

UNIT 1: TOURIST PLACES 6 (HOTEL 2)

1. Read and write the corresponding word next to the definition.

bell boy	lobby	front desk	receptionist	key card
towel	complimentary	pillow cases	cab	room service
kitchenette	vacancy	reservation	room charge	stay
amenities	housekeeping	wake-up call	deposit	luggage

An arrangement you make to keep a room for you at a hotel: _____

A plastic card used to open your hotel room door: _____

Extra things or services that make your stay comfortable, like shampoo, free Wi-Fi, parking, etc.

Bags or suitcases you take when you travel: _____

A hotel worker who carries your luggage and shows you to your room: _____

A taxi; a car you pay to take you somewhere: _____

Free of charge: _____

Money you pay in advance that may be returned later: _____

The main desk at the hotel where you check in and out: _____

The staff who clean the rooms: _____

The person who welcomes guests and helps them at the front desk: _____

A small kitchen in a hotel room: _____

The time you spend at a hotel: _____

The main entrance area of a hotel: _____

The basic price for renting a hotel room, not including food, taxes, or other services: _____

A piece of cloth used for drying your body after a shower: _____

Covers for pillows: _____

A service provided in a hotel allowing guests to order food and drink to be brought to their rooms:

An available room at the hotel: _____

A phone call from the hotel to wake you up: _____

2. Read and answer by writing expressions used in hotel conversations:

You're a receptionist at The Coral hotel. What do you say to welcome a guest?

You're a guest. You use your name to book a room. What do you say to the receptionist about your booking?

You're a receptionist. Ask the guest to give you his/ her passport politely.

You're a guest. Ask the receptionist if you can have free breakfast at the hotel.

You're a guest. Which question do you ask to find out the breakfast time?

You're a receptionist. Tell the guest that water and snacks in their room are free of charge.

What word does the receptionist use to refer to things like shampoo, soap, and free Wi-fi?

You're a guest. There's a stain on your bed sheet. What do you say to the receptionist?

You're a guest. You want to wake up at 5:30 a.m. Ask the receptionist to wake you up politely.

You're a receptionist. After the check-in procedure is done, what do you say to the guest before they go to their room?

You're a receptionist. What expression do you use to offer the guest an extra night?

You're a guest. How would you politely ask for new towels?

You're a guest. What can you say if you want to know if the snacks in your room are free?

You're a guest. What do you say to the receptionist to ask for a taxi? _____