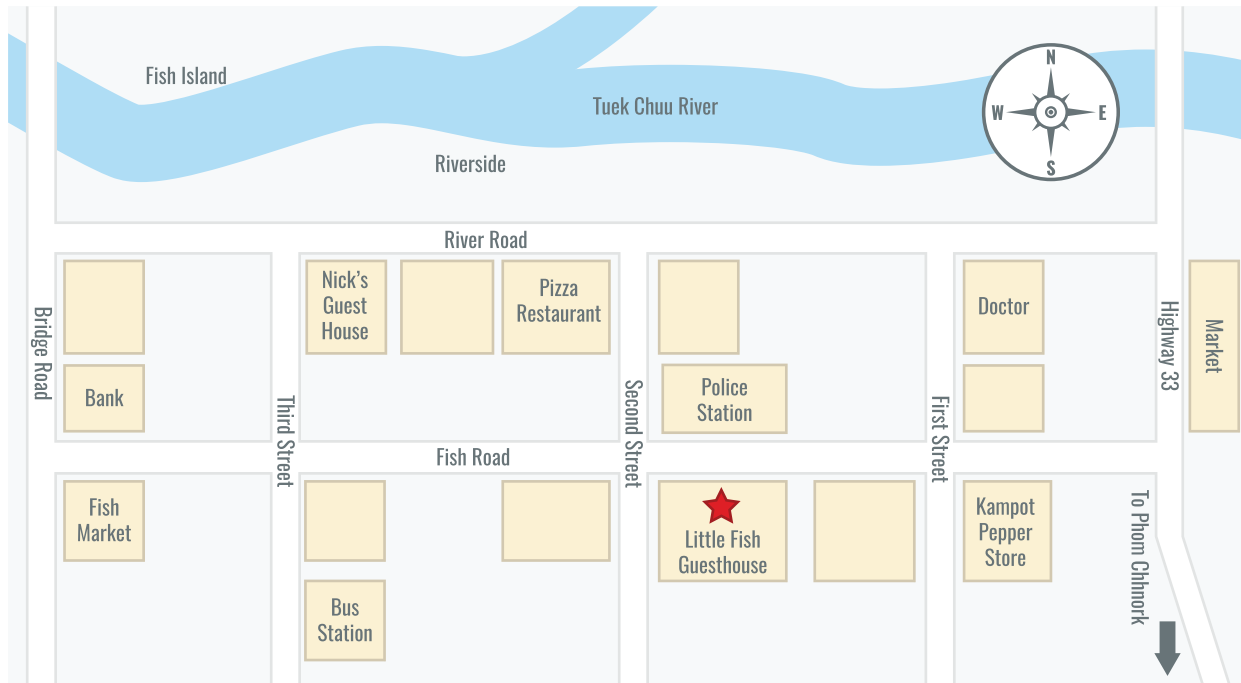
Do you have any questions about money exchange?





### Conversation Activity #1

**Part A:** Look at the map. The red star shows where you are, at *Little Fish Guesthouse* in Kampot. Write step by step directions to show Nick how to get to the place he wants to go from where you are. Make sure to use all the direction words – **left, right, North, South, West, East.**



**For example: Show Nick how to get to the Market.**

1. Turn right and walk East on Fish Road.
2. At Highway 33, turn left and walk North.
3. The Market is on your right.

<p>Show Nick how to get to the Doctor.</p>	<p>Show Nick how to get to the Riverside.</p>
<p>Show Nick how to get to Phnom Chhnork.</p>	<p>Help Nick go to Fish Island.</p>

**Part B:** Now, practice with a partner. Ask your partner to put an X anywhere on the map. From where you are, describe to your partner how to get to the place that you have marked with an X.



### Conversation Activity #3

On your own, use 2 of the questions that you and your partner have identified in **Conversation Activity #2**. Write the conversation sentences that **Lin** and **Nick** would say to each other. All the sentences need to flow together.

✓ Correct example of conversation sentences that flow together:

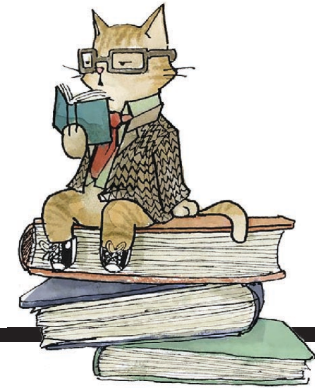
**Nick:** Where can I find a pharmacy nearby?

**Lin:** The pharmacy is located beside the bank.

✗ Incorrect example of conversation sentences that do not flow together:

**Nick:** Where can I find a pharmacy nearby?

**Lin:** The bank is down the street.



#1

Person Speaking	Conversation

#2

Person Speaking	Conversation

Chapter 1

# WORKING IN A GUEST HOUSE

## UNIT 3: CLEANING THE ROOM

Tip: The **bold** part of the word should be pronounced louder.



