

## REQUEST FOR SERVICES

### Part 1: Photographs

Listen to the audio track. Select the one statement that best describes what you see in the picture.

1. (     )



2. (     )



3. (     )



### Part 2: Question and Response

Listen to the audio track and select the best response to the question or statement.

4. (     )

5. (     )

6. (     )

7. (     )

8. (     )

9. (     )

10. (     )

11. (     )

12. (     )

13. (     )

### Part 3: Short Conversations

You will be asked to answer three questions about what the speakers say in each conversation.  
Select the best response to each question.

- (     ) 14. Why is the woman calling?  
(A) To order room service  
(B) To apologize for making the man wait  
(C) To request a clean bath mat  
(D) To complain about something
- (     ) 15. How long has the woman been waiting?  
(A) A whole day  
(B) Only one hour  
(C) More than two hours  
(D) A few minutes

(     ) 16. What does the woman request?

- (A) Hand towels
  - (B) Bath towels
  - (C) Washcloths
  - (D) Body wash
- 

(     ) 17. What does the man place an order for?

- (A) Massages
- (B) Cleaning supplies
- (C) Gifts
- (D) Food

(     ) 18. What is likely true of the man?

- (A) He wants to eat in the hotel restaurant.
- (B) He's ordering for two people.
- (C) He is talking to housekeeping.
- (D) He doesn't want anything to drink.

(     ) 19. How will the man pay for his food?

- (A) In cash
- (B) By check
- (C) By adding it to his room's bill
- (D) With a credit card

#### **Part 4: Short Talks**

*You will be asked to answer three questions about what the speaker says in the talk. Select the best response to each question.*

(     ) 20. What did the speaker like best?

- (A) Cooling off in the outdoor pool
- (B) The free airport pickup
- (C) Being greeted with tropical drinks
- (D) The amazing lobby

(     ) 21. Which of the following is TRUE about the hotel?

- (A) Its check-in process was slow.
- (B) Its service was less than satisfactory.
- (C) Its staff was friendly and helpful.
- (D) Its rooms were really small and dirty.

- ( ) 22. Who talked to the speaker about the hotel's facilities?  
(A) A front desk clerk  
(B) A driver  
(C) A server  
(D) A bellhop

### Part 5: Incomplete Sentences

*A word or phrase is missing in each of the sentences below. Select the best answer to complete the sentence.*

- ( ) 23. The showers in the gym have \_\_\_\_\_ for guests.  
(A) sewing kits      (B) sheets      (C) shoe sponges      (D) shower gel
- ( ) 24. Someone \_\_\_\_\_ fresh towels to your room right away.  
(A) delivering      (B) to deliver      (C) will deliver      (D) delivered
- ( ) 25. When I try turning \_\_\_\_\_ the hair dryer, it doesn't work.  
(A) in      (B) on      (C) at      (D) by
- ( ) 26. The guest in room 222 \_\_\_\_\_ a massage at the hotel spa.  
(A) scheduled      (B) handled      (C) connected      (D) provided
- ( ) 27. How soon can someone come \_\_\_\_\_ to pick that up?  
(A) beside      (B) until      (C) with      (D) by
- ( ) 28. The server \_\_\_\_\_ for making us wait so long for our order.  
(A) stocked      (B) apologized      (C) complained      (D) arrived
- ( ) 29. One of our guests needs a roll of \_\_\_\_\_ immediately.  
(A) body lotion      (B) razor      (C) toilet paper      (D) toothpaste
- ( ) 30. The guests were shocked by the \_\_\_\_\_ of the room.  
(A) pickup      (B) state      (C) conditioner      (D) shampoo
- ( ) 31. Your total includes a 15% service \_\_\_\_\_.  
(A) comb      (B) server      (C) charge      (D) supply
- ( ) 32. There are extra towels in the \_\_\_\_\_ if you need them.  
(A) closet      (B) razor      (C) pickup      (D) washcloth

### Part 6: Text Completion

*A word or phrase is missing in some of the sentences. Select the best answer to complete the text.*

**Questions 33-36 refer to the following advertisement.**

Are you looking for a clean, comfortable place to stay on your next vacation? Then Home Hotel is just the place for you. Our locations all around the world offer guests a home away from home and have all the (33) things to make your stay comfortable. Our staff is on duty twenty-four hours a day to satisfy your every need, including (34) services. The hotel restaurant can also prepare world-class food for you that won't put a hole in your wallet, and there is only a small (35) for having meals delivered to your room. All our hotels have swimming pools, fitness centers, and free airport pickup. Reservations can be made online at our Web site, [www.homehotel.com](http://www.homehotel.com), or you can (36) your stay by calling our toll-free number, 800-555-8765. Travel the world while staying at home with Home Hotel. We look forward to serving you.

