

1 Match words 1–10 with definitions a–j.

- | | | | |
|------------------------------|---------------|---|---|
| 1 <input type="checkbox"/> e | Book | a | The place where you can park a car. |
| 2 <input type="checkbox"/> | Busy | b | The evening of today. |
| 3 <input type="checkbox"/> | Computer | c | When people come together to talk about something important. |
| 4 <input type="checkbox"/> | Double room | d | Spoken or written information for someone who is not available. |
| 5 <input type="checkbox"/> | Manager | e | To reserve something for later, like a hotel room. |
| 6 <input type="checkbox"/> | Meeting | f | A room for two people. |
| 7 <input type="checkbox"/> | Message | g | An electronic machine with a screen and a keyboard. |
| 8 <input type="checkbox"/> | Parking space | h | The day after today. |
| 9 <input type="checkbox"/> | Tomorrow | i | The phone line is in use. |
| 10 <input type="checkbox"/> | Tonight | j | A person who controls a company or department. |

2 Make words from the letters in italics to complete the sentences.

- Can I *aket* *take* your names, please?
- Could I *seeverr* two parking spaces, please?
- One moment, I'll *cntoenc* you.
- I'd like to *eakps* to Mr Brian Holmes, please.
- Can I *aevh* your name, please?
- I'd like to *okob* two double rooms.
- How can I *pelh* you?
- I'd like to *akme* a reservation, please.

3 Complete the sentences with *Can I*, *Could I*, or *I'd like*.

- I'd like* to speak to Mrs Berne.
- speak to the manager, please?
- to make a room reservation.
- take a message?
- have your name, please?
- to book three single rooms for Friday.
- reserve a parking space?
- How help you?

Giving information

1 Complete the sentences with the words from the box.

Internet access	tower	bar	cuisine	waiter
exchange bureau	laundry service	reception	car park	cloakrooms

- You can drink at the *bar* in the restaurant.
- Guests park their cars in the big
- There are on the ground floor.
- The information desk is in
- Every room has free and WiFi.
- The hotel has a for cleaning clothes.
- The hotel restaurant sells international
- Guests can order food and drinks from the in the restaurant.
- The is 90 metres high.
- The changes money.

2 Underline the correct form.

- Is there / Are there Internet access in the rooms?
- No, *there isn't* / there aren't any shops in the hotel.
- I'm sorry, *there isn't* / there aren't a TV in every room.
- Is there / Are there any swimming pools?
- Is there / Are there a restaurant?
- There is* / There are an information desk in reception.
- Yes, *there is* / there are disabled facilities.
- Is there* / are there air conditioning in the room?

3 Write the numbers in words.

	The Phoenix Hotel	St Paul's Hotel
Rooms	a 806 <i>eight hundred and six</i>	e 376
Floors	b 12	f 24
Restaurants	c 11	g 2
Seats in the restaurants	d 1259	h 104

3

Taking room reservations

1 Put the words in the box into the correct category.

Monday	re	father	pls	asap	children
Saturday	Wednesday	@	brother	Friday	mother

Days of the week

Family members

Email abbreviations

..... <i>Monday</i>
.....
.....
.....

2 Make questions to ask a hotel receptionist from these notes, using *do* or *does*.

serve breakfast ~~7~~ a.m.?

restaurant open lunchtime?

hotel have sauna?

have adjoining rooms?

twin room next Friday?

have parking space?

1 <i>Do you serve breakfast at 7 a.m.?</i>
2
3
4
5
6

3 Read the sentences and decide if the prepositions in italics are correct.

- 1 The hotel serves lunch *on* 12.00 p.m.*Incorrect (at)*.....
- 2 The spring season starts *in* March.
- 3 The shops are open *to* the weekend.
- 4 The restaurant is closed *in* Mondays.
- 5 The cafe serves tea *from* 3.00 p.m.
- 6 The hotel closes *in* two weeks.
- 7 The customer stayed *at* 1st November.
- 8 Breakfast is served from 7.00 a.m. *to* 10.30 a.m.

Taking restaurant bookings

1 Put the sentences in the dialogue in the correct order.

- a Good afternoon, I'd like to make a reservation, please. What days do you open?
- b We serve lunch from 11.30 a.m. to 2.00 p.m.
- c Baldwin. B-A-L-D-W-I-N.
- d We're often busy on Fridays. I'm afraid we're fully booked on Friday the 12th. Oh ... but I have a table on the 11th.
- e And what time do you serve lunch?
- f Thank you. We look forward to seeing you on Thursday the 11th.
- g OK, Thursday the 11th is fine. Thank you very much.
- h Excellent. I'd like to book a table for three people at one o'clock on Friday the 12th of April, please.
- i So that's a table for three at 1.00 p.m. on Thursday the 11th of April. What name is it, please?
- j We open from Monday to Saturday.

2 Complete the sentences with the words in the box.

a.m.	customer	<i>fully booked</i>	
lunch	o'clock	open	train

- 1 I'm sorry, the hotel is ...*fully booked*.....
- 2 What days do you ?
- 3 What time does the leave?
- 4 The wants to make a reservation.
- 5 They serve from twelve o'clock to 2.00 p.m.
- 6 The exchange bureau opens at 8.00
- 7 We close at four in the afternoon.

3 Write the dates in number form.

- 1 Could I reserve a room on the twenty-fifth of May?^{25/5}.....
- 2 I have a table booked for the twelfth of March.
- 3 Paul starts his new job on the thirty-first of October.
- 4 We would like to book a table for five on the twenty-second of September.
- 5 My train leaves at 4.00 p.m. on the third of January.
- 6 I would like to book a single room on the fifteenth of July.
- 7 The group arrives from Germany on the twenty-sixth of February.
- 8 The new restaurant opens on the first of April.

1 Underline the correct short form in italics to complete each sentence.

- 1 Unfortunately, *I'm* / *here's* / *we're* closed on Sundays.
- 2 *I'm* / *She's* / *You're* afraid we're fully booked that week.
- 3 I'm sorry, I *don't* / *can't* / *'m not* book you a room.
- 4 I'm sorry, we *don't* / *doesn't* / *aren't* have anything left for Thursday.
- 5 She *isn't* / *can't* / *doesn't* like her room.
- 6 There *isn't* / *aren't* / *don't* any tables available at the moment.

2 Match requests 1–8 with responses a–h.

- | | |
|---|--|
| 1 <input checked="" type="checkbox"/> Can I reserve two tables for tonight, please? | a Unfortunately, we're fully booked that weekend. |
| 2 <input type="checkbox"/> Do you have a table for six on Saturday evening? | b I'm sorry, we don't have any tables for tonight. |
| 3 <input type="checkbox"/> Can I speak to Mrs Colter in room 612? | c I'm sorry, we only open in the evenings. |
| 4 <input type="checkbox"/> Can we reserve a parking space, please? | d I'm sorry, the car park's full today. |
| 5 <input type="checkbox"/> Could I book a twin room for the Easter weekend? | e I'm sorry, I can't reserve you a table. |
| 6 <input type="checkbox"/> I'd like to reserve a table for Tuesday evening. | f I'm sorry, there's no answer from room 612. |
| 7 <input type="checkbox"/> Does the bathroom have a bath? | g I'm afraid we don't have anything left for Saturday. |
| 8 <input type="checkbox"/> We'd like to book two tables for Thursday lunch. | h I'm afraid there's only a shower. |

3 Use these words to make written apologies.

- 1 We regret / reserve / twin room / this evening.