### Section A: Vocabulary

Listen to your teacher and repeat. Practice the pronunciation.  
Use the white space below each picture to write in Khmer to help you remember.

Broom 	Floor 	Toilet 	Do not disturb 	Soap 
Shower 	Toothpaste 	Toothbrush 	Towel 	Shampoo 
Pillow 	Pillowcase 	Trash bin / trash can 	Laundry 	Blanket 
Bed sheet 	Sink 	Sweeping 	Wiping 	Cleaning 

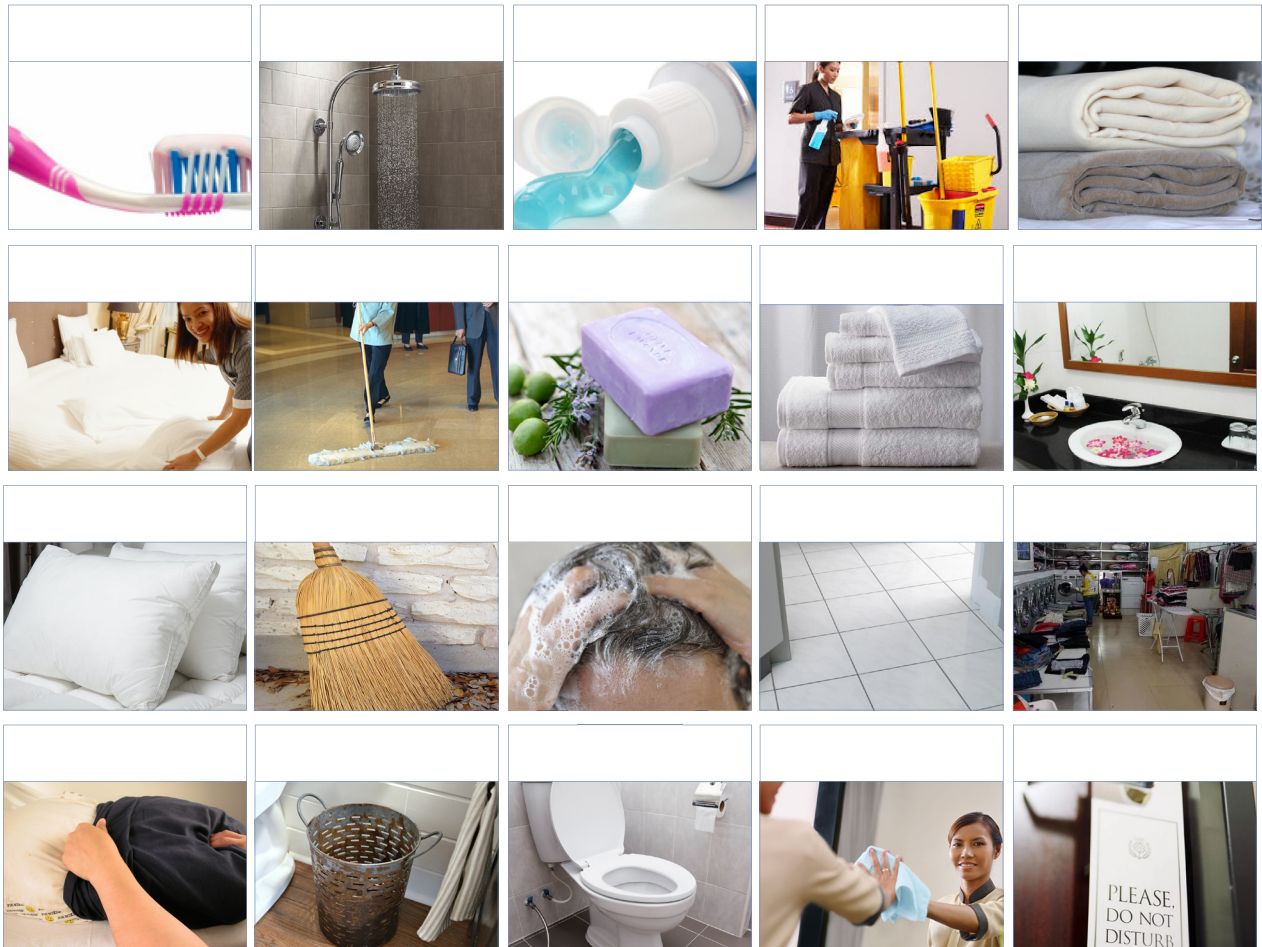
### Vocabulary Activity

Look at the pictures below.  
Spell as many words as you can remember  
without looking at the vocabulary in **Section A**.

Repeat this activity every day to help you remember all the words.

Focus on words that you find difficult to spell and practice more on writing those words.

Tip: Use a pencil to spell the words below so you can erase it and try it again the next day.



