

Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.

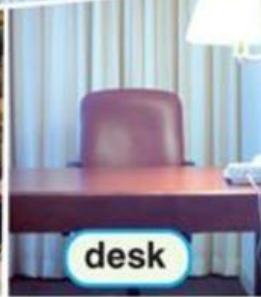
6 The Guest Room



living room



dining room



desk



hairdryer



coffeemaker



iron



ironing board

The Royal Point Hotel has the perfect room for you.

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you **feel at home**.

Rooms and Suites

The Royal Point Hotel offers 180 **deluxe** rooms and 20 **luxury suites**.

- Our deluxe rooms include one king or two double beds.
- Our luxury suites include a bedroom, a **living room**, a **dining room** and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker
- hair dryer
- iron and ironing board

A Home away from Home

1 What items are usually in a hotel room?

2 What items do you like to have in a hotel room?

1 What items are usually in a hotel room?

Hotel rooms usually contain a bed and a table, a mirror, a toilet and a shower, a television, a refrigerator with a mini-bar, some facilities to make hot drinks and a hair-dryer.

2 What items do you like to have in a hotel room?

I like a hotel room to have air conditioning and a television. But usually when I am on vacation I spend most of my time away from the hotel, and only go there to sleep and wash myself. So a good bed and curtains, and a powerful shower are really good things to have in a hotel room!

Reading

2 Read this brochure from a hotel, and then choose the correct answers.

1 What is the main idea of the brochure?

- ☐ A the availability of hotel rooms ☐ B the reasons why guests choose luxury suites ☐ C what items come in different hotel rooms ☐ D where guests can find different items in their rooms

2 According to the passage, what is NOT included in each room?

- ☐ A a hairdryer ☐ B a bed ☐ C a living room ☐ D a mini-bar

3 According to the passage, what is true about the suites at the hotel?

- ☐ A They include three beds. ☐ B They have four separate rooms. ☐ C There are as many suites as deluxe rooms. ☐ D There are suites that don't have kitchens.

Reading

5  Listen and read the passage again. How many rooms are there in a luxury suite? Fill in the gaps.

A luxury suite contains four rooms: a bedroom, a room, a room and a(n) .

Vocabulary

3 Match the words or phrases with the definitions (A-F).

deluxe

iron

coffeemaker

hair dryer

mini-bar

suite

A a machine that prepares a hot beverage

B a machine that gets very hot and makes clothes smooth and flat

C several rooms that are connected

D high-quality and expensive

E a small fridge in a hotel room with snacks and drinks inside

F a machine that blows hot air

Vocabulary

4 Complete the sentences with words and phrases from the word bank.

desk

ironing board

dining room

luxury

living room

feel at home

1 Kate pays extra to stay in a hotel because she enjoys the extra services there.

2 The clean rooms and comfortable beds make guests at the hotel.

3 The hotels asks that guests only eat at the table in the , not on the sofa or bed.

4 I sit at the to write postcards.

5 Use the when you get the wrinkles out of your clothes.

6 Sara sits on the sofa and watches television in the .

Listening



6 Listen to a conversation between a booking agent and a guest. Then mark the following statements as *True* or *False*.

1 The guest would like to book three rooms.

True

False

2 No luxury suites are available.

True

False

3 The guest chooses to stay in the deluxe room.

True

False

Listening



7 Listen again, and fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1) Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to 2) a room.

Agent: We offer two room types: the deluxe room and a 3) suite.

Guest: What's the difference between the deluxe room and a suite?

Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4)
 and dining room.

Guest: But is it more 5) ?

Agent: Yes, it is.

Guest: It sounds nice. But I think a 6) is enough for me.

Booking Agent: Thank you for calling the Royal Point Hotel Reservations Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to book a room.

Booking Agent: We offer two room types: the deluxe room and a luxury suite.

Guest: What's the difference between the deluxe room and a suite?

Book Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

Guest: But is it more expensive?

Booking Agent: Yes, it is.

Guest: It sounds nice. But I think a deluxe room is enough for me.

Speaking

8 Complete the conversation below based on Task 7, with the sentences given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

I'd like to book a room.

We offer two room types.

What's the difference between the deluxe room and a suite?

Student A: You are a booking agent at the Royal Point Hotel. Answer Student B's questions.

Student B: You are a guest, and you would like to book a hotel room. Ask Student A questions to find out:

- the types of hotel rooms available
- the difference between the rooms

We offer two types of rooms: an economy room and a luxury room.

How may I help you?

Yes, it is.

For one, the luxury room is very large.

A: Thank you for calling the Royal Point Hotel Reservations Department. My name is Alexandra.

B: Hello. I'd like to book a room.

A:

B: What's the difference between an economy room and a luxury room?

A: They have king-sized double beds in them as well as other facilities such as air-conditioning and pay-per-view television service.

B: But is it more expensive?

A:

B: It sounds nice. But I think an economy room is enough for me.

Writing

9 Use the picture and the words below to complete the feedback form.

double

chest

bright

RP Royal Point ~Hotel~

Guest Feedback



Guest name: Jessica Botic

Room type: Economy

What did you like about your room?

The room was very and clean.

What items were in your room?

The room had a bed, a desk and some chairs, a

of drawers and a bookshelf.