We regret that we cannot reserve you a twin room for this evening......
- 2 We regret / confirm / your reservation.

- 3 I regret / reserve / single room this evening.

- 4 Unfortunately / hotel / fully booked / Sunday.

- 5 We regret / double rooms left / Wednesday night.

- 6 I regret / restaurant / closed all weekend.

- 7 Unfortunately / only / double rooms.

1 Underline the correct words to complete the sentences.

- 1 Thank you for helping with *your* / *our* luggage.
- 2 I think I left *my* / *your* passport in the bar.
- 3 Here's *its* / *your* key card, Mrs Sawella.
- 4 My son will arrive later. *His* / *Her* name's Juan.
- 5 My friend booked a room. Do you have *my* / *his* reservation?
- 6 Mrs Kempsky is meeting *her* / *their* friend in the bar.
- 7 Mr and Mrs Johnson would like to have dinner in *their* / *its* room.
- 8 Can you tell us where to park *your* / *our* car, please?

2 Rearrange the words to complete the responses.

- 1 Excuse me, where's the café?
the shop / *It's* / *to* / *next* *It's next to the shop.*
- 2 Could you tell me where the changing rooms are?
they're / *fitness centre* / *the* / *in* / *Yes*
- 3 Excuse me, is this the way to the hair salon?
it is / *behind* / *Yes* / *the lobby* / *It's* / *over there*
- 4 Where's Bob?
conference room / *the* / *for* / *He's* / *waiting* / *us* / *outside*
- 5 I would like to use the boardroom. How do I get there?
business centre / *It's on* / *second floor* / *in the* / *the*
- 6 Excuse me, could you tell me where the sun beds are?
they're / *sauna* / *opposite* / *the* / *Yes*
- 7 Excuse me, where are the telephones?
first floor / *They're* / *reception* / *on the* / *next to*

3 Read the text and answer the questions.

My name is Christina Goldsmith and I'm a receptionist. I work at the Fairfield Hotel in Brighton, England. I welcome guests at the reception desk when they arrive and help them check in. Our hotel is busy in the summer because we always have a lot of guests. We are less busy in autumn and winter. We are closed at Christmas but we are open on New Year's Day and all other public holidays. Our hotel is popular because we have many facilities. Guests like our large swimming pool and three restaurants. We also have a new lounge which is open at night.

- 1 What is Christina's job title? *Receptionist*
- 2 Where does she work?
- 3 Where does she welcome guests?
- 4 When is the hotel busy?
- 5 When is the hotel closed?
- 6 Why is the hotel popular?
- 7 What do guests like?
- 8 When is the lounge open?

1 Put the sentences in the dialogue in the correct order.

- a Bar staff: Shall I charge this to your room?
 b Customer: Certainly. Here it is.
 c Bar staff: Would you like ice and lemon?
 d Customer: Yes, please. My room number's 214.
 e Bar staff: Can I have your key card, please?
 f Customer: Three large beers and a glass of Bordeaux, please.
 g Bar staff: What can I get you?
 h Customer: Small, please. Oh, and could I also have a vodka and orange.
 i Bar staff: A large or a small glass of Bordeaux?
 j Customer: Ice but no lemon, thank you.

2 Complete the drinks with the words from the box.

ginger ale	coke	beer	vodka
soda	tonic	water	wine

- 1 Bacardi and ...*coke*.....
 2 Whisky and
 3 Brandy and
 4 Gin and
 5 White
 6 Mineral
 7 Draft
 8 Double

3 Label the drinks as *spirit*, *fortified wine*, or *table wine*.

- 1 Pastis ...*spirit*.....
 2 Beaujolais
 3 Sherry
 4 Tequila
 5 Frascati
 6 Riesling
 7 Madeira
 8 Champagne
 9 Muscadet
 10 Vermouth

1 Choose the correct word to complete the cocktail ingredients.

- 1 Bar
a spoon b glass c shaker
- 2 Light
a olive b sherry c rum
- 3 Canadian
a glass b dash c whisky
- 4 Sweet
a vermouth b Comfort c Mary
- 5 A measure of
a olives b Tequila c ice
- 6 Angostura
a bitters b garnish c spoon
- 7 Triple
a quarter b half c sec
- 8 A salt-rimmed
a cafetière b glass c spoon

2 Make drinks from the jumbled letters.

- 1 euaibmdr ... *Drambuie*
- 2 nmoactslipo
- 3 aim ait
- 4 kywish orus
- 5 lboydo arym
- 6 eas eezebr
- 7 uacamsb
- 8 thounser focmort
- 9 leaibys
- 10 aubc reibl

3 Read the interview with a barman, and underline true or false.

Name: <i>Sebastian Rodriguez</i> Job: <i>Barman</i>	
• What do you enjoy about your job?	Well, I like making cocktails for guests. My favourite is the Manhattan.
• Why?	The Manhattan has interesting ingredients like Canadian Whisky, sweet vermouth and Angostura bitters. It tastes very nice.
• Do you add anything else?	Yes, I half fill the glass with crushed ice. Finally, I add a slice of lemon and garnish it with a cherry.
• Do you serve all your drinks with a cherry?	No. I serve some with an olive or a straw. Each cocktail is different.
• Do you always add sugar?	No, not always. Some cocktails need sugar or sugar syrup like the Daiquiri, but not every cocktail.
• Do you use a cocktail shaker?	Sometimes. It helps to mix and chill the liquids. Then it's easy to pour the drink into a glass.
• How do you remember all the right measures?	It takes a long time to learn them. A Bloody Mary is easy, you only need two measures of vodka but for the Manhattan it's one and a half measures of Canadian whisky, three quarters of a measure of sweet vermouth, and then a dash of Angostura bitters.

- 1 The barman enjoys making cocktails. *true* / false
- 2 The Manhattan tastes bad. true / false
- 3 He adds lemon and a cherry to the Manhattan. true / false
- 4 He serves every drink with a cherry. true / false
- 5 Every cocktail needs sugar. true / false
- 6 A cocktail shaker helps to mix the ingredients. true / false
- 7 It is easy to learn the measurements. true / false
- 8 The Manhattan uses different measures. true / false

1 Complete the food items with words from the box.

cakes	casserole	chops	monkfish
pork	salad	steak	terrine

- | | |
|---------------------------------|-----------------------|
| 1 T-bone ... <i>steak</i> | 5 Poached |
| 2 Chicken | 6 Roast |
| 3 Crab | 7 Smoked salmon |
| 4 Lamb | 8 Rocket |

2 Rearrange the words to complete the waiter's sentences.

- your table / I'll show / you to *I'll show you to your table.*
- Can I / you / an aperitif? / get
- you like / would / your steak? / How
- Can I / take / coats? / your
- ready to / Are / order now? / you
- list / Here's / wine / the menu / and
- order / wine? / Would you / some / like to

3 Complete the conversations with phrases a–g below.

- WAITER: Are you ready to order, madam?
 WOMAN: Yes, please. For the first course I'd like asparagus with hollandaise sauce.
 Then *to follow, I'll have the king prawns with chilli and garlic* 1.
 WAITER: Would you like something to drink?
 WOMAN: A glass of white wine and 2.
- WAITER: What would you like for breakfast, sir?
 MAN: A cup of tea, an orange juice, and 3.
 WAITER: And for you, madam?
 WOMAN: I'd like some coffee 4.
- WOMAN: I just want a first course. I'll have the 5.
 WAITER: And for you, sir?
 MAN: A sirloin steak please, with 6.
 WAITER: How would you like your steak?
 MAN: I'd like it 7.

