## Contents

<table>
<thead>
<tr>
<th>Unit</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 1</td>
<td>4</td>
</tr>
<tr>
<td>Unit 2</td>
<td>10</td>
</tr>
<tr>
<td>Unit 3</td>
<td>16</td>
</tr>
<tr>
<td>Unit 4</td>
<td>22</td>
</tr>
<tr>
<td>Unit 5</td>
<td>28</td>
</tr>
<tr>
<td>Unit 6</td>
<td>34</td>
</tr>
<tr>
<td>Unit 7</td>
<td>40</td>
</tr>
<tr>
<td>Unit 8</td>
<td>46</td>
</tr>
<tr>
<td>Unit 9</td>
<td>52</td>
</tr>
<tr>
<td>Unit 10</td>
<td>58</td>
</tr>
<tr>
<td>Unit 11</td>
<td>64</td>
</tr>
<tr>
<td>Unit 12</td>
<td>70</td>
</tr>
<tr>
<td>Answer Key</td>
<td>76</td>
</tr>
</tbody>
</table>
Unit 1

Exercise 1

Read the descriptions of the three hotels. Then read what the three people say. Which hotel would each person prefer?

**FORTE CREST**

Sipson Road, West Drayton, Middlesex, UB7 0JU

This modern hotel stands just off Junction 4 of the M4, and within easy reach of Heathrow by courtesy bus service and the Underground link to Central London. Royal Windsor and Hampton Court are both just a short trip from the hotel.

- 568 bedrooms & 4 suites
- 3 restaurants, including Chinese and Italian
- 2 bars
- lounge
- hair-drier, trouser press, overnight laundry service
- satellite TV
- 24-hour room service
- free car park
- use of local health and Fitness Centre
- FAMILY baby-sitting, notice required; play area


**THE WALDORF**

Aldwych, London WC2B 4DD

Recently restored to its original Edwardian splendour, this elegant hotel stands on the crescent of Aldwych, where London's West End meets the City, and just on the fringe of Covent Garden. Built in 1908, its famous Palm Court Lounge retains the gracious ambience of the turn of the century, and is the setting for tea dances. Shops, museums, and theatres are within walking distance, and Covent Garden Underground station is on hand.

- 252 bedrooms & 30 suites
- Waldorf Restaurant, Aldwych Brasserie
- Club Bar, Footlights Bar
- Palm Court Lounge
- hair-drier, trouser press, individually controlled air-conditioning
- satellite TV
- 24-hour room service
- public pay car park in vicinity
- Family: baby-sitting, notice required


**GROSVENOR HOUSE APARTMENTS**

Park Lane, London W1A 3AA

Built in 1928, the Grosvenor House Apartments were originally designed as a separate block of luxury service apartments on Park Lane. Incorporated into the main hotel one year later, the Apartments have been since, and are today, one of London's most prestigious and comfortable addresses. The Apartments are served by a private entrance and separate reception, resulting in unusual privacy and tranquillity, as well as an unrivalled level of service from the dedicated Apartments staff and management. Ranging in size from one to five bedrooms, ideal for families, the Apartments all have a spacious sitting-room, bathroom, hall, and kitchenette. All the hotel facilities are close at hand and included within the rate, such as the Health Club with its 65-foot swimming-pool and gymnasium. Children under 16 stay free in their own room.

‘I work for one of the large tour operators, so I spend most of my time travelling. In my opinion, hotels need to be efficient; the phones should work and there should be an overnight laundry service. I think a good range of restaurants is important, because I don’t have time to go out in the evening. As far as I’m concerned, atmosphere isn’t very important.’

a Jenny Wright would like the ____________

‘We have a small family business in Spain, and when we travel to England on business we like to take the children with us. I don’t think the big hotels look after small groups very well – they often put you on different floors, and you can only see each other in the restaurant. On the other hand, self-catering apartments aren’t very good because there aren’t enough facilities. If you ask me, there should be more hotels that offer a mixture of both facilities.’

b Miguel Morales would like the ____________

‘I don’t travel to London very often, but I sometimes go for the weekend. For me, the ideal hotel needs to be near the theatres and cinemas. If you ask me, the best hotels are old-fashioned ones with a lot of atmosphere, but of course they should have a good range of facilities too. For me, staying in a modern hotel would be an unpleasant experience.’

c Agatha Trump would like the ____________

Exercise 2

Match the phrases in column A with the phrases in column B. The first one has been done for you.

