# Hospitality Language

Language Skills Test 1

Aprendo Más A+ SERVICIOS DE IDIOMAS

**A) Choose the best answer for each situation.**

1. A guest arrives at the hotel reception. What should you say first?
A) Welcome to our restaurant.
B) Good morning! Welcome to our hotel. How may I help you?
C) Please sit down and wait.
D) What do you want?

2. A guest wants to check in. What should you ask?
A) What do you want to eat?
B) Do you have a reservation?
C) Where are you going?
D) Why are you here?

3. The guest has a reservation. What should you say next?
A) Can I have your passport or ID, please?
B) Give me your money.
C) Go to your room.
D) Wait outside.

4. You want the guest to complete the check-in process.
A) Write something here.
B) Please fill out this registration form.
C) Sign anything.
D) Do it yourself.

5. The guest asks about breakfast.
A) Breakfast is served from 7 to 10 a.m. in the restaurant.
B) I don't know.
C) Maybe later.
D) Go outside.

6. The guest is leaving the hotel.
A) Goodbye forever.
B) Please clean your room.
C) Could you please return your key card?
D) Why are you leaving?

LIVEWORKSHEETS

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**B) Choose the most professional answer.**

1. You answer the phone at the hotel.
A) Hello?
B) Good morning, thank you for calling Sunrise Hotel. How may I assist you?
C) Who is this?
D) Yes?

2. A guest wants to make a reservation. What should you ask?
A) What is your favorite color?
B) May I have your full name, please?
C) Where do you live?
D) What do you want?

3. You need to know when the guest will stay.
A) What dates would you like to stay with us?
B) When are you coming here?
C) Tell me quickly.
D) Why are you traveling?

4. The guest asks if there are rooms available.
A) Maybe yes.
B) We do have availability for those dates.
C) I don't care.
D) I am busy.

5. A guest complains: *"There is no hot water."*
A) That's not my problem.
B) I'm sorry for the problem. Let me check.
C) Call someone else.
D) Wait tomorrow

6. You want to finish the phone reservation.
A) Okay bye.
B) Your confirmation number is 4582. Thank you for choosing our hotel.
C) Done.
D) Whatever.

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C) Match the **guest complaint** with the **best staff response**.

1.My room is not clean.

2.There is no hot water in the shower.

3.The air conditioner doesn't work.

4.The Wi-Fi is very slow.

5.My room is very noisy.

6.I think there is a mistake on my bill.

a.I'm sorry for the inconvenience. Let me check the connection for you.

b.I'm sorry for the problem. I will send housekeeping to clean the room immediately.

c.I apologize for the inconvenience. Let me review your invoice.

d.I'm sorry about that. I will send maintenance to fix the air conditioner.

e.I'm sorry for the inconvenience. Let me check the hot water system.

f.I'm sorry about the noise. We can change your room if you prefer.

D) Match the **guest request** with the **best staff response**.

1.Could I have extra towels, please?

2.Can you wake me up at 6 a.m.?

3.Could I get the Wi-Fi password?

4.Can someone help me with my luggage?

5.Could I have a late check-out?

6.Can I order breakfast to my room?

A. Certainly. I will schedule a wake-up call for you at 6 a.m.

B. Of course. I will send someone to help you with your bags.

C. Yes, our room service is available until 11 a.m.

D. Sure. I will send extra towels to your room right away.

E. Let me check availability. We may be able to offer a late check-out.

F. Of course. The Wi-Fi password is written on your room card.

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**E) Choose the correct option to complete the sentence.**

1. Good afternoon. Welcome to the hotel. How may I _____ you?
assist / assist to

2. Do you _____ a reservation?
having / have

3. May I see your passport or _____, please?
identify / ID

4. Please _____ this registration form.
fill out / fill up

5. Your room is on the third _____.
floor / ground

6. Breakfast is _____ from 7:00 to 10:00 a.m.
service / served

7. May I have your _____ name, please?
full / total

8. What dates would you like to _____ with us?
staying / stay

9. I'm sorry for the _____. Let me check that for you.
inconvenience / inconvenient

10. We can _____ your room if there is a problem.
changing / change

11. Could you please return your _____ card at check-out?
door / key

12. Thank you for _____ at our hotel.
staying / stay

LIVEWORKSHEETS