

## WORD PRACTICE

### LISTENING COMPREHENSION



#### Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. (A) (B) (C) (D)

#### Part 2 Question-Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. (A) (B) (C)                      3. (A) (B) (C)

#### Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best answer.

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|--|---|
| <p>4. When must a customer notify the hotel?<br/>                 (A) When he wants to leave a deposit.<br/>                 (B) When he will check in early.<br/>                 (C) When he expects to return to the hotel.<br/>                 (D) When he wants to cancel a reservation.</p> | <p>6. What does the man tell the woman to do?<br/>                 (A) Telephone the customer.<br/>                 (B) Send the customer a bill.<br/>                 (C) Charge the customer extra.<br/>                 (D) Get the customer's credit card number.</p> |
| <p>5. How much in advance should the customer notify the hotel?<br/>                 (A) Two to four hours.<br/>                 (B) Four hours.<br/>                 (C) Twenty-four hours.<br/>                 (D) Forty-four hours.</p>  |   |

#### Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

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| <p>7. Who is the speaker addressing?<br/>                 (A) New hotel employees.<br/>                 (B) Regular hotel customers.<br/>                 (C) Experienced hotel managers.<br/>                 (D) Hotel chain owners.</p>             | <p>9. Where will the speaker take the listeners?<br/>                 (A) To the front door.<br/>                 (B) To the service entrance.<br/>                 (C) To the tour office.<br/>                 (D) To the dining room.</p> |
| <p>8. What is the goal of the hotel chain?<br/>                 (A) To get more customers.<br/>                 (B) To provide the best service.<br/>                 (C) To charge higher rates.<br/>                 (D) To hire more employees.</p> |  |

**READING****Part 5 Incomplete Sentences**

Choose the word that best completes the sentence.

10. We paid a lot of money for this room and we expect an \_\_\_\_\_ level of service.  
 (A) advance (C) advanced  
 (B) advances (D) advancing
11. Gladys \_\_\_\_\_ her reservation by calling in advance.  
 (A) confirmation (C) confirming  
 (B) confirmed (D) confirmative
12. The Chamber of Commerce had high \_\_\_\_\_ for the amount of business the new hotel would bring to the town.  
 (A) expectancy (C) expect  
 (B) expected (D) expectations
13. The hotel received the \_\_\_\_\_ of our early arrival and had everything ready for us.  
 (A) notified (C) notification  
 (B) notifies (D) notify
14. I expect the rate that I was \_\_\_\_\_ over the phone and I will not accept any changes.  
 (A) quoted (C) quotable  
 (B) quotation (D) quotes
15. Since we had made our \_\_\_\_\_ so far in advance, we saved considerably on the room rate.  
 (A) reserve (C) reserved  
 (B) reservation (D) reservable

**Part 6 Text Completion**

Welcome to the Springflower Radford Hotel. We are part of the Radford Hotel Group, one of the top hotel chains in the world.

Your comfort is important to us. When you check 16, please let us know if you will need any special services during your stay.

A 17 will clean your room daily and supply you with fresh linens. Please notify her if you need any extra supplies for your room.

The exercise room and pool are available for the use of all guests. Exercise classes are offered daily. Registration is required in 18. Please see the front desk clerk for more information.

You can book city tours through us. See the front desk clerk for a price quote. If you have already made a reservation for a city tour, we can confirm it for you.

Thank you for choosing a Radford Hotel. Have a pleasant stay.

16. (A) in (C) advancement  
 (B) out (D) advanced  
 (C) up (E) advancer  
 (D) for (F) advance
17. (A) manager  
 (B) server  
 (C) housekeeper  
 (D) janitor

## Part 7 Reading Comprehension

Questions 19–23 refer to the following two letters.

June 10, 20—

Gisela Fried  
Springflower Radford Hotel  
2857 King Street  
Hartsdale, WI

Dear Ms. Fried,

I am writing to let you know of the excellent service I received from your staff during my recent stay at the Springflower Radford Hotel. Although I had made an advance reservation for my stay, I had forgotten to confirm it. Thus, when I checked in at the hotel, there were no rooms available of the type I had wanted. Your kind and professional staff immediately found another, more luxurious, room for me. Although it was more expensive than the room I had reserved, they charged me the rate I had originally been quoted.

The excellent service continued throughout my stay and, indeed, exceeded my expectations. For example, the housekeeper cheerfully arrived to clean my room at 10:00 one evening after I had had problems with the bathtub overflowing. The staff at the front desk were always ready to answer my questions and were very helpful in assisting me to find my way around the city. All in all, my stay at the hotel was a very pleasant experience. I will certainly recommend this hotel to any of my friends who plan a visit to Hartsdale in the future.

Sincerely,

Andrew Wyatt

June 17, 20—

Andrew Wyatt  
23 North Cuttersville Road  
Creek Lake, MI

Dear Mr. Wyatt,

Thank you very much for your letter of June 10 notifying me of the fine service you received during your stay at the Springflower Radford Hotel. I am pleased to know that you had such a good experience as our guest. We at the Radford Hotel chain pride ourselves on the high quality of our service. As the hotel manager, I sometimes hear complaints about my staff, but it is just as important for me to hear about the fine work that they do.

I am enclosing a coupon for the hotel restaurant so that the next time you stay with us, you can enjoy a meal free of charge at the Springflower Restaurant.

Sincerely,

Gisela Fried

19. Why did Mr. Wyatt write the letter?  
 (A) To complain about the hotel.  
 (B) To ask for a rate quote.  
 (C) To reserve a room.  
 (D) To praise the hotel staff.
20. Who is Ms. Fried?  
 (A) A hotel guest.  
 (B) The hotel manager.  
 (C) A housekeeper.  
 (D) The front desk clerk.
21. What does Ms. Fried offer Mr. Wyatt?  
 (A) A free meal.  
 (B) A less expensive room.  
 (C) A recommendation.  
 (D) A job.
22. The word *rate* in the first letter, first paragraph, line 9 is closest in meaning to  
 (A) time  
 (B) place  
 (C) price  
 (D) speed
23. The word *notifying* in the second letter, first paragraph, line 2 is closest in meaning to  
 (A) advertising  
 (B) complaining  
 (C) informing  
 (D) scolding