## Section B: Story

**Niza** works as a Cleaner at **Little Fish Guesthouse** in Kampot. Everyday, she has to clean all the guest rooms that do not have a “Do not disturb” sign on their door. She sweeps the floor with a broom, and then mops the floor. Next, she has to empty the trash bin in each room.

After the guest has checked out, Niza also has to change the bed sheets, pillowcases, and blanket on the bed. In the guest’s washroom, Niza has to replace fresh towels, soap, shampoo, toothpaste, and toothbrush. Then, she cleans the toilet, sink, and the shower. When she finishes cleaning the guest room, Niza takes the used bedsheets, pillowcases, blankets and towels to the laundry.



### Story Activity #1

A verb is a word that describes an action, state of being or occurrence. There are 8 verbs in the story. Identify all the verbs. The first letter of each verb is provided below.

- |            |            |
|------------|------------|
| 1. C _____ | 5. R _____ |
| 2. C _____ | 6. S _____ |
| 3. E _____ | 7. T _____ |
| 4. M _____ | 8. W _____ |

### Story Activity #2

From the verbs you have identified, now write them in past and future tenses. For each future tense, don’t forget to add “will” in front.

For example, the verb **Add** becomes **Added** (past tense) and **Will Add** (future tense)



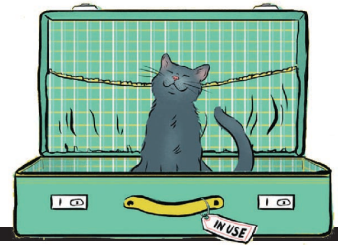
Past Tense	Future Tense
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.





## Section C: Conversation

Listen to your teacher and repeat. Pick a student to practice reading the conversation together. One of you can be **Niza** and the other can be **Nick**. If you don't understand the conversation, ask your teacher for help.



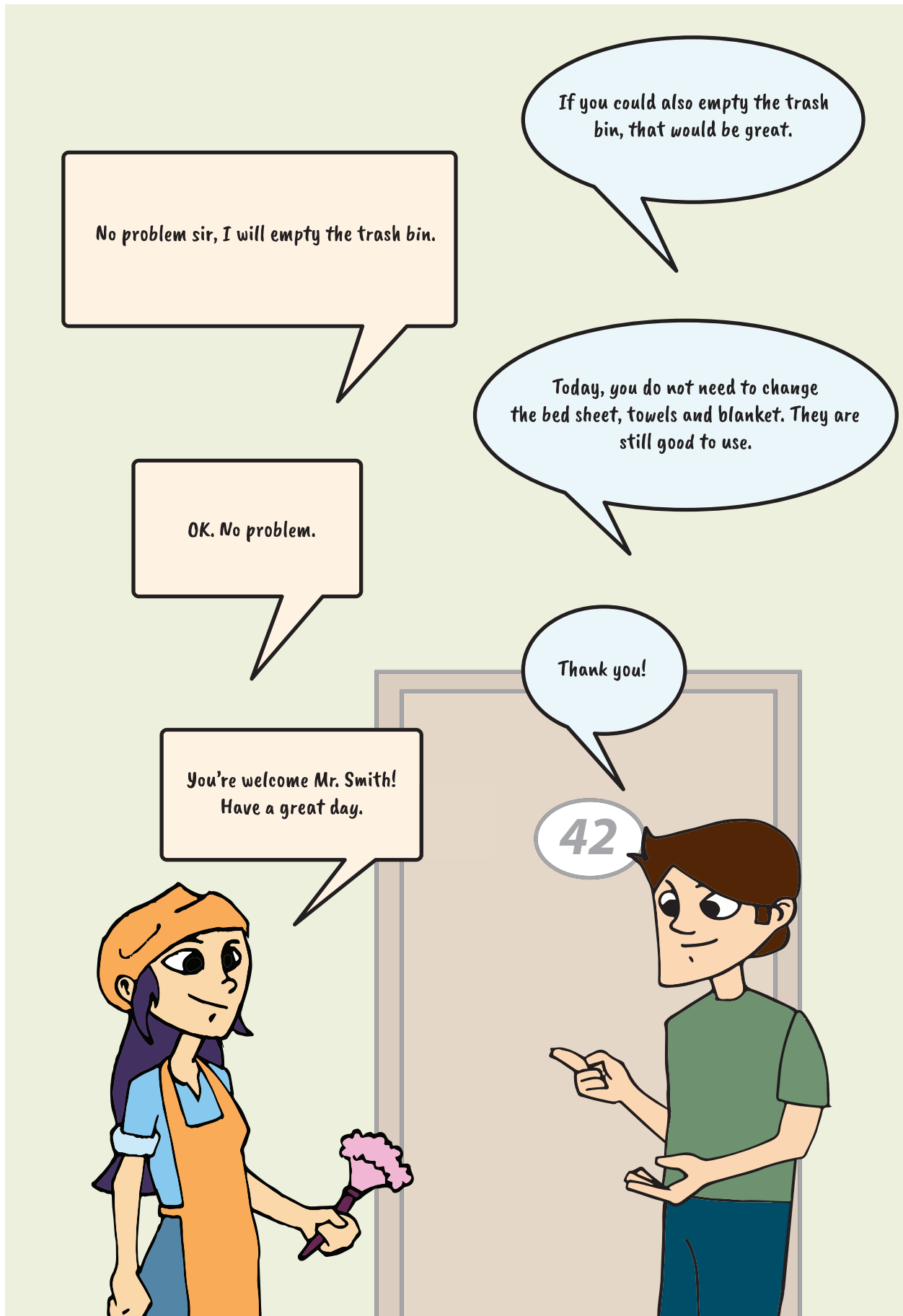
Good morning! Could you please bring up some toothpaste to the room?

