

### Abbreviations

Complete sentences 1 - 35 with appropriate abbreviations from the box.

APEX □ ASAP □ AST □ ATM □ B & B □ BYO □ CCTV □ CRS  
CSQ □ CST □ DST □ E □ EHO □ ESA □ EST □ ETA □ ETD  
FAA □ F & B □ FET □ 4WD □ FFP □ GDS □ GMT □ HAG  
HQ □ IDD □ LRV □ MST □ OW □ PNR □ POS □ PRO  
PST □ ROI □ RRP □ RT □ RTW □ VIP □ ZIP

1. A hotel representative will meet you at the airport when you arrive. What's your \_\_\_\_\_?
2. After several guests complained about poor quality in the restaurant, the hotel hired a new \_\_\_\_\_ manager.
3. I've checked our computer and I'm afraid there's no \_\_\_\_\_ for you. Are you sure you have the correct flight details there?
4. The \_\_\_\_\_ in the USA has banned passengers from taking sharp objects on board aircraft, but mysteriously still allows them to take potentially far more lethal glass bottles on board
5. As part of airport security, \_\_\_\_\_ cameras are being installed in all the terminals.
6. This is an \_\_\_\_\_ air ticket, beginning and ending in London, and going via Dubai, Hong Kong, Sydney, San Francisco and New York.
7. In order to improve their quality of service, most tour operators ask their customers to fill in a \_\_\_\_\_ at the end of their holiday.
8. Passengers who check in late for their flight might be allowed through to the departure gate if they hurry, but most airlines try to discourage these \_\_\_\_\_ travellers.
9. Some restaurants are attempting to entice customers by offering a \_\_\_\_\_ option, and charging a small fee for opening the bottle.
10. I'm afraid the flight has been delayed. The new \_\_\_\_\_ is 21.30, and we hope to begin boarding at 20.45.

11. Passengers who experience long delays at airports are entitled to an \_\_\_\_\_ from their airline so that they can get something to eat and drink.

12. Most travel agencies have a \_\_\_\_\_ to assist them in booking flights, hotel rooms, holidays, etc, for their customers.

13. I bought a cheap \_\_\_\_\_ air ticket to Madrid.

14. We stayed at a lovely \_\_\_\_\_ last week. The room was large and comfortable, and the breakfast was excellent.

15. For many hotels, their main \_\_\_\_\_ for accommodation is now the Internet, but many still rely on travel agents to sell their rooms.

16. This ticket says \_\_\_\_\_. If you want to come back, you need one that says \_\_\_\_\_.

17. The tour operator isn't very well known. What it needs is a really good \_\_\_\_\_.

18. The \_\_\_\_\_ was £75, but I got it for only £25 in the sale.

19. It's very urgent: can you contact her \_\_\_\_\_?

20. First class and Business class passengers get free entry to the \_\_\_\_\_ suite at the airport.

21. The villa is halfway up a mountain, so you'll need a good \_\_\_\_\_ vehicle to get there and back.

22. Singapore is 8 hours ahead of \_\_\_\_\_, so when it's midday in London, it's 8pm in Singapore.

23. The hotel has \_\_\_\_\_ telephone facilities, so you don't need to go through the hotel switchboard when you want to make an international phone call.

24. The airline has a \_\_\_\_\_ which offers several rewards and benefits to passengers who use them on a regular basis.

25. I need to get some cash. Is there an \_\_\_\_\_ near the hotel?

26. The \_\_\_\_\_ closed the hotel when he found a rat in the kitchen and two dead pigeons in the water tank.

27. Visitors to the national park are reminded that this is an \_\_\_\_\_, and they should therefore follow all the rules set out at the entrance.

28. Many Americans prefer going on an \_\_\_\_\_ when they go abroad, as they feel more secure when someone is there to help them.

29. The advantage of a \_\_\_\_\_ such as Galileo International or AMADEUS is that it is very easy for a passenger who is in Japan (for example) to book a flight from Rome to Edinburgh.

30. The airline has decided to move its \_\_\_\_\_ from Heathrow Airport to Stansted Airport to help reduce overheads.

31. When you book a flight on the Internet, you usually receive a receipt for an \_\_\_\_\_-ticket via your email.

32. The hotel is at 27 Lombard Street in Boston, but I don't know the \_\_\_\_\_ code.

33. The hotel chain spent \$20m on renovation work, so they are hoping to get a good \_\_\_\_\_.

34. The American and Canadian time zone on the east side of those countries is known as \_\_\_\_\_.  
The other time zones in these countries are \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and (in Canada only) \_\_\_\_\_ (also called Provincial Standard Time).

35. British Summer Time (BST) when the time is one hour ahead of normal time in summer, is known in some other countries (especially the USA) as \_\_\_\_\_.