# GLOBAL HORIZON RESORTS & CONTACT SOLUTIONS

Review hotel operational history by contrasting "used to" (past states / obsolete equipment) with "would" (repeated past actions) and target time markers.

## PART 1: GAP-FILL EXERCISE

Instructions: Complete the sentences with the correct form: "used to" (for past states) or "would" (for repeated past habits).

1. Prior to the digital system update, our resort _____ (rely) on heavy paper booking binders.
2. Every morning at 7:00 AM, receptionists _____ (verify) flight schedules manually.
3. Formerly, the hotel front desk _____ (have) a manual telephone switchboard operator.
4. Back when the resort opened, the night auditor _____ (print) physical daily transaction receipts every evening.

## PART 2: DRAG-AND-DROP CLASSIFICATION

Instructions: Drag each past hotel procedure from the selection box and drop it into the correct category below.

SELECTION BOX - ITEMS TO DRAG:

- Paper ledger binders stored in the office
- Call the local airport daily to check arrivals
- Manual phone switchboard in the lobby
- Deliver printed daily faxes to guest suites

| CATEGORY BOX 1: PAST STATE / OBSOLETE EQUIPMENT (USED TO) | CATEGORY BOX 2: REPEATED PAST HABIT / ACTION (WOULD) |
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LIVEWORKSHEETS