- a rocket salad.
- and some toast, please.
- avocado and prawn salad, please.
- medium rare.
- to follow, I'll have the king prawns with chilli and garlic.*
- some sparkling mineral water, please.
- a croissant, please.

1 Use these words to make questions giving guests a choice.

- 1 cream / ice cream? *...Would you like it with cream or ice cream?*.....
- 2 crème brûlée / fruit salad?
- 3 any cheese / dessert?
- 4 coffee now / after your dessert?
- 5 wine / water / your meal?
- 6 tea / milk / lemon?

2 Match requests 1–6 to responses a–f.

- | | |
|---|--|
| 1 <input checked="" type="checkbox"/> Do you have any sorbet? | a I'm sorry, there isn't any more bread. |
| 2 <input type="checkbox"/> Do you have any Stilton? | b Would you like them with or without chocolate sauce? |
| 3 <input type="checkbox"/> Could I have some chocolate ice cream, please? | c I'm sorry, we don't have any sorbet today. |
| 4 <input type="checkbox"/> Can we have some more bread, please? | d No, there isn't any cheese. |
| 5 <input type="checkbox"/> I'd like some crêpes. | e Unfortunately, we don't have any crêpes. |
| 6 <input type="checkbox"/> Could we have some profiteroles, please? | f I'm afraid we don't have any chocolate ice cream. |

3 Read the text and underline true or false.

A review of *The Fairmont Hotel* restaurant

“ The restaurant has a large dessert menu. I ordered the hazelnut meringue with summer berries from the specials board, which was served with a choice of cream or ice cream. I chose vanilla ice cream, which was very good. My friend had the lemon tart, which was too hard.

The restaurant also has cheese and wine from all over the world. The waiter recommended the Roquefort and the Stilton, so I chose the Roquefort. It is a blue, French sheep's cheese and it was delicious. Finally, I tried some goat's cheese with some Italian wine, which I enjoyed very much. ”

- | | |
|---|---------------------|
| 1 The restaurant only has a few desserts. | true / <u>false</u> |
| 2 The writer ordered the meringue. | true / false |
| 3 The writer chose vanilla ice cream. | true / false |
| 4 The tart was soft. | true / false |
| 5 The restaurant sells cheese. | true / false |
| 6 The writer ordered the Stilton. | true / false |
| 7 The Roquefort was delicious. | true / false |
| 8 The writer drank wine. | true / false |

1 Put the conversation in the correct order.

- a **1** WAITER: Would you like to order some wine with your meal?
- b WOMAN: Yes, a glass of Pinot Grigio, please.
- c WAITER: The Chardonnay is sweeter than the Sauvignon Blanc.
- d MAN: We'd like two glasses of red to go with our main course. Which is smoother, the Chianti or the Bordeaux?
- e WAITER: Well, they are both excellent wines. I recommend the Bordeaux. It's more full-bodied than the Chianti and it isn't as expensive.
- f MAN: Yes, please. Which is sweeter, the Chardonnay or the Sauvignon Blanc?
- g MAN: Right. I'll have a glass of Chardonnay, then. Sarah, you prefer something drier, don't you?
- h MAN: OK then, let's have the Bordeaux.
- i WAITER: Certainly, madam. And what would you like with your main course?
- j WOMAN: Yes, a bottle of sparkling water, please.
- k WAITER: Thank you, sir. Would you like some mineral water?
- l **12** WAITER: OK, so that's a glass of Chardonnay, a glass of Pinot Grigio, two glasses of Bordeaux and a bottle of sparkling mineral water.

2 Find the mistakes in each sentence and correct them.

- 1 The Chilean Merlot is not *more* ...*as*..... expensive as the French.
- 2 The Riesling is sweet than the Chardonnay.
- 3 The Pinot Grigio is drier as the Sauvignon Blanc.
- 4 Chilean wine is most popular than Spanish.
- 5 A Chianti is no as full-bodied as a good Bordeaux.
- 6 Champagne is more famous the sherry.
- 7 Zinfandel is not as lighter as Pinot Noir.
- 8 The French Merlot is smooth than the Chilean.

3 Choose the best word to complete the sentences.

- 1 My favourite French wine is Bordeaux. It comes from
 a south-west b *the south-west* c in the south-west
- 2 of Bordeaux, there are many excellent wine regions.
 a Southern b The south c South
- 3 Further is the famous St Emilion region, which sells very smooth wine.
 a east b eastern c the east
- 4 Beaujolais is a red wine produced in the France.
 a south-east of b south-east c south
- 5 In the of France you can find Riesling, which is a fruity wine.
 a from north-east b north-eastern c north-east
- 6 Chardonnay is an excellent wine which comes from the Languedoc-Roussillon area in France.
 a southern b south of c from the south
- 7 A popular wine from the Loire valley is Muscadet.
 a northern-west b north-western c north-west of

1 Label the nouns countable (C) or uncountable (U).

- | | |
|--------------------|-------------------|
| 1 Advice ...U..... | 6 Terrace |
| 2 Cutlery | 7 Time |
| 3 Delay | 8 Traveller |
| 4 Need | 9 Work |
| 5 Paper | 10 Ring |

2 Complete the text with the words from the box.

- dirty
- eye contact
- noisy
- patient
- polite
- smile
- taxi
- terrace
- wake-up call

CUSTOMER CARE

Carla, a hotel receptionist, tells us about her job.

“ We receive many requests from guests and I have to respond to them all. Some guests call the reception and ask for room service, or want me to book them a *taxi*.....¹. Most guests just want a². Others ask me to reserve a table in the restaurant or on the³ for them and their friends or family.

I have to be professional and⁴ to every guest. I always maintain⁵ and⁶. It's important to be very⁷ with guests too, even when they are angry. We sometimes receive complaints from guests on the first floor. They say it is too⁸ and ask to move to a quieter part of the hotel. I also heard one guest say that his⁹ towels were not changed for clean ones. It is my job to solve these problems. ”

3 Put the words in the correct order to make responses to these requests.

- 1 Could I have some more wine, please?
right away / you some / Yes / I'll get *Yes, I'll get you some right away.*
- 2 I'd like another table on the terrace.
if there's / I'll see / free / another
- 3 Do you have any disabled rooms free?
moment / for you / I'll check / One
- 4 This glass is dirty.
bring / I'll / you / another
- 5 Can I have some clean towels, please?
housekeeping / right away / up / I'll send
- 6 Could I have some more bread, please?
more now / Yes sir / you some / I'll get
- 7 My plate is dirty.
get / another / I'll
- 8 We'd like some soup, please.
now / you some / I'll get / Of course

1 Make names of cooking methods and sauces from the jumbled letters.

Cooking methods

- 1 oahcp ...poach.....
- 2 tswe
- 3 abcueerb
- 4 peed-ryf
- 5 aekb
- 6 amtes
- 7 aotrs

Sauces

- 8 elcbéamh
- 9 narmoy
- 10 ioali
- 11 dalislhoane
- 12 réabenisa

2 Underline the correct words to complete the dialogue.

CUSTOMER: Excuse me, could you explain the menu, please?

