

REVISION 1: VOCABULARY AND GRAMMAR
UNIT 1: HOTEL STAFF

PART 1: VOCABULARY

Task 1: Choose the correct word/ phrase to complete the conversation

deal	managers	take orders	deal with
responsible	servers	settle bills	

Lisa: My name is Lisa. I'm your captain here, which means I'll be (1) for your training in our restaurant.

Eric: Hi, Lisa. Nice to meet you. A captain sounds like a team leader to me. Can you tell me what captains do in their stations?

Lisa: Well, They assign duties to their (2)and make sure everything runs smoothly.

Eric: And what duties do servers do?

Lisa: Quite a lot. They (3)....., serve food and drinks, clear table, (4).....and (5).....with all kinds of requests from our guests.

Eric: And complaints?

Lisa: Yes. But we do such a super job that we almost never have to (6)..... those!

Task 2: Choose the best suitable word for each blank

1. She is a(an) _____ person. She is relaxed and happy to accept things without worrying or getting angry.

A. responsible B. easygoing C. notorious

2. The captain _____ with the problems at the reception counter.

A. deals B. dealing C. is dealed

3. I am afraid of meeting _____ guys. They are famous for criminals in this area.

A. easygoing B. responsible C. notorious

4. I often work _____ shift, from 3 pm to 12 at night.

A. day B. swing C. split

5. He is working here to learn and practice skills. He is a/an _____

A. apprentice B. young learner C. student

6. Bartenders are _____ for serving drinks at bars.

A. responsible B. easygoing C. notorious

7. My mother sometimes has to work _____ shift when she starts working in the morning, finishes at night and is at rest in the middle of the days.

A. day B. night C. split

8. Come to the _____ and check in!

A. reception counter B. desk C. hotel

9. _____ is the person who is mainly responsible for the meals in the restaurant.

A. captain B. head chef C. manager

10. This is the _____ of the bar. She takes orders, serves food, and prepares bills

A. sommelier B. host C. wine steward

11. She deals with calculation, money and bills. She is a _____.

A. sommelier B. cashier C. manager

12. I love the way the _____ makes wine.

A. sommelier B. bartender C. wine steward

Task 3: Complete the word or phrase basing on the first given letter.

1. T_____ plays an important role in helping the staff cooperate and offer great service to customers and guests.

2. Alison arrives at the hotel and goes to the front desk to c_____ i_____ and get the keycard.

3. Working as a h_____, Sarah cleans hotel rooms and make the bed for guests.

4. A f_____ d_____ c_____ deals with people arriving at or leaving a hotel.

5. B_____ transports the luggage from the car to the hotel room and back.

6. C_____ helps guests in the hotel by giving them information and arranging theatre tickets.

7. Hotel e_____ try to make sure that all the guests enjoy staying at the hotel.

8. The night auditor's job is to s_____ important guest information with the front desk clerk every morning.

9. The maintenance worker f_____ all problems with the rooms in the hotel.

10. The doorman stands at the hotel entrance and g_____ guests.

PART 2: GRAMMAR

Task 1: Complete the sentences with the correct form of the verbs. You must write do not/ does not instead of don't/ doesn't.

a. My brother (1) (work) _____ in a bar and (2) (serve) _____ drinks. He is a waiter.

b. As a concierge, Sarah (3) (respond) _____ to communications from guests, travel agents and (4) (give) _____ them information.

c. The bellhops (5) (welcome) _____ guests to the hotel and (6) (offer) _____ to help with luggage.

d. A front desk clerk (7) (not/ park) _____ cars for guests but supervises bellhops, doormen and (8) (deal) _____ with people arriving at or leaving a hotel.

Task 2: Choose the best answer A, B, C or D to complete the following sentences

1. As a bellhop, I _____ to make people feel welcome by smiling, using their names and offering to help them.

A. tried B. tries C. try

2. This man is a really good employee. He always _____ to carry the guests' bags to their rooms.

A. offers B. offer C. offering

3. The night auditor _____ important guest information with the front desk clerk every day.

A. share B. shares C. shared

4. When the guests want to know more about the city, I _____ them to speak to the concierge.

- A. tell B. tells C. told
5. The housekeepers _____ to change the curtains in every room every five days.
- A. had B. have C. has
6. Sharing the guest information with other _____ is a part of my duty.
- A. employ B. employment C. employees
7. The head chef _____ responsible for training the three new apprentices.
- A. are B. is C. was
8. At a hotel, there is a person who..... your car for you.
- A. park B. parks C. parked
9. Guests _____ need to carry their luggage to their rooms because the bellhop always helps with luggage.
- A. don't B. doesn't C. didn't
10. Bartenders sometimes _____ waiters serve drinks to customers.
- A. helped B. helps C. help

Task 3: Identify and correct the mistakes in the following sentences

1. A night auditor (A) is a person who handle (B) guests and financial (C) matters at (D) night.
2. I enjoy dealing (A) with people (B) to help them feel (C) at home - except the ones who is (D) rude.
3. Basically, I'm responsible for (A) making sure that the (B) hotel operate (C) smoothly and the guests feel happy (D).
4. I really (A) like help (B) people have a nice time (C) in my city, but it isn't an easy job (D).
5. A host greets customers (A) as they entered (B) a restaurant, shows (C) them to their seat and gives them (D) menus.
6. We had lots of (A) information about local entertainment (B) from the concierge (C) which always dresses (D) smartly.
7. I have to (A) check guests in and out of the hotel, to take (B) reservations, and (C) sort out problems (D).
8. Tom Stone has worked (A) in the Crown Plaza hotel as (B) a maintenance work (C) for two months (D).
9. For (A) two years, he has worked for the (B) Hilton, a hotel where (C) holds up to five hundred (D) guests at a time.
10. I felt (A) great when I see that my customers (B) enjoy the food (C) I cook, which (D) is the favorite part of my job.