

The screenshot shows a travel website with a navigation bar containing: HOME, Hotels, Flights, Restaurants, Things to do, More, and Write a review. Below the navigation bar is a table of reviews.

Author	Topic
Chris Roberts, Boston, USA	posted – 14.02.14 Before my flight home I had a few hours to kill and I checked in using the automatic service. The price was very reasonable and I was very impressed with the stylish interior of the rooms. I would recommend it to anyone who finds themselves waiting for a flight and doesn't have a problem with small spaces.
Stephanie, New Jersey, USA	posted – 11.01.14 Incredible what they can fit into seven square metres! A chance to shower and sleep off the jet lag after my overnight flight from New York. And good the other way, too. Many short-hop flights from continental Europe arrive in the UK late in the afternoon, leaving you stranded until the next day's flight to the US.
Sally Chatterley, Las Vegas, USA	posted – 29.08.13 This is great for airports where passengers have to change planes and perhaps wait for eight hours. It's certainly more comfortable than stretching out on a couch in the departure lounge. No windows but it's quiet and private, and within walking distance of the terminal building.

1) Read the text and find similar phrases / words for these definitions:

- a had nothing to do for a few hours had a few hours to kill
- b not expensive _____
- c the opposite of 'long-haul flights' _____
- d to be stuck somewhere _____
- e lying down _____

2) Room service / Listening:

Would you like	Good night	Will have it	Would you like
Anything else?	Could I have	'I'll have	

It is ten o'clock at night. A guest calls room service to ask for something. Complete the conversation below. Then listen and compare your answers.

- Room service** Room service. My name is Johan. Can I help you?
- Guest** Yes, this is room 301. (a) _____ an early morning call, please?
- Room service** Certainly, sir. What time (b) _____ the call?
- Guest** At half past six.
- Room service** Six thirty. No problem. (c) _____ breakfast sent up to your room?
- Guest** No, thanks. I (d) _____ it in the dining room.
- Room service** The dining room doesn't open for breakfast until seven thirty.
- Guest** Oh, in that case I (e) _____ in my room. Just coffee and a croissant.
- Room service** Coffee and a croissant. (f) _____?
- Guest** No, that's all.
- Room service** Okay. (g) _____, sir.
- Guest** Thank you. Good night.

3) Hotel services / Vocabulary:

1 Put the dialogue in the correct order.

Receptionist

- ☐ Yes, sir. What would you like?
- ☐ Room service. Katherine speaking. Can I help you?
- ☐ Of course, that's no problem. Would you like it with some toast?
- ☐ You're welcome, sir. Goodbye.
- ☐ Yes. Sparkling or still?
- ☐ Right, sir. It will be with you in fifteen minutes.

Guest

- ☐ Hello, Katherine. This is room 208 here. I'm feeling a bit hungry. I'd like to order a snack.
- ☐ Thank you, Katherine.
- ☐ Oh, sparkling, please, and nicely chilled.
- ☐ Oh, I don't know. Perhaps a little smoked salmon?
- ☐ Yes, please. And I'd also like some mineral water.