A

1. I hate ____________
2. Good service is important, but I dislike it ____________
3. I go abroad whenever I can. ____________
4. I’m not very keen ____________
5. When the company’s paying for them, I love ____________
6. I like working in Reception because I enjoy ____________
7. Big hotels are OK, but I like ____________
8. I start work at six. I don’t mind ____________
9. I speak three languages so I like ____________

B

a. getting the chance to speak them ____________
b. welcoming the guests ____________
c. staying in five-star hotels ____________
d. getting up early ____________
e. smaller ones more ____________
f. when waiters don’t leave you alone ____________
g. going anywhere by boat ____________
h. on visiting historical sites ____________
i. of holidays in England ____________
**Exercise 3**

Fill the gaps in these sentences, using the words in brackets.

Examples:
(like) I like big hotels.
(enjoy/stay) I enjoy staying in big hotels.
(love/when) I love it when I get the chance to stay in big hotels.

a (like) I ___________________________ Italian restaurants.
b (enjoy/go) I ___________________________ to foreign countries.
c (hate/travel) I ___________________________ by boat.
d (dislike/when) I ___________________________ I have to stay in noisy hotels.
e (can’t stand) I ___________________________ people who complain in restaurants.
f (enjoy) I ___________________________ good food.
g (don’t mind/when) I ___________________________ the service is slow.
h (love/stay) I ___________________________ in bed late.
i (don’t like/when) I ___________________________ the bill is wrong.

**Exercise 4**

1 Choose the phrase in italics which is grammatically correct.

Example:
I don’t like it when/can’t stand getting up early.

a I love it/am keen on when I get the chance to go abroad.
b I am not very fond/dislike of foreign food.
c I am quite keen/enjoy on learning new languages.
d I don’t mind it when/enjoy meeting new people.
e I can’t stand it when/hate guests who complain all the time.

2 Now write five sentences using your own ideas and the phrases in italics which you did NOT choose in Part 1.

Example:
I don’t like it when the manager criticizes me.

a ___________________________

b ___________________________

c ___________________________

d ___________________________

e ___________________________
Exercise 5

A tour operator is describing two different hotels in Sri Lanka to a client. Put the sentences in the correct order (from 1 to 12). The first one has been done for you.

a £ Right, well, there are two hotels that we usually recommend and they are the Oberoi, which is in Colombo itself, and the Ivory Inn.
b £ I’m not sure, really. Could you tell me a bit about the first one?
c £ Is the Ivory Inn more or less the same?
d £ Good afternoon. I’m planning to go to Colombo in Sri Lanka and I’d like some information about the hotels you recommend.
e £ Good afternoon, May’s Travel. Claire Newton speaking. How can I help you?
f £ Yes, please. My name’s John Stevens, and the address is 11 London Road, Cambridge.
g £ Is the Ivory Inn actually in Colombo, too?
h £ Thank you very much. Goodbye.
i £ No, it’s very different. It’s a private guest house, in fact, not a hotel. It’s got twenty rooms with ceiling fans, and there are showers, but there’s no hot water. It’s very simple, really. Would you like me to send you the brochure?
j £ No, it’s about seven miles away. What sort of hotel are you looking for?
k £ Yes, the Oberoi is a first-class hotel, with all the facilities you would expect. There’s a good choice of restaurants, a pool, large grounds, tennis courts and so on.
l £ All right, Mr Stevens. I’ll put that in the post this afternoon.

Exercise 6

The three words in the boxes on the outside can all be combined with one of the words in the box in the centre (e.g. coffee shop, clothes shop, souvenir shop). Match each combination. The first one has been done for you.
Exercise 7

Read the extract from the brochure and fill in the gaps with the following words. The first one has been done for you.

- air-conditioned  
- @ entertainment  
- ¥ rustic  
- © facilities  
- § furnished  
- Ç informal  
- lies  

Tradewinds

Tradewinds is situated in grounds on the south coast at Diani, just over twenty miles from the city of Mombasa, and within easy reach of some shops. It lies on a spectacular white-sand beach fringed by palm trees.

The main building is informal in style, with a thatched roof in the local African manner, and the hotel's facilities include a restaurant, bar, hairdresser, and shop.

By the swimming-pool is an informal snack bar and a smaller pool for children. Evening entertainment is provided by live bands or a disco.

The modestly informal rooms have a balcony or terrace, are fully furnished, and have a telephone and shower.

Opinion: In a superb place to unwind and before going on safari, this is a simple, medium-class hotel offering outstanding value for money, and an ideal place to unwind and before going on.
Answer the clues to find the hidden word. All the answers are connected with accommodation. The first one has been done for you. The hidden word is **bungalow**.

1. At the Yosemite Lodge you can stay in small redwood _____. (6)
2. The millionaire reserved a ____ of six rooms on the top floor of the hotel. (5)
3. If you have a family, you should think about staying in a self-catering ____ that has three bedrooms, a kitchen, and a bathroom. (9)
4. At the Ahwahnee Hotel in Yosemite, you can rent a double room or a separate ____ in the grounds. (7)
5. We took our tents and stayed in a lovely ____ which had all the facilities we needed. (8)
6. We stayed in a marvellous hotel that even had ____ to keep your horse in. (7)
7. I’d rather stay in a five-star ____ than in a bed and breakfast. (5)
8. Our room doesn’t have a bath, but at least there is a _____. (6)
Unit 2

Exercise 1

A hotel guest is writing a letter home. Complete the letter by filling in the gaps with words or phrases according to the symbols. The first one has been done for you.