Good morning Mr. Smith. Yes, I can do that. Would you like me to bring anything else?

No, just the toothpaste please. When I go out later, can you also mop and sweep the floor?

Yes, I can sweep and mop the floor for you. Would you like me to do anything else?

42



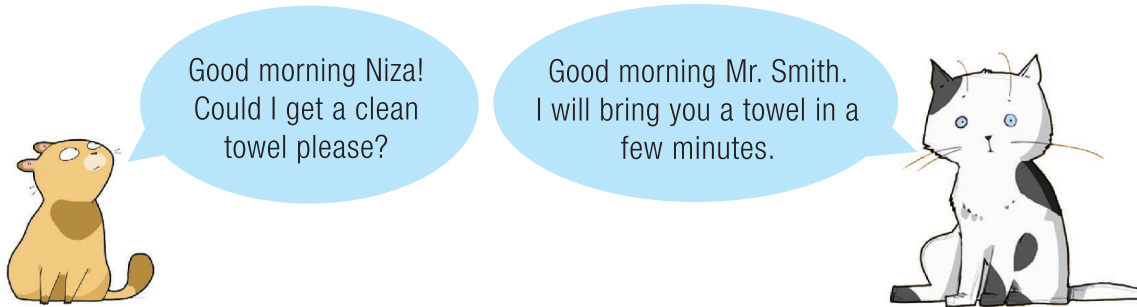
### Conversation Activity #1

For each statement below, confirm if it is true or false from the conversation. If it is not true, write the correct statement in a full sentence.

Statement	True or False
Niza asked Nick if he needed toothpaste.	
Nick doesn't want the floor cleaned.	
Nick needs his bed sheet, towel and blanket	
Nick is not leaving the room today.	
Niza does not need to empty the trash bin.	

### Conversation Activity #2

Work with a partner. Write what **Niza** would say to respond to **Nick**.



**Nick:** Hello, the floor in my room is not clean.

**Niza:** \_\_\_\_\_.

**Nick:** Hi Niza, I don't have any towels.

**Niza:** \_\_\_\_\_.

**Nick:** Good morning, can I have some shampoo?

**Niza:** \_\_\_\_\_.

**Nick:** Good afternoon, the shower and sink are dirty.

**Niza:** \_\_\_\_\_.

**Nick:** Can you take my used towel and empty the trash bin?

**Niza:** \_\_\_\_\_.

**Nick:** Niza, why is my room not clean?

**Niza:** \_\_\_\_\_.



Chapter 1

# WORKING IN A GUEST HOUSE

## UNIT 4: DEALING WITH PROBLEMS

### Section A: Vocabulary

Listen to your teacher and repeat. Your teacher will help you translate the words to Khmer.

Tip: The **bold** part of the word should be pronounced louder.



<b>P</b> roblem		Reso <b>l</b> ution	
<b>U</b> pdate		<b>T</b> errible	
<b>F</b> ixed		<b>Y</b> ell	
<b>C</b> omplaint		<b>S</b> tatus	
<b>S</b> ervice		Not <b>w</b> orking	
<b>S</b> orry		<b>P</b> rogress	
		<b>B</b> roken	

### Section B1: Emotions

Listen to your teacher and repeat. Practice the pronunciation. To help you remember, use the white space below each picture to write in Khmer.