WAITER: Yes, of course.

CUSTOMER: What are the smoked salmon blinis?

WAITER: Well, this dish is a starter. It *contains* / *consists*¹ of small pancakes with smoked salmon placed on top. The pancakes are *made* / *served*² from flour, milk, and eggs.

CUSTOMER: They sound delicious! And what's the lobster in mornay sauce?

WAITER: This is lobster and mushrooms, *served* / *contains*³ in a béchamel sauce made with cheese.

CUSTOMER: And what's the grilled aubergine and red peppers?

WAITER: This is a main course. The aubergine is grilled and it's *made* / *served*⁴ warm with peppers, olive oil, and herbs.

CUSTOMER: Hmmm. What's in the mushroom and red wine pâté?

WAITER: Well, it *contains* / *consists*⁵ mushrooms, red wine, herbs, and cheese. It's *served* / *made*⁶ cold with fresh bread.

CUSTOMER: And what is the seafood dish?

WAITER: It's prawns, scallops and mussels, and it's *made* / *eaten*⁷ with French aioli sauce and a green salad.

3 Complete the sentences with the words from the box.

butter knife	candles	dessert fork	
flower arrangement	napkins	salt cellar	tablecloths

- 1 A beautiful ...flower arrangement..... is placed in the middle of the table.
- 2 The is brought to the table with the dessert.
- 3 The is placed next to the pepper.
- 4 A is put on the side plate for when customers eat bread.
- 5 Two small are put on the tables in the evening.
- 6 Clean are put on the side plates.
- 7 Before guests arrive the are placed on the tables.

1 Label the verbs as regular (R) or irregular (I).

- | | | | |
|----------|--------------------|---------|-------|
| 1 Arrive | ... <i>R</i> | 6 Leave | |
| 2 Tell | | 7 Speak | |
| 3 Ask | | 8 Meet | |
| 4 Go | | 9 Order | |
| 5 Book | | 10 Eat | |

2 Use the words in italics to make answers to the questions.

1 GUEST: A friend left a message for me at reception yesterday but nobody gave it to me.

RECEPTIONIST: *so sorry / look into it*

I'm so sorry, I'll look into it.

2 GUEST: My friend's room isn't ready.

RECEPTIONIST: *send someone / housekeeping straightaway*

3 GUEST: We reserved adjoining rooms but ours are not on the same floor.

RECEPTIONIST: *sorry / change / rooms straightaway*

4 GUEST: My soup is too salty.

WAITER: *sorry madam / speak / chef / bring / another one*

5 GUEST: The person in the room next door is making a lot of noise.

RECEPTIONIST: *sorry / look / it / you*

6 GUEST: I reserved two parking spaces but the car park attendant says the car park's full.

RECEPTIONIST: *sorry / overbooked / car park / today*

7 GUEST: Excuse me, I ordered a drink ten minutes ago.

WAITER: *sorry sir / be with / moment / restaurant / short-staffed today*

3 Find twelve words from the unit in the puzzle below. Look →, ↓, ↗, and ↘.

O Z F N I A F L A T D N
 B V L E W L K O P W I U
 C T E G N A Q S O R R Y
 S Q I R O D L R L F T E
 U A F V B S O D O S Y M
 P N L S O O R C G B H P
 X O M T D C O Y I K E I
 A I P T Y O Q K Z O V F
 K S X U I L A T E Q L R
 J E Z F A D R O J D E X
 N M B C O M P L A I N Y

1 Complete the text with the words from the box.

luggage	dry cleaning	in-room services	payments
printer	refrigerator	<i>travel arrangements</i>	room attendants

Let me introduce you

Sabina, the manager of a busy hotel, introduces her team.

'Our hotel has a lot of staff who are all responsible to me. This is one of our receptionists. She's called Maria. Her job is very demanding because she handles everything from arrivals to departures. She also helps guests book plane tickets and make other *travel arrangements* 1.

Our newest member of staff is Federico, who is the cashier. He is responsible for handling all the guest 2. He keeps all the data on the computer and when guests check out he uses the 3 to give them a bill.

As well as front office, we have other staff like Tom, the porter. He is responsible for taking the guests' 4 to their rooms. Diana is the housekeeper, who is responsible for all the 5. She manages our team of cleaners and 6, and makes sure rooms are clean and there are drinks and snacks in each 7. Diana is the person who guests contact when they want to use our laundry or 8 services.'

2 Underline the correct word in italics to complete the sentences.

- 1 *Here's* / *There's* the receptionist. Go and ask her about your dry cleaning.
- 2 *Here's* / *There's* the head chef's work station and this is his equipment.
- 3 *Here's* / *There's* my workstation. I do all my food preparation there.
- 4 *Here's* / *There's* the restaurant manager, talking to two guests at their table.
- 5 *Here's* / *There's* the pastry I'm making.
- 6 *Here's* / *There's* the front office, and next to it you can see the hotel manager's office.
- 7 *Here's* / *There's* the guest's luggage. I am taking it to her room.

3 Match phrases 1–6 with a–f to make sentences.

- | | |
|--|-----------------------------------|
| 1 <input checked="" type="checkbox"/> Those guests checked | a our chef de partie, Bella. |
| 2 <input type="checkbox"/> These pans are | b in this morning. |
| 3 <input type="checkbox"/> The barman gave | c dirty and need washing. |
| 4 <input type="checkbox"/> This is | d this tart dish. |
| 5 <input type="checkbox"/> Adena prepares | e those guests two drinks. |
| 6 <input type="checkbox"/> Leon always uses | f the vegetables at that station. |

1 Read the sentences and underline true or false.

- | | |
|--|---------------------|
| 1 A colander is a metal bowl with small holes in. | <i>true</i> / false |
| 2 A food mixer is used to clean ingredients. | true / false |
| 3 A balloon whisk is a cooking utensil used to mix liquids. | true / false |
| 4 A knife is a metal blade with a handle used to beat meringues. | true / false |
| 5 A saucepan is a large kitchen tool for washing surfaces. | true / false |
| 6 A wooden spoon is a cooking utensil for stirring soups. | true / false |
| 7 A garlic crusher is a hand held tool for preparing garlic for cooking. | true / false |
| 8 A ladle is a large spoon for beating eggs. | true / false |