I've just arrived at the hotel and tried to call you from the ☎️ telephone in my bedroom but as I couldn't get through, I thought I'd write you a letter instead. The room is really lovely - I've got my own 🍸 and I've just poured myself a gin and tonic from the 🍸. It's all very civilized, and even though it's nearly 30°C outside, the 🌡️ works really well. Tomorrow I thought I'd get up early and go down to the 🤕 before breakfast, as I don't have to be at the meeting until 9.15.

We ought to think about coming here for a holiday. The hotel would be fine for the kids because 🏖️, and they could swim or 🏊‍♂️, and if the weather was bad, they could use the 🏖️. Apparently they also have 🎨, so we could even spend Christmas here. Anyway, I'll take some photos so you can see what it looks like.

Exercise 2

Complete the table on the next page with the following irregular verbs. Each verb can be used with one of the sets of words on the right. The first one has been done for you. Use a dictionary if you need to.

fly 🌊 ring

fly 🌊 ring

Exercise 2
### Unit 2

<table>
<thead>
<tr>
<th></th>
<th>make</th>
<th>made</th>
<th>made</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>make</td>
<td>made</td>
<td>made</td>
<td>changes, a decision, a reservation</td>
</tr>
<tr>
<td>b</td>
<td></td>
<td></td>
<td></td>
<td>on holiday, to bed, on a training course</td>
</tr>
<tr>
<td>c</td>
<td></td>
<td></td>
<td></td>
<td>the bell, the fire alarm, room service</td>
</tr>
<tr>
<td>d</td>
<td></td>
<td></td>
<td></td>
<td>first class, club class, economy class</td>
</tr>
<tr>
<td>e</td>
<td></td>
<td></td>
<td></td>
<td>time, money, a holiday</td>
</tr>
<tr>
<td>f</td>
<td></td>
<td></td>
<td></td>
<td>the bill, in cash, in advance</td>
</tr>
<tr>
<td>g</td>
<td></td>
<td></td>
<td></td>
<td>someone well, the answer, a place</td>
</tr>
<tr>
<td>h</td>
<td></td>
<td></td>
<td></td>
<td>English, French, quietly</td>
</tr>
<tr>
<td>i</td>
<td></td>
<td></td>
<td></td>
<td>a uniform, clothes, a dinner jacket</td>
</tr>
<tr>
<td>j</td>
<td></td>
<td></td>
<td></td>
<td>a letter, a fax, a message</td>
</tr>
</tbody>
</table>

### Exercise 3

Put the verbs in these short dialogues into the correct form of the Simple Past. The first one has been done for you.

**A:** There's a message for you, Mr Smith.
**B:** Thank you. When did it arrive (it/arrive)?
**A:** About an hour ago, sir.

**A:** Where did you spend (you/spend) your last holiday?
**B:** We went (go) to the Canaries.
**A:** Did you have (you/have) a good time?
**B:** No, we didn't (not/like) it very much. In fact, we left (leave) a few days early.
**A:** What did you not like (you/not/like) about it?
**B:** We thought (think) it was much too modern.

**A:** I'm sorry, Mr Johnson, we don't seem to have a reservation for you. When did you make (you/make) the booking?
**B:** I didn't write (not/write) to you myself – my secretary faxed (fax) you last week. And she sent (send) a letter of confirmation too. She booked (book) it in the name of the company.
**A:** Oh yes, here it is. I do apologize.
Exercise 4

Look at the two pictures showing a bedroom at the Astron Hotel before and after renovation. Write sentences about what the new owners have done, using the Present Perfect, as in the example.

Example:
repa int/all/rooms
They have repainted all the rooms.

a put/new baths/all/bathrooms

b replace/all/old beds

c take down/old wallpaper

d change/all/pictures

e lay/new carpets

f install/colour TVs/all/rooms

g spend/a lot of money/curtains and fabrics

h build/new cupboards/all/rooms
Read this extract from a tour operator’s report about a visit to a hotel. Put the verbs into the Present Perfect or the Simple Past. The first one has been done for you. Use a dictionary if you need to.

REPORT: ASTRON HOTEL

We visited (visit) the Astron Hotel in July 1991, when we decided (decide) that we would not feature the hotel in our brochure. There was (be) a number of reasons for this: the rooms (need) upgrading; we (feel) that the standard of service (not/be) good enough, and the hotel (not/seem) to be well managed.

