

# FAVORITE HOTEL

Read the text and use the word in capitals to form a word that fits in each space.

At Gonnal's Hotel in Scotland the service offered to (1)\_\_\_\_\_ CUSTOM  
is excellent. The manager Marianne Schulz is always on hand to give  
a (2)\_\_\_\_\_ Welcome to guests on arrival, and her FRIEND  
(3)\_\_\_\_\_ attitude towards her employees has a positive ENCOURAGE  
effect. The (4)\_\_\_\_\_, well-motivated members of staff CHEER  
make an enormous (5)\_\_\_\_\_ to your stay. Nothing is too DIFFER  
much trouble for them. It is clear that they take (6)\_\_\_\_\_ PROUD  
in their work and try to make your stay an (7)\_\_\_\_\_ one. It ENJOY  
is rare to find staff who are actually genuinely (8)\_\_\_\_\_ in INTEREST  
why you have come to Scotland, and who are (9)\_\_\_\_\_ about ENTHUSE  
promoting their region to holiday-makers. I first arrived at the  
Gonnal's with little (10)\_\_\_\_\_ of the area I was visiting, but KNOW  
the hotel staff gave me all the information and (11)\_\_\_\_\_ I ADVISE  
needed.