2 Put the words in the correct order to make instructions.

- 1 *to / you / I'll / do / show / what* *I'll show you what to do.*
- 2 *the / Let's / with / potatoes / start*
- 3 *you / must / hands / hand / First / your / the / basin / wash / in*
.....
- 4 *potatoes / Sort / and / the / wash*
- 5 *scrape / You / to / like / them / this / have*
- 6 *the / boil / them / in / half / potatoes / and / Slice*
- 7 *mustn't / cook / long / They / too / for*
- 8 *potatoes / a / colander / the / Strain / into*

3 Underline the best words to complete this presentation by a head chef.

'Today, I am going to tell you everything you need to know about working in my kitchen. You have to / *mustn't*¹ follow all the rules of the kitchen because hygiene and correct food preparation is very important. You *must* / *mustn't*² clean all the utensils after you use them. You *have to* / *don't have to*³ wash the cutlery or plates because we have a dishwasher. However, cleaning is part of your job, so at the end of the day you *mustn't* / *have to*⁴ wash the floors. Everyone in the kitchen *must* / *have to*⁵ keep their own workstation clean at all times. You *have to* / *mustn't*⁶ use other people's workstations, because we all have our own place to prepare and cook our food. The kitchen is small, so we *don't have to* / *must*⁷ be organized. I have already prepared your workstations so you *don't have to* / *mustn't*⁸ do it.'

1 Put the conversation in the correct order.

- a How long will it take?
- b No, you don't need to do that. We can collect them.
- c Could we have a bottle of red wine, please?
- d Room service. Can I help you?
- e Great. Thank you very much.
- f Two, please. We also have some clothes that need dry cleaning. Shall I bring them down?
- g Certainly, I'll send one up. What room number, please?
- h I'll send someone up right away. They will be ready in the morning.
- i And how many glasses do you need?
- j Room 671.

2 Match questions 1–7 with responses a–g.

- | | |
|--|--|
| 1 <input checked="" type="checkbox"/> Hello. I need a wake-up call for 6.10 a.m. on Friday morning. | a Of course. I'll send Housekeeping up right away. |
| 2 <input type="checkbox"/> Excuse me, my husband has backache and he needs a masseur. | b OK, I'll book them right away. |
| 3 <input type="checkbox"/> Could we have three continental breakfasts, please. | c There's a travel agency opposite the hotel. |
| 4 <input type="checkbox"/> Hello. I have a stained skirt that needs cleaning. Do you have a laundry service? | d No problem. That's booked for Friday at 6.10 a.m. |
| 5 <input type="checkbox"/> My colleague needs to buy a smart shirt for a meeting. Is there a clothes shop around here? | e Certainly, madam. He can book a massage at the fitness centre. |
| 6 <input type="checkbox"/> Excuse me, I need to change my plane tickets. | f Yes, the shop is over by reception. |
| 7 <input type="checkbox"/> We have a business meeting tomorrow and need to book five parking spaces. | g Certainly. Room service will bring them to your room in ten minutes. |

3 Make words from the letters in italics to complete the sentences.

- 1 My wife needs her *seluob* *blouse* ironing.
- 2 The *piz* on my coat is broken.
- 3 Male guests must wear a *rneidn ekactj* in the restaurant.
- 4 Two of the buttons on my husband's *tihsr* have come off.
- 5 How long does it take to dry clean two pairs of *esrsrtuo* ?
- 6 You can buy a *iet* in the hotel shop.
- 7 Where can I buy a warm *mujerp* ?
- 8 Mrs Johnson in room 325 has a *ksrit* that needs cleaning.

1 Put the words in italics in the correct order to complete the questions.

- a RESERVATIONS: The Lake Hotel, Brian speaking ... Hello? I'm sorry, I didn't catch that.
you / up / little / a / speak / please / Can ?
WOMAN: I'd like to make a room reservation, please.
- b RESERVATIONS: *you / Did / P / Papa / say / for ?*
WOMAN: No, T for Tango. L-E-T-O-U-R-N-E-U-R.
- c RESERVATIONS: *repeat / please / Could / you / that ?*
WOMAN: Yes, for two weeks from February the 12th.
- d RESERVATIONS: *name / I'm / I / didn't / sorry / your / catch*
WOMAN: Amélie Letourneur.
- e RESERVATIONS: *name / it / What / please / is ?*
WOMAN: Letourneur. Mrs Amélie Letourneur.
- f RESERVATIONS: *that / spell / could / me / you / for ?*
WOMAN: Yes. L-E-T...
- g RESERVATIONS: *it / for / When / is ?*
WOMAN: For two weeks from February the 12th.

2 Now put the dialogue in the correct order.

- a I b c d e f g

3 Complete the sentences with the correct words from the box.

budget	country code	discount	include	mini-break
rack rate	room rate	sister hotel	standard	

- 1 The *room rate* changes throughout the year.
- 2 There is a special rate at our in Madrid.
- 3 Mr and Mrs Sanchez are here on a weekend
- 4 Remember to include the when you call abroad.
- 5 The standard is more expensive because you book direct with the hotel.
- 6 We didn't give the customer a
- 7 There are no rooms left.
- 8 Room rates don't a cooked breakfast.
- 9 Guests should choose a hotel that matches their

4 Match phrases 1–9 with a–i to complete the dialogue.

- | | |
|---|---|
| 1 <input checked="" type="checkbox"/> MAN: How much does a | a too much. |
| 2 <input type="checkbox"/> RESERVATIONS: 240 euros. That's for a | b discount you can give me? |
| 3 <input type="checkbox"/> MAN: Isn't there some sort of | c 170 euros a night. |
| 4 <input type="checkbox"/> RESERVATIONS: I can offer you a special | d budget? |
| 5 <input type="checkbox"/> MAN: I'm afraid that's still | e take it. |
| 6 <input type="checkbox"/> RESERVATIONS: What's your | f special weekday offer of 180 euros. |
| 7 <input type="checkbox"/> MAN: I need to find a room for less than | g rate of 200 euros if you stay for three nights. |
| 8 <input type="checkbox"/> RESERVATIONS: Well, I can do you a | h single room, with continental breakfast. |
| 9 <input type="checkbox"/> MAN: OK. I'll | i single room cost? |

1 Make words related to fires from the jumbled letters.

- 1 tnumenoanec *announcement*
- 2 ylsambes tiopn
- 3 nemceergy
- 4 avaeuct
- 5 rief lirdl
- 6 orll allc
- 7 eifr kealbnt
- 8 moske rlaam

2 Choose the best words to complete the sentences.

- 1 We need to *check* fire exits regularly.
a clean b check c shut
- 2 When staff lift heavy objects, they should their knees.
a train b work c bend
- 3 If you see a fire, the fire brigade immediately.
a call b arrive c find
- 4 We all the fire alarms regularly.
a test b find c injure
- 5 You can a fire extinguisher on small fires.
a make b turn c use
- 6 If there's a fire, we an announcement.
a call b make c test
- 7 The manager politely guests to evacuate the building.
a asks b leaves c trains
- 8 It is my job to the guests to the assembly point.
a make b direct c ask

3 Make sentences with adverbs from these prompts.

- 1 *listen / careful* *Please listen carefully.*
- 2 *we / fire drills / very / serious*
- 3 *we / health / safety / training / regular*
- 4 *see / fire / fire brigade / immediate*
- 5 *roll call / careful*
- 6 *fire doors / must / marked / clear*
- 7 *ask / guests / evacuate / quick*

