

Show our visitor around

LESSON A | Suggest places and explain your choices.

1 Look and choose. Which place would you enjoy? Tell a partner why.



Town Museum

Local history · £6 per person

Visit: 60 minutes · Open until 5 p.m.



Riverside Park

Space to talk · Free

Walk: 45 minutes · Open all afternoon



Town Library

Local photos · Free · Speak quietly

Visit: 30 minutes · Closes at 2 p.m.



Station Café

Space to talk · Drink and snack: £5

Visit: 30 minutes · Open until 4 p.m.

All places and prices in this lesson are fictional. Each place is open from 1 p.m.

2 Complete the conversation

Use **could** · **I'd** · **because**. Then read it with a partner.

A: What can we do with our visitor?

B: We _____ visit the museum.

A: _____ choose the café _____ we can talk there.

Useful language

could + verb = a suggestion: We could visit the museum.

I'd (= I would) + verb = my choice: I'd choose the park. Give a reason with **because**.

Make the afternoon work

LESSON A | Agree a plan, then adapt it.

Your visitor

Your visitor wants to learn about the town and have time to talk. Meet at the station at **1 p.m.** and return there by **4 p.m.** Budget: **£12 per person.** Rain is possible. Allow **10 minutes for each journey:** station → first place → second place → station.

3 Choose two places together

- Work in pairs. Each suggest two places from page 1 and explain why.
- Agree two places in order. Check the opening times, visit lengths, travel and cost.
- If you choose the park, choose an indoor alternative for rain. Check that it also fits.

Our plan (arrival and leaving times)

First place: _____ From _____ to _____

Second place: _____ From _____ to _____

Back at the station: _____ Total cost per person: _____

Why it suits our visitor: _____

Rain plan: _____

4 A different visitor

Choose **one** card below. Keep the original visitor's wishes, then add this new detail. Change your plan if necessary. Tell another pair or your teacher what you agreed.

A · More time outside

The visitor wants one outdoor activity if it stays dry.

B · A smaller budget

The visitor can spend only £6 per person.

C · An earlier train

You must be back at the station by 2:30 p.m.

Listeners: ask one question. Check the cost, the travel or the rain plan.

5 Where would you take us?

Choose two questions. Ask a follow-up question about each answer.

- Which local place do visitors often miss? What is special about it?
- Do you prefer a planned day out or deciding as you go? Why?
- What makes a day out enjoyable for people with different interests?

Follow up: What can you do there? / When did you last go? / What would you avoid?

Our booking has changed

LESSON B | Read the message and ask for missing information.

1 Before you read. A tour is cancelled. What would you need to know next?

MAIL

Inbox / Museum bookings

From: Museum bookings <bookings@townmuseum.example>

To: You

Subject: Your Saturday tour - change of booking

Hi,

Our museum tour on **Saturday at 2 p.m.** has been cancelled. We can offer **Sunday at 11 a.m.** instead. Please tell us by **Friday at 5 p.m.** whether you want the new time or a refund. Your booking is for **four people**. The price stays the same.

Thanks,

Museum team

2 Check what you know

Read the email. Complete the notes, then compare with a partner.

- Cancelled day and time: _____
- New day and time: _____
- Last day and time to reply: _____
- Choose: a new time or _____ Group size: _____
- Is the tour longer or shorter than an hour? **We know / We need to ask**

3 Ask a polite question

Direct: How long **does the tour last?**

Polite: Could you tell us how long **the tour lasts?**

After **Could you tell us ...**, put the subject before the verb, as in a statement.

Keep the question word. Do not use **do / does / did** to make this part a question.

Choose the correct ending.

a. Could you tell us when **does it start / it starts?**

b. Could you tell us where **we meet / do we meet?**

c. Change this question: How much does it cost?

Could you tell us _____?

Reply, check and speak

LESSON B | Confirm the details and solve another change.

4 Send a clear reply

All four people can attend on Sunday at 11 a.m. Accept the new time. Confirm the **day, time and number of people**. Ask how long the tour lasts so you can plan the rest of your day. Write a short email.

To: Museum bookings

Subject: Re: Your Saturday tour - change of booking

Help if needed: Thank you for ... / Sunday ... / Please confirm ... / Could you tell us ...?

Partner check: Is every detail correct? Is the question word order correct?
Suggest one improvement, then make it.

5 Another change - make a phone call

A: read card A. B: read card B. Cover the other card.

A explains the change. B accepts and asks a question. A answers and confirms.

A · Art workshop

Cancel: Saturday at 10 a.m.

Offer: Monday at 6 p.m., for 2 people.

Reply deadline: Sunday at noon.

Room: 3. Price stays the same.

B · Customer

You booked for 2 people.

You can both attend on Monday.

Accept and confirm the details.

Ask which room the workshop is in.

Swap roles. New customer: Monday is impossible; ask for a refund.

Staff member: offer a full refund to the same bank card within 5 working days.

6 When plans change

Choose two questions and ask for details or an example.

- When would you accept a new booking time? When would you want a refund?
- A friend is late. How long would you wait, and what would you say?
- What makes a helpful message when someone changes a plan?