

Reading Part 3

Read the four texts below. There are eight questions about the texts. Decide which text (A, B, C or D) tells you the answer to the question. The same text may be used more than once. The first one is an example.

A

Welcome to Grange Lodge. Guests are free to come and go at any time but we would ask you to enter quietly after 11pm as others may be sleeping. Reception is open from 6am to 10pm. For any queries outside these times please phone 0101. Internet and email access is available in all rooms for a small charge. Please vacate rooms and check out by 11am.

B

Please take the time to tell us how you enjoyed your stay. As the Manager, I value any comments our guests make and use these to improve our service. Please give a contact telephone number or email address so that we can follow up any comments you make. Thanks again for your feedback. Jan Bartlett.

C

It's the best place I've ever stayed - you have to try it! They really make you feel at home and do everything they can to help. I've put some photos in with the letter so you can see what it's like. The rooms are great, aren't they? I had a wonderful time staying there and managed to get home with no problems. Love, Jude

D

Thank you for your reservation. We confirm that your online special room rate is \$44. Please confirm that you accept these terms by clicking on *Reply* and entering card details for payment, or faxing these on 0989 776655. Rooms are available to guests from 13:00 onwards. Please contact us if you are going to arrive after 21:00.

Which text:

Example: is for hotel guests to read when they leave?

1. is from a letter to a friend?
2. is for hotel guests to read on arrival?

B

Which text gives you the answers to the following questions?

3. What's the name of the hotel manager?
4. How can someone see what the rooms were like?
5. When do guests have to leave their rooms?
6. How can guests pay?
7. How can guests get information when there is no-one at the reception desk?

(Total: 7 marks)