1 Match questions 1–7 with responses a–g to complete the dialogue.

- | | | | |
|---|---|---|---|
| 1 <input checked="" type="checkbox"/> e | Did you check that the air conditioning is working? | a | I have. The drawers are empty. |
| 2 <input type="checkbox"/> | And the wardrobe. Did you check there are hangers? | b | I checked it and it works fine. |
| 3 <input type="checkbox"/> | Good. So, now the bathroom. Is it clean? | c | Yes, it is, but there aren't any shower caps. |
| 4 <input type="checkbox"/> | What about the minibar? See if it's full. | d | Yes, I did. They all work fine. |
| 5 <input type="checkbox"/> | We must check the cabinet as well. | e | Yes, I did. It's working normally and I set it correctly. |
| 6 <input type="checkbox"/> | Did you check that the light bulbs work? | f | Yes. There are plenty. |
| 7 <input type="checkbox"/> | What about the shaver point? | g | It's fine. All the drinks and snacks are there. |

2 Read the manager's description of housekeeping at the Plaza Hotel, and answer the questions.

'All our rooms are checked and cleaned by our housekeeper before the next guest arrives. First of all, she goes into the bathroom and changes the large bath mat because it gets dirty and wet. Then she replaces the complimentary shower cap and cleans the bath and the wash basin. Our hotel was updated in 2010, so most rooms no longer have a bidet. In the bedroom, the housekeeper changes all the bedding such as the sheets. In winter, she puts a big duvet on the bed, because it is cold. For the rest of the year, it is kept in the wardrobe with some spare towels and hangers. Before she leaves, the housekeeper always makes sure the welcome folder is on the table. It has all the information guests need about the hotel, and a map of the city. She normally puts it next to the table lamp, so guests can read it at night.'

- 1 What does the housekeeper change? *The large bath mat*
- 2 What does the housekeeper clean after the bath?
- 3 What is no longer in each room?
- 4 What is changed in the bedroom?
- 5 What does the housekeeper put on the bed in winter?
- 6 Where are the spare towels kept?
- 7 What is kept on the table?
- 8 What do guests use to read at night?

3 Complete the dialogues with the words from the box.

across along bottom front next out *past* through

- | | |
|---|--|
| <p>1 VISITOR: Excuse me. Where's the sauna?
RECEPTION: It's on the ground floor. Go ...<i>past</i>.....¹
the fitness centre. Turn right and the sauna's at the
.....² of the corridor.</p> <p>2 VISITOR: Excuse me, how do I find room 285?
RECEPTION: Take the lift to the second floor. Turn right
when you come³ of the lift. Walk
.....⁴ the corridor. Go past the bar and lounge
to get to room 285.</p> | <p>3 VISITOR: Where's the cloakroom, please?
RECEPTION: From the reception, walk⁵
the lobby, continue past the hair salon, turn left and
the cloakroom is in⁶ of you.</p> <p>4 VISITOR: I'm looking for the roof garden.
RECEPTION: Yes, sir. The roof garden is on the top
floor. Take the lift to the 14th floor. When you come
out of the lift, walk⁷ the open doors
then turn immediately left. Continue walking and
you will see the entrance⁸ to the stairs.</p> |
|---|--|

1 Label the words as a road sign (R) or street term (S).

- 1 Dual carriageway^S.....
- 2 Access only
- 3 Footpath
- 4 No U-turns
- 5 One way
- 6 Pavement
- 7 Stop
- 8 Motorway
- 9 Cycle path

2 Make directions using the prompts.

- 1 straight / down / street *Keep straight on down the street.*
- 2 left / outside / hotel
- 3 Walk / towards / square
- 4 It's / other / side / square
- 5 see / the church / your / right
- 6 You / go / foot
- 7 best way / take / bus / outside / hotel

3 Choose the best word to complete the sentences.

- 1 *Cross* the road, then take the first left.
a Take b Walk c Cross
- 2 Can you me to the Belmont Hotel, please?
a direct b tell c explain
- 3 Take the Jubilee line and off at Southwark.
a go b turn c get
- 4 across the bridge and walk towards the church.
a Go b Stop c Straight
- 5 Travel west on the Circle line, then off at the Bayswater stop.
a stop b get c change
- 6 the metro from Baixa-Chiado to Rossio.
a Buy b Change c Take

1 Read this brochure and the sentences then answer the questions.

The Pacific Hotel

The Pacific Hotel offers a range of facilities and services to business guests. When you arrive at the airport, you can take our free airport transfer service direct to the hotel. The buses leave every hour. Alternatively, guests can hire a car and use our free parking in the covered garage.

Our business centre is equipped with high-speed broadband Internet access and three printers, but we also have a courier service for sending important documents.

We have installed audio-visual equipment in all our meeting and conference rooms. Business guests can hold professional meetings or give presentations. You can also do video-conferencing with people abroad. Guests who need an assistant to take notes, do translations, or make phone calls can use our secretarial service.

At the weekend, you can relax and go on one of our many excursions to the city centre or the beach. We also have an evening floor show several times a week.

- 1 What does the hotel offer from the airport? *A free airport transfer service.*
- 2 Where can guests park their cars?
- 3 What kind of Internet access do they have?
- 4 What can guests use to send documents?
- 5 What has the hotel put in their meeting and conference rooms?
- 6 What can guests do with people abroad?
- 7 Which service provides translations?
- 8 What does the hotel offer at weekends?
- 9 What do they have some evenings?

2 Underline the correct words to complete the sentences.

- 1 All our conference rooms have a projector *but / so* you can use PowerPoint.
- 2 There is a small screen in the meeting room *and / but* no TV.
- 3 *Both / So* air conditioning *and / but* pay-per-view films are standard in our rooms.
- 4 Every room has Internet access *both / but* you need a password.
- 5 Our conference rooms do not have computers *and / so* you need to use a laptop.
- 6 *Both / but* the banqueting room *so / and* the business centre have disabled access.
- 7 The hotel has 24-hour room service *both / so* you can order food and drinks at any time.
- 8 The photocopier is broken *and / but* you can use the fax to copy documents.

3 Put the words in the correct order to make answers to the questions.

- 1 Do you have facilities for business travellers? *fast broadband / centre is / Our business / fully equipped / and has*
Our business centre is fully equipped and has fast broadband.
- 2 And what about secretarial services? *a range of / We offer / secretarial services / and conferences / for meetings*
.....
- 3 Can you tell me about your in-room facilities? *and pay-per-view / TV / has Internet access / Every room*
.....
- 4 Can you tell me a little about your conference facilities? *The hotel / meeting room / boardroom-style / has a*
.....
- 5 What about audio-visual equipment? *digital projectors / We have / and microphones / both*
.....
- 6 And what about business services? *has a / facilities / The hotel / courier service / and / video-conferencing*
.....

