WORKBOOK Unit 3
Lesson 1 and 2

UNIT 3 Staying in Hotels PREVIEW

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

Mr. Philip Paul
11 Rue Ravignan
75018 Paris, France
CLUB ONE MEMBER # PP2139

ROOM 1631
ARRIVAL 09/14
DEPARTURE 09/16
TIME 15:52

NOVA HOTEL

DATE	REFERENCE	DESCRIPTION	AMOUNT
9/14	13:13	Local Call	Free (Club One member)
9/14	08:32	Overseas Call	48.54
9/14	3896	Internet access	Free (Club One member)
9/14	2765	Laundry	16.50
9/14		Room 1631	179.00
9/14	3896	Internet access	Free (Club One member)
9/14	2762	Room Service	18.92
9/15	2763	Room Service	24.50
9/15	09:52	Local Call	Free (Club One member)
9/15	428	Photocopies	Free (Club One member)
9/15	3896	Internet access	Free (Club One member)
9/15	710	Local Fax	Free (Club One member)
9/15		Room 1631	179.00
9/15	09662	Airport Shuttle	30.00
		BALANCE	589.71
		VAT 7.00%	35.68
		TOTAL INCLUDING VAT	545.39

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.



I like to have breakfast in my room before I get dressed for the day.

1. _____



I like to work out for an hour in the gym every day before breakfast.

2. _____



I have a very important meeting in the morning. I can't oversleep!

3. _____



I check e-mail and work on my laptop in the evening.

4. _____



I would rather swim for exercise than lift weights.

5. _____



I don't want to do laundry on my vacation!

6. _____

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?
__7__ 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. Marina Santiago, please.
B: One moment, please. I'll 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 Anna Streed called. I'll be at 664-555-8723 until 5:00 today.
B: OK, Ms. Anna Street . . .
A: No, it's Streed, S-T-R-E-E-D—that's "D" as in "door."
B: OK, Ms. Streed. I'll make sure she gets the message.

To Marina Santiago
Date 4/14 Time 3:15 A.M. ☐ P.M. ☐
WHILE YOU WERE OUT
☐Mr./ ☐Ms./ ☐Mrs. _____
Phone _____ area code number extension
☐ telephoned ☐ returned your call ☐ please call ☐ will call back
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 rollaway beds, someone will bring them to your room.
If a guest is in a hurry, a taxi is faster than the shuttle.
If you book a suite, 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 room 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 sentences.

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. _____

LIVEWORKSHEETS