

Explanation:

Part 1. Multiple Choice

40 items

20 marks

Part 1. Multiple Choice. (Choose the correct letter) (40 items with the 20 points marks)

Learning outcomes:

1. Select vocabulary, idioms and dialogue about hotel business.
2. Interactive dialogue on the reservation over the phone properly.

1.1 Hotel Reservation

R: hello Ashley Hotel.

C: Hello I'd like to make \_\_\_\_\_1\_\_\_ for 3 nights beginning March 6

R: \_\_\_2\_\_\_. What kind of room would you like?

C: I'd like a \_\_\_\_\_3\_\_\_. How much would that be?

R: A double room is \$42.00 \_\_\_4\_\_\_.

C: O.K. I'll take it.

R: \_\_\_\_\_5\_\_\_\_\_, please?

C: \_\_\_\_\_6\_\_\_ is Scott, nil and Susan.

R: And what time are you \_\_\_\_\_7\_\_\_\_\_?

C: We're planning \_\_\_\_\_8\_\_\_\_\_ around 8:00 in the evening.

R: Very well, mam. We'll have your \_\_\_\_\_9\_\_\_ for you.

C: OK. Thank you.

R: \_\_\_\_\_10\_\_\_ for calling Ashley Hotel.

- 1.
- a. Reservations
  - b. Reserve
  - c. Appointment
  - d. Planning

- 2.
- a. Yes of course
  - b. No I don't
  - c. No problem
  - d. No thanks

- 3.
- a. Single room
  - b. Twin room
  - c. Double room
  - d. Suite room

- 4.
- a. A day
  - b. A noon
  - c. A night
  - d. A week

- 5.
- a. What is the name
  - b. What is the place
  - c. Which one
  - d. What's that

- 6.
- a. The name
  - b. A name
  - c. My name
  - d. Our name

- 7.
- a. Arrive
  - b. Arrived
  - c. Arriving
  - d. Arise

- 8.
- a. Arrived
  - b. Arriving
  - c. Arrive
  - d. Arise

- 9.
- a. Ready
  - b. Prepare
  - c. Make
  - d. Do

- 10.
- Thank you
  - Good bye
  - Be careful
  - No, thanks

### 1.2 Checking In

R: welcome to the Sheraton. \_\_\_\_\_ 11 \_\_\_\_\_?

C: I'd like to check in. I have a \_\_\_\_\_ 12 \_\_\_\_\_.

R: What's your name, please?

C: Phillip Mallow.

R: Yes Mr. Mallow. You requested a \_\_\_\_\_ 13 \_\_\_\_\_ for three nights, is that correct?

C: yes, could I have a room on the \_\_\_\_\_ 14 \_\_\_\_\_, away from the ice machine?

R: No problem. Do you prefer a smoking or \_\_\_\_\_ 15 \_\_\_\_\_?

C: Non-smoking please.

R: could you fill out the \_\_\_\_\_ 16 \_\_\_\_\_, please. Thank you. And will you be paying by cash or \_\_\_\_\_ 17 \_\_\_\_\_?

C: Cash, if you accept American dollars.

R: Of course, sir. If you require local currencies we can also \_\_\_\_\_ 18 \_\_\_\_\_ for you.

C: That's great, I do need some cash.

R: Your room is 1109. Here's your key. \_\_\_\_\_ 19 \_\_\_\_\_ at the Sheraton. If you require anything further, feel free to call the front desk. Would you like assistance with your bags?

C: No Thanks, I only have one \_\_\_\_\_ 20 \_\_\_\_\_.

