



A new hotel has opened in Japan. However, it's no ordinary hotel because some of the staff are robots.

As soon as you arrive, you are welcomed by a robot receptionist. After check-in, a robot porter will take your luggage to your room. And you won't need a key because the door to your room will recognize your face and will open automatically. Another robot is responsible for room service, although it can't change the sheets. And the robot concierge will give you information about meals and events, but it can't book theatre tickets or order a taxi. The hotel still needs people for its security and the cameras are watched by human security guards who make sure that everyone is safe.

The advantages for customers of using robots in hotels are that it is cheaper and more efficient. Japan is a pioneer in robotics and has used robots in industry for a long time. In the future, there are plans to develop more robots to do the work of human beings, such as jobs in hospital care or tourism.

**1 Read the text. Tick (✓) the best title.**

- 1 The future of tourism \_\_\_\_\_
- 2 Robots and work \_\_\_\_\_
- 3 Is this the future of hotels? \_\_\_\_\_

**2 Match the definitions to the underlined words in the text.**

- 1 the bags and suitcases people use when they travel \_\_\_\_\_
- 2 the people who work somewhere \_\_\_\_\_
- 3 someone who is the first to study and develop something \_\_\_\_\_
- 4 someone who carries people's bags in a hotel \_\_\_\_\_
- 5 someone in a hotel who helps guests by giving them information \_\_\_\_\_

**3 Which jobs do the robots do at the hotel? Put a tick (✓) or cross (✗) next to each job.**

- 1 carry people's bags \_\_\_\_\_
- 2 serve drinks and snacks \_\_\_\_\_
- 3 call taxis \_\_\_\_\_
- 4 tell you when breakfast is served \_\_\_\_\_
- 5 check the security cameras \_\_\_\_\_
- 6 make the beds \_\_\_\_\_
- 7 assist with check-in \_\_\_\_\_

**4 Answer the questions.**

- 1 What happens when guests walk into the hotel for the first time?  
They are \_\_\_\_\_
- 2 What happens when you stand outside the door to your room?  
It will \_\_\_\_\_
- 3 Is using robots in hotels good for customers? Why? / Why not?  
Because hotels are \_\_\_\_\_