Lesson
39

WORDS TO LEARN

advanced
chain
check in
confirm
expect
housekeeper
notify
preclude
quote
rate
reservation
service

Hotels

Study the following definitions and examples.

1. **advanced** adj., highly developed; at a higher level
   a. Since the hotel installed an advanced computer system, all operations have been functioning more smoothly.
   b. Pablo has been promoted to assistant manager and he is happy with his advanced position.
2. **chain** n., a group of enterprises under a single control
   a. Budget-priced hotel chains have made a huge impact in the industry.
   b. The hotel being built in Seoul is the newest one in the chain.
3. **check in** v., to register at a hotel; to report one's presence
   a. Patrons check in at the hotel immediately upon their arrival.
   b. To know that the conference guests have arrived, we ask them to check in at the registration desk.
4. **confirm** v., to validate
   a. Jorge called the hotel to confirm that he had a room reservation.
   b. We automatically send a postcard to let you know that your travel dates have been confirmed.
5. **expect** v., to consider probable or reasonable
   a. You can expect a clean room when you check in at a hotel.
   b. Mr. Kim expected that the bed linens would be changed daily.
6. **housekeeper** n., someone employed to do domestic work
   a. Eloise's first job at the hotel was as a housekeeper and now she is the manager.
   b. The desk clerk is sending the housekeeper to bring more towels to your room.
7. **notify** v., to report
   a. They notified the hotel that they had been delayed in traffic and would be arriving late.
   b. Lydia notified the hotel in writing that she was canceling her reservation.
8. **preclude** v., to make impossible; to rule out
   a. The horrible rainstorm precluded us from traveling any further.
   b. The unexpected cost of the room precluded a gourmet dinner for the travelers.
9. **quote** v., to give exact information on; n., a quotation
   a. We were quoted a price of $89 for the room for one night.
   b. Call ahead and get a price quote for a week-long stay.
10. **rate** n., the payment or price according to a standard
    a. The rate for the hotel room is too high considering how few services are available on-site.
    b. The sign in the lobby lists the seasonal rates.
11. **reservation** n., an arrangement to set something aside
    a. I know I made a reservation for tonight, but the hotel staff has no record of it in the system.
    b. It is difficult, if not impossible, to get reservations at this hotel at the height of the summer season.
12. **service** n., useful functions
    a. The hotel has a number of luxury services like the on-site gym, sauna, pool, and beauty salon.
    b. Mr. Rockmont called room service to order a late-night snack.

LIVEWORKSHEETS

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

advance	confirm	notify	rates
chains	expect	preclude	reservations
check in	housekeeper	quoted	service

People stay in hotels for business and personal travel. But with room rates being so high, many travelers are staying home. Since high costs can (1) _____ travel, smart travelers know they can save money and get the best (2) _____ for a room by making (3) _____ well in (4) _____ of the beginning of their trip. When you make a reservation, the hotel staff will ask you to (5) _____ them as soon as there is any change in your travel plans. To avoid any surprises, it's a good idea to call and (6) _____ the availability of your room and the rate you were (7) _____.

In selecting a hotel, first think about the kinds of (8) _____ you will need or like to have. You naturally (9) _____ a clean, well-lit room. You naturally expect that a (10) _____ will clean your room daily even in the smallest hotels. Large hotel (11) _____ offer the most services, such as a pool, health club, or money exchange. The front desk clerks will tell you about such services when you (12) _____ at the hotel.

LIVEWORKSHEETS

WORD FAMILIES

verb	advance	We are advancing steadily toward our goal of improving customer service at every hotel in the chain.
noun	advance	Clarissa booked the bridal suite in advance of the hotel's official opening.
adjective	advanced	All hotel employees who do well at their jobs will be given the opportunity to move up to an advanced position.

verb	confirm	It is wise to confirm your reservation before you leave for your trip.
noun	confirmation	The confirmation code given to Suzanne when she booked her room made it easy for her to resolve her problem.
adjective	confirmed	The concierge had the confirmed helpful manner that is necessary in her position.

verb	expect	We expect to reach our destination by dinner.
noun	expectation	The guest's expectations were not met, so he complained to the manager.
adjective	expectant	The expectant travelers, loaded with luggage, left the hotel for their scheduled flight.

verb	notify	Please notify the front desk clerk if there are any problems with your room.
noun	notification	Written notification is required for any changes in reservations.

verb	quote	When customers ask for the room rate, just quote them the prices listed on this sheet.
noun	quotation	The quotation given to me didn't make sense, so I called again to verify it.
adjective	quotable	Our manager instructed us that the current room rates would be quotable only until the end of the month, when a rate increase would go into effect.

verb	reserve	We reserved a room well in advance.
noun	reservation	Seeing the crowds on the highway, I decided to pull over and telephone the hotel to make a reservation.
noun	in reserve	Like many other businesses, a hotel must keep some cash in reserve to pay for emergencies.

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

CD2
Track 14

Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ 3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best answer.

4. When must a customer notify the hotel?
   (A) When he wants to leave a deposit.
   (B) When he will check in early.
   (C) When he expects to return to the hotel.
   (D) When he wants to cancel a reservation.

