

IML – AT A HOTEL

NAME:

DATE:

Choose the correct answer.

- 1. What is a bell boy?**
 - a. A boy who sounds like a bell.
 - b. Someone who carries your bags to your hotel room.
 - c. A boy who serves you food.

- 2. What is another name for concierge?**
 - a. Receptionist
 - b. Doorman
 - c. Porter

- 3. What is the opposite of check-in?**
 - a. check-out
 - b. check-off
 - c. check-on

- 4. Another name for two single beds is ...**
 - a. bunk beds
 - b. two beds
 - c. twin beds

- 5. If you want to make a reservation you should call ...**
 - a. the police
 - b. the bartender
 - c. the receptionist

- 6. The selection of your alcoholic drinks in your room is called ...**
 - a. the mini-drinks
 - b. the mini-bar
 - c. the mini-bottles

- 7. When you make a reservation you need to leave a ...**
 - a. invoice
 - b. deposit
 - c. tip

- 8. If you want a meal from the hotel delivered to your room, you ask for ...**
 - a. room service
 - b. the chef
 - c. the kitchen

- 9. When you are not ready to check out early in the morning, you can request a ...**
 - a. later check-out
 - b. late check-out
 - c. extended check-out

- 10. A standard breakfast, consisting usually of cereal and toast with jam is referred to as ...**
- a. an English breakfast
 - b. an American breakfast
 - c. a continental breakfast
- 11. Sometimes a hotel offers a transportation service to and from the airport. It is called ...**
- a. aero service
 - b. taxi service
 - c. shuttle service
- 12. The main entrance of a hotel is called ...**
- a. the lobby
 - b. the pool
 - c. the big hall
- 13. The people that clean your room are called ...**
- a. tidiers
 - b. nannies
 - c. maids
- 14. Some more up-market hotels offer a car-parking service. This is called ...**
- a. valet
 - b. park service
 - c. car porters
- 15. In some circumstances the hotel offers you a more expensive room for the same price as a standard room. This is called ...**
- a. a raise
 - b. an up-grade
 - c. an elevation
- 16. In many countries porters expect a ... when they serve you.**
- a. tip
 - b. a pat on the back
 - c. a kiss
- 17. What is an example of a tip?**
- a. turn the light off
 - b. three dollars
 - c. four hours
- 18. If you specifically request a room where no smoking is permitted, you ask for a ... room.**
- a. anti-smoking
 - b. stop-smoking
 - c. non-smoking
- 19. Many hotels take a copy of your ... details when you check-in.**
- a. personification
 - b. credit card
 - c. waist size

20. You can usually store your valuable items in the hotel ...

- a. cloakroom
- b. safe
- c. register