Actividad 2. Reading and Writing: Customer Service

1. Lee un anuncio de un hotel.
2. Identifican información específica como:
   - Productos o servicios.
   - Precios.
   - Horarios.
   - Características.
3. Responda preguntas de comprensión lectora.

Reading Text

Blue Sky Hotel

Welcome to Blue Sky Hotel!

We offer comfortable rooms at affordable prices.

Services:

- Free Wi-Fi
- Breakfast included
- Room service (24 hours)
- Laundry service
- Swimming pool

Room Prices

- Single Room: **$45** per night
- Double Room: **$70** per night

Check-in: **2:00 p.m.**

Check-out: **12:00 p.m.**

24h Our reception is open 24 hours a day.

Part A. Reading Comprehension

Selecciona la opción correcta según la lectura.

1. How much is a double room?
   - (a) $45 per night
   - (b) $70 per night
   - (c) $35 per night
   - (d) $55 per night
2. Is breakfast included?
   - (a) No, it isn't.
   - (b) Yes, it is.
   - (c) Only for double rooms.
   - (d) Only on weekends.
3. What time is check-in?
   - (a) 12:00 p.m.
   - (b) 1:00 p.m.
   - (c) 2:00 p.m.
   - (d) 3:00 p.m.
4. Name two hotel services.
   - (a) Free Wi-Fi and breakfast
   - (b) Laundry and swimming pool
   - (c) Room service and free parking
   - (d) Both a and b
5. Is the reception open all day?
   - (a) Yes, 24 hours a day
   - (b) No, only during the morning
   - (c) Yes, but only until midnight
   - (d) No, it closes at 10 p.m.

Part B. Writing – Choose the best polite question

Selecciona la opción que mejor expresa la idea.

1. Ask politely for the Wi-Fi password.
   - (a) Give me the Wi-Fi password.
   - (b) Could you tell me the Wi-Fi password, please?
   - (c) I want the Wi-Fi password.
   - (d) Tell me the Wi-Fi password.
2. Ask if you can check in early.
   - (a) Can I check in early, please?
   - (b) I will check in early.
   - (c) You should let me check in early.
   - (d) I might check in early.
3. Request room service.
   - (a) I want room service now.
   - (b) Could you send room service, please?
   - (c) You should send room service.
   - (d) I might call room service.
4. Ask for more towels.
   - (a) Give me more towels.
   - (b) Could I have more towels, please?
   - (c) I need towels.
   - (d) You should bring towels.
5. Ask the receptionist about the swimming pool.
   - (a) Is the swimming pool open now?
   - (b) The swimming pool is open.
   - (c) You should open the swimming pool.
   - (d) I might go to the swimming pool.

LIVEWORKSHEETS