

HOSPITALITY – REVISION (A)

ACT 1: Order this conversation- (The first and last are correct)

1	Hello, I'm Andy the head chef. What's your name?
	Hey guys, this is Peter, the new chef.
	I'm Spanish. Oh, look. This is Mr Parker, the restaurant manager.
	Boxty? What is it?
	Welcome to “International Bistro Peter”. What's your specialty?
	Hello, I'm Sonia, the waiter. Where are you from?
	Well, Mr Parker, people say I make the best boxty.
	Nice to meet you, Mr Parker. My name is Peter Norris, I'm the new chef assistant.
	I'm from Belfast, in Ireland. And you Sonia?
	Hi, Andy. I'm Peter, the new chef assistant.
	A traditional Irish pancake with potatoes.
12	Well, everybody, time to start work...



ACT 2- Order these words to make polite phrases. Who says them? The Customer (C) or the Staff(S)?

1- SANDRA SPEAKING/ GOOD MORNING/ I HELP YOU? / BELLE VIEW HOTEL./ HOW CAN (....)

2- TO BOOK /I'D LIKE /FOR TWO NIGHTS /A ROOM/, PLEASE. (....)

3- CAN I /TO THE MANAGER/ SPEAK/, PLEASE? (....)

4- YOUR NAME?/ PLEASE./ WHAT'S / ONE MOMENT.(....)

5- LEAVE/ IN ROOM 506?/A MESSAGE / COULD I /FOR MR JONES (....)

7- AIR CONDITIONING/ IN THE ROOM? / IS THERE (....)

8- THERE IS / IN THE HOTEL/YES, / A RESTAURANT/ (....)

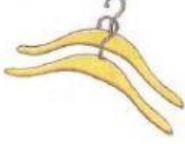
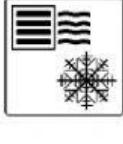
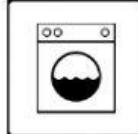
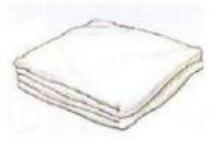
ACT 3: Complete these sentences with a word from the list.

- 1- Can I a parking space?
- 2- I'd like to to the manager, please.
- 3- Can I a table for two, please?
- 4- can I help you?
- 5- Are there disabled in the restaurant?
- 6- There is internet in every room.

SPEAK
HOW
FACILITIES
RESERVE
ACCESS
BOOK

ACT 4: Match the words to the pictures

LAUNDRY	CHAIR AND DESK	PILLOWS	EXCHANGE BUREAU	SHEETS
SWIMMING POOL	DOUBLE BED	AIR CONDITIONING	CAR PARK	RADIO ALARM
CLOAK ROOM	INFORMATION OFFICE	WARDROBE	SATELLITE TV	HANGERS

				
1-	2-	3-	4-	5-
				
6-	7-	8-	9-	10-
				
11-	12-	13-	14-	15-