



# SMART HOTELS AND DIGITAL SERVICES



Technology that improves the guest experience.

## 1. VOCABULARY

Look at the picture and choose the correct answer.

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



Learn and practice the conversation with your partner.



- Receptionist:** Welcome to our smart hotel.  
**Guest:** Thank you. Can I check in online?  
**Receptionist:** Yes, you can. Please use our hotel app.  
**Guest:** Great! How do I open my room?  
**Receptionist:** Here is your digital key. Just tap your phone on the door lock.  
**Guest:** That's amazing! Thank you for your help.  
**Receptionist:** You're welcome. Enjoy your stay!

## 5. WRITING



Write 50–80 words.







### My Ideal Smart Hotel

Write about:

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

## 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.