

Lesson 2: Gym Receptionist

Dialogue – Answering to questions

First, read the following dialogue out loud with your tutor, then switch roles and try again.

Jake: Hello!

Jane: Hello! Welcome to “Focus gymnastics.” *How may I help you?*

Jake: I would like some information.

Jane: Of course!

Jake: I would like to know when I can use the tennis court.

Jane: Tennis courts are open every day, from 8:00 in the morning until 19:00 in the afternoon. You can *reserve* a court here *in person* or by telephone, or online through our website. *Availability varies*, so make sure to *book* one at least 2 days before the date you want it.

Jake: Hmm, I see. And what else do you offer?

Jane: Our facilities have a beauty spa and a massage service at the first floor. Besides the gym, at the ground floor, you can find an Olympic size swimming pool, as well as a café and a restaurant.

Jake: Impressive.

Jane: Thank you.

Jake: How can I pay?

Jane: You can pay in two different ways. One way is in *cash*, and the other, with a card. If you decide to pay with a card, then you can *pay the enrollment fee in 5 installments*.

Jake: Well, I prefer to pay in cash.

Jane: Very well.

Vocabulary and Expressions

Make sentences with each word or expression and write them down to your notebook.

How may I help you?	A polite Way to Say "How Can I Help You?"
reserve	(v) arrange for (a room, seat, ticket, etc.) to be kept for the use of a particular person. <i>"a place was reserved for her in the front row"</i>
in person	with the personal presence or action of the individual specified. <i>"he had to pick up his order in person"</i>
availability	the state of being otherwise unoccupied; freedom to do something. <i>"they enquired as to my availability for a game the following evening"</i>
Varies	(v) Third person of vary - differ in size, amount, degree, or nature from something else of the same general class. <i>"the properties vary in price"</i>
Book	(v) reserve (accommodation, a place, etc.); buy (a ticket) in advance. <i>"I have booked a table at the Swan"</i>
cash	(n) money in coins or notes, as distinct from cheques, money orders, or credit. <i>"Paying in cash is the best way to protect your privacy"</i>
Pay in installments	Expression - COMMERCE, FINANCE one of a series of regular payments of a loan, debt, etc., or the system of making regular payments: <i>There is no extra fee for this type of installment payment.</i>

Task 1

Scenario a: You want to enroll at a Gym

You want to enroll at a gym and you need to get some information about the services they offer. Here are some of the things you need think about.

Sport you want to practice:

Days of the week: _____ **Time:** _____

Need personal coach?: Yes / No

You also want to know about:

- Timetable of the sport you choose
- Additional facilities
- Payment
- Others

Scenario b: You work at a Gym

You work at a gym and some new people want to become new members. - Think about the information you can offer.

Price of enrollment: _____ (a one-time fee: Yes / No)

Price of the subscription: _____ per month _____ per year

Services provided by the gym:

- **Exercise machines:** Yes / No
- **Free weights:** Yes / No
- **Sports that can be practiced:** _____

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- **Pool:** Indoor/Outdoor
- **Personal trainer service:** Yes / No
- **Additional facilities:**
 - **Free parking:** Yes / No
 - **Individual showers:** Yes / No
 - **Bar / Restaurant:** Yes / No
 - **Other:**

Timetable

Create a timetable based on your answers in scenario b. You can always use the actual timetable of the gym you are working at, and then practice the conversation.

Time	Monday	Tuesday	Wednesday	Friday	Saturday	Sunday

Conversation

Use the following questions as a guideline to form an interesting conversation with your tutor. Feel free to diverge from these suggestions if anything interesting comes up.

- What kind of sports can members practice?
- Which way of working out is best? Using free weights or exercise machines? Why?
- Do you offer different training programs? Which one should I follow?
- How do I pay? Cash or credit card?