Worksheet

Name: _____ No.: _____

Class: _____ Date: _____

After Watching the Video





Hotel Check-in

Part A Video Comprehension

Instructions: Watch the video and answer the following questions.

1. Where does the conversation take place? .....
2. Who are the main people in the video? .....
3. Does the guest have a reservation? .....
4. What document does the guest show to complete the check-in? .....
5. What room type does the guest get? .....
6. What special request does the guest make (if any)? .....
7. What does the receptionist give to the guest? .....
8. How does the receptionist close the conversation? .....

Part B Critical Thinking

9. What polite English expressions does the receptionist use?

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10. How does the receptionist demonstrate good service mind?

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LIVEWORKSHEETS