

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)_____ Welcome to guests on arrival, and her FRIEND
(3)_____ attitude towards her employees has a positive ENCOURAGE
effect. The (4)_____, well-motivated members of staff CHEER
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.