1 Read the accident report, and underline true or false.

<p>ACCIDENT REPORT</p> <p>Date of accident: 3/2/2012</p> <p>Time of incident: 14:21</p> <p>Person involved: Mr Paulo Fabricci</p>	<p>Details:</p> <p><i>One of our guests had a bad fall in the lobby. He cut his leg badly. He was bleeding and also had a headache. He couldn't stand because he felt faint so the porter called for a first aider. When he arrived he put a large plaster on the man's leg. Then he gave him some water. The man was in pain and asked to go to hospital so the porter called for an ambulance. The paramedics took him and his wife to the emergency department.</i></p>
---	---

- | | |
|---|---------------------|
| 1 A guest fell over. | <u>true</u> / false |
| 2 His leg was hurt. | true / false |
| 3 He had a pain in his ear. | true / false |
| 4 He felt sick. | true / false |
| 5 The first aider put a blanket on him. | true / false |
| 6 The man wanted to go to the hospital. | true / false |
| 7 The doctor called an ambulance. | true / false |
| 8 The man went to the pharmacy. | true / false |

2 Complete the sentences with the words from the box.

dentist	optician	pharmacist	paramedic
physiotherapist	surgeon	osteopath	nurse

- The paramedic is taking the man to the hospital in an ambulance.
- There is a in the hospital who does all the operations.
- Mr Vickers has toothache. He should see a
- Since the accident, I have visited the every week.
- The doctor is on call but the is available.
- He cannot see well and is getting headaches. He needs to see an
- You can buy plasters and painkillers from the
- An can help your back pain using massage instead of painkillers.

3 Use the prompts to write responses using *should* or *shouldn't*.

- One of the guests has lost his wallet.
You / call / police. *You should call the police.*
- Mrs Kamoto has had a bad fall.
We / move / her.
- Excuse me, my sister has a stomach ache.
She / see / doctor.
- One of our guests has diarrhoea.
They / drink / lots of water.
- The doctor hasn't arrived yet. I'll call an ambulance.
No / you / call / ambulance. It isn't an emergency.
- Mr Lebroq has hurt his head badly.
He / go to sleep.

1 Underline the correct verb.

- 1 Request / *send* a room on the third floor. It's quieter.
- 2 Please *send* / *call* up a maintenance person to fix the shower.
- 3 We can't *look into* / *fix* your air conditioning, so I'll change your room.
- 4 I'll *inform* / *order* housekeeping and ask them to clean your bath.
- 5 I'm very sorry. I'll *request* / *send* up a service engineer.
- 6 Please could you *wash* / *fix* the glasses in my room properly.

2 Correct the mistakes in the sentences.

- 1 I'll ~~changed~~ your rooms immediately. *change*.....
- 2 Our rooms haven't be serviced and the beds haven't been made.
- 3 I'm very sorry. It shall have been done. I'll look into it.
- 4 The bins still haven't been empty.
- 5 Room 19. Yes, the housekeeper should have serviced your room. She'll call her straightaway.
.....
- 6 I booked two taxis for 30 minutes ago but they still hasn't arrived.
- 7 I chase up the booking, to see what's happened. They should have been here by now.

3 Put the sentences in the dialogue in the correct order.

- a MR HEBRON: No, he couldn't. So you gave me a large double room with a working air conditioner and a working light. You also sent me a complimentary bottle of champagne. In the end, I enjoyed my stay very much.
- b MR HEBRON: OK.
- c MANAGER: I was told that you had some problems during your stay at our hotel. I'm calling to make sure everything was dealt with properly.
- d MANAGER: Good. I'm glad you liked it. We look forward to seeing you again.
- e MANAGER: I understand there was a problem with the air conditioning in your room.
- f MR HEBRON: Thank you very much. Goodbye.
- g MR HEBRON: Yes, you did, but the light broke. I couldn't see anything.
- h MANAGER: I'm so sorry. That shouldn't have happened. Did the maintenance person fix the light?
- i MANAGER: I see, and did we give you another one?
- j MR HEBRON: Well, yes. When I arrived it didn't work. So, I asked for another room.

1 Match phrases 1–10 with a–j to complete the sentences in the dialogue.

- | | | | |
|------------------------------|---|---|------------------------------------|
| 1 <input type="checkbox"/> e | Guest: Excuse me, I'm leaving now. | a | for you, Mr Devangelo. Here it is. |
| 2 <input type="checkbox"/> | Receptionist: Yes, your bill's ready | b | the minibar and my dry cleaning? |
| 3 <input type="checkbox"/> | Guest: Have you included the drinks from | c | Mastercard, and American Express. |
| 4 <input type="checkbox"/> | Receptionist: Yes, sir. Everything | d | would you like to pay? |
| 5 <input type="checkbox"/> | Guest: And is | e | Could I have the bill please? |
| 6 <input type="checkbox"/> | Receptionist: Yes, both service and VAT are included. How | f | Here's my card. |
| 7 <input type="checkbox"/> | Guest: Do you accept | g | Thank you. Here's your receipt. |
| 8 <input type="checkbox"/> | Receptionist: Yes, we accept Visa, | h | VAT included? |
| 9 <input type="checkbox"/> | Guest: I have Visa. | i | credit cards? |
| 10 <input type="checkbox"/> | Receptionist: Could you sign here, please? | j | is itemized. |

2 Complete the sentences in the present continuous using the verbs in brackets.

- We *'re paying* (pay) for our room by debit card.
- My assistant (prepare) your bill.
- The cashier (get) you your change.
- I (leave) my hotel right now.
- My colleague (print) you a copy of your bill.
- The group from Norway are (check) out.
- Mr and Mrs Dolby (change) rooms this morning.
- He (put) your drinks on your hotel bill.

3 Choose the correct pronoun to complete the sentences.

- We have put *him* and his colleagues on the seventh floor.
a her b *him* c you
- Did give the receptionist the room key?
a you b us c me
- I have the bill for our overnight stay. I'm paying for in cash.
a them b her c it
- We enjoyed our stay at your hotel. You really looked after
a us b him c me
- My wife stayed at the hotel and the receptionist gave the wrong bill.
a it b me c her
- The manager told they no longer take cash, so I paid by credit card.
a me b him c you
- I had two drinks from the minibar but the hotel did not include on the bill.
a us b them c him
- Excuse me Mrs Church, would like a VAT receipt?
a it b her c you

1 Complete the sentences with the words from the box.

account	credit	debit	deposit
<i>extra</i>	service charge	subtotal	supplement

- We have been charged an *extra* \$20 for asking for more towels.
- The hotel will my account by £130 because we cancelled too late.
- We add a 10% for parties of six or more.
- I paid for a twin room but they only had a single left. They agreed to my account by €50.
- I had to pay a single room of \$60 per night.
- He always uses his business to pay for his hotels.
- Mr Henderson paid a of €50 for his room before he arrived.
- Before tax, the is £830.

2 Underline the correct alternative.

- I don't have *many* / *much* time; I need to check out in five minutes.
- There are *much* / *a lot of* items on this bill I don't recognize.
- How *many* / *a lot of* drinks did you order?
- We didn't order *much* / *a lot of* these items.
- There aren't *many* / *much* customers in the hotel.
- How *much* / *a lot of* is the total amount?
- The manager found *many* / *a lot of* mistakes on the bill.
- How *a lot of* / *much* is the total for our party?

