

Asking for information: at the museum

- 1 (2.05) Read and listen to the dialogue. Where does the dialogue take place?



Emma Hi. I wonder if you could help me.
Information officer Sure. What would you like to know?
 Emma Can you tell me where I can leave my **backpack**?
Officer Yes, the **checkroom** is right here behind me.
 Emma Great. Do I have to leave my **purse** there as well?
Officer No, you can take that into the museum with you.
 Emma Thanks. Would you mind telling me which floor the Picasso paintings are on?
Officer Yes, you need to take the **elevator** to the fifth floor.
 Emma Do you know if there's a long **line** at the moment?
Officer Yes, the exhibition is quite full right now. You might prefer to go down to the theatre and see the **movie** about the artist first.
 Emma Right, thanks. May I ask you where the **restroom** is?
Officer There's one on every floor behind the escalator.
 Emma Thanks. And one last question. Could you tell me what time the gift **store** closes?
Officer It closes at the same time as the museum, at 5.30.
 Emma Thank you so much for your help.
Officer My pleasure.

- 2 Read the dialogue again and match the American English words in **bold** with the British English words below.

- | | | | |
|------------|-------|-------------|-------|
| 1 lift | _____ | 5 handbag | _____ |
| 2 queue | _____ | 6 cloakroom | _____ |
| 3 rucksack | _____ | 7 film | _____ |
| 4 toilet | _____ | 8 shop | _____ |

- 3 Read the dialogue aloud with a partner, replacing the American English words with the British English words.

LOOK OUT!

Indirect questions

We sometimes use indirect questions when we want to sound more polite. Indirect questions can start with *Can you tell me ...? Could you tell me ...? Do you know ...? May I ask ...? or Would you mind telling me ...?* The word order and verb forms in an indirect question are the same as in an affirmative sentence.

- 4 (2.06) Read the *Look out!* box and find five indirect questions in the dialogue. Listen and repeat the indirect questions in the dialogue.

- 5 (2.07) Listen to four phone calls. What do the speakers ask about?

- | | |
|------------------|-------------------------|
| a dining options | d temporary exhibitions |
| b opening hours | e admission fee |
| c group discount | f advance bookings |

- 6 (2.07) Listen again to the dialogues. Answer the questions.

Dialogue 1

When does the Kentridge exhibition finish?

Dialogue 2

What are the two ways to book tickets for MoMA?

Dialogue 3

Why doesn't the speaker get a group discount?

Dialogue 4

Where does the speaker decide to have lunch?

- 7 Work in pairs. Look at the information in the brochure and the example conversation below. Then practice the scenarios in the table. Use indirect questions to make the questions more polite.

Opening hours		Admission	
Sunday	10.30 a.m.–5.30 p.m.	Adults	\$20
Monday	10.30 a.m.–5.30 p.m.	Seniors (65 and over with ID)	\$16
Tuesday	closed	Students (full-time with current ID)	\$12
Wednesday	10.30 a.m.–2 p.m.	Children (16 and under)	free
Thursday	8.00 a.m.–5.30 p.m.		
Friday	10.30 a.m.–8.00 p.m.	Group discount for more than 6 people	
Saturday	10.30 a.m.–5.30 p.m.		
Restaurant open 12.30 p.m.–8 p.m. Café open 10.30 p.m.–5 p.m. <i>Advance bookings by phone only</i>			

- A Hello! I'd like to visit the museum on Thursday. Could you tell me when the museum is open?
 B We're open from 8 a.m. until 5.30 p.m. on Thursday. May I ask how many of you there are?
 A There are four of us. Three adults and one child. Would you mind telling me how much tickets cost?
 B They cost \$20 for an adult, and children under 16 can visit for free.
 A Wonderful. Is it possible to eat at the museum?
 B Certainly. We have a café and a restaurant in the museum.
 A Lovely, the café sounds great.
 B You can book in advance if you like?
 A No, thank you. We'll buy our tickets when we arrive.

	Day	Visitors	Eating	Advance booking
1	Thursday	3 adults and 1 child	Café	No
2	Friday	2 students – 1 with ID	No	Yes
3	Monday	A group of 7 people	Restaurant	Yes

- 8 Make up a dialogue of your own. Act it out to the class.

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