NAME: _____

Listening – Hyatt Hotels

A CD1.9 **Listen to Sholto Smith, Area Sales Director for Hyatt Hotels, talking about how the company meets the needs of business travellers. Listen to the first part and tick which of the following he mentions.**

Location of hotels	Good links with underground networks	Close to the airport
Totally non-smoking	Good restaurant	Close to client's office
Technology	Internet	Business centre
Swimming pool	Translation services	Free transport to hotel

Listening: Hyatt Hotels

Listen to Sholto Smith. Complete the notes on the ways hotels are adding value to their guests' stay.

airport | health club | offices | Breakfast | local department store

- [ ] on a daily basis
- Membership to the [ ]
- Newspapers
- Transportation to and from the [ ]
- A shuttle service to:

a) the [ ]

b) the [ ] in which the client works

Sholto Smith

D What is important for you when staying in a hotel, for either work or pleasure?