Exercise 1

People are making calls from their hotel rooms. Who is each person calling? Listen and circle the correct answer.

Listen

1. **a.** laundry
   b. room service
2. **a.** operator
   b. bell captain
3. **a.** housekeeping
   b. room service
4. **a.** bell captain
   b. laundry
5. **a.** front desk
   b. room service
6. **a.** operator
   b. housekeeping

Exercise 2

Listen

Task 1

People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

1. **a.** leave a message
   b. check for messages
   c. pick up mail
2. **a.** move to a bigger room
   b. move to a quieter room
   c. move to a smoking room
3. **a.** arrange for a taxi for the morning
   b. arrange for a taxi for tonight
   c. learn to set the alarm clock
4. **a.** drive to a restaurant
   b. eat something without meat
   c. eat in the restaurant

Task 2

Listen again. Are these statements true or false? Check the correct answer.

	True	False
1. The guest has no messages	☐	☐
2. The guest hates the smell of smoke.	☐	☐
3. The guest can get ready in 30 minutes.	☐	☐
4. The guest can't order lasagna without meat.	☐	☐

LIVEWORKSHEETS

Exercise 3

Listen

Task 1

People are talking about the hotels they are staying in. Listen and check their opinions about each hotel.

1.

	Good	Not good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

2.

	Good	Not good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

3.

	Good	Not good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

4.

	Good	Not good
the restaurant	☐	☐
the service	☐	☐
the room	☐	☐
the rates	☐	☐

LIVEWORKSHEETS

Task 2

Listen again. What phrase completes each statement? Write the correct letter.

1. The hotel should have one restaurant that's .....
2. The hotel should buy .....
3. The hotel should get .....
4. The hotel should have at least one .....

a. just for adults.
b. a new manager.
c. cheap, casual restaurant.
d. softer mattresses.

Exercise 4

People are making calls from their hotel rooms. What do they want? Listen and circle the correct answer.

Listen

1. a. to go fishing
b. to order dinner
c. to cook dinner

2. a. to check in
b. someone to check the flight time
c. someone to carry his bags

3. a. to see if a fax has come
b. to call Japan
c. to send a fax

4. a. new clothes
b. clothes washed and ironed
c. a laundry bag

5. a. an address
b. a phone number
c. a guest's name.

Exercise 5

Keith is talking about the hotel he is staying in. What is he pleased or not pleased about? Listen and check the correct answer.

Listen

	Pleased	Not pleased
1. location	☐	☐
2. service	☐	☐
3. room	☐	☐
4. restaurants	☐	☐
5. overall	☐	☐

LIVEWORKSHEETS