HANDOUT 2

UNIT 2: HOTEL AMENITIES

I. VOCABULARY

Task 1: Match the symbols with correct facilities.

a 

b 

c 

d 

e 

f 

g 

h 

i 

j 

k 

l 

m 

n 

o 

p 

1. car park	5. Wi-fi	9. reception	13. lobby
2. restaurant	6. satellite TV	10. minibar	14. fitness room
3. exchange bureau	7. room service	11. lift	15. tennis court
4. mini-bus	8. swimming pool	12. safe	16. bar

LIVEWORKSHEETS

Task 2: Complete the sentences with the words/phrases in the box.

blanket	safe	pillows
shower	hangers	coffee maker
bath	ironing board	iron

1. I always sleep with two _____ under my head, but the bed has only one.
2. A: The bathroom's very small. It's only got a _____!
   B: I'm sorry, madam. I'll see if I have a room with a full bathroom, including a _____.
3. Use the _____ when you get the wrinkles out of your clothes.
4. It's cold today. I need a _____ on my bed.
5. There are only three _____ in the wardrobe, but we have lots of clothes.
6. Guests can use a(n)_____ in the room to make their clothes smooth.
7. There is a(n)_____ available in the lobby for guests to make cups of coffee.
8. Guests should store important documents in the _____ in the guest room.

Task 3: Complete the sentences with suitable words basing on the first given letter.

1. In the Royal Hotel, guests can buy drinks and snacks by putting coins into a **v**_ _ _ _ _ _ **m**_ _ _ _ _ _ right in the lobby.

2. The hotel offers guests **l**_ _ _ _ _ _ **s**_ _ _ _ _ _ that helps them wash or dry-clean their clothes.

3. For people who like doing physical exercise, training and athletic recreation, our **f**_ _ _ _ _ _ **c**_ _ _ _ _ is the best choice.

4. Guests can swim in hot water in the hotel's **h**_ _ _ _ _ **p**_ _ _ on the ground floor.

5. The set of small lockable cupboards in the airport, railway station or hotel where passengers can leave their luggage is a **b**_ _ _ _ _ _ **l**_ _ _ _ _.

6. The place where guests buy and sell foreign currency is **e**_ _ _ _ _ _ _ **b**_ _ _ _ _.

7. You can use our 24-hour room service for your meal, but we also provide some kinds of drinks and fruit in the **m**_ _ _ _ _ _ in your room.

