

UNIT 3

READING

A Read the quotes. Write the letter under the person who said it.

a hotel employee	a hotel guest

A "Is the restaurant still open?"

B "Would you like to put this on your credit card?"

C "I need to go to the airport."

D "Hello. I'd like to check in, please."

E "I'll call the bellman to come give you a hand with your luggage."

F "Was your stay satisfactory?"

G "Would you like to check out?"

H "I need some extra towels, please."

B Choose the best word to complete each sentence.

- The website lists the hotel picks for New York City.
A under B over C top D floor
- The Plaza Hotel has office staff on every floor.
A non-smoking B attentive C expensive D important
- This hotel is two blocks the subway.
A from B next to C on D in
- Yotel offers electronic check in and robot bell
A location B service C massage D shuttle
- Super-strong service makes connecting to the Internet fast and headache free.
A room B bell C wake-up D Wi-Fi
- At Yotel, enjoy hanging at New York's largest roof garden.
A with B out C in D under
- The friendly, helpful staff will make your stay an experience you won't
A remember B like C notice D forget
- Hotel Pennsylvania welcomes, which is convenient for guests who travel with their cat or dog.
A children B smokers C people D pets

LISTENING

A ▶2.05 Listen to each statement. Choose the one that goes with the picture.



1 A B C D



2 A B C D



3 A B C D

SORRY WE'RE CLOSED		
BUSINESS HOURS		
	A.M.	P.M.
MONDAY	9: 30	6: 00
TUESDAY	9: 30	6: 00
WEDNESDAY	9: 30	6: 00
THURSDAY	9: 30	7: 00
FRIDAY	9: 30	6: 00
SATURDAY	9: 30	6: 30
SUNDAY	CLOSED	

4 A B C D

B ▶2.06 Listen to the statement or question. Choose the letter of the correct response.

1 A B C

6 A B C

2 A B C

7 A B C

3 A B C

8 A B C

4 A B C

9 A B C

5 A B C

10 A B C