

Explanation:

Part 1. Multiple Choice

40 items

20 marks

Part 1. Multiple Choice. (Choose the correct letter) (40 items with the 20 points marks)

Learning outcomes:

1. Select vocabulary, idioms and dialogue about hotel business.
2. Interactive dialogue on the reservation over the phone properly.

1.1 Hotel Reservation

R: hello Ashley Hotel.

C: Hello I'd like to make _____1_____ for 3 nights beginning March 6

R: _____2_____. What kind of room would you like?

C: I'd like a _____3_____. How much would that be?

R: A double room is \$42.00 _____4_____.

C: O.K. I'll take it.

R: _____5_____, please?

C: _____6_____ is Scott, nil and Susan.

R: And what time are you _____7_____?

C: We're planning _____8_____ around 8:00 in the evening.

R: Very well, mam. We'll have your _____9_____ for you.

C: OK. Thank you.

R: _____10_____ for calling Ashley Hotel.

1.

- a. Reservations
- b. Reserve
- c. Appointment
- d. Planning

4.

- a. A day
- b. A noon
- c. A night
- d. A week

7.

- a. Arrive
- b. Arrived
- c. Arriving
- d. Arise

2.

- a. Yes of course
- b. No I don't
- c. No problem
- d. No thanks

5.

- a. What is the name
- b. What is the place
- c. Which one
- d. What's that

8.

- a. Arrived
- b. Arriving
- c. Arrive
- d. Arise

3.

- a. Single room
- b. Twin room
- c. Double room
- d. Suite room

6.

- a. The name
- b. A name
- c. My name
- d. Our name

9.

- a. Ready
- b. Prepare
- c. Make
- d. Do

- 10.
- a. Thank you
 - b. Good bye
 - c. Be careful
 - d. No, thanks

1.2 Checking In

R: welcome to the Sheraton. ____11____?

C: I'd like to check in. I have a ____12____.

R: What's your name, please?

C: Phillip Mallow.

R: Yes Mr. Mallow. You requested a ____13____ for three nights, is that correct?

C: yes, could I have a room on the ____14____, away from the ice machine?

R: No problem. Do you prefer a smoking or ____15____?

C: Non-smoking please.

R: could you fill out the ____16____, please. Thank you. And will you be paying by cash or ____17____?

C: Cash, if you accept American dollars.

R: Of course, sir. If you require local currencies we can also ____18____ for you.

C: That's great, I do need some cash.

R: Your room is 1109. Here's your key. ____19____ at the Sheraton. If you require anything further, feel free to call the front desk. Would you like assistance with your bags?

C: No Thanks, I only have one ____20____.

- 11.
- a. Any question
 - b. May I help you
 - c. No, thanks
 - d. Yes, please

- 12.
- a. Reservation
 - b. Reservations
 - c. Reserve
 - d. Reserved

- 13.
- a. Twin room
 - b. Double room
 - c. Suite room
 - d. Single room

- 14.
- a. Lower floor
 - b. Middle floor
 - c. Single floor
 - d. Upper floor

- 15.
- a. Smoking
 - b. Non-smoking
 - c. Free-zone
 - d. Smoke free

- 16.
- a. Register form
 - b. Registration form
 - c. Fill-up form
 - d. Receiving form

- 17.
- a. Cash
 - b. Points
 - c. Cheque
 - d. Credit card

- 18.
- a. Exchange rate
 - b. Exchange card
 - c. Money changer
 - d. Exchange money

19.

- a. Enjoy your vacation
- b. Enjoy your stay
- c. Enjoy your trip
- d. Enjoy your travel

20

- a. I can do it
- b. I can manage
- c. I can carry
- d. I can stop

1.3 Hotel Service

Room service: Hello room service

C: Hello, ___21___ from 113. I would like to order dinner.

RS: What would you like to ___22___?

C: ___23___ the roast beef dinner, with mashed potatoes and green beans.

RS: Would you care for ___24___ with dinner?

C: ah, yes large glass of milk

RS: Any ___25___?

C: A dish of Vanilla ice cream

RS: Thank you. We'll bring it up in about thirty minutes.

21.

- a. Welcome
- b. My name
- c. I am
- d. I am calling

22.

- a. Pay
- b. Plan
- c. Out
- d. Order

23.

- a. I'd want
- b. I'd liked
- c. I wanted
- d. I'd like

24.

- a. Eating to lunch
- b. Something for breakfast
- c. Eating for dinner
- d. Something to drink

25.

- a. Any wants?
- b. Anything?
- c. Anywhere
- d. Any dessert

1.4 Checking out

R: ___26___. May I help you?

C: Yes, I'd like to ___27___ now. My name is Adams, room 312. Here's the key.

R: one moment, please, sir ___28___. Would you like to check and see if the amount is correct?

C: ___29___ the 14 pounds for?

R: That's for the ___30___ you made from your room.

C: Can I pay with ___31___ cheques?

R: ___32___. May I have your passport, please?

C: Here you are.

R: could you ___33___ each cheque here for me?

C: ___34___

R: Here are your ___35___ and your change, sir thank you.

C: Thank you. Good bye.

- 26.
- a. Good morning
 - b. Good afternoon
 - c. Good evening
 - d. Good night
- 27.
- a. Check in
 - b. Check out
 - c. Check up
 - d. Check down
- 28.
- a. Here's your paper
 - b. Here's your money
 - c. Here's your bill
 - d. Here's your list
- 29.
- a. Where's
 - b. When
 - c. Which
 - d. What's
- 30.
- a. Phone calls
 - b. Internet
 - c. WIFI
 - d. Food
- 31.
- a. Exchange
 - b. Traveler's
 - c. Cash
 - d. Credit card
- 32.
- a. Wait a moment
 - b. Yes of course
 - c. Certainly
 - d. Well thanks
- 33.
- a. Fill
 - b. Write
 - c. Read
 - d. Sign

- 34.
- a. Sure
 - b. Yes
 - c. Wait
 - d. Ok
- 35.
- a. Bill
 - b. Receipt
 - c. Change
 - d. Money

1.5 Useful words and Phrases

36. We're fully _____
- a. Loaded
 - b. Booked
 - c. Out
 - d. Stop
37. at the _____ desk
- a. Hotel
 - b. Office
 - c. Lobby
 - d. Front
38. Fill in the _____ form
- a. Book
 - b. Registration
 - c. Paper
 - d. Receipt
39. _____ a wake-up call at 7.00
- a. To call
 - b. To give
 - c. To get
 - d. To ask
40. _____ a taxi to the airport.
- a. To call
 - b. To get
 - c. To give
 - d. To ask