8. While waiting for checking in, guests can sit in the **l**_ _ _ _ _ to take a rest or watch television.

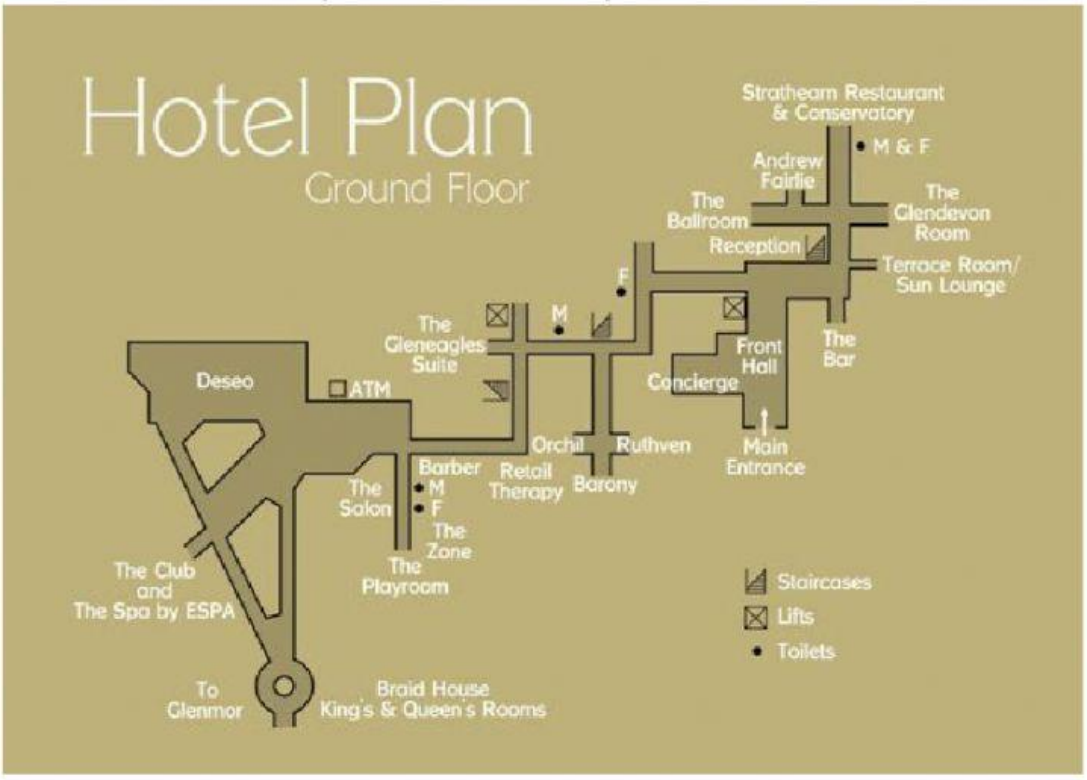
LIVEWORKSHEETS

9. For business guests, their meetings or seminars can be held in our **c**_ _ _ _ _ _ _ _ _ **r**oom on the top floor.

10. We have a full cable TV equipped with a **r**_ _ _ _ _ **c**_ _ _ _ _ _ which can be used to choose the different functions of TV.

II. GRAMMAR

Task 1: Look at the hotel plan below and complete the sentences



1. There is a wide range of facilities _____ this hotel.

A. in B. of C. with

2. The Salon is_____ the Barber.

A. inside B. on C. behind

3. The Ballroom is _____the Reception.

A. after B. on C. behind

4. Go _____ the Main Entrance, you'll see the concierge on your left.

A. on B. into C. along

LIVEWORKSHEETS

5. Go _____the Front Hall, then turn left, the Bar is on your right.
A. past B. through C. out of

6. _____left at the Reception, then take the second room on the right. That's the Glendevon Room.
A. Take B. Go C. Turn

7. There is an ATM _____the Gleneagles Suite.
A. on B. inside C. below

8. The Gleneagles Suite is _____the lift and the staircase.
A. beside B. near C. between

9. There are three separate toilets for men and women _____the hotel.
A. out of B. inside C. through

10. The Playroom is at the end of the corridor, _____the Salon.
A. near B. above C. under

Task 2: Use the correct form of the words in brackets to fill in the blanks.

1. There's a large wardrobe with a plenty of coat _____ (hanger)
2. There _____ a TV of course, with a remote control. (be)
3. A: I'm looking for a conference room in this hotel.
   B: There _____ one on the top floor, sir. (be)
4. _____ there any cloakroom in this hotel? I have many clothes. (be)
5. On the first floor, there are _____ waiting to pay. (guest)
6. There _____ two toothbrushes and an electric razor outlet in the bathroom. (be)
7. There's a full conditioning of course, a mini-bar, and some nice _____ in the room. (plant)
8. There _____ a satellite TV, air conditioning and Internet access in all the rooms. (be)
9. There are more than 900 _____ on eight floors. There's satellite TV and Internet access in all rooms. (bedroom)
10. "Is there a swimming pool?" – "No, there _____ a swimming pool." (be not)

Task 3: Identify and correct the mistakes in the following sentences.

1. There <u>is</u> (A) a fitness <u>centers</u> (B) for guests who want to do <u>some</u> (C) exercise at most <u>hotels</u> (D).

2. <u>Many</u> (A) hotels <u>has</u> (B) a mini-bar in every <u>room</u> (C) so that <u>guests</u> (D) can enjoy cold drinks.

LIVEWORKSHEETS

3. In (A) the Green hotel, there are (B) more than 90 rooms (C) in (D) the eighth floor.

4. Turn (A) left then taking (B) the elevator to (C) the third floor. The room 315 is (D) on the right.

5. Excuse me, do (A) you show (B) me the way (C) to the heated (D) pool, please?

6. Asking (A) the concierge if (B) you want to know (C) something about (D) the local food.

7. The hotel provides (A) 20 rooms (B); in each room, there is (C) a shower, but there are not (D) hot water.

8. The hotel have (A) Internet access (B) available inside (C) the room as well as in (D) the lobby.

9. Go out of (A) the gift shop, turn (B) right. The salon is on (C) the left, next (D) the barber.

10. The hotel restaurant offers (A) guests different food options (B) which are (C) listed in (D) the menu.

III. LISTENING

Task 1: Listen and complete the sentences with NO MORE THAN TWO WORDS AND A NUMBER.

Dialogue 1

1. Caroline is the _____ at the Cumberland Hotel in London.
2. There are more than _____ bedrooms.
3. The bedrooms are on eight_____.
4. There are satellite TV and _____ in all rooms.
5. This hotel does not have a _____ pool?

Dialogue 2

6. Scott is a _____ at the Sydney Tower Restaurant.
7. The tower is _____ meters high.
8. The restaurant has got _____seats.
9. The Sydney Tower is an a la carte _____ with international dishes.

