UNIT 1: TOURIST PLACES 5 (HOTEL 1)

1. **Listen, click on the blue box, make a recording and paste the link in the empty box:**

Fast-food restaurant (order food and drinks)	**Western restaurant (order appetizer- main course, drinks, and desserts)**
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

LIVEWORKSHEETS

2. Read and complete the conversation using the words in the box:

reservation	key card	amenities	luggage	bellboy
served	cab	complimentary	deposit	front desk
receptionist	housekeeping	kitchenette	stay	lobby
room charge	put it on my credit card	towels	minor complaint	extra
pillow cases	sheets	room service	vacancy	wake-up call

CHECK-IN	CHECK-OUT
Receptionist: Good afternoon! Welcome to Ocean View Hotel. How can I help you today? **Guest**: Hi! I have a _____ under the name Sarah Kim. **Receptionist:** Let me check... Yes, Ms. Kim. You booked a double room with a_____ as you want to cook your own meals during your stay. **Guest:** That's right. **Receptionist:** May I have your passport, please? And we'll need a small _____for the stay. **Guest:** Sure. Please _____. **Receptionist:** Perfect. Here's your _____. Your room is on the third floor. The bellboy will help you with your _____. **Guest:** Thank you very much. **Receptionist:** You're welcome. Water and snacks are _____. We also provide _____ like shampoo, shower gel and soap. **Guest:** That's great. Does this reservation include breakfast? If so, what time is breakfast _____? **Receptionist:** Yes, there's a continental breakfast from 6 a.m. to 10 a.m. in the _____. **Guest:** Wonderful. Can I get a _____ at 6:30, please? **Receptionist:** Of course! _____ cleans the room every morning, and _____ is available until 11 p.m. **Guest:** Perfect. Thanks for your help! **Receptionist:** You're welcome! Enjoy your _____, Ms. Kim.	**Guest:** Good morning. Can I check out, please? **Receptionist:** Sure. Can I have your room key, please? **Guest:** Sure. Here you go. **Receptionist:** Thank you. Did you enjoy your stay? **Guest:** Yes, everything was wonderful. The bed was comfortable, and the _____, _____, and towels were really clean. I just had one _____. It's a little noisy. I could hear the room next door. **Receptionist:** Well... we're really sorry about that. **Guest**: That's OK. It's not your fault. Receptionist: Thank you for your understanding. Let me check your bill. You had dinner served in your room last night, so I'll add that to your _____. **Guest:** Sure. Please put it on my credit card. **Receptionist:** OK, so you're all set here. Did you need an extra day for your stay? We still have a _____ tonight. **Guest:** That's kind, but I have to leave. Can you please call me a _____? **Receptionist:** No problem, sir. Thank you again for staying with us. **Guest:** You've been very helpful. Thank you, and please thank the staff for me. **Receptionist:** Of course. Have a safe trip!

LIVEWORKSHEETS

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