3 Read the interview with a manager talking about payment queries, and answer the questions.

- What does the manager have to handle?
.....
payment queries
- What was the Portuguese guest given?
.....
- What did the front desk forget to change on the computer?
.....
- What was once added to a group's restaurant bill?
.....
- Who corrected the bill?
.....
- What do some guests forget about?
.....
- What do they show guests which have information about phone calls on?
.....
- What do guests sometimes forget taking?
.....
- Who records what guests take from the minibar?
.....

Name: Hans Fischer

Job: Manager, Front of House, Hotel Nueva
 'When we have payment queries, it's my job to handle them. Sometimes we make a mistake on the guest's bill. For example, yesterday a guest from Portugal was accidentally given the wrong bill. The front desk forgot to change the guest's room number on the computer when he moved to a double room. All I had to do was enter the correct number and I printed the right bill. There was another time when the restaurant added several main meals and beverages to one group's bill by mistake. I spoke to the restaurant manager and he agreed that the bill was wrong, so he removed the extra items.

Guests can make mistakes too! Often, people just forget about their phone calls. As we have itemized bills for each room, I can show guests the precise date and time of every phone call they make. It also shows other items like snacks and drinks from the minibar. Our customers don't always remember taking them because they are replaced every day. However, our housekeeper keeps a record of every room and what they use from the minibar, so we have all the information in our computer to show to guests.'

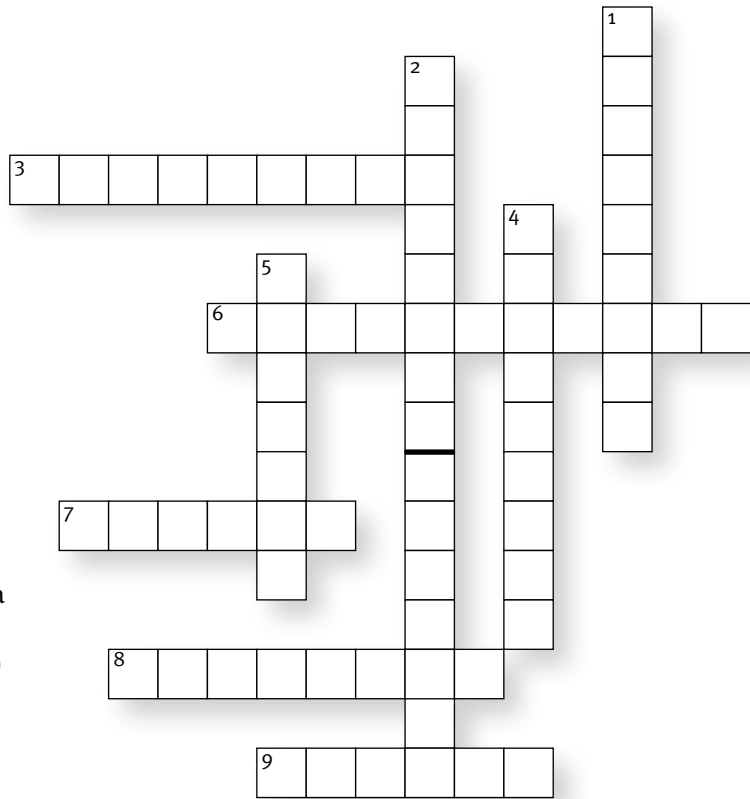
1 Complete the crossword using the clues below.

DOWN

- 1 A vehicle with two wheels and an engine (9)
- 2 A school for chefs (8, 7)
- 4 A covering letter should highlight an applicant's best ... , such as being hardworking and friendly (9)
- 5 Travel for holidays or business (7)

ACROSS

- 3 A type of home which is part of a large building. Called a flat in the UK (9)
- 6 Part of the tourism industry, which includes hotels and restaurants (11)
- 7 To give someone helpful information or make a recommendation (6)
- 8 To give your details to a recruitment agency (8)
- 9 A notice in a newspaper or online for a job vacancy (6)



2 Match questions 1–6 with answers a–f.

- | | |
|---|---|
| <ul style="list-style-type: none"> 1 <input checked="" type="checkbox"/> Can you tell me a little bit about yourself? 2 <input type="checkbox"/> And what professional qualifications do you have? 3 <input type="checkbox"/> What was your first job? 4 <input type="checkbox"/> And what do you do now? 5 <input type="checkbox"/> And what qualities do you bring to your work? 6 <input type="checkbox"/> Do you have any references? | <ul style="list-style-type: none"> a I have a certificate in hotel management from the London College of Tourism. b Well, my name's Arthur Brown. I was born in 1987. I'm married. I live in Rome with my family. I left university in 2009 with a degree in tourism. c When I graduated, I worked at The Lindenberg Hotel as a reservations clerk. It's part of the Dalton group. d Yes, Mrs Fabianna, the reception manager at The Lindenberg Hotel. e I'm now a receptionist at a large hotel in Rome called The Newington. f I'm very friendly and also hard-working. |
|---|---|

3 Find the spelling mistake in each line of the CV and correct it.

- 1 Adress *Address*
- 2 Telefone number
- 3 Emale
- 4 Date of berth
- 5 Edcation
- 6 Qualificasions
- 7 Work expirience
- 8 Skills
- 9 Pearsonal qualities
- 10 Referenses

1 Put the interview into the correct order.

- a INTERVIEWER: So, why do you want to leave your current job?
- b PABLO: Well, I'm 25 years old and I was born in Madrid. I finished university with a degree in hotel management last year and since then I've worked at The Clear View Hotel.
- c INTERVIEWER: My final question is, what could you offer us if we gave you a job?
- d PABLO: I think I have the rights skills and experience for the job. I'm a good team worker and very enthusiastic.
- e INTERVIEWER: That's right, we have hotels all over the world and employ many international staff. But why do you want to work for us?
- f PABLO: Well, you're one of the best hotels in Italy, and part of an international chain.
- g PABLO: Well, I enjoy my job, but it is a small hotel so there aren't many career opportunities there.
- h INTERVIEWER: I see. And what do you know about our company?
- i PABLO: I would like to work in an international environment, and I want to learn new skills. I think I'd learn a lot working for you.
- j INTERVIEWER: Good morning, Pablo. So, tell me something about yourself.

2 Choose the correct future form to complete the sentences.

- 1 They're *interviewing* four more candidates this afternoon.
a going to b *interviewing* c will
- 2 I'm do a catering degree at university.
a going to b wanting c will
- 3 We only select one candidate from the shortlist.
a going to b choosing c will
- 4 Many people apply for the job.
a going to b needing c will
- 5 I'm speak clearly in the interview.
a going to b doing c will
- 6 OK. I email you with the results of the interview.
a going to b sending c will
- 7 I'm tell the interviewer about my current job.
a going to b saying c will

3 Rearrange the words to make interview questions.

- 1 a good / Were you / at university? / student *Were you a good student at university?*
- 2 was / good job? / your first / What
- 3 you had? / How many / jobs have
- 4 best / What is / quality? / your
- 5 weakness? / What is / main / your
- 6 this job? / you applying / Why are / for
- 7 in / ten years? / Where will / you be
- 8 hire you? / we / should / Why