PART F: READING STRATEGY – SCANNING PRACTICE

Directions: Do not read every word carefully. Scan the hotel notice to find the specific information.

HOTEL NOTICE

SUNRISE BEACH HOTEL & RESORT

IMPORTANT NOTICE FOR GUESTS

Subject: Main Outdoor Swimming Pool Maintenance Shutdown

Dear Valued Guests,

Please be informed that our main outdoor swimming pool will undergo mandatory routine maintenance and chemical water treatment **on 15 September 2026 from 10:00 a.m. to 2:00 p.m**. Normal operations will resume promptly **at 2:00 p.m.**

During this temporary shutdown, all guests are invited to use the **indoor heated lap pool located on the 2nd floor of the Spa Center** at no additional charge.

Hotel Management

LIVEWORKSHEETS

38. What is the name of the hotel?

39. What facility will be closed?

40. What is the date of the shutdown?

41. What time will the shutdown begin?

42. What time will normal operations resume?

43. Why will the pool be closed?

44. Where is the alternative swimming pool?

45. Is there an additional charge for using the alternative pool?

LIVEWORKSHEETS

PART G: RESERVATION FORM — INFORMATION EXTRACTION

Directions: Read the reservation form and choose the correct answer.

CONFIRMED GUEST RESERVATION SUMMARY

Guest Name: Ms. Emily Carter
Nationality: British
Arrival: 20 September 2026 — 2:00 PM
Departure: 23 September 2026 — 12:00 PM
Length of Stay: 3 Nights
Room: Deluxe Ocean View King Room
Guests: 2 Adults
Meal Plan: Daily International Buffet Breakfast Included
Total Room Rate: $450 USD
Payment: Fully Guaranteed via Credit Card
Special Requests: Non-smoking room, high floor preference, late check-in expected at 6:00 PM

46. **What is Ms. Emily Carter's nationality?**

A. American
B. British
C. Australian
D. Canadian

47. **When will she check in?**

A. 20 September 2026
B. 21 September 2026
C. 23 September 2026
D. 15 September 2026

48. **How many nights will she stay?**

A. 2
B. 3
C. 4
D. 5

49. **What type of room has she booked?**

A. Standard Twin Room
B. Deluxe Ocean View King Room
C. Executive Suite
D. Family Room

LIVEWORKSHEETS

50. **How many adults are staying?**

A. 1 B. 2

C. 3 D. 4

51. **What meal is included?**

A. Lunch B. Dinner

C. Breakfast D. All meals

52. **How much is the total room rate?**

A. $350 B. $400

C. $450 D. $500

53. **How will the reservation be guaranteed?**

A. Cash B. Bank transfer

C. Credit card D. Hotel voucher

LIVEWORKSHEETS

PART H: OPERATIONAL CASE STUDY

Directions: Read the situation and answer the questions.

Case: Corporate Seminar

TechCorp Inc. books a three-day international conference at Sunrise Beach Hotel for 150 delegates.

The Sales & Marketing Department signs the contract and agrees on banquet menus. Front Office prepares 150 room key cards and express group check-in desks. Food & Beverage prepares coffee breaks and buffet lunches. Engineering tests microphones, projectors, lighting, and Wi-Fi. Housekeeping cleans the guest rooms and ballroom restrooms. Accounting prepares one master invoice for TechCorp Inc.

54. How many delegates will attend the conference?

55. Which department signs the contract?

56. Which department prepares 150 room key cards?

57. Which department prepares coffee breaks?

58. Which department tests the projectors and Wi-Fi?

59. Which department cleans the guest rooms?

60. Which department prepares the master invoice?