Inglés Preintermedio II assessment

Key Vocabulary and Grammar:

Before you start, here are some important words, phrases, and grammar structures you'll need:

Vocabulary:

- **Check-in:** The process of registering at a hotel.

- **Room service:** A service that delivers food and beverages to guests in their rooms.

- **Maintenance:** The department responsible for repairs and upkeep of the hotel.

- **Complaint:** A statement that something is unsatisfactory or unacceptable.

- **Reservation:** An arrangement to have something (e.g., a room) held for a guest.

- **Upgrade:** A better or improved version of something (e.g., a room upgrade).

- **Invoice:** A bill for goods or services provided.

Modal Verbs:

- **Can:** Used to express ability or to offer help.

  - *Example:* "Can I help you with your luggage?"

- **Must:** Used for strong obligations or rules.

  - *Example:* "You must check out by 11 AM."

- **Should:** Used to give advice or make recommendations.

  - *Example:* "You should try our restaurant."

- **Need to:** Used to express necessity.

  - *Example:* "You need to sign this form."

Tenses:

- **Present Simple:** Used for routines or general truths.

  - *Example:* "We offer free Wi-Fi in all rooms."

- **Present Continuous:** Used for actions happening right now.

  - *Example:* "I am checking the reservation system now."

- **Past Simple:** Used for actions completed in the past.

  - *Example:* "I dealt with a similar problem last week."

- **Present Perfect:** Used to talk about experiences or actions that affect the present.
  - o *Example:* "I have handled many guest complaints before."

Here's a simplified version of the worksheet with exercises that simulate real interactions between a guest and a hotel worker. The exercises are straightforward and designed to help students practice modal verbs and verb tenses in a more practical context.

Worksheet: "A Day in the Life of a Hotel Manager"

Introduction:

Welcome to your role as a hotel manager! Today, you'll be handling various situations at your hotel. Before you begin, let's practice some important grammar points that will help you in real-life interactions with guests.

Part 1: Modal Verbs Practice

Scenario: You are working at the front desk of a hotel. A guest approaches you with different requests. Choose the correct modal verb to complete each sentence.

1. **Guest:** "I'm not sure how to get to my room. **(Can/Should)** you show me the way?"

   o **Response:** "Of course, I _____ show you."

2. **Guest:** "I'm in a hurry to check out. **(Must/Can)** I pay my bill now?"

   o **Response:** "Yes, you _____ pay at the front desk."

3. **Guest:** "I'm planning to visit the gym. What time **(must/should)** I go to avoid the crowd?"

   o **Response:** "You _____ go early in the morning for fewer people."

4. **Guest:** "The air conditioning in my room is broken. **(Must/Can)** you fix it?"

   o **Response:** "I _____ send someone to your room right away."

5. **Guest:** "Is there a rule on when I **(must/can)** check out?"

   o **Response:** "Yes, you _____ check out by 11 AM."

Part 2: Verb Tenses Practice

Scenario: You are a guest staying at the hotel. Complete the sentences with the correct verb tense.

1. **You (talking to a friend):** "I **(am staying/stay)** at this hotel for two nights."

   o **Response:** "I _____ here for a short visit."

2. **You (talking to the receptionist):** "Excuse me, I **(left/have left)** my key card in the room."

   o **Response:** "I _____ it upstairs."

3. **You (talking to a friend):** "The hotel **(offers/is offering)** free breakfast."

   o **Response:** "They _____ breakfast in the morning."

4. **You (talking to housekeeping):** "I **(checked in/have checked in)** yesterday."

   o **Response:** "I _____ just got here."

5. **You (talking to a friend):** "I **(am enjoying/enjoyed)** my stay so far."

   o **Response:** "I _____ the hotel experience."

Part 3: Scenarios

Now that you've practiced modal verbs and verb tenses, let's move on to the scenarios where you'll apply what you've learned.

Scenario 1: Greeting a New Guest

A guest arrives at the front desk to check in. They seem a bit confused and ask if they can check in now. You want to be polite and helpful.

Task: Write a response using the correct modal verb.

- **Hint:** Use a modal verb that expresses ability.

Your Response:

_____

_____

Scenario 2: Handling a Room Service Request

A guest calls from their room and says they are hungry. They want to know if they can order food.

Task: Write a polite response offering them room service.

- **Hint:** Use a modal verb to offer a service.

Your Response:

_____

_____

Scenario 3: Dealing with a Problem

A guest complains that their room is too hot. They ask if you can fix the air conditioning.

Task: Write a response that shows you're taking immediate action.

- **Hint:** Use either the present continuous or a future form to describe what you will do.

Your Response:

_____

Scenario 4: Talking About Past Experiences

A guest asks if you've ever had to deal with a major problem at the hotel before.

Task: Write a response that describes your past experience.

- **Hint:** Use either the present perfect to talk about your experience or the past simple for a specific event.

Your Response:

_____

_____

Scenario 5: Managing Multiple Tasks

You are very busy with multiple tasks, but you need to remind your staff to complete their duties.

Task: Write a sentence instructing your staff to finish cleaning the rooms.

- **Hint:** Use a modal verb that expresses necessity or obligation.

Your Response:

_____

_____

Scenario 6: Managing Time

A guest asks if they can check out an hour later than usual because their flight is in the evening.

Task: Write a response that either allows or politely denies the late check-out request.

- **Hint:** Use the appropriate modal verb to grant permission or state a rule.

Your Response:

_____

_____

Scenario 7: Handling a Request for an Upgrade

A guest is unhappy with their current room and asks if they can be upgraded to a better one.

Task: Write a response offering the guest an upgrade or explaining why it's not possible.

- **Hint:** Use polite language and appropriate modals.

Your Response:

_____

_____

_____

Scenario 8: Addressing a Billing Issue

A guest is checking out and notices an error on their invoice. They are upset and ask you to fix it.

Task: Write a response to reassure the guest that you will resolve the issue.

- **Hint:** Use language that expresses understanding and action.

Your Response:

_____

_____

_____

Scenario 9: Recommending Hotel Amenities

A guest asks for recommendations on what to do during their stay. They're interested in trying out some of the hotel's amenities.

Task: Write a response recommending a few amenities the hotel offers.

- **Hint:** Use the present simple and appropriate vocabulary.

Your Response:

_____

_____

_____

Scenario 10: Dealing with a Guest Complaint About Noise

A guest complains about noise from a nearby room that is disturbing their sleep. They are upset and considering checking out early.

Task: Write a response that addresses the guest's complaint and offers a solution.

- **Hint:** Use polite language and offer a practical solution.

Your Response:

_____