

ACCOMMODATION- Vocabulary

A. Match the words with the definitions

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|------------------|--|
| 1. room service | a) a room in a hotel with two beds |
| 2. half board | b) a person in a hotel who deals with guests when they arrive |
| 3. receptionist | c) when you have food or drink brought to your room in a hotel |
| 4. full board | d) having a bathroom attached |
| 5. reception | e) when you pay only to have a room, breakfast & dinner in a hotel |
| 6. double room | f) an arrangement to have a room in a hotel |
| 7. single room | g) make an arrangement to have a room in a hotel |
| 8. twin room | h) when you pay to have a room and all your meals in a hotel |
| 9. book | i) a room in a hotel with one bed for two people |
| 10. fully booked | j) the place you go to in a hotel when you arrive |
| 11. ensuite | k) when all the rooms in a hotel are being used |
| 12. reservation | l) a room in a hotel with one bed for one person |

B. Complete the phone conversation using words from activity A.

Receptionist: Hello, The Wiseman Arms Hotel. How can I help you?

Customer: Hello, I'd like to make a (1) _____, please. I'd like to (2) _____ a room for two for the night of 6th October.

Receptionist: I'm sorry, but we're (3) _____ that night.

Customer: What about the night of 27th October?

Receptionist: Yes, that would be fine. Would you like a double room or a (4) _____?

Customer: A double room, please.

Receptionist: We have a double room with an (5) _____ bathroom.

Customer: That would be fine. Thank you.



AT THE AIRPORT- Vocabulary

A. Complete the sentences with words in the box

arrivals, baggage reclaim, check-in, customs, departure lounge, departures, gate

- 1 You go to _____ when you are going somewhere by plane.
- 2 You say that you have arrived for your flight at the _____ desk/counter.
- 4 You wait in the _____ until it is time to get on your plane.
- 5 You get on or off a plane at the _____.
- 6 You go to _____ to get back your bags after your flight.
- 7 Your bags are checked for illegal goods when you enter a country at _____.
- 8 You meet someone who is arriving after a flight at _____.

B. Match the words

| | | | | | |
|----------|--------------|----------|-----------|-----------|---------------|
| conveyor | aisle/window | boarding | passport | departure | security |
| guard | seat | belt | pass/card | gate | check/control |

C. Flight attendant announcements

aboard – boarding pass –hand luggage –
landing– flight – life jacket – take-off
overhead locker

1. Good morning, sir. Can I see your _____, please? 65C – that's towards the back on your left.
Have a pleasant _____.
2. On behalf of the captain and the crew, I would like to welcome you _____.
3. Please put all _____ in the _____.
4. There is a _____ under your seat for use in case of an emergency.
5. Please remain seated during _____ and _____.

D. Listening

- A:** Good morning, can I see your _____, please?
B: Sure! Here you are.
A: OK. How many _____ will you be checking in?
B: Just this one suitcase.
A: OK, could you put it on the _____ please?
B: Sure.
A: Did you pack your luggage yourself?
B: Yes, I did.
A: And could you just look at the poster and tell me if you've packed any of these prohibited items in your hand luggage, please?
B: Sure ... no, nothing.
A: OK. Would you like a window or _____?
B: Window, please.