

Exercise 1

1. What kind of room does Mrs Joyce want?
 - a) a single room
 - b) a double room
 - c) twin rooms
2. How long does she need the room for?
 - a) 1 night
 - b) 2 nights
 - c) the weekend
3. When does Mrs Joyce arrive at the hotel?
 - a) in the morning
 - b) in the afternoon
 - c) We don't know.
4. How much does the room cost?
 - a) 230 euros per night
 - b) 203 euros per night
 - c) 320 euros per night
5. How much is the VAT (tax)?
 - a) we don't know because it's included
 - b) 16%
 - c) 10%
6. Why is the room suitable for Mr Joyce?
 - a) because it's very attractive
 - b) the hotel caters to the blind
 - c) it's near the city center

Exercise 2

1. What is Susan doing?
 - a) checking in
 - b) checking out
 - c) booking a room

2. Where is Susan's room?
 - a) across the foyer
 - b) close to the hotel
 - c) on the 4th floor
3. Where is breakfast served?
 - a) in the tea shop
 - b) in the hotel restaurant
 - c) in the Blue Room
4. Where is Susan going to have breakfast?
 - a) in the tea shop
 - b) in her room
 - c) in the Blue Room
5. Who will take the luggage to the room?
 - a) Susan
 - b) the receptionist
 - c) the porter

Exercise 3

1. Why isn't the room ready?
 - a) because the maid isn't there
 - b) because the maid hasn't had time to do it
 - c) because the last guest made a mess
2. Can Mr Turner change rooms?
 - a) yes, there's another vacant on the same floor
 - b) yes, there's another vacant on a different floor
 - c) no, there's no other room available
3. Where can Mr Turner make photocopies?
 - a) at the reception desk
 - b) in the lobby
 - c) at the Business Service Desk
4. Mr Turner is:
 - a) happy to change rooms
 - b) angry at changing rooms
 - c) satisfied with the change

5. When will Mr Turner change room?
- a) immediately
 - b) when the room is ready
 - c) when there is another room available

Exercise 4

1. When does the client want to stay at the Gresham Hotel?
- a) on the night of September 1st
 - b) on the night of September 5th
 - c) on the nights of September 1st, 2nd and 5th
2. How long will he stay at the hotel?
- a) for 3 nights
 - b) for 5 nights
 - c) for a week
3. The hotel has:
- a) no rooms free on those dates
 - b) no single rooms free on those dates
 - c) no double rooms free on those dates
4. When is the hotel full?
- a) on the 1st and 2nd
 - b) at the weekend
 - c) on the 5th
5. What's an en suite room?
- a) a room with sweets
 - b) a room with its own bathroom
 - c) a room with a shared bathroom