<b>Calm</b> 	<b>Amused</b> 	<b>Excited</b> 	<b>Happy</b> 	<b>Surprised</b> 
<b>Anxious</b> 	<b>Unsure</b> 	<b>Frustrated</b> 	<b>Annoyed</b> 	<b>Shy</b> 
<b>Sick</b> 	<b>Angry</b> 	<b>Sad</b> 	<b>Unhappy</b> 	<b>Bored</b> 
<b>Impatient</b> 	<b>Embarrassed</b> 	<b>Silly</b> 	<b>Worried</b> 	

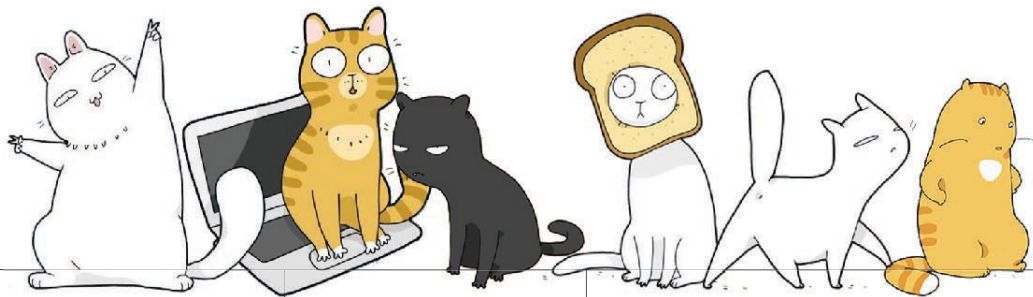
### Emotions Activity #1

How do you feel today? Why do you feel that way?

I feel \_\_\_\_\_ because \_\_\_\_\_

### Emotions Activity #2

Read each short story on the left and identify how the person feels using the emotions you have learned.

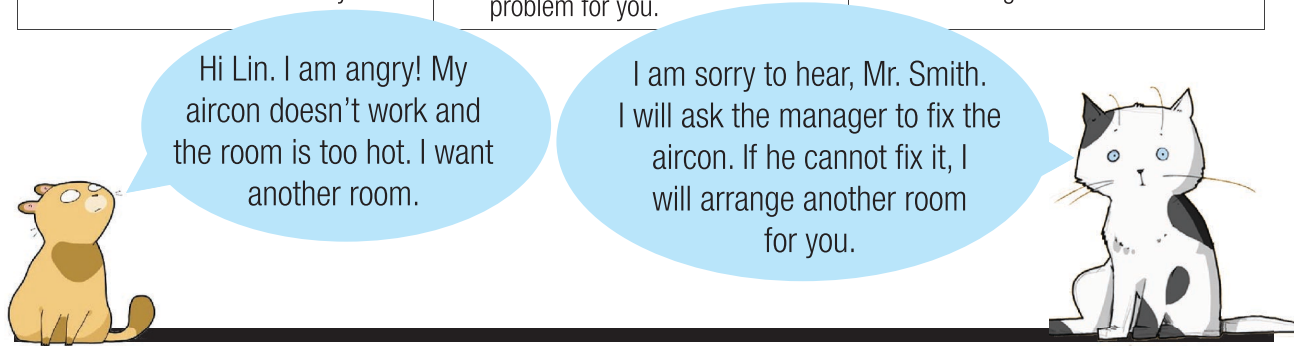


<p>Nick arrives at <b>Little Fish Guesthouse</b> and shows his reservation to Lin, the receptionist. Lin tells Nick that she cannot find the reservation.</p>	<p>How do you think <b>Nick</b> feels?</p>	<p>What should <b>Lin</b> ask?</p>
<p>Nick arrives at <b>Little Fish Guesthouse</b> asking if there is a room to rent and for how much. Lin works at the front desk but doesn't know if there is any room available to rent.</p>	<p>How do you think <b>Lin</b> feels?</p>	<p>What should <b>Nick</b> ask next?</p>
<p>Lin works 12 hours at the front desk and her manager wants her to stay longer.</p>	<p>How do you think <b>Lin</b> feels?</p>	<p>What should <b>Lin</b> ask?</p>
<p>Nick booked a room with a single bed at <b>Little Fish Guesthouse</b>. When he arrives, the guesthouse has no more rooms with single beds. Lin gives Nick a room with a double bed and aircon.</p>	<p>How do you think <b>Nick</b> feels?</p>	<p>What should <b>Nick</b> ask?</p>

## Section B2: Managing Emotions

It is important to always make guests feel happy and be polite. If a guest is feeling angry, frustrated, worried or annoyed, here are some phrases you can say to help calm them down.

✓ I'm sorry to...	✓ I'm sorry about...	✓ I'm sorry for...
✓ I understand you are (upset, frustrated...)	✓ I will speak to my manager...	✓ I will try to...
✓ Let me take care of it for you.	✓ I will send someone to fix the problem for you.	✓ You are right...



### Managing Emotions Activity #1

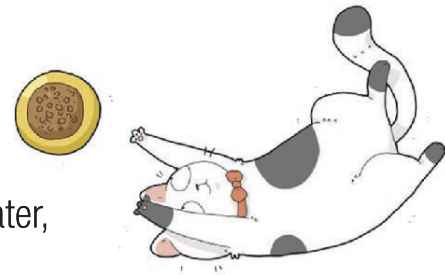
Match the problem and the correct resolution.

