

Name and Group: _____ Grade: _____

Look at the advertisement and answer the following questions

Grand Fiesta American Hotel is looking for receptionists in your region. The receptionists' duties will include

- Paperwork
- Dealing with guests
- Meeting clients at the airport
- Take phone messages
- Escorting their clients to the airport after their stay

The receptionists must:

- Speak English and French

Choose two duties that should not be part of the receptionists' job

1. _____
2. _____

Circle the phrase that sounds more polite and suitable for the client.

- | | |
|---------------------|-----------------|
| 3 What do you want? | May I help you? |
| 4. Yes | It's a pleasure |
| 5. Certainly | Obviously |

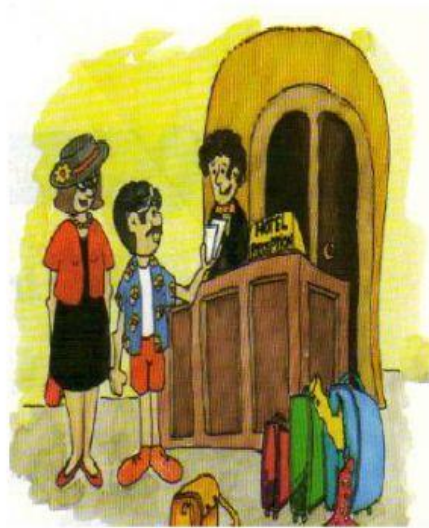
Answer the questions with logical answers

6. Could you tell me your name please?

7. How many people re there in your party?

Complete the conversation at the hotel:

Help you double ten how long
a room balcony hotel
eniov luaaaae



8. **Receptionist:** Can I _____ sir?
9. **Tourist:** Yes, please. I would like _____ with a bathroom.
10. **Receptionist:** A single room or a _____ room?
11. **Tourist:** A double room. With a balcony.
12. **Receptionist:** I have got a double room with a balcony.
13. **Tourist:** Perfect.
14. **Receptionist:** _____ are you staying?
15. **Tourist:** A week.
16. **Receptionist:** Alright sir. Your room is number _____. The porter is going to help you with the _____. Welcome to our _____. I hope you will _____ your stay.

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Word Bank		
Backpack	Toiletries	Insect Repellent
Camera Case	Money Belt	Tent
Map		
First-Aid Kit	Passport	Sleeping Bag
Sunscreen		Guidebook



Travel Items



11



12



10



8

9

3



1. I found a _____ in the park but there was no camera in it.
2. I put my belongings inside a _____ when I go on a long trek.
3. The policewoman made show her my _____ at the airport before leaving the country.
4. I always use a e-format _____ to be informed when I tour historical cities.
5. _____ is used to protect your skin from getting red.
6. Don't forget to bring a _____ because we've planned to go camping this weekend.

7. We are six people in the group. I think your _____ will be big enough to sleep in it.
8. There are a lot of mosquitoes at the lake so don't forget to take the _____.
9. Rick is bleeding. Please, where have you packed the _____?
10. A _____ is a safe place to keep my passport and my wallet.
11. Lucy, look at the address on Google the _____ to find the right underground station.
12. Soap, shampoo or toothpaste are some examples of _____.

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