

Name and Group: _____ Grade: _____

Look at the advertisement and answer the following questions

Grand Fiesta American Hotel is looking for receptionists in your region. The receptionists' duties will include

- Paperwork
- Dealing with guests
- Meeting clients at the airport
- Take phone messages
- Escorting their clients to the airport after their stay

The receptionists must:

- Speak English and French

Choose two duties that should not be part of the receptionists' job

1. _____
2. _____

Circle the phrase that sounds more polite and suitable for the Client.

3 What do you want?

May I help you?

4. Yes

It's a pleasure

5. Certainly

Obviously

Answer the questions with logical answers

6. Could you tell me your name please?

7. How many people re there in your party?

Complete the conversation at the hotel:

Help you double ten how long
 a room balcony hotel
 eniov luaaaae



8. **Receptionist:** Can I _____ sir?
9. **Tourist:** Yes, please. I would like _____ with a bathroom.
10. **Receptionist:** A single room or a _____ room?
11. **Tourist:** A double room. With a balcony.
12. **Receptionist:** I have got a double room with a balcony.
13. **Tourist:** Perfect.
14. **Receptionist:** _____ are you staying?
15. **Tourist:** A week.
16. **Receptionist:** Alright sir. Your room is number _____. The porter is going to help you with the _____. Welcome to our _____. I hope you will _____ your stay.

17-28

Word Bank		
Backpack	Toiletries	Insect Repellent
Camera Case	Money Belt	Tent
Map		
First-Aid Kit	Passport	Sleeping Bag
Sunscreen		Guidebook



Follow the clues below and complete the crosswords with the correct travel items.

Travel Items



A crossword puzzle grid with 12 numbered starting points for clues. The grid is partially filled with empty boxes for letters.

1. I found a _____ in the park but there was no camera in it.
2. I put my belongings inside a _____ when I go on a long trek.
3. The policewoman made show her my _____ at the airport before leaving the country.
4. I always use a e-format _____ to be informed when I tour historical cities.
5. _____ is used to protect your skin from getting red.
6. Don't forget to bring a _____ because we've planned to go camping this weekend.

7. We are six people in the group. I think your _____ will be big enough to sleep in it.
8. There are a lot of mosquitoes at the lake so don't forget to take the _____.
9. Rick is bleeding. Please, where have you packed the _____?
10. A _____ is a safe place to keep my passport and my wallet.
11. Lucy, look at the address on Google the _____ to find the right underground station.
12. Soap, shampoo or toothpaste are some examples of _____.

ISLCollective.com