

UNIT 5: HOTEL SERVICES

I. LISTENING

Task 1: Ray shows you your different rooms in the guesthouse. Listen and answer the following questions WITH ONLY ONE WORD OR A NUMBER.

1. How many satellite channels are there?
2. Do the guests have to cook your own breakfast?
3. How many dollars does a basic room cost per night?
4. What is the finally introduced room?
5. How many guests share a bathroom?

Task 2: Listen to a conversation between a housekeeper and a guest at a hotel and complete the following sentences with NO MORE THAN THREE WORDS AND A NUMBER.

1. Ms. White cannot see her dry-leaning bag and _____ in her room.
2. The guest need dry-clean a three-piece suit, a dress, and a pair of _____.
3. The housekeeper asks the guest to check out _____.
4. The same day service costs an extra fee of _____.
5. The guest will prepare everything in around _____.

II. READING

Task 1: Read the following hotel brochure and answer the questions using NO MORE THAN THREE WORDS AND/OR A NUMBER.

MAGYAR HOTEL Budapest
Location Located in the heart of the city, facing the Royal Castle and overlooking the Danube. A short walk from the business, commercial and entertainment areas.
Transportation to/ from hotel Distance from international airport: 18 km. Time by taxi: approximately 30 minutes.

Conference rooms and meeting facilities

- 4 main Meeting Rooms
- Ballroom dimensions: 34.5 x 23.5 m. Can be divided into 3.
- 18 Business Rooms equipped with fax, printer, photocopier and email.
- High quality service, dedicated meeting co-ordinator.

Services and equipment

- Overhead projector, screen, 35 mm slide projector, microphone, flip chart, lectern.
- Support services available, including interpreter.

Guest room information and facilities

- 276 rooms and 16 suites
- 22 connecting rooms, 102 non-smoking rooms
- 2 rooms with disable facilities
- Remote control TV with 22 movie and satellite channels
- Direct-dial telephones
- Bathrobes, minibar, in-room safe
- Laundry and valet service
- 24-hour room service

Dining

Restaurant featuring both international and Hungarian cuisine. Open daily from 12.00-15.00 and 19.00-24.00. Ground floor seats 290. Live music in the evenings.

Places of interest

For art lovers, the Museum of Fine Arts and the Hungarian National Gallery are a must.

Take a day to discover the Castle district with the former Royal Palace, Matthias Church, and the Parliament building.

1. What is opposite the Magyar Hotel?
2. How many kinds of rooms are suitable to hold conferences or meetings?
3. Where in the room can you keep your valuables?
4. What kinds of dishes are available at the restaurant?
5. Who should visit the Hungarian National Gallery?

Task 2: Read the information about Vialand Palace Hotel and complete the following sentences WITH NO MORE THAN THREE WORDS.

Vialand Palace Hotel offers exclusive services and benefits for the comfort of its guests. Among many facilities that the hotel has to offer, guests can directly access to the shopping mall and the theme & amusement park by car park hotel entrance elevators. A various choice of restaurants and cafés are available at the shopping mall. The hotel's family-friendly and home-like accommodation concept also provide many advantages such as a supermarket, a pharmacy, a tobacco shop, a hair dresser and many more within a walking distance.



BREAKFAST

The hotel restaurant with both indoor and outdoor seating offers an open-buffet breakfast and is directly accessible from guestroom corridors.



ROOM SERVICE

Vialand Palace Hotel provides 24-hour room service.



PARKING

Vialand Palace Hotel offers 24-hour indoor parking for its guests. The hotel is directly accessible from the indoor car and guests can easily reach the shopping mall by using the elevators that are facing the car park hotel entrance. The indoor parking and valet services are free for accommodating hotel guests. Car washing service is also available with an additional cost.



BUSINESS CENTER

Vialand Palace Hotel provides significant services for a flawless business-travel experience. The hotel's business center is designed to meet your business travel needs and available to assist you with all office services such as scanning and emailing documents, fax services, photocopying, printing and offices supplies.



FREE SHUTTLE SERVICE

The accommodating hotel guests can benefit of free shuttle service provided by Vialand Shopping & Entertainment World based on availability.



