

Quick Test

1- Choose the correct option for each sentence.

a- The concierge always ___ guests with restaurant recommendations, but today he seems particularly busy.

helps

is helping

has helped

b- Due to the high demand, the hotel ___ additional staff to handle the summer season.

have hired

hire

is hiring

c- Last night, the fire alarm ___ unexpectedly, causing all the guests to evacuate the building.

was going off

goes off

went off

d- While the receptionist ___ to explain the hotel's policies, the guest suddenly interrupted with a complaint.

are trying

was trying

have tried

e- The travel agency ___ more than 500 luxury vacation packages this year alone.

has sold

sells

sold

f- I'm sure the hotel ___ a complimentary upgrade if there's an issue with your reservation.

offer

has offered

will offer

g- Since the resort received outstanding reviews, they ___ another location next year.

are going to open

will open

is opening

h- The housekeeping team usually ___ the rooms in the morning, but today they ___ them in the afternoon due to a late check-out.

clean/clean

cleans/is cleaning

clean/are cleaning

i- The guests ___ their drinks by the pool when a sudden storm ___ and forced them inside.

enjoyed/started

were enjoying/started

enjoyed/was

2- Fill in the blank with the right word.

Extrovert / Job seeker - Demanding / Self-opinionated / Well-organized / Quick-tempered / Bizarre / Rather than
Ambitious / Think on your feet

- a) The guests were shocked by the _____ hotel theme—every room was upside down, and the staff walked around in costumes from the 1800s.
- b) Working at the front desk of a busy hotel requires you to _____. Guests often have unexpected requests and problems that need quick solutions.
- c) The hotel is hosting a recruitment fair where _____ can apply for positions in housekeeping, reception, and restaurant service.
- d) Being a tour guide can be a _____ job because you need to manage large groups, answer many questions, and walk long distances every day.
- e) Most tourists prefer staying in boutique hotels _____ large chain hotels because they offer a more personalized experience.
- f) The _____ young chef dreamed of opening his own five-star restaurant in a luxury resort.
- g) The travel agency planned a _____ itinerary, ensuring that tourists had enough time to explore each destination without feeling rushed.
- h) The _____ guest kept insisting that the hotel's policies were wrong and refused to listen to the manager's explanation.
- i) The _____ guest became upset when the room wasn't ready on time and started arguing with the front desk staff.
- j) The _____ tour guide quickly made friends with all the guests, creating a fun and lively atmosphere during the trip