



At the Hotel

Complete the sentences with words or expressions from the box.

You do not need to use all the words in the box. In some cases, more than one answer may be possible

adjoining rooms • airport transfer • ADSL connection • balcony • bar
business centre • cashier • check in • check-in time • check out
check-out time • coffee shop • conference centre • direct-dial telephone
emergency exit • en-suite • exchange / bureau de change • gift shop • gym
heated pool • honeymoon suite • housekeeping • key card • lift / elevator
lobby • minibar • non-residents • no smoking • pay-TV • (swimming) pool
Presidential suite • rack rate • reception • reception room • registration card
reservation • reservations department • residents • restaurant • room service
safe (noun) • safety deposit box • sauna • tariff
tea- and coffee-making facilities • vacancies • wireless connection

1. Our well-equipped _____ has everything for the busy executive, including a photocopier, full Internet facilities with _____, and _____ to keep you refreshed while you work.
2. If you would like some food brought to your hotel room, call _____, and if you need new towels or if you want your room cleaned, call _____.
3. The hotel provides a complimentary _____ for all guests, so you don't have to get a bus or taxi into town when you arrive.
4. If you arrive at a hotel and ask for a room, you usually have to pay the full _____, but you will probably get a discount if you make a _____ in advance, especially if there are a lot of _____ on the days you want to stay.
5. Would guests please note that the latest _____ is midday (12 o'clock) on the day they wish to leave.
6. Guests who have just got married might like to use the hotel's _____, although if they've really got lots of money, they could reserve the magnificent _____.
7. When you arrive at the hotel, go straight to the _____ to _____. They will ask you to fill in a _____ with your name, address and other information, and then they will give you a _____.



_____, which you need to get into your room. Take the _____ if your room is on a high floor.

8. My room's small, but there's a _____ full of drinks, chocolate and snacks (although I haven't dared to look at the _____!), a _____ where I can keep my passport and other valuables, a _____ so I can call my friends, and a _____ where I can stand outside and get a great view of the city. Oh, and there's _____ so I can watch a movie if I get bored.
9. The hotel's facilities, including the cocktail _____, the Michelin-starred _____ and the outdoor _____ (which is heated in the winter), can be used by both _____ (guests staying in the hotel) and _____ (people who are not staying in the hotel).