IML – AT A HOTEL

NAME:
DATE:

Choose the correct answer.

1. **What is a bell boy?**
   a. A boy who sounds like a bell.
   b. Someone who carries your bags to your hotel room.
   c. A boy who serves you food.

2. **What is another name for concierge?**
   a. Receptionist
   b. Doorman
   c. Porter

3. **What is the opposite of check-in?**
   a. check-out
   b. check-off
   c. check-on

4. **Another name for two single beds is …**
   a. bunk beds
   b. two beds
   c. twin beds

5. **If you want to make a reservation you should call …**
   a. the police
   b. the bartender
   c. the receptionist

6. **The selection of your alcoholic drinks in your room is called …**
   a. the mini-drinks
   b. the mini-bar
   c. the mini-bottles

7. **When you make a reservation you need to leave a …**
   a. invoice
   b. deposit
   c. tip

8. **If you want a meal from the hotel delivered to your room, you ask for …**
   a. room service
   b. the chef
   c. the kitchen

9. **When you are not ready to check out early in the morning, you can request a …**
   a. later check-out
   b. late check-out
   c. extended check-out

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10. A standard breakfast, consisting usually of cereal and toast with jam is referred to as …

a. an English breakfast
b. an American breakfast
c. a continental breakfast

11. **Sometimes a hotel offers a transportation service to and from the airport. It is called …**

a. aero service
b. taxi service
c. shuttle service

12. The main entrance of a hotel is called …

a. the lobby
b. the pool
c. the big hall

13. The people that clean your room are called …

a. tidiers
b. nannies
c. maids

14. Some more up-market hotels offer a car-parking service. This is called …

a. valet
b. park service
c. car porters

15. In some circumstances the hotel offers you a more expensive room for the same price as a standard room. This is called …

a. a raise
b. an up-grade
c. an elevation

16. In many countries porters expect a … when they serve you.

a. tip
b. a pat on the back
c. a kiss

17. What is an example of a tip?

a. turn the light off
b. three dollars
c. four hours

18. If you specifically request a room where no smoking is permitted, you ask for a … room.

a. anti-smoking
b. stop-smoking
c. non-smoking

19. Many hotels take a copy of your … details when you check-in.

a. personification
b. credit card
c. waist size

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20. You can usually store your valuable items in the hotel …

a. cloakroom
b. safe
c. register

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