



# SMART HOTELS AND DIGITAL SERVICES



Technology that improves the guest experience.

## 1. VOCABULARY

Look at the picture and choose the correct answer.

- A.** a) Guest  
b) Voice Assistant  
c) Smart Room
- B.** a) Hotel App  
b) Digital Key  
c) Smart Hotel
- C.** a) Guest  
b) Mobile Check-in  
c) Virtual Concierge
- D.** a) Smart Hotel  
b) Smart Room  
c) Voice Assistant
- E.** a) Mobile Check-in  
b) Hotel App  
c) Guest
- F.** a) Smart Room  
b) Virtual Concierge  
c) Digital Key
- G.** a) Smart Room  
b) Smart Hotel  
c) Voice Assistant
- H.** a) Mobile Check-in  
b) Hotel App  
c) Guest

## 2. READING

Read the text and answer the questions.

### Smart Hotels and Digital Services

Smart hotels use technology to improve guest experiences. Guests can check in online, use digital keys on their smartphones, and control room features such as lights and temperature. Many hotels also offer virtual concierge services and mobile apps to provide information and assistance. Smart technology helps hotels save energy and makes services faster and more convenient for guests.

#### A. Choose the correct answer.

- Smart hotels use technology to \_\_\_\_\_ guest experiences.  
a) reduce    b) improve    c) avoid
- Guests can open their rooms using a \_\_\_\_\_.  
a) paper ticket    b) digital key    c) passport
- Smart rooms allow guests to control:  
a) lights and temperature  
b) airplanes    c) roads
- Hotels use virtual concierge services to:  
a) help guests    b) paint rooms    c) sell cars

#### B. True or False.

Write T or F.

- Smart hotels use digital services. \_\_\_\_\_
- Guests always need a physical key. \_\_\_\_\_
- Mobile apps can help hotel guests. \_\_\_\_\_
- Smart hotels can save energy. \_\_\_\_\_
- Technology makes services slower. \_\_\_\_\_

## 3. LISTENING

### A. Listen and complete the information.

Interview with a hotel manager

Name: \_\_\_\_\_  
Hotel: \_\_\_\_\_  
Country: \_\_\_\_\_  
Favorite digital service: \_\_\_\_\_  
Why is it useful? \_\_\_\_\_

### B. Listen again and circle the correct answer.

- The hotel has:  
a) digital keys    b) paper maps    c) no technology
- Guests prefer:  
a) waiting in line    b) mobile check-in    c) no check-in
- Smart rooms help guests:  
a) feel comfortable    b) cook food    c) drive cars

## 4. SPEAKING

Choose one activity and practice with your partner.



#### A. Interview

- Ask your partner:
- Have you ever stayed in a hotel?
  - Would you like to stay in a smart hotel?
  - What digital service would you use?
  - Do you prefer digital keys or traditional keys?



#### B. Role Play

Student A: Hotel Receptionist

Student B: Guest

Use these expressions:

- Welcome to our smart hotel.
- Here is your digital key.
- Can I use the hotel app?
- Thank you for your help.



#### C. Find someone who...

Walk around the class and find a classmate who...

- has used a hotel app.
- prefers digital keys.
- thinks technology is useful in hotels.

## 5. WRITING

Choose ONE topic. Write 50–80 words.

### A. My Ideal Smart Hotel

Write about:

- Where it is
- What digital services it offers
- Why you like it



### B. Technology in Hotels

Do you think technology improves hotel services?

Give your opinion and two reasons.



## EXTRA VOCABULARY

- Digital key = an electronic key on a smartphone
- Mobile check-in = checking into a hotel online
- Guest = a person staying at a hotel
- Virtual concierge = a digital assistant for hotel services
- Smart room = a room with connected technology
- Voice assistant = a device that responds to spoken commands

“Technology makes hospitality smarter and more convenient.”

