

FAVORITE HOTEL

Read the text and use the word in capitals to form a word that fits in each space.

At Gonnal's Hotel in Scotland the service offered to (1) _____ CUSTOM is excellent. The manager Marianne Schulz is always on hand to give a (2) _____ FRIEND Welcome to guests on arrival, and her (3) _____ ENCOURAGE attitude towards her employees has a positive effect. The (4) _____, well-motivated members of staff make an enormous (5) _____ to your stay. Nothing is too DIFFER much trouble for them. It is clear that they take (6) _____ PROUD in their work and try to make your stay an (7) _____ one. It ENJOY is rare to find staff who are actually genuinely (8) _____ in INTEREST why you have come to Scotland, and who are (9) _____ about ENTHUSE promoting their region to holiday-makers. I first arrived at the Gonnal's with little (10) _____ of the area I was visiting, but KNOW the hotel staff gave me all the information and (11) _____ I ADVISE needed.