However, a great deal (charge) since 1991, and the hotel is now under new management. They (redecorate) all the rooms and they (make) the restaurant much more comfortable and attractive. They (also/build) a new pool. They (start) work on a new extension which should be complete by April next year, and this will bring the number of available rooms to 200. The new manager (introduce) an incentive scheme for the staff, (increase) salaries, and (send) a number of employees on training courses, and as a result the level of service (improve) a great deal.

The restaurant is gaining a good reputation. The new chef, John White, (be) at the hotel for three months, and will clearly maintain high standards of cuisine. He (train) in Paris a few years ago, and (work) at the Tour d’Argent. Since his arrival, he (create) a new menu and hired (hire) a new maitre d’ to train the waiters. We (have) a meal at the restaurant last night and (think) the standards were excellent.

We therefore recommend that we feature the Astron Hotel in next year’s brochure.
Exercise 6

Complete this table showing how to compare adjectives.

<table>
<thead>
<tr>
<th>ADJECTIVE</th>
<th>COMPARATIVE</th>
<th>SUPERLATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>expensive</td>
<td>more expensive than</td>
<td>the most expensive</td>
</tr>
<tr>
<td>clean</td>
<td>better than</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>the cheapest</td>
</tr>
<tr>
<td></td>
<td>more interesting than</td>
<td></td>
</tr>
<tr>
<td>bad</td>
<td>more spacious than</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>the most comfortable</td>
</tr>
<tr>
<td></td>
<td>bigger than</td>
<td></td>
</tr>
<tr>
<td>quiet</td>
<td>busier than</td>
<td></td>
</tr>
</tbody>
</table>

Exercise 7

A potential guest is phoning a country house hotel to ask about differences between the rooms. Fill in the gaps with the comparative or superlative forms of the adjectives in brackets. The first one has been done for you.

HOTEL: Good afternoon, Carlton Court Hotel. How can I help you?

GUEST: Good afternoon. I'm phoning to ask about the three suites you feature in your brochure – the Nelson, the Clive, and the Drake. I'm trying to decide which one would be the most suitable (suitable) for me. Are they all more or less the same?

HOTEL: No, they are all individually designed. I'll start with the Nelson suite – it has a single bed, a sitting-room and an en-suite bathroom. It costs £65 per night, so it's 2 the cheapest (cheap) of the three suites, but of course it is also 3 the smallest (small) of the three because it's for one person.

GUEST: How much 4 bigger (big) are the other two?

HOTEL: About twice the size. The Clive is quite a lot 5 more (spacious) than the Nelson, and has a double bed, en-suite bathroom, a sitting-room, and a small dining-room. It's a little 6 more (expensive) and costs £85 per night per person, but that does include dinner for two. It's the only
suite on the top floor, so it has (good) view of the city.

guest: And what is the Drake Suite like?

hotel: Well, it’s £105 per person per night including dinner, so it’s our (expensive) suite, but it’s also our (popular) one, and reservations need to be made well in advance. It is (large) than either the Clive or the Nelson, and it’s (quiet) than them because it’s at the back of the hotel.

guest: Thank you very much. I’ll be in touch again soon.

Exercise 8

Complete the sentences by choosing a word from column A and a word from column B. The first one has been done for you.

A

1. play- 
2. safety 
3. stair 
4. king- 
5. resident 
6. wheelchair 
7. nappy- 
8. courtesy

B

1. access
2. size
3. nurse
4. rail
5. bus
6. changing
7. lift
8. room

a) If the weather is bad, the children at the hotel can use the play-room on the ground floor.

b) In order to cater for guests who have babies, we have installed facilities in the toilets.

c) There’s no need to get a taxi from the airport. We provide a .

d) Because many of our clients are elderly, we have a in case they need medical attention.

e) As the stairs are quite steep, we have fitted a .

f) One of the toilets on the ground floor has been widened to provide for disabled guests.

g) A number of our rooms now have beds as we have had complaints that the beds were too small.

h) We decided that the cheapest way of giving people in wheelchairs access to the first floor was to install a .
Unit 3

Exercise 1

Match the sentences in column A with the sentences in column B. The first one has been done for you.

A

1  d This is the third time you've been late.
2  c They'll give you a tip if they want to.
3  d I don't work in the Front Office.
4  b It's nearly eight o'clock.
5  e That sounded very rude.
6  a The computer can work it out.
7  f It's dangerous to change a light bulb like that.
8  g Luckily all our guests are English.
9  h You should always try to smile.

B

a You shouldn't stand and wait for one.
b I must get to work soon.
c We don't have to learn any other languages.
d You must get here on time.
e You should turn the light off first.
f Guests like it when receptionists are friendly.
g You mustn't speak to the guests like that.
h I don't have to wear a tie.
i You don't have to do the calculations yourself.

