



Scheduling and Getting a Wake-up Call

**Warm Up**

1. What is a wake-up call? _____
2. When would you make a wake-up request? _____
3. Have you ever scheduled a wake-up call? _____
4. Do you always wake up on time? _____

VOCABULARY CHECK - Matching

Match the vocabulary in the left column to the definitions in the right column. Notice how some of the words and their definitions change depending on the part of speech and punctuation. Next to each word, write the word's part of speech (noun, adjective, or verb).

- | | |
|-------------------|---|
| 1. schedule _____ | A. arrange, set up |
| 2. wake up _____ | B. sleep; relaxation; a state in which the body does move |
| 3. call _____ | C. awaken from sleep |
| 4. wake-up _____ | D. period; duration; how long something lasts |
| 5. rest _____ | E. a type of phone call that serves to wake a hotel sleeper |
| 6. time _____ | F. on schedule, at the arranged hour |
| 7. on time _____ | G. a summons made with the voice; often made by phone |
| 8. aim _____ | H. hope; plan; aspire |
| 9. prompt _____ | I. completed at the appointed time |

**DIALOGUE - Scheduling and Getting a Wake-up Call****Dialogue 1**

Hotel Operator: Good evening. How can I help you?

Dr. Brinkerman: I'd like to schedule a wake-up call.

Hotel Operator: Yes, sir. For what time?

Dr. Brinkerman: 6 a.m.

Hotel Operator: What is your room number?

Dr. Brinkerman: I am in Room 1201.

Hotel Operator: We'll call Room 1201 at 6 a.m. Have a good night's rest.

Dr. Brinkerman: Thank you for arranging the call.

**Dialogue 2**

Dr. Brinkerman: Hello?

Hotel Operator: Good morning, Dr. Brinkerman.

Dr. Brinkerman: Yes, good morning.

Hotel Operator: This is your 6 a.m. wake-up call.

Dr. Brinkerman: It's right on time.

Hotel Operator: Yes, sir. We aim to be prompt.

Have a great day!

Dr. Brinkerman: Thank you for the call.



**VOCABULARY CHECK - Fill in the Blank**

Read the sentences. Chose the phrase from the list below that best completes the sentence.

*get a good night's rest**aims to please**schedule a wake-up call**be on time**be prompt*

1. Ms. Anderman is a teacher. She needs to _____ to start class.
2. Ms. Anderman did not sleep well last night because she was writing lesson plans for her students. She hopes to _____ tonight.
3. She doesn't live in a hotel so she can't _____; therefore, she will set an alarm so she won't miss class tomorrow.
4. She _____ her students by teaching them how to communicate in English.
5. She encourages her students to _____; it's important to remain in your seat when class starts and turn your homework in when it is due.

DIALOGUE COMPREHENSION

Read the 'Scheduling and Getting a Wake-up Call' dialogue with your class or in pairs, then answer these comprehension questions.

1. What time does Dr. Brinkerman need to wake up? _____
2. Who does he call? _____
3. What phone number does he use? _____
4. What information does he need to give the hotel employee? _____
5. Is the call on time? _____



CONVERSATION STARTER

Work with a partner. Look at the pictures and decide together what is happening in the picture. Talk about what part of the dialogue could be matched with each picture.

Dialing "0" for Wake-Up call



Deciding on Wake-Up time

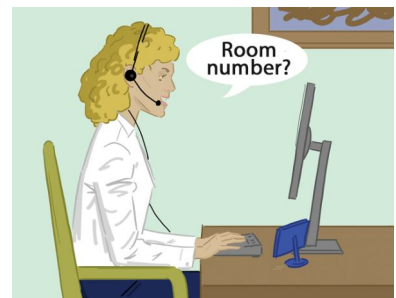


Checking room number





Wake-Up time



Room number



CONVERSATION STARTER - Continued

Initiating a Wake-Up call



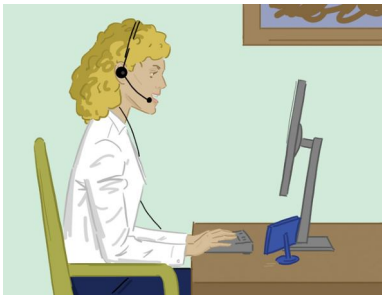
0





Answering the phone call

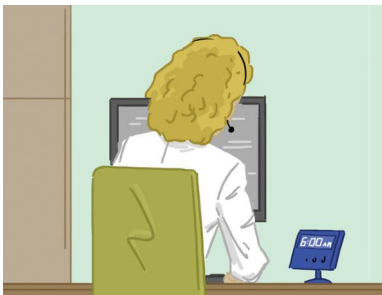
Notifying a Wake-Up call





Confirming the time

Finishing the Wake-Up call



**DIALOGUE BUILDING**

Look at the sentences from the dialogues. Fill in the blanks with the word used in the dialogue or a word close in meaning. On the lines before each sentence, write “Scheduling” before sentences that are from the first part of the dialogue and “Getting” before parts of the dialogue describing receiving a wake-up call.

1. _____: It's right on _____.
2. _____: Good evening. How can I _____ you?
3. _____: Yes, sir. We _____ to be prompt. Have a great day!
4. _____: I'd like to schedule a _____ call.
5. _____: This is your 6 a.m. wake-up _____.
6. _____: Hello?
7. _____: What is your _____ number?
8. _____: 6 a.m.
9. _____: Thank you for the call.
10. _____: I am in _____ 1201.
11. _____: Yes, good morning.
12. _____: Thank you for _____ the call.
13. _____: Good morning, Dr. Brinkerman.
14. _____: Yes, sir. For what _____?
15. _____: We'll call Room 1201 at 6 a.m. Have a good night's _____.

DIALOGUE PRACTICE

With a partner, put the sentences from the activity in order. You should have two complete mini-dialogues. Practice reading them both. Reverse roles. Practice for intonation, pronunciation, and elision.

**WRITING PRACTICE**

Work with a partner. Using the dialogue as a guide, add new sentences to the dialogues by answering these questions or adapting to different situations. You should use your imagination! You can have Dr. Brinkerman and the operator say what you want!

EXAMPLE

Why is Dr. Brinkerman arranging a wake-up call?

Dr. Brinkerman: I need to arrange a wake-up call because I have a flight to catch at the airport.

OR

Dr. Brinkerman: I need to arrange a wake-up call so I don't miss my meeting tomorrow at the hospital.

1. Why does Dr. Brinkerman need to wake-up at 6 a.m.? _____

2. Why is he using the hotel's wake-up call service? _____

3. Is he satisfied with the wake-up call service? _____

4. What if the operator wants to know his name? _____

5. What if Dr. Brinkerman doesn't want to get up until 10 a.m.? _____

6. What is the operator's name? _____
7. What if the operator's call is late? _____

**DIALOGUE PRACTICE**

Using the newly formed sentences from the “Writing Practice” exercise on the previous page create new dialogues and write them down below. Practice reading the new dialogues. Perform one of your new, creative dialogues for the class.

DIALOGUE 1**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____***DIALOGUE 2****Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____**Hotel Operator:** _____*Hotel Guest:* _____