Problem	Resolution Statement
The television remote control is not working.	<b>I'm sorry about</b> that. I will ask the cleaner to change the bedsheets right away. I will update you when it is done.
The bedsheets are dirty.	<b>I am sorry to</b> hear. I can give you another key. There is a \$5 fee for lost key and will be charged when you check out.
I have been waiting two hours for someone to fix the hot water in the shower. What is taking so long?	<b>I'm sorry about</b> the noise. I will go speak with them to turn the music lower. Sorry for any trouble.
The room next door is playing music very loud and I cannot sleep.	Let me check your reservation sir. <b>You are right. I am sorry</b> for the trouble. Let me change your room now.
HELP! There is a giant spider in my room!	<b>I understand you are upset.</b> Please tell me what happened and I will try to help you. Do you want to speak to the manager?
I lost the key to my room.	<b>I am sorry for</b> the trouble sir. Here are two new batteries for the controller. If it still does not work I will ask the repair man to change your television.
I have a reservation for an aircon room but my room only has a fan.	<b>I understand you are frustrated.</b> I have called the repair man to fix the shower earlier. He is very busy today and will be there in 30 minutes. Can I offer you some tea while you wait?
This hotel has terrible service. I am going to write a bad review.	<b>I will send someone to fix the problem for you.</b> Our gardener will catch the spider. You can show him where you saw the spider in your room.

## Section C: Story

Practice dealing with problems in person

**Song** is staying at **Little Fish Guesthouse** for 2 nights. She has booked a double bed with aircon. On the Agoda website, it shows that the room will come with TV, hot water, WIFI, safety deposit box in the room, and free breakfast.

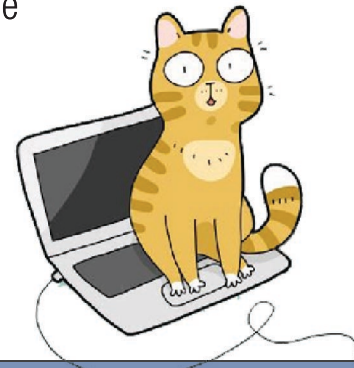


In the morning, Song comes down for breakfast. The waiter, Tin, asks Song for her room number. Tin looks up the room and tells Song that breakfast is not included. Song is tired and very upset – she starts yelling at Tin. As front desk receptionist, Tin comes to you for help.

What is the problem?	What would you do?	What would you say to Song?

Practice dealing with problems over the phone

**Song** is staying at **Little Fish Guesthouse** for 2 nights. She has booked a double bed with aircon. On the Agoda website, it shows that the room will come with TV, hot water, WIFI, safety deposit box in the room, and free breakfast.



After checking in, Song calls the front desk complaining that there is no hot water and no WIFI in the room. She needs to take a shower and go meet her friends soon.

What is the problem?	What would you do?	What would you say to Song?



Good news! The hot water issue was fixed but not the WIFI problem. **Song** is now back from meeting her friends and she comes to you for update on the WIFI problem. She needs WIFI to talk to her mother.



Song comes to see you at the front desk. Write down what you would say to Song to respond to her WIFI problem.

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**Practice dealing with problems over e-mail**

**Song** is staying at **Little Fish Guesthouse** for 2 nights. She has booked a double bed with aircon. On the Agoda website, it shows that the room will come with TV, hot water, WIFI, safety deposit box in the room, and free breakfast.

Song sends the guesthouse an e-mail 2 weeks before she arrives to confirm her reservation. Lin, the receptionist at the front desk, checks the email and realizes that double bed with aircon and all the features she mentions will cost \$10 more per night.



What is the problem?	What would you do?	What would you write to Song?

## Section D: Customer reviews



### Customer Review #1

*“I did not like this guesthouse. The room was small and the aircon was very loud and not cold. The room is close to the main street with lots of traffic noise. The curtains cannot close properly and lights come through at 6am in the morning.”*

Use the emotions to describe this customer's experience.

What were the problems the customer had?

What would you have told the next customer about this room?

### Customer Review #2

*“I stayed for 3 nights and enjoyed my stay. Good location and close to market, beautiful night scene and helpful staff. The only thing I didn't like was that there was no WIFI in the room and hot water ran out very fast.”*

Use the emotions to describe this customer's experience.

What were the problems the customer had?

### Customer Review #3

*“I would not recommend this hotel to anyone I know. The staff was rude to me and not helpful at all.*

*I stayed for 1 night in room 101. I could not wait to get out of there!”*

Use the emotions to describe this customer's experience.

If you were the hotel manager, what would you do?

### Customer Review #1

Assume that you are **Nick**. You are staying at **Little Fish Guesthouse** and you are very happy with the service, because the experience is very good, and the staff is very helpful. Write your own review about this guesthouse!  
Share with the class.




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### Customer Review #2

For practice, write a good and a bad review about a guesthouse. Describe what you liked or didn't like about the guesthouse.

