
Positive or negative?

Look at the words and expressions in the boxes below, and decide whether each one has a *positive* connotation (☺: the customer was happy with it) or a *negative* connotation (☹: the customer wasn't happy with it).

My hotel room was:

airy	basic	boiling	bright	charming	claustrophobic	
clean	comfortable	comfy	cosy	cramped	damp	dark
dinky	dirty	disgusting	draughty	filthy	freezing	homely
horrible	huge	icy	luxurious	noisy	pokey	pretentious
quiet	roomy	scruffy	seedy	smelly	spacious	spartan
spotless	squalid	sumptuous	tiny	uncomfortable		
		well-kept	well-maintained			

The hotel food was:

awful	bland	boring	delicious	different	done to a turn		
disgusting	excellent	fatty	filling	greasy	healthy	horrible	inedible
indifferent	lovely	mouth-watering	nondescript	oily	overcooked	overpriced	
perfect	revolting	repetitive	rubbery	scrumptious	succulent		
sumptuous	tasteless	tasty	unappetising	undercooked	uneatable		
	unhealthy	vile	wonderful	yucky	yummy		

The hotel staff were:

affable	aggressive	amiable	approachable	attentive	considerate			
courteous	discourteous	discreet	efficient	genial	helpful	impolite		
inattentive	indifferent	inefficient	insolent	kind	knowledgeable	lazy		
lovely	off-hand	officious	pleasant	polite	rude	scruffy	slack	smart
surlly	unapproachable	unhelpful	unpleasant	warm	welcoming	well-mannered		

The tour we went on was:

amazing	boring	dull	educational	fascinating	interesting	intriguing	
mind-numbing	monotonous	riveting	stimulating	soul-destroying	stultifying	tedious	

The beach was:

beautiful	crowded	dirty	heaving	lovely	overcrowded		
picturesque	polluted	rocky	stony	stunning	windswept		

Prepositions

Complete these sentences with appropriate prepositions (*in, at, on, etc.*). In some cases, more than one answer may be possible.

1. The bureau de change is open every day ____ 8.30am ____ 6.30pm, but it closes ____ lunchtime ____ Sundays, and ____ the off-peak season it is closed ____ weekends. It is also closed ____ December 25th and January 1st.
2. Most people go ____ bus or taxi ____ the suburbs ____ the city centre, but sometimes it's quicker to go ____ foot.
3. The flight lands ____ Heathrow Airport ____ half past eight, and it should take you about 45 minutes to collect your baggage ____ the carousel and get ____ immigration and customs. If you take the airport express, you should arrive ____ the city centre by ten o'clock.
4. As soon as you've checked ____ your hotel, meet me ____ the lobby and we can go ____ a drink ____ the bar.
5. Your guide, who is an authority ____ Roman architecture, will meet you ____ the ticket office ____ the amphitheatre, and then you'll go ____ the amphitheatre ____ a tour.
6. We stayed ____ a wonderful hotel ____ the sea, and it was only a minute's walk ____ a beautiful beach. I would recommend it ____ anyone!
7. All our steaks are served ____ salad or seasonal vegetables, and come ____ a choice ____ five different sauces.
8. We've just been ____ Italy, where we stayed ____ a really nice Italian family who we've known ____ years (ever ____ we met them in London in 1998).
9. We're not satisfied ____ the service here. Who is responsible ____ dealing with customer complaints, and are they free ____ help us now?
10. If you have a complaint or a problem, please speak ____ the manager. He is usually available ____ the mornings. ____ the evenings or ____ night you can discuss any problems ____ the duty manager.
11. We apologise ____ the delay, and are grateful ____ all our passengers ____ their patience and understanding.
12. The city is famous ____ its beautiful architecture, and it is very rich ____ history and culture. The people who live there are very proud ____ their heritage, and are always friendly and welcoming ____ visitors.
13. Alison works ____ a receptionist in a small hotel (just ____ me). Her manager makes her work ____ a slave (just ____ mine!).
14. We would like to compliment the chef ____ an excellent meal, and thank the waiters and waitresses ____ all their hard work. Between them, they have succeeded ____ making the evening a great success.
15. Tourists often suffer ____ minor stomach upsets when they are ____ holiday. This is usually the result ____ a sudden change of diet, but sometimes it indicates poor standards of hygiene ____ the kitchen.
16. Henry travels all ____ the world ____ business. He's just gone ____ Kuala Lumpur and will be back ____ a few days.