Exercise 2

In each of the following passages, choose one of the three words or phrases to fill the gaps. The first one has been done for you.

1  must  don't have to  mustn't

As it's your first day, I'll just show you what to do. Obviously, you must make the beds and hoover the carpet, and you mustn't forget to check the cupboards in case the guests have left anything. If one of the beds hasn't been used, you mustn't change the sheets, but you must tidy it up so that it looks right. If the guest is about to leave, you must check the mini-bar and tell reception if anything has been used so that they can put it on the bill. In the bathroom, you must change all the towels and provide new soap and shampoo and make sure that everything is clean. If any of the light bulbs are broken, you must replace them yourself — you can just ring Maintenance and they'll take care of it.
2 have to don’t have to shouldn’t

The hotel is in the West End, so a lot of our guests want to go out to shows in London, and I try and arrange bookings for them. We have special arrangements with some of the cinemas and theatres, so that means our guests queue up for tickets and they pay more than they should, which is good for them. But with some of the others – especially the very popular musicals – we use agencies, and that means that the guests pay a lot extra. Personally I think that the agencies charge so much, but they always say that the guests make bookings at the last minute.

3 should don’t have to mustn’t

You know how to mix all the cocktails on the list, and you try and be as professional as possible, because that’s all part of the atmosphere. Of course, you know how to make every cocktail in the world, because that would be impossible. If a guest asks you for a cocktail you don’t know, you panic, you just ask them how to make it, and you show some interest in it because that makes them feel good. There are sometimes problems with people who are under age. If you think someone looks too young, you ask them for proof of their age and you serve them alcohol if they are under seventeen.

4 What jobs are described in the three passages above?

Passage 1
Passage 2
Passage 3
Exercise 3

1. Complete the table of nouns and adjectives. The first one has been done for you. Use a dictionary if you need to.

<table>
<thead>
<tr>
<th>NOUN</th>
<th>ADJECTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a enthusiasm</td>
<td>enthusiastic</td>
</tr>
<tr>
<td>b _________</td>
<td>experienced</td>
</tr>
<tr>
<td>c friend</td>
<td></td>
</tr>
<tr>
<td>d _________</td>
<td>able</td>
</tr>
<tr>
<td>e relevance</td>
<td></td>
</tr>
<tr>
<td>f permanence</td>
<td></td>
</tr>
<tr>
<td>g _________</td>
<td>responsible</td>
</tr>
<tr>
<td>h availability</td>
<td></td>
</tr>
<tr>
<td>i _________</td>
<td>aware</td>
</tr>
<tr>
<td>j suitability</td>
<td></td>
</tr>
</tbody>
</table>

2. Fill in the gaps in the following sentences using either the noun or the adjective in each pair in the table. The sentences are not in the same order as the table.

Example:
She'd be marvellous at organizing children's activities because she's got lots of enthusiasm.

a  I'm rather shy and reserved, so I don't think a job in Reception would be _________ for me.

b  Please send us a letter and a cv giving details of your qualifications and _________ experience.

c  I'm surprised that she has decided to leave. I wasn't _________ that she wasn't happy here.

d  If you want to work in Front Office, you have to develop the _________ to do three things at the same time.

e  She is always happy, smiling, and _________, so everyone likes her.

f  I have several years' _________ of working in a large hotel.

g  The Head Housekeeper is _________ for making sure that the rooms are kept in good condition.

h  Could you phone Mr Peters and ask him when he would be _________ for the interview?

i  I worked there on a three-month contract but I did well and at the end they offered me a _________ job.
Choose a word from column A and a word from column B to complete the sentences. The first one has been done for you.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>permanent</td>
<td>bedroomed</td>
</tr>
<tr>
<td>personal</td>
<td>clientele</td>
</tr>
<tr>
<td>kitchen</td>
<td>quarter</td>
</tr>
<tr>
<td>twelve-</td>
<td>rate</td>
</tr>
<tr>
<td>turnover</td>
<td>workload</td>
</tr>
<tr>
<td>regular</td>
<td>garden</td>
</tr>
<tr>
<td>winter</td>
<td>touch</td>
</tr>
<tr>
<td>heavy</td>
<td>staff</td>
</tr>
</tbody>
</table>

a. We have quite a high staff **turnover rate**. Our employees don’t stay with us for very long.

b. We’re fully booked in spring, summer and autumn, but the _______ is very quiet.

c. We’re a small family-run hotel, and our guests appreciate the _______ that we offer.

d. We can’t afford many staff, so the three of us who run the hotel have a _______.

e. We grow all our own herbs and vegetables in the _______.

f. Most of our guests come back again and again, so we have a fairly _______.

g. They run a large hotel that has over fifty _______ and twenty other temporary employees.

h. My sister runs a small _______ hotel with a small restaurant that is open to non-residents.
**Exercise 5**

Read the following advertisement. Choose one of the following words to fill the gaps. The first one has been done for you.

challenging  conference  Golf  opportunity  
communication  essential  minimum  Personnel  
competitive  experience  National  professional

---

MANOR HOUSE HOTEL AND GOLF COURSE

A magnificent Jacobean-style 69-bedroom hotel offering conference facilities and its own Championship Course, situated within a 270-acre country estate in the Dartmoor Park.

