

Customer Information

1- Match a Word in each column to make a new noun

- business
- currency
- hair
- shuttle
- tourist
- bus
- car
- gift
- Internet
- taxi
- airport
- parking
- stop
- access
- bus
- centre
- transfer
- rental
- salon
- space
- attraction
- exchange
- shop
- rank

2 Which service or facility in exercise 1 are these customers enquiring about?

1 How can I get from the airport to the hotel?

.....
shuttle bus
.....

2 I'd like to hire a minibus for the week.

3 Where can I put my car?

4 Can I send emails from my room?

5 I'd like to use a printer and a fax machine.
.....

6 What is there to do in the city?

7 Will the tour company arrange transport to the resort?
.....

8 Where can I buy a present for my wife?

3 Look at the picture. Then use each preposition once to describe where the people and things are.



behind

above

between

opposite

next to

under

in front of

at the bottom of

1 the stairs

opposite the reception desk

2 the clock

3 the receptionist

4 the gift shop

5 the child

6 the table

7 the family's luggage

8 the porter

4 Put the words in the correct order to make useful information for guests.

1 the arrivals / outside / rank / the taxi / is / area

The taxi rank is outside the arrivals area.

2 the airport / to / the hotel / direct / a shuttle bus / from / there's

3 airport / the / transfer / offers / free / a / hotel

4 rooms / have / access / all the / Internet

5 arrange / for you / car rental / the / reception / in / desk / will / that

6 centre / there's / pool / a fitness / and / on site / a swimming

7 all the / showers / have / separate tubs / bathrooms / and

8 the Indian restaurant / recommend / at the end / I can / the street / of

