

1 A Choose the correct word or phrase to complete the sentences.

- 1 I'm travelling alone, so I only need a room.
a double **b** twin **c** single
- 2 Here's your room key. The password is on the back.
a wifi **b** restaurant **c** bath
- 3 I'm going to drive to the hotel. Is there a?
a restaurant **b** car park **c** gift shop
- 4 I've got a room with a , so I can sit outside in the sun.
a bath **b** balcony **c** swimming pool
- 5 It's so hot at this time of year. Luckily my room has
a air conditioning **b** wifi **c** a hairdresser's
- 6 The is on the second floor, if you want to do exercise while you're here.
a gift shop **b** double room **c** gym

B Complete the sentences with the words in the box.

air double gift password
restaurant shower view

- 1 Does the hotel have a shop? I'd like to buy a present.
- 2 We've got a lovely room with a of the sea.
- 3 What's the wifi ?
- 4 Let's have dinner in the hotel tonight.
- 5 We'd like a large room, please.
- 6 Does the room have a bath or a ?
- 7 The conditioning isn't working. Can you please send someone to fix it?

C Choose the correct words to complete the text.

Last week I travelled to Berlin for an important business meeting. My flight was early in the morning, so I printed my boarding ¹**pass / ticket** the night before. I also booked an airport ²**travel / transfer** to the hotel before I left, because it was cheaper than a taxi. When I arrived, I checked in and took the ³**safe / lift** to my room on the fourth floor, then put my passport in the ⁴**box / safe**. I was really hungry, so I ordered room ⁵**food / service** and watched TV for a while. On the day I came back, my flight was at 7 p.m., but I couldn't check out ⁶**early / late**, so at 11 a.m. I paid my ⁷**service / bill**, left my ⁸**luggage / room** at reception and visited the city centre and the Berlin Wall.

4A Put the sentences (a–g) in the correct order to complete the conversation.

A: Hello, Reception. You're speaking to Jessie.

- a** B: 204. Thank you.
- b** B: Hello. I'm calling about the air conditioning. How do I turn it on? Can someone help?
- c** A: Just phone 100 to speak to someone from the restaurant.
- d** A: No problem. Can I help you with anything else?
- e** B: Yes, please. I'd like to order room service. How do I do that?
- f** A: Of course. I'll send someone up. Which room is it?
- g** B: Wonderful. Thank you.

B  **8.07** | Listen and check.

C  **8.08** | You are B in the conversation in Ex 4A.

Listen and speak after the beep. Record the conversation if you can.

D **Listen to your recording and compare it to the model in Ex 4B.**