- 11.
- Any question
  - May I help you
  - No, thanks
  - Yes, please

- 12.
- Reservation
  - Reservations
  - Reserve
  - Reserved

- 13.
- Twin room
  - Double room
  - Suite room
  - Single room

- 14.
- Lower floor
  - Middle floor
  - Single floor
  - Upper floor

- 15.
- Smoking
  - Non-smoking
  - Free-zone
  - Smoke free

- 16.
- Register form
  - Registration form
  - Fill-up form
  - Receiving form

- 17.
- Cash
  - Points
  - Cheque
  - Credit card

- 18.
- Exchange rate
  - Exchange card
  - Money changer
  - Exchange money

- 19.
- a. Enjoy your vacation
  - b. Enjoy your stay
  - c. Enjoy your trip
  - d. Enjoy your travel

- 20
- a. I can do it
  - b. I can manage
  - c. I can carry
  - d. I can stop

### 1.3 Hotel Service

#### Room service: Hello room service

C: Hello, \_\_\_21\_\_\_ from 113. I would like to order dinner.

RS: What would you like to \_\_\_22\_\_\_ ?

C: \_\_\_23\_\_\_ the roast beef dinner, with mashed potatoes and green beans.

RS: Would you care for \_\_\_24\_\_\_ with dinner?

C: ah , yes large glass of milk

RS: Any \_\_\_25\_\_\_ ?

C: A dish of Vanilla ice cream

RS: Thank you. We'll bring it up in about thirty minutes.

- 21.
- a. Welcome
  - b. My name
  - c. I am
  - d. I am calling

- 22.
- a. Pay
  - b. Plan
  - c. Out
  - d. Order

- 23.
- a. I'd want
  - b. I'd liked
  - c. I wanted
  - d. I'd like

- 24.
- a. Eating to lunch
  - b. Something for breakfast
  - c. Eating for dinner
  - d. Something to drink

- 25.
- a. Any wants?
  - b. Anything?
  - c. Anywhere
  - d. Any dessert

### 1.4 Checking out

R: \_\_\_26\_\_\_. May I help you?

C: Yes, I'd like to \_\_\_27\_\_\_ now. My name is Adams, room 312. Here's the key.

R: one moment, please, sir ....\_\_\_28\_\_\_. Would you like to check and see if the amount is correct?

C: \_\_\_29\_\_\_ the 14 pounds for?

R: That's for the \_\_\_30\_\_\_ you made from your room.

C: Can I pay with \_\_\_31\_\_\_ cheques?

R: \_\_\_32\_\_\_. May I have your passport, please?

C: Here you are.

R: could you \_\_\_33\_\_\_ each cheque here for me?

C: \_\_\_34\_\_\_

R: Here are your \_\_\_35\_\_\_ and your change, sir thank you.

C: Thank you. Good bye.

- 26.
- a. Good morning
  - b. Good afternoon
  - c. Good evening
  - d. Good night
- 27.
- a. Check in
  - b. Check out
  - c. Check up
  - d. Check down
- 28.
- a. Here's your paper
  - b. Here's your money
  - c. Here's your bill
  - d. Here's your list
- 29.
- a. Where's
  - b. When
  - c. Which
  - d. What's
- 30.
- a. Phone calls
  - b. Internet
  - c. WIFI
  - d. Food
- 31.
- a. Exchange
  - b. Traveler's
  - c. Cash
  - d. Credit card
- 32.
- a. Wait a moment
  - b. Yes of course
  - c. Certainly
  - d. Well thanks
- 33.
- a. Fill
  - b. Write
  - c. Read
  - d. Sign

- 34.
- a. Sure
  - b. Yes
  - c. Wait
  - d. Ok
- 35.
- a. Bill
  - b. Receipt
  - c. Change
  - d. Money

### **1.5 Useful words and Phrases**

36. We're fully \_\_\_\_\_
- a. Loaded
  - b. Booked
  - c. Out
  - d. Stop
37. at the \_\_\_\_\_ desk
- a. Hotel
  - b. Office
  - c. Lobby
  - d. Front
38. Fill in the \_\_\_\_\_ form
- a. Book
  - b. Registration
  - c. Paper
  - d. Receipt
39. \_\_\_\_\_ a wake-up call at 7.00
- a. To call
  - b. To give
  - c. To get
  - d. To ask
40. \_\_\_\_\_ a taxi to the airport.
- a. To call
  - b. To get
  - c. To give
  - d. To ask

