

1 Look at the hotel bill. Then answer the questions.

Mr. Philip Paul		ROOM 1611	ARRIVAL 09/14	DEPARTURE 09/15	NOVA HOTEL
Flight	Flight				
Flight 881 London	Flight 881 London				
20:15	20:15				
Outbound member # P1234					
5/14 23:12	Local Call				
5/14 23:12	Free Club One member				
5/14 23:12	Internet access				
5/14 23:12	Free Club One member				
5/14 23:12	Room 1611				
5/14 23:12	Free Club One member				
5/15 00:00	Local access				
5/15 00:00	Free Club One member				
5/15 00:00	Room service				
5/15 00:00	Free Club One member				
5/15 00:00	Free Club One member				
5/15 00:00	Photocopies				
5/15 00:00	Free Club One member				
5/15 00:00	Free Club One member				
5/15 00:00	Room 1611				
5/15 00:00	Free Club One member				
BALANCE	100.71				
25.00	25.00				
TOTAL INCLUDING VAT	125.71				

1. What date did Mr. Paul check in? _____

2. How much did he pay for phone calls, faxes, and Internet service? _____

3. How many nights did Mr. Paul stay at the hotel? _____

4. What is the total amount of the hotel bill? _____

2 Check the hotel services that Mr. Paul used at the Nova Hotel, according to the hotel bill.



3 Which services are important to these hotel guests? Read what each person says and write the hotel service on the line.



LESSON 1

4 Put the conversation in order. Write the number on the line.

1. Can I speak with Kevin Mercer, please? He's staying in room 376.
 _____ That's right.
 _____ Yes. Could you tell him Barbara called? Please ask him to call me back at 228-555-3156.
 _____ One moment, please... I'm sorry. There's no answer. Can I take a message?
 _____ Barbara at 228-555-3156.
 _____ Is that all?
 _____ Yes, that's it. Thank you very much.

5 The fortune-teller is predicting the future. Read her predictions. Then rewrite the sentences using **will**.

1. _____
 2. _____
 3. _____
 4. _____
 5. _____

6 Rewrite the following future statements and questions using **will**.

1. I'm going to call her later today. _____
 2. She's going to stop at the front desk first. _____
 3. My uncle is meeting my father at the airport. _____
 4. What time does the tour group get back? _____
 5. When are they going to make a reservation? _____
 6. Where is your grandmother staying in Madrid? _____

7 Read the phone conversation. Then complete the message sheet.

A: Hello. I'd like to speak with Ms. Marisol Santiago, please.
 B: One moment, please. If I ring Ms. Santiago's room: ...
 I'm sorry, but there's no answer. Would you like to call back later?
 A: No, I'd like to leave a message. Please tell her that I'll be in the city until 11:00. I'll be at 644-555-2323 until 5:00 today.
 B: OK, Ms. Streed.
 A: No, it's Streed. S-T-R-E-E-D—that's "D" as in "door".

To: Marisol Santiago
 Date: 09/14 Time: 09:00 AM
 WHILE YOU WERE OUT

 Phone: _____
 Room: _____
 Name: _____

 Message: _____

LESSON 2

8 Look at the sentences in the box. Write the correct sentence below each picture.

If you book the hotel early, you will save money.
 If you request meal-in-room, the hotel will bring them to your room.
 If a guest is in a hurry, a taxi is faster than the shuttle.
 If you book a table, breakfast is free.



1. _____



2. _____



3. _____



4. _____

9 Write factual if the conditional sentence expresses a fact. Write **future** if it expresses a future result.

1. If you check in early, you'll get the room you want. _____
 2. If a hotel has wireless Internet, guests don't have to go to a business center to check e-mail. _____
 3. We will provide wake-up service in the morning if you request it. _____
 4. If you take something from the minibar, you'll have to pay extra. _____

10 Find the errors and write the correct sentence.

1. If you will hurry, you'll catch the shuttle. _____
 2. If the fitness center is still open, I go swimming. _____
 3. If there will not be rental cars at the airport, will you take a bus? _____
 4. If I make my reservation early I'll get a cheaper room. _____