

Hospitality Language

A) Choose the best answer for each situation.

1. A guest arrives at the hotel reception. What should you say first?

- A) Welcome to our restaurant.
- B) Good morning! Welcome to our hotel. How may I help you?
- C) Please sit down and wait.
- D) What do you want?

2. A guest wants to check in. What should you ask?

- A) What do you want to eat?
- B) Do you have a reservation?
- C) Where are you going?
- D) Why are you here?

3. The guest has a reservation. What should you say next?

- A) Can I have your passport or ID, please?
- B) Give me your money.
- C) Go to your room.
- D) Wait outside.

4. You want the guest to complete the check-in process.

- A) Write something here.
- B) Please fill out this registration form.
- C) Sign anything.
- D) Do it yourself.

5. The guest asks about breakfast.

- A) Breakfast is served from 7 to 10 a.m. in the restaurant.
- B) I don't know.
- C) Maybe later.
- D) Go outside.

6. The guest is leaving the hotel.

- A) Goodbye forever.
- B) Please clean your room.
- C) Could you please return your key card?
- D) Why are you leaving?

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B) Choose the most professional answer.

1. You answer the phone at the hotel.
 - A) Hello?
 - B) Good morning, thank you for calling Sunrise Hotel. How may I assist you?
 - C) Who is this?
 - D) Yes?

2. A guest wants to make a reservation. What should you ask?
 - A) What is your favorite color?
 - B) May I have your full name, please?
 - C) Where do you live?
 - D) What do you want?

3. You need to know when the guest will stay.
 - A) What dates would you like to stay with us?
 - B) When are you coming here?
 - C) Tell me quickly.
 - D) Why are you traveling?

4. The guest asks if there are rooms available.
 - A) Maybe yes.
 - B) We do have availability for those dates.
 - C) I don't care.
 - D) I am busy.

5. A guest complains: "*There is no hot water.*"
 - A) That's not my problem.
 - B) I'm sorry for the problem. Let me check.
 - C) Call someone else.
 - D) Wait tomorrow

6. You want to finish the phone reservation.
 - A) Okay bye.
 - B) Your confirmation number is 4582. Thank you for choosing our hotel.
 - C) Done.
 - D) Whatever.

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C) Match the **guest complaint** with the **best staff response**.

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|---|---|
| 1. My room is not clean. | a. I'm sorry for the inconvenience. Let me check the connection for you. |
| 2. There is no hot water in the shower. | b. I'm sorry for the problem. I will send housekeeping to clean the room immediately. |
| 3. The air conditioner doesn't work. | c. I apologize for the inconvenience. Let me review your invoice. |
| 4. The Wi-Fi is very slow. | d. I'm sorry about that. I will send maintenance to fix the air conditioner. |
| 5. My room is very noisy. | e. I'm sorry for the inconvenience. Let me check the hot water system. |
| 6. I think there is a mistake on my bill. | f. I'm sorry about the noise. We can change your room if you prefer. |

D) Match the **guest request** with the **best staff response**.

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|---|---|
| 1. Could I have extra towels, please? | A. Certainly. I will schedule a wake-up call for you at 6 a.m. |
| 2. Can you wake me up at 6 a.m.? | B. Of course. I will send someone to help you with your bags. |
| 3. Could I get the Wi-Fi password? | C. Yes, our room service is available until 11 a.m. |
| 4. Can someone help me with my luggage? | D. Sure. I will send extra towels to your room right away. |
| 5. Could I have a late check-out? | E. Let me check availability. We may be able to offer a late check-out. |
| 6. Can I order breakfast to my room? | F. Of course. The Wi-Fi password is written on your room card. |

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E) Choose the correct option to complete the sentence.

1. Good afternoon. Welcome to the hotel. How may I _____ you?
assist / assist to
2. Do you _____ a reservation?
having / have
3. May I see your passport or _____, please?
identify / ID
4. Please _____ this registration form.
fill out / fill up
5. Your room is on the third _____.
floor / ground
6. Breakfast is _____ from 7:00 to 10:00 a.m.
service / served
7. May I have your _____ name, please?
full / total
8. What dates would you like to _____ with us?
staying / stay
9. I'm sorry for the _____. Let me check that for you.
inconvenience / inconvenient
10. We can _____ your room if there is a problem.
changing / change
11. Could you please return your _____ card at check-out?
door / key
12. Thank you for _____ at our hotel.
staying / stay