INTERNET ACCESS

Vialand Palace Hotel offers free Internet access. High-speed wireless Internet connection is complimentary both in the rooms and public areas.



OTHER FACILITIES

- Rent-a-car
- Airline reservation and confirmation
- 24-hour currency exchange
- 24-hour Manager on Duty

- Babysitter upon request
- Multilingual staff
- Dry cleaning and laundry
- Major credit cards accepted

1. In Vialand Palace Hotel, indoor and outdoor restaurants provide guests with _____ where guests can reach from guestroom lobbies.
2. There are lifts opposite the car park hotel entrance, so it is easy for guests to access to the _____.
3. _____ including fax services, scanning and emailing documents, photocopying, printing and offices supplies are available in the hotel.
4. Guests can use _____ with no charge inside the rooms and public areas.
5. The hotel offers _____ room service, currency exchange, Manager on Duty and indoor parking for guests.

III. WRITING

Choose the best options A, B or C

1. The /Royal /Hoyal /be/cheap/ than /all /the /others/ the /town.
 - A. The Royal Hoyal is cheap than all the others in the town.
 - B. The Royal Hoyal is more cheaper than all the others in the town.
 - C. The Royal Hoyal is cheaper than all the others in the town.

2. I/never /stay/ at/ convenient /hotel /than /this /one.
 - A. I've never stayed at the most convenient hotel than this one.
 - B. I've never stayed at a more convenient hotel than this one.
 - C. I've never stayed at a convenient hotel than this one.

3. There/ be not/ any /rooms/ large / conference /room /in /this /hotel.
 - A. There aren't any rooms as large as the conference room in this hotel.
 - B. There isn't any rooms as large as the conference room in this hotel.
 - C. There aren't any rooms as larger as the conference room in this hotel.

4. I /need /some /space /relax. /Have got /you /big / rooms/ than /that /one?
 - A. I need some spaces to relax. Have you got a bigger rooms than that one?
 - B. I need some space to relaxing. Have you got some bigger rooms than that one?
 - C. I need some space to relax. Have you got any bigger rooms than that one?

5. Among/ these /hotel,/ Orchid /Hotel /offer / high/ standard /comfort /and /service.
- A. Among these hotels, the Orchid Hotel offers the highest standard of comfort and service.
 - B. Among these hotel, the Orchid Hotel offer the higher standard of comfort and service.
 - C. Among these hotels, the Orchid Hotel offer a highest standard in comfort and service.
6. room /rates /in /Lake Side/ Hotel /be /high/ that/ in / Swan Hotel.
- A. The room rates in the Lake Side Hotel is higher than that in the Swan Hotel.
 - B. The room rates in the Lake Side Hotel are higher than that in the Swan Hotel.
 - C. The room rates in the Lake Side Hotel are higher as that in the Swan Hotel.
7. Bedrooms /in /two-star/ hotels /be not /as spacious / in /four-star /hotels.
- A. Bedrooms in two-star hotels are not as spacious than in four-star hotels.
 - B. Bedrooms in two-star hotels are not as more spacious as in four-star hotels.
 - C. Bedrooms in two-star hotels are not as spacious as in four-star hotels.
8. room /rates /in /Hilton /Hotel /be/ same /cost /rooms/ in /Western /Hotel.
- A. The room rates in Hilton Hotel are the same as the cost of rooms in Western Hotel.
 - B. The room rates in Hilton Hotel are same as the cost of rooms in Western Hotel.
 - C. The room rates in Hilton Hotel are as same as the cost of rooms in Western Hotel.
9. other /hotels /be/ modern /but / Paradise /hotel /be/ bit / modern.
- A. The other hotels are most modern but the Paradise hotel is a bit more modern.
 - B. The other hotels are modern but the Paradise hotel is a bit more modern.
 - C. The other hotels are more modern but the Paradise hotel is a bit most modern.
10. From /deluxe /rooms,/ view / city /be/ extensive/ than /from /ordinary/ rooms.
- A. From deluxe rooms, the view of the city is most extensive than from ordinary rooms.
 - B. From deluxe rooms, the view of the city is more extensive than from ordinary rooms.
 - C. From deluxe rooms, the view of the city is much extensive than from ordinary rooms.