LIVEWORKSHEETS

Task 2: Listen to a conversation. Then read the statements below and answer true (T) or false (F).

1. The hotel provides in-room videoconferencing service.
2. The guest's room has a computer connection.
3. Mr Hall is checking into a business suite
4. There is a standard sofa bed in Mr. Hall's room.
5. Mr. Hall can make himself a drink at the wet bar.

Task 3: Listen to a conversation between a guest and a front desk clerk. Then answer the following questions with NO MORE THAN FOUR WORDS AND A NUMBER.

Conversation 1:

1. Where is the computer lap?
2. How much is a copy?

Conversation 2:

3. Where can the guest use swim stations at the hotel?
4. What facility can the guest use to swim in the swim stations?
5. What time do the swim stations close every day?

IV. READING

Task 1: Read the following passage and choose the best answer.

Malmaison in Oxford, UK opened a luxury hotel in the old city prison in 2006. The main hall, stairs, and the doors are all the same as the old prison. The hotel rooms, which were the old prison cells, are now beautiful, modern rooms.

However, at Malmaison you don't have to stay in a converted cell. You can also spend the night in the governor's house with a luxurious bed, and enormous bath, and its own mini-cinema. But this is the most expensive room.

If you want to see the original cells, you should ask at reception- there are two rooms in the hotel that are still in their original condition. But you can't stay in these rooms, you can only look at them.

1. The following parts of Malmaison look like a prison **EXCEPT**:

   A. main hall

   B. bathroom

   C. doors

   D. stairs

LIVEWORKSHEETS

2. It can be included from paragraph 1 that:
   A. the hotel is now improved.

   B. the hotel always looks like an old prison.

   C. Malmaison is well-equipped.

   D. the hotel was generated hundred years ago.

3. Which facility is NOT in the governor's house?
   A. a very beautiful bed B. a large bath C. an air-conditioning D. a mini-cinema

4. Where should people ask if they would like to visit original cells?
   A. living room C. office

   B. guard room D. reception

5. The passage is mainly about:
   A. modern facilities in a hotel.

   B. a special hotel in Oxford, UK.

   C. rules when visiting Malmaison hotel.

   D. history of Malmaison hotel, UK.

Task 2: Read the passage about a hotel and answer the questions with NO MORE THAN THREE WORDS FROM THE TEXT.

THE HILTON - MALDIVES

This hotel is partly above the water and partly under the water. It's one of the world's first underwater hotels. Imagine waking up and seeing fish swimming around your room. But of course, they aren't actually in your room, you are watching them through huge glass windows. It's the same in the restaurant, you sit at your table and the fish are just a few centimeters from you but on the other side of the glass.

It has a swimming pool (without fish of course), tennis courts and a golf course. It's not the only underwater hotel, others have been built in other tropical paradise resorts around the world and they are ideal places for couples on their honeymoon.

1. What is the type of this hotel?
2. What kind of window does this hotel have in their guest rooms?
3. What animal can guests see from the restaurant?
4. Where can other hotels like the Hilton hotel be found in the world?
5. On what occasion do couples usually come here?

LIVEWORKSHEETS

Task 3: Read the information then mark the following sentences as True (T) or False (F).

A. Hotel Heart* ($$$)**

A family-run, traditional hotel in a stunning mountain location, with views of the Alps and the town of Gstaad. Indoor swimming pool, large garden, tennis, games room, babysitting service. Delicious local.35 comfortable, spacious bedrooms. Mid-priced. D, B&B, TV, minibar, wheelchair access.

B. Hotel Metro * ($)

Centrally-located budget hotel with friendly staff. Close to Latin Quarter and Sorbonne-clean, but quite noisy. Basic double and triple rooms - many are small and cramped. Cheap dormitory beds also available. Baggage lockers. Internet café. Room only or B&B.

C. Ambassador *** ($$$$$)**

Luxurious, modern hotel with discreet and profession staff. Central, yet quiet, close to the financial district. Top floor suites have spectacular views of Manhattan. Internet access in all rooms, two pools, gym, sauna. Laundry/valet service. Extensive breakfast and dinner menu. Three bars. 24-hour room service. Limousine service to and from airport. D, B&B, satellite TV, minibar, wheelchair access.

(D: dinner; B&B: bed and breakfast)

1. All three hotels provide special access for disabled people. ____
2. Hotel Heart does not have any bars for guests to enjoy drinks during their stay. ____
3. Hotel Metro provides only double rooms and dormitory beds. ____
4. Only Ambassador Hotel is located in the central area. ____
5. Both Hotel Metro and Ambassador Hotel are located in quiet areas. ____

LIVEWORKSHEETS