 Good Review	 Bad Review

Chapter 1

# WORKING IN A GUEST HOUSE

## UNIT 5: CHECKING OUT

Tip: The **bold** part of the word should be pronounced louder.



### Section A: Vocabulary

Listen to your teacher and repeat. Practice the pronunciation. To help you remember, use the white space below each picture to write in Khmer.



### Vocabulary Activity #1

Translate the vocabulary to Khmer.

Check-out	
Receipt	
Luggage	
Destination	
Taxi	

What time is check-out?

### Vocabulary Activity #2

Form 2 different questions using each word from the vocabulary.



Check-out	1. What time is check-out? 2.
Receipt	1. 2.
Luggage	1. 2.
Destination	1. 2.
Taxi	1. 2.

## Section B: Story

**Nick** stayed in Kampot for one week, and is leaving today. His check-out time is in thirty minutes, but he wants to go to the Old Market for lunch. Nick asks the front desk manager, **Mr. Sok**, if he can leave his luggage at the hotel after he checks out.

Mr. Sok takes Nick's luggage, and offers to arrange a taxi to take Nick to his next destination. Nick already bought his bus ticket to Sihanoukville, so he does not need a taxi. Instead, Nick asks Mr. Sok to arrange a tuk tuk to take him to the Kampot Bus Station.

After lunch, Nick returns to the guesthouse to get his luggage.



### Story Activity #1

[Repeating the story] Nick stayed in Kampot for one week, and is leaving today. His check-out time is in thirty minutes, but he wants go to the Old Market for lunch. Nick asks the front desk receptionist, Mr. Sok, if he can leave his luggage at the hotel after he checks out.

Mr. Sok takes Nick's luggage, and offers to arrange a taxi to take Nick to his next destination. Nick already bought his bus ticket to Sihanoukville, so he does not need a taxi. Instead, Nick asks Mr. Sok to call him a tuk tuk to take him to the Kampot Bus Station.

After lunch, Nick returns to the guesthouse to get his luggage.

From the story, read the statement below and determine if it is True or False. Write "True" if the statement is correct. If False, write the correct statement in a full sentence.

Statement	True or False
Mr. Sok visited Kampot for one week.	
Nick keeps his luggage in the room and takes tuk tuk to the Old Market for lunch.	
Nick is flying to Sihanoukville.	
Mr. Sok takes Nick to the bus station.	

### Story Activity #2

From the story, answer the questions in a full sentence in the space below.

**Question:** Where is Nick's next destination?

**Answer:** \_\_\_\_\_

**Question:** How is Nick getting to his next destination?

**Answer:** \_\_\_\_\_

**Question:** What did Mr. Sok offer to do for Nick when he was checking out? What did Nick end up asking him to do?

**Answer:** \_\_\_\_\_

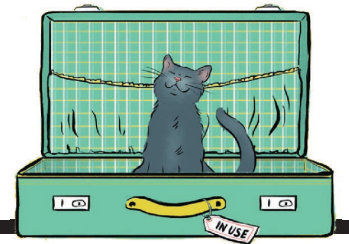
**Question:** Why does Nick ask to leave his luggage at the Guesthouse?

**Answer:** \_\_\_\_\_



## Section C: Conversation

Listen to your teacher and repeat. Pick a student to practice reading the conversation together. One of you can be **Mr. Sok** and the other can be **Nick**. If you don't understand the conversation, ask your teacher for help.



Hello, I am checking out today.  
 Here is the room key.

Hello Mr. Smith. Please give me a few minutes to help you check out. Did you enjoy your stay at the guesthouse?

Yes, I did, thank you. This place is very quiet and beautiful. I want to go to the Old Market for lunch before I leave. Can I leave my luggage with you and come back?

Yes, no problem. I will put your luggage away until you come back. Where is your next destination, Mr. Smith?

