




UNIT 15 Hotel Services

1. Getting Ready

Which numbers in a hotel do you call for the following services? Write the numbers next to the services. Compare answers with a partner.



HOTEL SERVICES	
 Front Desk Dial 5	 Housekeeping Dial 10
 Laundry Dial 9	 Operator Dial 7
 Bell Captain Dial 6	 Room Service Dial 15

- To order a meal in your room, dial 15.
- To get clothes dry-cleaned, dial ____.
- To get help carrying your bags, dial ____.
- To get your room cleaned, dial ____.
- To make a long-distance call, dial ____.
- To check if you have received mail, dial ____.

2. Let's Listen

People are making calls from their hotel rooms. Who is each person calling? Listen and circle the correct answer.

- | | | |
|-----------------------------------|---------------------------------------|-------------------------------------|
| 1. a. laundry
b. room service | 3. a. housekeeping
b. room service | 5. a. front desk
b. room service |
| 2. a. operator
b. bell captain | 4. a. bell captain
b. laundry | 6. a. operator
b. housekeeping |

3. Let's Listen

Task 1

People are talking to a hotel receptionist. What does each person want to do? Listen and circle the correct answer.

- leave a message
 - check for messages
 - pick up mail
- move to a bigger room
 - move to a quieter room
 - move to a smoking room
- arrange for a taxi for the morning
 - arrange for a taxi for tonight
 - learn to set the alarm clock
- drive to a restaurant
 - eat something without meat
 - eat in the restaurant



Task 2

Listen again. Are these statements true or false? Check (✓) the correct answer.

	True	False
1. The guest has no messages	<input type="checkbox"/>	<input type="checkbox"/>
2. The guest hates the smell of smoke.	<input type="checkbox"/>	<input type="checkbox"/>
3. The guest can get ready in 30 minutes.	<input type="checkbox"/>	<input type="checkbox"/>
4. The guest can't order lasagna without meat.	<input type="checkbox"/>	<input type="checkbox"/>

4. Let's Listen

Task 1

People are talking about the hotels they are staying in. Listen and check (✓) their opinions about each hotel.

1.

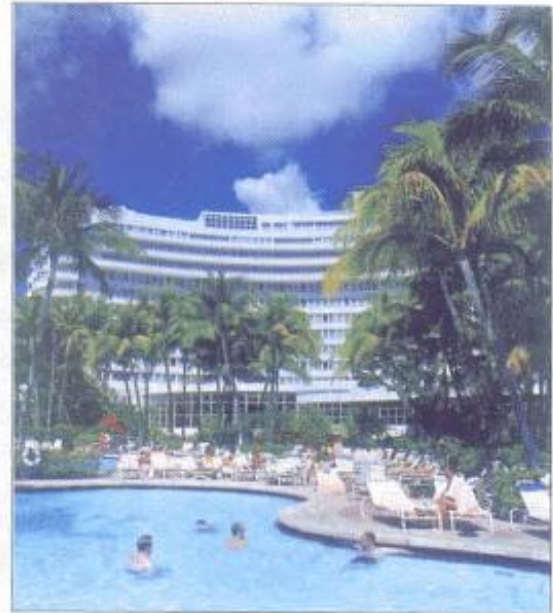
	Good	Not good
the restaurant	<input type="checkbox"/>	<input checked="" type="checkbox"/>
the service	<input type="checkbox"/>	<input type="checkbox"/>
the room	<input type="checkbox"/>	<input type="checkbox"/>
the rates	<input type="checkbox"/>	<input type="checkbox"/>

2.

	Good	Not good
the restaurant	<input type="checkbox"/>	<input type="checkbox"/>
the service	<input type="checkbox"/>	<input type="checkbox"/>
the room	<input type="checkbox"/>	<input type="checkbox"/>
the rates	<input type="checkbox"/>	<input type="checkbox"/>

3.

	Good	Not good
the restaurant	<input type="checkbox"/>	<input type="checkbox"/>
the service	<input type="checkbox"/>	<input type="checkbox"/>
the room	<input type="checkbox"/>	<input type="checkbox"/>
the rates	<input type="checkbox"/>	<input type="checkbox"/>



4.

	Good	Not good
the restaurant	<input type="checkbox"/>	<input type="checkbox"/>
the service	<input type="checkbox"/>	<input type="checkbox"/>
the room	<input type="checkbox"/>	<input type="checkbox"/>
the rates	<input type="checkbox"/>	<input type="checkbox"/>

Task 2

Listen again. What phrase completes each statement? Write the correct letter.

- | | |
|---|------------------------------|
| 1. The hotel should have one restaurant that's ____ | a. just for adults. |
| 2. The hotel should buy ____ | b. a new manager. |
| 3. The hotel should get ____ | c. cheap, casual restaurant. |
| 4. The hotel should have at least one ____ | d. softer mattresses. |