- |         |               |                |               |               |
|---------|---------------|----------------|---------------|---------------|
| ( ) 33. | (A) certain   | (B) cheap      | (C) delivered | (D) necessary |
| ( ) 34. | (A) state     | (B) dialed     | (C) supply    | (D) laundry   |
| ( ) 35. | (A) money     | (B) charge     | (C) change    | (D) amount    |
| ( ) 36. | (A) schedules | (B) scheduling | (C) schedule  | (D) scheduled |

### Part 7: Reading Comprehension

*Read the following passage and select the best answer for each question.*

**Questions 37-40 refer to the following memo.**

To all housekeeping staff,

There have been a lot of complaints recently from our guests. Many have called the front desk angry about the state of their rooms. They said their bathrooms were not stocked with clean bath towels, rolls of toilet paper, or new toothbrushes. Others couldn't understand why their beds weren't made or didn't have clean sheets. This is not satisfactory work and makes the hotel look very bad. Things need to be changed, so we will be watching everyone this week. If we receive any more complaints about housekeeping, some people will lose their jobs. We know most of you take your work seriously and do a good job. We would hate for the actions of a few people to affect the entire staff, but we have to do what is necessary for the hotel and our guests.



Thank you for your attention to this very important matter.

## Management

- ( ) 37. What is the purpose of this memo?
- (A) To thank the staff for a job well done
  - (B) To introduce a new manager
  - (C) To inform the staff about job openings
  - (D) To warn the housekeeping staff
- ( ) 38. How does management feel about housekeeping's work?
- (A) It's better than last week.
  - (B) It's satisfactory.
  - (C) It's not good enough.
  - (D) It's the best they've ever seen.
- ( ) 39. What will happen to staff members who don't improve?
- (A) They'll be given a warning.
  - (B) They'll be fired.
  - (C) They'll be made to do everything again.
  - (D) They'll be fined.
- ( ) 40. Which of the following is NOT a problem mentioned?
- (A) The beds were not made.
  - (B) The toilets were not cleaned.
  - (C) There wasn't any toilet paper.
  - (D) There weren't clean bath towels.

| Score | Note | Score | Note | Score | Note | Score | Note | Score | Note |
|-------|------|-------|------|-------|------|-------|------|-------|------|
| 0.0   | 1.0  | 10.0  | 2.0  | 20.0  | 3.0  | 30.0  | 4.0  | 40.0  | 5.0  |
| 1.0   | 1.1  | 11.0  | 2.1  | 21.0  | 3.1  | 31.0  | 4.1  |       |      |
| 2.0   | 1.2  | 12.0  | 2.2  | 22.0  | 3.2  | 32.0  | 4.2  |       |      |
| 3.0   | 1.3  | 13.0  | 2.3  | 23.0  | 3.3  | 33.0  | 4.3  |       |      |
| 4.0   | 1.4  | 14.0  | 2.4  | 24.0  | 3.4  | 34.0  | 4.4  |       |      |
| 5.0   | 1.5  | 15.0  | 2.5  | 25.0  | 3.5  | 35.0  | 4.5  |       |      |
| 6.0   | 1.6  | 16.0  | 2.6  | 26.0  | 3.6  | 36.0  | 4.6  |       |      |
| 7.0   | 1.7  | 17.0  | 2.7  | 27.0  | 3.7  | 37.0  | 4.7  |       |      |
| 8.0   | 1.8  | 18.0  | 2.8  | 28.0  | 3.8  | 38.0  | 4.8  |       |      |
| 9.0   | 1.9  | 19.0  | 2.9  | 29.0  | 3.9  | 39.0  | 4.9  |       |      |