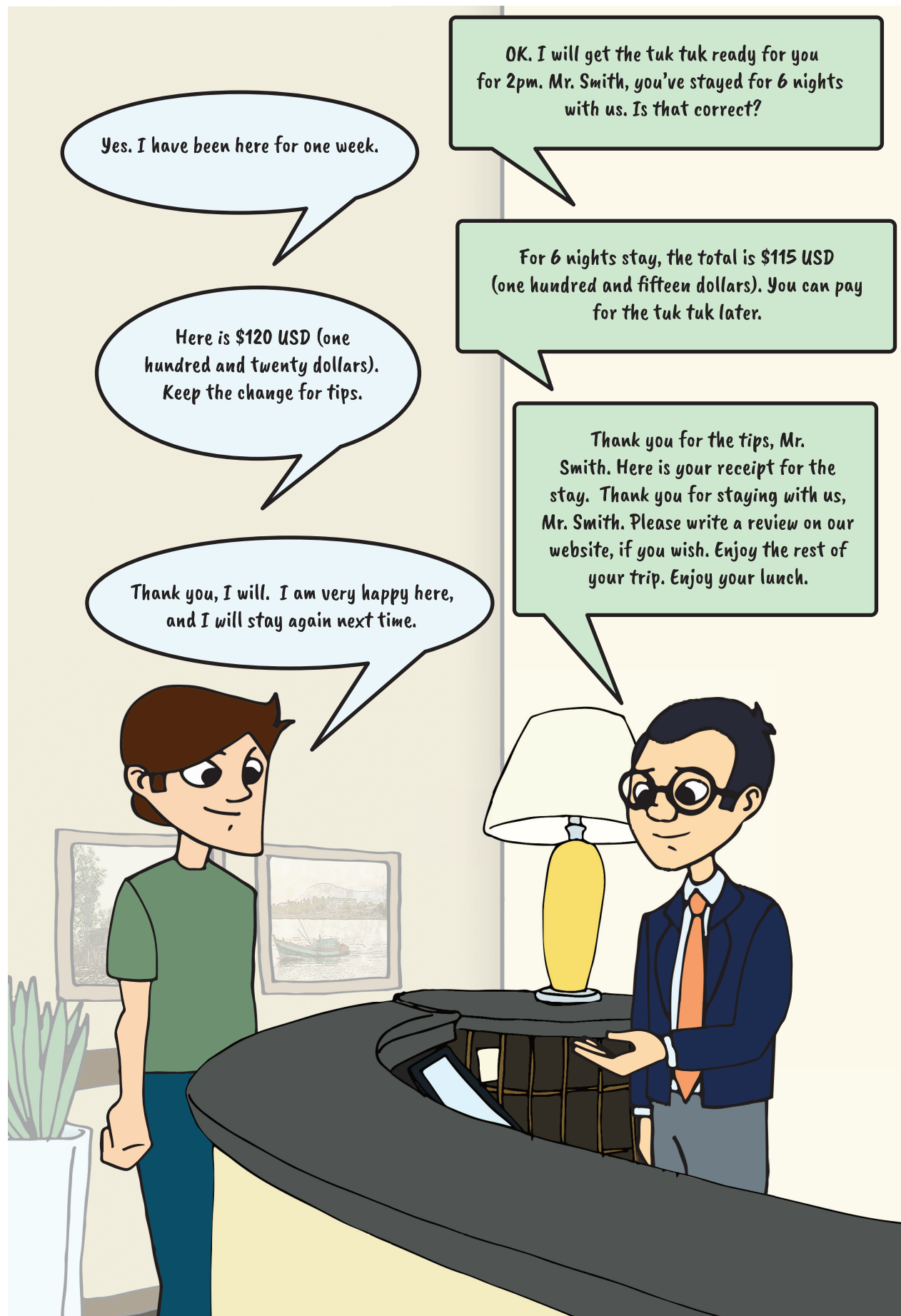
I am going to Sihanoukville next.

Do you need to arrange a taxi ride to Sihanoukville?

No, I already bought my bus ticket, but could you help me get a tuk tuk to the Kampot Bus Station?

Yes, Mr. Smith. What time would you like to leave?

Please have the tuk tuk arrive at 2pm.





## Conversation Activity #1

Match the correct conversations between the **Guest** and the **Front Desk Manager**. Write the missing conversation sentences that the Front Desk Manager would say. Share with the class.



Guest	Front Desk Manager
I am checking out today.	I'm sorry sir, we don't accept credit cards. We accept cash. There is bank machine across the street if you need to withdraw money.
Can I extend my stay for another day?	Yes sir. Can I have your room key?
I am checking out early because this guesthouse is too noisy. I want a refund.	I'm sorry sir, we have no more room available tomorrow. I can call another guesthouse if you wish.
You can charge the room cost to my credit card.	Yes you can, we have the same room available. Do you want to keep your room or choose another room?
I will go to Kep today and I will come back Friday for one more night. Can I book the room for Friday?	I am sorry about the noise sir. We will charge you only for the one night that you stayed.
Can I get a tuk tuk to take me to Kep?	
How far is the bus station from here?	
Where can I give some feedback about this guesthouse?	

## Conversation Activity #2

Read the story below and write the conversation sentences between Nick and Mr. Sok, based on the details from the story below.

**Nick** should check-out today, but he wants to stay in Kampot for one more week. Nick had a room with a fan, but the guesthouse only has available rooms with aircon. Nick asks how much the aircon room costs. **Mr. Sok** will give Nick the aircon room for the same price, even though the room is more expensive. Nick is very happy and offers to write a great review for the guesthouse.

Mr Sok asks if Nick needs the motorbike for another week. Instead, Nick wants to hire a tuk tuk driver to go further. Mr. Sok will arrange his friend **Dara** to be Nick's tuk tuk driver.





