

REVISION 1: VOCABULARY AND GRAMMAR
UNIT 1: HOTEL STAFF

PART 1: VOCABULARY

Task 1: Choose the correct word/ phrase to complete the conversation

deal	managers	take orders	deal with
responsible	servers	settle bills	

Lisa: My name is Lisa. I'm your captain here, which means I'll be (1) for your training in our restaurant.

Eric: Hi, Lisa. Nice to meet you. A captain sounds like a team leader to me. Can you tell me what captains do in their stations?

Lisa: Well, They assign duties to their (2)and make sure everything runs smoothly.

Eric: And what duties do servers do?

Lisa: Quite a lot. They (3)....., serve food and drinks, clear table, (4).....and (5).....with all kinds of requests from our guests.

Eric: And complaints?

Lisa: Yes. But we do such a super job that we almost never have to (6)..... those!

Task 2: Choose the best suitable word for each blank

1. She is a(an) _____ person. She is relaxed and happy to accept things without worrying or getting angry.

- A. responsible B. easygoing C. notorious

2. The captain _____ with the problems at the reception counter.

- A. deals B. dealing C. is dealed

3. I am afraid of meeting _____ guys. They are famous for criminals in this area.

- A. easygoing B. responsible C. notorious

4. I often work _____ shift, from 3 pm to 12 at night.

- A. day B. swing C. split

5. He is working here to learn and practice skills. He is a/an _____

- A. apprentice B. young learner C. student

6. Bartenders are _____ for serving drinks at bars.

- A. responsible B. easygoing C. notorious

7. My mother sometimes has to work _____ shift when she starts working in the morning, finishes at night and is at rest in the middle of the days.

- A. day B. night C. split

8. Come to the _____ and check in!

- A. reception counter B. desk C. hotel

9. _____ is the person who is mainly responsible for the meals in the restaurant.

- A. captain B. head chef C. manager

10. This is the _____ of the bar. She takes orders, serves food, and prepares bills

- A. sommelier B. host C. wine steward
 11. She deals with calculation, money and bills. She is a _____.
 A. sommelier B. cashier C. manager
 12. I love the way the _____ makes wine.
 A. sommelier B. bartender C. wine steward

Task 3: Complete the word or phrase basing on the first given letter.

- T_____ plays an important role in helping the staff cooperate and offer great service to customers and guests.
- Alison arrives at the hotel and goes to the front desk to c_____ i_____ and get the keycard.
- Working as a h_____, Sarah cleans hotel rooms and make the bed for guests.
- A f_____ d_____ c_____ deals with people arriving at or leaving a hotel.
- B_____ transports the luggage from the car to the hotel room and back.
- C_____ helps guests in the hotel by giving them information and arranging theatre tickets.
- Hotel e_____ try to make sure that all the guests enjoy staying at the hotel.
- The night auditor's job is to s_____ important guest information with the front desk clerk every morning.
- The maintenance worker f_____ all problems with the rooms in the hotel.
- The doorman stands at the hotel entrance and g_____ guests.

PART 2: GRAMMAR

Task 1: Complete the sentences with the correct form of the verbs. You must write do not/ does not instead of don't/ doesn't.

- My brother (1) (work) _____ in a bar and (2) (serve) _____ drinks. He is a waiter.
- As a concierge, Sarah (3) (respond) _____ to communications from guests, travel agents and (4) (give) _____ them information.
- The bellhops (5) (welcome) _____ guests to the hotel and (6) (offer) _____ to help with luggage.
- A front desk clerk (7) (not/ park) _____ cars for guests but supervises bellhops, doormen and (8) (deal) _____ with people arriving at or leaving a hotel.

Task 2: Choose the best answer A, B, C or D to complete the following sentences

- As a bellhop, I _____ to make people feel welcome by smiling, using their names and offering to help them.
 A. tried B. tries C. try
- This man is a really good employee. He always _____ to carry the guests' bags to their rooms.
 A. offers B. offer C. offering
- The night auditor _____ important guest information with the front desk clerk every day.
 A. share B. shares C. shared
- When the guests want to know more about the city, I _____ them to speak to the concierge.

