

WARM-UP

1. What makes a hotel family-friendly? Briefly answer the questions.

- What does a family need when travelling with young children? _____
- What services might teenagers prefer? _____
- What should a hotel offer families with a baby? _____
- Why are safety and accessibility important? _____

2. Guess the guest's needs. Identify three priorities for each guest profile.



**Family A -
Travelling with a baby**

**Family B -
Travelling with teenagers**

**Family C -
Three generations**

VOCABULARY

3. Match the words with their definitions.

- | | |
|--------------------------|---|
| 1. Connecting rooms | A. A trip accompanied by a guide |
| 2. All-inclusive package | B. A service offered free of charge |
| 3. Kids' club | C. Two rooms connected by an internal door |
| 4. Dietary requirements | D. Food-related needs or restrictions |
| 5. Complimentary service | E. A holiday offer including accommodation, meals and selected services |
| 6. Guided excursion | F. Organised activities for children, usually supervised |

4. Drag and drop the appropriate expression.

family suite babysitting service accessible facilities children's menu special request

1. A guest travelling with a wheelchair asks about _____.
2. Parents want to have dinner alone and ask whether the hotel offers a _____.
3. A family of five needs spacious accommodation, so the receptionist recommends a _____.
4. The parents ask for a _____ because their child cannot eat spicy food.
5. A guest asks the hotel to provide a cot in the room. This is a _____.

READING

5. Read the text and identify Family-friendly Tourism attributes.

A Holiday for Every Generation

Family-friendly tourism has become an important part of the hospitality industry. Families often travel together to relax, explore new places and spend quality time with one another. However, organising a successful family holiday requires more than booking a room. Hotels and resorts must understand their guests' needs and provide services that make every family member feel comfortable, safe and welcome.

Accommodation is one of the first things families consider. A family suite offers extra space, while connecting rooms allow parents and children to stay close but enjoy some privacy. Families travelling with babies may need a cot, a high chair, a bottle-warming facility or a quiet room. Hotels should explain which services are included in the price and which require an additional payment. Clear information helps guests plan their budget and avoid unpleasant surprises.

Food is another important consideration. A family-friendly restaurant may offer a children's menu, high chairs and flexible meal times. Staff should ask about allergies, dietary restrictions and other food preferences before recommending dishes. For example, a vegetarian family may appreciate a menu with several plant-based options. Listening carefully to guests and confirming their requests can prevent misunderstandings and improve satisfaction.

Entertainment also plays a major role in family holidays. Younger children may enjoy a supervised kids' club, a playground or creative workshops. Teenagers might prefer cycling, swimming, team sports or adventure excursions. Parents may appreciate a spa, a fitness centre or an organised sightseeing tour. A well-planned resort provides activities for different ages while offering opportunities for the whole family to spend time together.

Safety and accessibility must never be overlooked. Hotels should maintain swimming pools, provide clear emergency information and explain the rules for supervised activities. Families with elderly relatives or members with disabilities may need lifts, step-free access and accessible bathrooms. Staff should respond politely to special requests and never promise a service before confirming its availability.

Tourism professionals can improve guest satisfaction by asking the right questions, listening actively and recommending suitable options. For instance, a receptionist might ask about children's ages, preferred activities, meal requirements and the family's budget. The information can then be used to suggest an appropriate room, meal plan and excursion package.

Ultimately, a family-friendly hotel does not simply sell accommodation. It creates a welcoming experience where guests feel understood and respected. Personalised recommendations, reliable information and thoughtful service can turn an ordinary holiday into a memorable family experience and encourage visitors to return.

6. True or False? Correct the false statements orally.

1. Connecting rooms can help families stay close while enjoying some privacy.
2. All hotel services are always included in the accommodation price.
3. Teenagers may enjoy team sports and adventure excursions.
4. Staff should promise a requested service before checking its availability.
5. Asking about guests' needs can help improve guest satisfaction.

7. Match the problem with the best solution.

Guest's need

1. A baby needs somewhere to sleep.
2. A child wants organised games with other children.
3. A guest cannot eat certain foods.
4. A guest uses a wheelchair.
5. A family wants to explore local attractions with a guide.

Hotel service

- A. Step-free access
- B. Cot
- C. Guided sightseeing tour
- D. Kids' club
- E. Dietary accommodation

8. Choose the correct answer.

1. What is one advantage of connecting rooms?
 - A. They guarantee free meals.
 - B. They keep family members close while offering privacy.
 - C. They provide supervised childcare.
 - D. They include all excursions.
2. What should staff do about a guest's food allergy?
 - A. Recommend any popular dish.
 - B. Ignore the request if the restaurant is busy.
 - C. Listen carefully and confirm suitable options.
 - D. Ask the guest to choose without assistance.
3. Which facility might be most suitable for younger children?
 - A. A supervised kids' club.
 - B. A business conference room.
 - C. A late-night bar.
 - D. An adult-only activity.
4. What should a receptionist do before promising a special service?
 - A. Charge an additional fee immediately.
 - B. Recommend a different hotel.
 - C. Guarantee the service without checking.
 - D. Confirm whether the service is available.

LISTENING

9. Listen to a hotel receptionist introducing a resort to a family planning a four-night holiday. Complete the information table.

Item	Information from the conversation
1. Number of family members	_____
2. Age of the younger child	_____
3. Kids' club hours	_____
4. Day of the sightseeing excursion	_____

10. Write the correct service or facility from the conversation.

- A meal option for a guest who does not eat meat. _____
- A supervised programme involving arts and crafts. _____
- An outdoor route that the family can explore together. _____
- A trip to see local attractions that costs extra. _____

SPEAKING

11. Role-play a conversation "Looking for a right hotel".

**Student A – Travel Consultant -
provides the hotel information -**

Mountain View Lodge

Family rooms with extra beds
Guided nature walks and cycling
Picnic baskets available on request
Accessible garden routes
Breakfast included; other meals extra

**Student B - a family representative -
informs about the family's needs**

Two adults and two children, aged 7 and 15
One child prefers swimming and organised games
The teenager enjoys cycling and nature
One family member prefers vegetarian food
Your family wants meals included in the budget

Useful questions

What types of rooms do you offer?
Is breakfast included in the price?
Do you provide vegetarian meals?
What activities are available for teenagers?
Is there a supervised kids' club?
Which package would you recommend for our family?

make notes



WRITING

12. Personalised Hotel Offer. As a travel consultant at a family-friendly resort complete the email recommending a holiday package for this family.

(Subject) Green Valley Family Resort Offer

Dear Mr and Mrs Taylor,

Thank you for considering _____ for your holiday. I
recommend our _____, which provides comfortable _____ for
four guests. Our half-board package includes _____.

Your seven-year-old can enjoy our _____ and _____
_____, while your teenager may prefer _____. The whole
family can explore the _____ or participate in our _____.

Our restaurant offers _____, and we encourage you to inform us of
any _____ or _____ requirements in advance. We can also help
you arrange a family _____.

_____ if you need further information. _____ to welcoming
your family!

Alex Morgan Travel Consultant