

Exercises

Part 1: Please fill the correct answers in the blanks.

1. _____ I help you with your luggage?

2. _____ for the inconvenience.

3. _____, could you please sign here?

4. _____ enjoy your stay.

5. _____ me, where is the restroom?

Part 2: Matching the correct sentences with the situations.

Sentences	Situations
_____ A. "May I take your order?"	1. แขกมาถึงร้านอาหาร
_____ B. "I'm sorry for the delay."	2. บริการช้ากว่าที่คาดหวัง
_____ C. "Please have a seat."	3. เชิญแขกนั่งรอ
_____ D. "Excuse me, sir."	4. เรียกความสนใจจากแขก
_____ E. "Thank you for staying with us."	5. แขกเช็คอิน

Part 3: Choose the correct answers.

1) Which phrase is appropriate when greeting a guest?

- a) What's up?
- b) Hey!
- c) Good afternoon, sir.
- d) Yo!

2) How would you politely offer assistance?

- a) Do it yourself.
- b) Need help?
- c) May I assist you?
- d) What's your problem?

3) What is a courteous way to ask a guest to wait?

- a) Hold on!
- b) Wait a minute.
- c) Please wait here.
- d) Stay there.

4) Which phrase is appropriate when apologizing for a mistake?

- a) My bad.
- b) Oops!
- c) I'm sorry for the inconvenience.

d) Forget it.

5) How would you thank a guest for their patience?

a) Thanks for waiting.

b) Appreciate it.

c) Thank you for your patience.

d) Cheers.

6. What should you say when handing something to a guest?

a) Here you go.

b) Take it.

c) Grab this.

d) It's yours now.

7. Which of the following shows the best customer service attitude?

a) Ignoring the guest

b) Smiling and greeting politely

c) Speaking quickly and walking away

d) Looking bored

8. How should you respond if a guest says “Thank you”?

a) Whatever

b) It's fine

c) You're welcome

d) Nothing

9. Which is the most polite way to refuse a guest's request?

a) No, I can't.

b) That's not possible.

c) I'm afraid that's not available at the moment.

d) Nope.

10. Which phrase best fits this situation: A guest is looking confused in the lobby.

a) Hey, you lost?

b) What do you want?

c) Can I help you?

d) Don't worry.

11. Which of these sentences is the most formal?

a) What's up?

b) Hello there!

c) Good morning, sir.

d) Yo!

12. How would you apologize if the elevator is out of service?

- a) Use the stairs.
- b) We're sorry, the elevator is currently out of service.
- c) Don't ask, it's broken.
- d) Wait until it's fixed.

13. When should you say "Please"?

- a) When you are annoyed
- b) When you give a command
- c) When making a request politely
- d) When greeting someone

14. What should you say if you bump into a guest by accident?

- a) Watch it!
- b) Move!
- c) Sorry.
- d) Your fault.

15. Which of the following expressions is best when a guest enters the hotel?

- a) Come in
- b) What are you doing here?
- c) Welcome to our hotel.

d) Over here!

16. Which of these is NOT polite?

a) Please take a seat.

b) Shut the door.

c) Could you wait a moment, please?

d) May I take your bag?

17. When a guest looks upset, what should you say?

a) Calm down!

b) What's your problem?

c) I'm sorry, is there something I can do to help?

d) Don't be angry.

18. What should you say when answering the hotel phone?

a) Hello?

b) Speak now.

c) ABC Hotel, good afternoon. How may I help you?

d) Yeah?

19. If a guest says, "Excuse me," what is the best response?

a) What?

b) Yes, how can I help you?

c) Huh?

d) Go ahead.

20. Which response is best after a guest says “Goodbye”?

a) So?

b) Whatever.

c) Thank you. Have a nice day!

d) Next!
