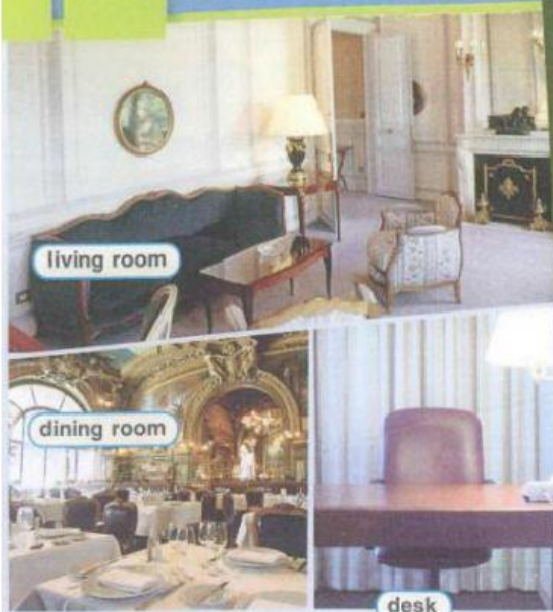




6 The guest room



Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What items are usually in a hotel room?
- 2 What items do you like to have in a hotel room?

Reading

- 2 Read this brochure from a hotel, and then choose the correct answers.

- 1 What is the main idea of the brochure?
A the availability of hotel rooms
B the reasons why guests choose luxury suites
C what items come in different hotel rooms
D where guests can find different items in their rooms
- 2 According to the passage, what is NOT included in each room?
A a hairdryer
B a bed
C a living room
D a mini-bar
- 3 According to the passage, what is true about the suites at the hotel?
A They include three beds.
B They have four separate rooms.
C There are as many suites as deluxe rooms.
D There are suites that don't have kitchens.

The Royal Point Hotel has the perfect room for you.

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you **feel at home**.

Rooms and Suites

The Royal Point Hotel offers 180 **deluxe** rooms and 20 **luxury suites**.

- Our deluxe rooms include one king or two double beds.
- Our luxury suites include a bedroom, a **living room**, a **dining room** and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker
- hair dryer
- iron and ironing board



A Home away from Home



hairdryer



coffeemaker



iron



ironing board

Vocabulary

- 3 Match the words and phrases (1-6) with the definitions (A-F).

- | | |
|-------------------|------------------|
| 1 ___ suite | 4 ___ hair dryer |
| 2 ___ mini-bar | 5 ___ iron |
| 3 ___ coffeemaker | 6 ___ deluxe |

- A a machine that prepares a hot beverage
B a machine that gets very hot and makes clothes smooth and flat
C several rooms that are connected
D high-quality and expensive
E a small fridge in a hotel room with snacks and drinks inside
F a machine that blows hot air



- 4 Complete the sentences with words and phrases from the word bank.

Word Bank

feel at home ironing board luxury
dining room desk living room

- Kate pays extra to stay in a _____ hotel because she enjoys the extra services there.
- The clean rooms and comfortable beds make guests _____ at the hotel.
- The hotels asks that guests only eat at the table in the _____, not on the sofa or bed.
- I sit at the _____ to write postcards.
- Use the _____ when you get the wrinkles out of your clothes.
- Sara sits on the sofa and watches television in the _____.

- 5 Listen and read the passage again. How many rooms are there in a luxury suite?

Listening

- 6 Listen to a conversation between a booking agent and a guest. Then mark the following statements as true (T) or false (F).

- ___ The guest would like to book three rooms.
- ___ No luxury suites are available.
- ___ The guest chooses to stay in the deluxe room.

- 7 Listen again, and fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 _____ Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to 2 _____ a room.

Agent: We offer two room types: the deluxe room and a 3 _____ suite.

Guest: What's the difference between the deluxe room and a suite?

Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4 _____ and dining room.

Guest: But is it more 5 _____?

Agent: Yes, it is.

Guest: It sounds nice. But I think a 6 _____ is enough for me.

Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I'd like to book a room.

We offer two room types.

What's the difference between the deluxe room and a suite?

Student A: You are a guest, and you would like to book a hotel room. Ask Student B questions to find out:

- the types of hotel rooms available
- the difference between the rooms

Student B: You are a booking agent at the Royal Point Hotel. Answer Student A's questions. Make up a name for yourself and what types of rooms are available.

Writing

- 9 Use the picture below and the conversation in Task 8 to complete the feedback form. Make up a guest name.

R.P. Royal Point Hotel

Guest Feedback

Guest Name: _____

Room type: _____

What did you like about your room? _____

What items were in your room? _____





Unit 6

Booking Agent (M): Thank you for calling the Royal Point Hotel Reservations Department. My name is Sam. How may I help you?

Guest (W): Hello. I'd like to book a room.

Booking Agent: We offer two room types: the deluxe room and a luxury suite.

Guest: What's the difference between the deluxe room and a suite?

Book Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

Guest: But is it more expensive?

Booking Agent: Yes, it is.

Guest: It sounds nice. But I think a deluxe room is enough for me.

Activity 8

A: Thank you for calling the Royal Point Hotel Reservations Department. My name is Alexandra. How may I help you?

B: Hello. I'd like to book a room.

A: We offer two types of rooms: an economy room and a luxury room.

B: What's the difference between an economy room and a luxury room?

A: For one, the luxury room is very large. They have king-sized double beds in them as well as other facilities such as air-conditioning and pay-per-view television service.

B: But is it more expensive?

A: Yes, it is.

B: It sounds nice. But I think an economy room is enough for me.