

PART A: Multiple Choice Questions

1. What is Jake's full name?

- A. Jake Miller
- B. Jake Morrison
- C. Jake Matthews
- D. Jake Martinez

2. How many nights is Jake staying at the hotel?

- A. Two nights
- B. Three nights
- C. Four nights
- D. Five nights

3. What type of room did Jake book?

- A. Deluxe twin room
- B. Standard queen room
- C. Deluxe king room
- D. Suite room

4. Which floor does Emma assign Jake to?

- A. 10th floor
- B. 12th floor
- C. 14th floor
- D. 16th floor

5. What is Jake's room number?

- A. 1204
- B. 1407
- C. 1410
- D. 1704

6. How many extra pillows does Jake request?

- A. One extra pillow
- B. Two extra pillows
- C. Three extra pillows
- D. Four extra pillows

8. What time is Jake's wake-up call scheduled for?

- A. 5:00 AM
- B. 5:30 AM
- C. 6:00 AM
- D. 6:30 AM

PART B: Fill in the Blanks

Check-in Conversation:

1. Emma: "Welcome to the _____ Plaza Hotel."
2. Jake: "I have a reservation under the name _____."
3. Emma: "I can put you in room 1407 on the 14th floor with a beautiful _____ view."
4. Jake: "I prefer having at least _____ pillows."
5. Emma: "I've set your wake-up call for _____ tomorrow morning."
6. Jake: "I'll take the _____ PM check-out."
7. Emma: "Our breakfast buffet is served daily from _____ to 10:30 AM."
8. Emma: "The _____ center and pool are open 24 hours."

Check-out Conversation:

9. Jake: "I'm checking out of room _____."
10. Emma: "You have _____ nights at \$189 per night."
11. Jake: "Could you _____ me the detailed receipt?"
12. Jake: "I'm trying to go _____."
13. Emma: "I've added you to our _____ guest list."
14. Emma: "I've noted: high floor above 10, _____ view preferred, four pillows..."
15. Emma: "Have a _____ trip!"

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PART C: True Or False

Write T for True or F for False.

1. _____ Jake is staying at the hotel for a vacation.
2. _____ Emma offers Jake a room on the 14th floor.
3. _____ The wake-up call is scheduled for 7:00 AM.
4. _____ Late check-out is free of charge.
5. _____ Jake uses the minibar during his stay.
6. _____ Jake wants to receive promotional offers by email.
7. _____ Emma prints Jake's receipt for him.
8. _____ Jake requests The New York Times newspaper.
9. _____ The hotel fitness center closes at midnight.
10. _____ Emma creates a preference profile for Jake's future visits.

PART D : Speak It Out Loud!

Check-in

Emma :

Jake :

Emma :

Jake :

Emma :

Jake :

Emma :

Jake :

Emma :

Jake :

Emma :

PART D : Speak It Out Loud!

Jake :

Emma :

Jake :

Emma :

Jake :