REVISION

UNIT 1: DEALING WITH REQUESTS

III. LISTENING

Task 1: David is responsible for room service orders. Listen to his conversations and answer the questions with NO MORE THAN THREE WORDS OR A NUMBER.

1. What kind of breakfast does the guest order?
2. What kind of coffee does the guest want?
3. How quickly will the guest get her breakfast?
4. Which room is the guest in?
5. What does the guest do at the end?

Task 2: Listen to a conversation between a guest and room service staff. Complete the table below with NO MORE THAN TWO WORDS OR A NUMBER.

ROOM SERVICE	
Guest:	Mark Jones
Room number:	**(6)** _____
Order:	dinner for two
Starter:	- one shrimp salad - one grapefruit **(7)** _____
Main course:	- one salmon fillet - one **(8)** _____
Dessert:	an apple pie
Drink:	a bottle of **(9)** _____
Delivery time:	

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	at **(10)** _____

IV. READING

Task 1: Read the text and fill in the gaps with NO MORE THAN TWO WORDS.

A good hotel needs to be able to meet all of its guests' needs. However, a guest's needs can be as variable as the guests themselves. Some guests want to be able to do business on the road. Others want to be royally pampered and not have to lift a finger. It's not an easy task to supply everyone with the perfect hotel experience.

One thing that every hotel worth its salt should provide, however, is complimentary toiletries. They can mean a world of difference to any traveler. For one, it means you can save space in your luggage, and it means free goodies to take home at the end of the trip! A safe and a mini-bar are also hotel-room staples. You should always keep your valuables under lock and key in the safe. Before you raid the minibar for drinks and snacks, remember: they aren't free! That goes for room service as well. If you order, just know that you'll get a big bill when you check out.

If you need to make a call, you can use the phone in your room. Most hotel phones operate under the same system. To call another room in the same hotel, simply dial the room number. To call a number outside the hotel, first dial for an outside line (usually 9 or 0), then dial the number you want to call. If you want to make a long-distance call, on the other hand, you'll have to contact reception. They will act as an operator and place the call on your behalf.

11. It is hard for the hotel to give every guest perfect experience because of their _____ needs.

12. Providing _____ can help guests save some space in their luggage.

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13. Guests can keep money and important documents in _____ available in their rooms.

14. Payment for stuff in the mini-bar or ordered from room service is delayed until guests _____.

15. The receptionist will act as an operator to help guests have a _____.

Task 2: Read the text and complete the sentences with NO MORE THAN TWO WORDS.

Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, bungalows and roulettes. If DIY yourself is your style, bring your own tents or roulettes. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.

Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainment, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.

Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

16. The Mountain View Camping Ground is for tourists who choose to keep away from _____.

17. The _____ have a look of an area between mountains, Hampson Valley.

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18. For accommodation, guests can bring with them tents, roulettes or they can rent _____.

19. Thanks to _____ provided, guests find their staying comfortable and can even cook for themselves.

20. Mountain View offers all kinds of _____ besides the inspiring views.

21. Tourists can try the local cuisine in _____, a village which is just 10 minutes by car.

V. WRITING

Make complete sentences based on the given words/ phrases. Choose the best option A, B, C or D

22. I / would like / sweater/ wash/ hand/ cold water.

A. I would like my sweater wash for hand with cold water.

B. I would like my sweater washed by hand in cold water.

C. I would like my sweater washing with hand in cold water.

D. I would like my sweater to wash in hand in cold water.

23. I /need /glass/ orange juice/ apple pie.

A. I need a glass with orange juice and one apple pie.

B. I need a glass of orange juice and an apple pie.

C. I need a glass for orange juice with an apple pie.

D. I need a glass in orange juice with one apple pie.

24. I/ would like / you / remove/ stain / jacket/ before /dry-clean.

A. I would like you remove the stain on my jacket before dry-cleaned.

B. I would like you removed the stain on my jacket before having dry-cleaned.

C. I would like you to remove the stain on my jacket before dry-cleaning.

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D. I would like you removing the stain on my jacket before dry-cleaned.

25. there/ anything else/ we/ do/ you?

A. Is there anything else we can do for you?

B. Are there anything else can we do for you?

C. Is there anything else can we do with you?

D. Are there anything else we do with you?

26. you/ have/ iron/ I / borrow?

A. Do you have an iron I can borrow?

B. Do you have an iron I borrow?

C. Can you have an iron do I borrow?

D. Can you have an iron should I borrow?

27. What /would like/ main course?

A. What would you like with the main course?

B. What would you like for the main course?

C. What you would like on the main course?

D. What you would like in the main course?

28. We/ supply /guests/ hair dryer/ complimentary toiletries/ bathroom.

A. We supply guests by a hair dryer and a lot complimentary toiletries in the bathroom.

B. We supply guests for a hair dryer and much complimentary toiletries in the bathroom.

C. We supply guests with a hair dryer and any complimentary toiletries in the bathroom.

D. We supply guests with a hair dryer and some complimentary toiletries in the bathroom.

29. you/ tell/ me/ what/ you/ need/ particular?

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A. Do you tell me what do you need for particular?

B. Could you tell me what did you need at particular?

C. Could you tell me what you need in particular?

D. Do you tell me what you needed on particular?

30. You/ send/ someone/ pick up/ laundry, /please?

A. Could you send someone pick up the laundry, please?

B. Could you send someone to pick up the laundry, please?

C. Could you send someone picking up the laundry, please?

D. Could you send someone and pick up the laundry, please?

31. We/ ensure/ bring/ laundry/ back/ before/ 6 p.m.

A. We ensure to bring your laundry back before 6 p.m.

B. We ensure bringing your laundry back before 6 p.m.

C. We ensure having bring your laundry back before 6 p.m.

D. We ensure have to bring your laundry back before 6 p.m.

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