5. How much in advance should the customer notify the hotel?
   (A) Two to four hours.
   (B) Four hours.
   (C) Twenty-four hours.
   (D) Forty-four hours.

6. What does the man tell the woman to do?
   (A) Telephone the customer.
   (B) Send the customer a bill.
   (C) Charge the customer extra.
   (D) Get the customer's credit card number.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. Who is the speaker addressing?
   (A) New hotel employees.
   (B) Regular hotel customers.
   (C) Experienced hotel managers.
   (D) Hotel chain owners.

8. What is the goal of the hotel chain?
   (A) To get more customers.
   (B) To provide the best service.
   (C) To charge higher rates.
   (D) To hire more employees.

9. Where will the speaker take the listeners?
   (A) To the front door.
   (B) To the service entrance.
   (C) To the tour office.
   (D) To the dining room.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. We paid a lot of money for this room and we expect an _____ level of service.
    (A) advance (C) advanced
    (B) advances (D) advancing

11. Gladys _____ her reservation by calling in advance.
    (A) confirmation (C) confirming
    (B) confirmed (D) confirmative

12. The Chamber of Commerce had high _____ for the amount of business the new hotel would bring to the town.
    (A) expectancy (C) expect
    (B) expected (D) expectations

13. The hotel received the _____ of our early arrival and had everything ready for us.
    (A) notified (C) notification
    (B) notifies (D) notify

14. I expect the rate that I was _____ over the phone and I will not accept any changes.
    (A) quoted (C) quotable
    (B) quotation (D) quotes

15. Since we had made our _____ so far in advance, we saved considerably on the room rate.
    (A) reserve (C) reserved
    (B) reservation (D) reservable

Part 6 Text Completion

Welcome to the Springflower Radford Hotel. We are part of the Radford Hotel Group, one of the top hotel chains in the world.

Your comfort is important to us. When you check __16__, please let us know if you will need any special services during your stay.

A __17__ will clean your room daily and supply you with fresh linens. Please notify her if you need any extra supplies for your room.

The exercise room and pool are available for the use of all guests. Exercise classes are offered daily. Registration is required in __18__. Please see the front desk clerk for more information.

You can book city tours through us. See the front desk clerk for a price quote. If you have already made a reservation for a city tour, we can confirm it for you.

Thank you for choosing a Radford Hotel. Have a pleasant stay.

16. (A) in
    (B) out
    (C) up
    (D) for

17. (A) manager
    (B) server
    (C) housekeeper
    (D) janitor

18. (A) advancement
    (B) advanced
    (C) advancer
    (D) advance

LIVEWORKSHEETS

Part 7 Reading Comprehension

Questions 19–23 refer to the following two letters.

June 10, 20—

Gisela Fried
Springflower Radford Hotel
2857 King Street
Hartsdale, WI

Dear Ms. Fried,

I am writing to let you know of the excellent service I received from your staff during my recent stay at the Springflower Radford Hotel. Although I had made an advance reservation for my stay, I had forgotten to confirm it. Thus, when I checked in at the hotel, there were no rooms available of the type I had wanted. Your kind and professional staff immediately found another, more luxurious, room for me. Although it was more expensive than the room I had reserved, they charged me the rate I had originally been quoted.

The excellent service continued throughout my stay and, indeed, exceeded my expectations. For example, the housekeeper cheerfully arrived to clean my room at 10:00 one evening after I had had problems with the bathtub overflowing. The staff at the front desk were always ready to answer my questions and were very helpful in assisting me to find my way around the city. All in all, my stay at the hotel was a very pleasant experience. I will certainly recommend this hotel to any of my friends who plan a visit to Hartsdale in the future.

Sincerely,

Andrew Wyatt

June 17, 20—

Andrew Wyatt
23 North Cuttersville Road
Creek Lake, MI

Dear Mr. Wyatt,

Thank you very much for your letter of June 10 notifying me of the fine service you received during your stay at the Springflower Radford Hotel. I am pleased to know that you had such a good experience as our guest. We at the Radford Hotel chain pride ourselves on the high quality of our service. As the hotel manager, I sometimes hear complaints about my staff, but it is just as important for me to hear about the fine work that they do.

I am enclosing a coupon for the hotel restaurant so that the next time you stay with us, you can enjoy a meal free of charge at the Springflower Restaurant.

Sincerely,

Gisela Fried

19. Why did Mr. Wyatt write the letter?
    (A) To complain about the hotel.
    (B) To ask for a rate quote.
    (C) To reserve a room.
    (D) To praise the hotel staff.

20. Who is Ms. Fried?
    (A) A hotel guest.
    (B) The hotel manager.
    (C) A housekeeper.
    (D) The front desk clerk.

21. What does Ms. Fried offer Mr. Wyatt?
    (A) A free meal.
    (B) A less expensive room.
    (C) A recommendation.
    (D) A job.

22. The word *rate* in the first letter, first paragraph, line 9 is closest in meaning to
    (A) time
    (B) place
    (C) price
    (D) speed

23. The word *notifying* in the second letter, first paragraph, line 2 is closest in meaning to
    (A) advertising
    (B) complaining
    (C) informing
    (D) scolding

LIVEWORKSHEETS