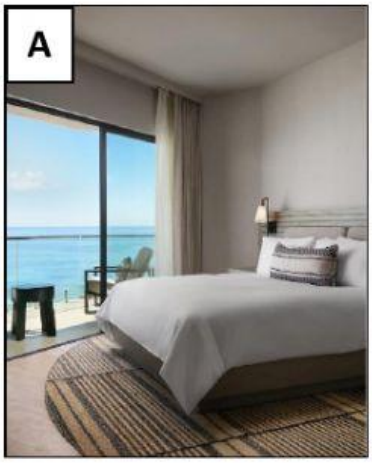
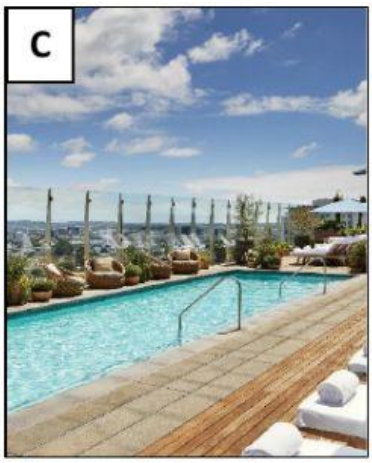
Full name: _____

A. Listen to the dialogs and choose the correct picture.





1. (A) (B) (C)
2. (A) (B) (C)

B. Listen to the dialogs and questions. Choose the best answer.

3. Why did the woman call the front desk?

(A) She found the pool. (B) She is hungry.

(C) She lost something. (D) She needs a new key.

4. What did Mike tell her to do?

(A) Call another number (B) Come down to the desk

(C) Have a nice day. (D) Pay extra money.

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5. What does the man NOT want to do?

(A) Open the window (B) Reserve the room

(C) Sit in the hot sun. (D) Turn on the air conditioner

6. What will they probably do?

(A) Open the window (B) Reserve the room

(C) Sit in the hot sun. (D) Turn on the air conditioner

LIVEWORKSHEETS

C. Listen to the short talks and questions. Choose the best answer.

7. What kind of room is included in the package?

(A) A single room
(B) A double room
(C) A standard suite
(D) A luxury suite

8. What kind of restaurant is in the hotel?

(A) Buffet
(B) Chinese
(C) French
(D) Italian

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9. Which area can this service provide hotel reservations for?

(A) A single hotel
(B) A city
(C) A country
(D) Anywhere in the world

10. What can you do if you press "2"?

(A) Cancel a reservation
(B) Change a reservation
(C) Check a reservation
(D) Pay for a reservation

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