We require a **DEPUTY HEAD RECEPTIONIST**

A opportunity has arisen to join our and enthusiastic Front Office team. You must possess and social skills coupled with a high level of guest care. Computer experience is , together with of 2 years’ Four Office

In return we offer a salary, live-in accommodation if required, and the to join one of Europe’s most progressive hotel groups.

Please forward Curriculum Vitae to the Manager, Priscilla Evans, the Manor House Hotel, Moretonhampstead, Devon TQ13 8RE.

---

**Exercise 6**

Emma Jones has replied to the advertisement above. Complete her letter by choosing the best word or phrase from the options in italics. The first one has been done for you.

Dear Ms. Evans,

I am contacting/talking in reply to the advertisement for the work/job/post of Deputy Head Receptionist which you made/placed/wrote in this month’s edition of Caterer and Hotelkeeper magazine. I greatly enjoy working in a Front Office and taking ‘concern/care/attention’ of guests, and would welcome the ‘possibility/occasion/opportunity’ to take on more responsibility by working for a much larger hotel.

As you will see from the ‘enclosed/added/included cv, I completed a course in Catering and Hotel Management after leaving school, and then worked part-time in a number of hotels in London. Since For/At the last year and a half I have been working ‘as/like/of a receptionist in the Belmont Hotel, where I gained valuable/expensive/costly experience of working with/from computers and dealing with a wide range of guests.

I also have a good working ‘understanding/ability/knowledge of German and French, and I speak a ‘little/small/few Italian. I would be ‘available/prepared/willing for interviews from May 15th.

I look ‘ahead/up/forward to ‘hearing/hear/beard from you.

Yours ‘truly/sincerely/faithfully,

Emma Jones
Exercise 7

Answer the clues to find the hidden word. The first one has been done for you as an example.

1 I work in the ____ Department – we are responsible for ordering and buying everything that the other departments need and for keeping control of stocks. (10)
2 Some large hotels have a ____ Officer who hires new employees, conducts interviews, and generally looks after the staff. (9)
3 There’s no problem if you come back after midnight – the night ____ will let you in. (6)
4 In the ____ Department, we are responsible for paying bills and salaries, and for the financial side of the hotel. (8)
5 There’s a vacancy for a ____ at the Medici Hotel – the job involves cleaning the guests’ rooms, making the beds, and making sure that everything looks right. (11)
6 As a ____ , you will be expected to look after guests’ special requests, and you’ll have to make theatre bookings, organize tours, travel arrangements, and so on. (9)
7 I work in the ____ Office, so I deal directly with the guests, and for this kind of job you need to have good social skills. (5)
8 The General ____ has overall responsibility for the running of the hotel. (7)
9 The restaurant are looking for an experienced ____ with good pastry skills who can produce imaginative cuisine. (4)
10 I’m a ____, so part of my job is to welcome the guests and give them their room keys; you need to have a friendly, outgoing personality for this kind of work. (12)
11 Peter is the head of the ____ Department, so contact him if you notice anything that needs repairing. (11)
12 The ____ is in charge of the cleaners and chambermaids, and is responsible for making sure that the rooms look as they should. (11)
Unit 4

Exercise 1

A guest is phoning the Marlow Hotel to book a room. Number the dialogue in the right order (1–14). The first one has been done for you.

a  American Express. The number’s 8773 457 238 5549. Will you need a deposit?

b  Hello, I’d like to book a room, please.

c  Yes, it’s Henry Box, and the address is 30 Lime Walk, Slough.

d  Certainly, sir. When would you like to come?

e  An individual booking – it’s for our wedding anniversary.

f  No, but you’ve been recommended to us by friends.

g  I’ll just check availability. Yes, that’s fine. Is this a company booking or an individual booking, sir?

h  OK, 30 Lime Walk. May I ask if you’ve stayed with us before?

i  No, a deposit won’t be necessary. If you’d like to make a note of your reservation number, it’s P 227.

j  Marlow Hotel, Reservations. Charles Thompson speaking.

k  That’s nice to hear. How will you be paying?

l  Right, in that case we’ll provide complimentary flowers and champagne. May I have your name, please?

m  On the eleventh of May, for two nights. A double room for myself and my wife.

n  Thank you very much. Goodbye.

Exercise 2

Use the information from the dialogue above to fill in this reservation card.

