Unit 3: English for Hotels

Directions: Choose the best answer.

1. If you want to make a reservation, you should call……………. .
   a. the doorman   b. the bartender
   c. the receptionist   d. the police

2. When a hotel offers a transportation service to and from the airport. This is called……………… .
   a. taxi service   b. van service
   c. aero service   d. shuttle service

3. The main entrance hall of a hotel is called……………… .
   a. the pool   b. the lobby
   c. the restaurant   d. the sauna

4. If you are in a hotel room and want a meal delivery, you should call……………… .
   a. the chef   b. food center
   c. the kitchen   d. room service

5. The selection of alcoholic drinks in your hotel room is …. .
   a. the mini-bar   b. the mini-bottle
   c. the mini-booze   d. the mini-drink

6. **Situation : At Royal Benja Hotel**
   Receptionist : Royal Benja Hotel. ……………. ?
       Anong   : Yes, I'd like to book a single room for this weekend.
   a. How much does it cost?
   b. May I help you?
   c. Could I have your name, please?
   d. Can you help me, please?

Situation : Mongkol is talking with the receptionist about making a reservation. She asks him about his name.

Receptionist : ………7……… .
Mongkol : Yes, Mr. Mongkol Meesook.
Receptionist : ………8……… .
Mongkol : M-E-E-S-O-O-K

7. a. What's your name?
    b. How may I help you?
    c. Are you Mr. Mongkol Meesook?
    d. Could I have your name, please?

8. a. How do you spell my name?
    b. How do you spell your name?
    c. How do you spell your last name?
    d. How do you spell my last name?

9. Who is a bellboy?
    a. The person who carries a bell.
    b. The person who carries your luggage to your room.
    c. The person who opens the door.
    d. The person who serves you food.

10. What is the opposite word of check in?
    a. Check out.   b. Check list.   c. Check off.   d. Check on.

Situation : Paul is talking with Chaophaya Thara Hotel's receptionist.

Receptionist : Welcome to Chaophaya Thara Hotel. ....11...... ?
Will   :   A twin bed room, please.
Receptionist : ....12.........
Will   : I'll stay here for 3 days.
Receptionist : Would you like to pay in cash or by credit card?
Will   : ....13.........

11. a. How do you stay here?   b. Where is your room?
    c. Would you like a single room?   d. What kind of room would you like?

12. a. How many days are you stay here?
    b. Where will you be stay?
    c. How long will you stay?
    d. Why do you stay here?

13. a. I will pay in cash.   b. I will pay by check.
    c. I already had a reservation.   d. I'd like a room, please.

Directions: Read the hotel reservation form and choose the best answer.

Name   : Jenifer Butcher
Age   : 31
Address   : 21 Caster Street Cambridge
Telephone   : 783 196 896
Email   : meatwaman@hotmail.com
ID/passport : 02353 74654
Looking for : A double room with a view
Wants to stay :   2nd of April for 6 days
Extra details :   Coming with husband visit family

14. What type of room does Jenifer want?

a. Suit room.   b. Single room.
c. Double room.   d. Penthouse suit.

15. How long will Jenifer stay?
    a. For six days.   b. For a week.
    c. For five days.   d. For a month.

16. When does Jenifer check – in?
    a. This weekend.   b. On Songkran Day.
    c. The 2nd of April.   d. On 2nd floor.

Directions: Read Budget Hotel's accommodation and choose the best answer.

Budget Hotel
Our Rooms

Family Room $70 per night
Double room $55 per night
Single room $35 per night

Breakfast
Served between 7: 00 - 10:00 am
Full English $8
Continental $5

Restaurant & Bar
Open from 7 pm until 11 pm. Full à la carte menu available

Facilities
TV, Internet, air-conditioner tea and coffee making machine
in all rooms
For bookings call 0181 628 1212 or fax 0181 628 1213
e-mail: info@budgethotel.co.uk

17. Dew wants to reserve a single room for two nights. He has to pay……..
    a. $60   b. $70   c. $80   d. $100

18. What facilities are there at the hotel?

a. Beauty salon and internet.   b. Safety deposit box and TV.
c. Balcony and wardrobe.   d. Internet and coffee making machine.

Situation: At the Suwanna Riverside Hotel.
Wachira has a problem in his room.
Receptionist: Hello. How may I help you?
    Wachira : Yes, ………..19………
Receptionist: I'm sorry. Let me see what I can do about it….20……?
    Wachira : It's 150. Thank you.

19. a. That's right.   b. The water heater isn't working.
    c. I couldn't find the price list.   d. Thank you for your report.

20. a. What floor is the room on?   b. How much is this room?
    c. What's your room number?   d. What about your room?