<table>
<thead>
<tr>
<th>Reservation Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Arrival date</td>
</tr>
<tr>
<td>No. of nights</td>
</tr>
<tr>
<td>Room type</td>
</tr>
<tr>
<td>Company/Individual</td>
</tr>
<tr>
<td>Stayed before</td>
</tr>
<tr>
<td>Method of payment</td>
</tr>
<tr>
<td>Credit card no.</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Reservation no.</td>
</tr>
</tbody>
</table>
Exercise 3

Reply to the following questions using short answers.

Example:
Are there any lifts in the hotel? Yes, there are.

a  It's a lovely day, isn't it? Yes, ____________

b  Excuse me, do you speak English? Yes, ________________

c  Do you work here? Yes, ________________________

d  Is there a post-box anywhere here? Yes, ________________

e  Have you been here before? No, ______________________

f  Are they going to stay another night? No, ________________

g  Have they confirmed that reservation? No, ________________

h  May I use your phone? Yes, ________________

i  Did you take his number? No, ________________

j  Have you got a pen I could borrow? Yes, ________________

Exercise 4

Read through the information about some people who went to Spain. Then answer the questions, using short answers as in the example. Finally, work out which hotel everyone stayed in.

Peter, Mary, and the Smiths all went on holiday to Spain. They stayed in different hotels, the Granada, the Seville, and the Alhambra. Only two of the hotels were air-conditioned. Peter stayed in the only hotel with a pool. Each hotel had either air-conditioning or a pool. The Smiths did not stay in the Alhambra. The Granada did not have air-conditioning.

a  Did Peter, Mary and the Smiths travel to Spain? Yes, they did.

b  Did they stay in the same hotel? ________________________

c  Were all three hotels air-conditioned? ________________________

d  Did all the hotels have pools? ________________________

e  Did Peter's hotel have a pool? ________________________

f  Was Peter's hotel air-conditioned? ________________________

g  Did the Smiths stay in the Alhambra? ________________________

h  Could the Smiths have stayed at the Seville or the Granada? ________________

i  Was the Granada air-conditioned? ________________________

j  Did the Granada therefore have a pool? ________________________

Therefore, ...

Peter stayed at the ________________________

The Smiths stayed at the ________________________

Mary stayed at the ________________________
Exercise 5

Match the following sentences with their question tags. The first one has been done for you.

1. d You’ve got a reservation, a didn’t they?
2. b No one here speaks b don’t you?
   Japanese, c wouldn’t you?
3. d I expect you want my d haven’t you?
   passport, e have you?
4. f This is a very nice hotel, f do they?
5. g You’re leaving tomorrow, g shall I?
6. e I’ll send you a letter of e isn’t it?
   confirmation, f aren’t you?
7. j She’s a very good j isn’t she?
   receptionist,
8. You haven’t seen my pen anywhere,
9. They paid by credit card,
10. You’d like a room overlooking the garden,

Exercise 6

In the following telephone conversation, choose the correct option from the words in italics. The first one has been done for you.

HOTEL: Good morning, Landsdown Hotel. 4Can/Could I help you?
GUEST: Good morning. Could 2havelspeak Reservations, please?
HOTEL: Certainly. 3Wait/Hold the line, please. I’ll 4put/connect you through.
GUEST: Thank you.
HOTEL: I’m sorry, 5I’m afraid/I regret the line’s busy. Will you 6hold/hang on?
GUEST: Yes, that’s 7fine/splendid.
HOTEL: It’s 6ringing/calling for you now. . . . Reservations. Jane Watson 9talking/speaking. How can I help you?
GUEST: Hello, 10this is/here is Michael Nelson from Killick & Co. I rang earlier to book two singles from the 18th.
HOTEL: Yes, Mr Nelson, I remember. What can I 11do/make for you?
GUEST: Could I change that to three singles, again from the 18th?
HOTEL: I’m 12afraid/sorry, could you repeat that? It’s a 13faint/bad line.
GUEST: Could I have another single room for the same dates?
HOTEL: Yes, 14obviously/of course. I’ll see to that now. I’d be 15grateful/delighted if you could 16repeat/confirm that in writing.
GUEST: 17Surely/Certainly. Thank you for your help.
HOTEL: 18Your/You’re welcome. Goodbye.
Exercise 7

Find the words in the box to complete the sentences below. The words are hidden horizontally, vertically, and diagonally. The first one has been done for you.

1. We have our guests' addresses on the computer, so it's easy to ___ them and send them a publicity letter. (5)
2. I find it difficult to read the words on the ___ because there's too much light behind it. (6)
3. You can work on different things at the same time — for example, you can work on two letters and use the calculator, and they all appear in different ___. (7)
4. I don't use a typewriter any more — all our documents are done on the word-____. (9)
5. I don't really like the way your letter looks — why don't you try doing it again in a different ___? (6)
6. We gather as much information about our guests as we can and we store the ___ on a hard disk. (4)
7. The new program makes it much easier to ___ the information that you need to find. (6)
8. Before you can get to the information about the hotel's finances, you have to type in a secret ___. (8)
9. Our computers are linked together in a ___ so we can all exchange information. (7)
10. Whether or not a computer is easy to use depends on the ___ rather than the machine itself. (8)
Exercise 8

1 Fill the gaps in the fax with the following words. The first one has been done for you.

| reserve availability | details discount | en-suite Executive | following including | Regards single |

---

**IMPERIAL CHEMICALS**

**Date:** 24 May  
**From:** Miranda Smith,  
Marketing and Promotions  
**To:** Castle Lodge Hotel  
**Attention:** Reservations

Could you please reserve the rooms:

1 A single room for our Sales Director, Mr Henry Green, for two nights from August 18

2 A standard room with bathroom for our Sales Manager, Miss Caroline Lamb, for three nights from August 18

Please confirm the prices of rooms, half-board and our normal .

---

*Miranda Smith,  
Manager*
You work in Reservations at the Castle Lodge Hotel. The manager gives you the following instructions. Read them and complete the fax below.

'Could you send a fax to Imperial Chemicals? Thank them for the two bookings and say that'll be fine. You'd better quote the standard prices first, including half-board, service charges, and taxes – that's £165 and £85 a night. I think we usually give them 10% discount, so work out what it comes to and put the total at the end.'
Unit 5

Exercise 1

Match the questions in American English in Column A with the replies in British English in Column B. The first one has been done for you.

A

1. Is there a drugstore downtown where I can get some diapers?
2. Where’s the rest room?
3. Reception, the trash cans are all full.
4. I’m in a bit of a hurry. Can you get my check?
5. Did you have a vacation last year?
6. There’s something wrong with the faucet in my room. Can you fix it?
7. Do you have a candy store in the hotel?
8. Do you have any potato chips?
9. Is there a gas station round here?
10. Are the prices any cheaper in the fall?

B

a. Not exactly, but the souvenir shop has a range of sweets.
b. Yes, we have a range of special autumn breaks.
c. I am sorry. I’ll send a plumber to mend the tap at once.
d. Yes, there’s a chemist called Boots in the city centre that has nappies.
e. Yes, the nearest garage is just round the corner.
f. Yes, I’ll prepare your bill at once.
g. No, I’m afraid we don’t have any crisps, but we do have peanuts.
h. The ladies’ toilets are down the corridor on the left.
i. Yes, I had a short holiday in Spain.
j. I do apologize. I’ll send someone to empty the bins at once.
Exercise 2

Some words have different meanings in American and British English. In each pair of sentences, one speaker is American and the other is British. Which is which?

Example:
I've lost my purse, and it's got my map book, passport, and make-up in it.  
*American*
I've lost my purse, and it's got my credit card and some small change in it.  
*British.*

a  I bought three pairs of pants, and they cost £2.50.  
b  I bought three pairs of pants, and they cost £85.00.  
c  I'm Jack, I'm twenty-one years old, and I go to school in Cambridge.  

d  I'm Jack, I'm fifteen years old, and I go to school in Cambridge.  
e  If we run out of gas, we'll just have to walk.  
f  If we run out of gas, we'll just have to use the electric heater.  

g  If you want to get to the other side of the road, use the subway.  
h  If you want to get to the other side of the city, use the subway.  

i  I had a flat, but I decided to sell it.  
j  I had a flat, so I got to the airport late.  

Exercise 3

Put the following items of food into groups of three. The first two items have been done for you.

apple  leeks  rösti  
béchamel  lyonnaise  salmon  
broccoli  peas  sauté  
haddock  plaice  tartare  
ham  pork  veal  

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>broccoli</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>peas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Exercise 4

1. You are a waiter/waitress in a restaurant. Your customers want explanations of different items on the menu. Answer their questions using a phrase from each of the three columns.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>a chicken breast</td>
<td>with a white stem</td>
<td>with garlic and cream.</td>
</tr>
<tr>
<td>a variety of shellfish</td>
<td>made with egg whites,</td>
<td>and a green top.</td>
</tr>
<tr>
<td>a kind of sweet</td>
<td>made with chocolate,</td>
<td>eggs and liqueur.</td>
</tr>
<tr>
<td>a kind of meat</td>
<td>made with milk, that is quite large</td>
<td>but are much smaller.</td>
</tr>
<tr>
<td>thinly sliced potatoes</td>
<td>filled with garlic butter,</td>
<td>young calves.</td>
</tr>
<tr>
<td>a kind of sauce</td>
<td>that look like lobsters,</td>
<td>vanilla, eggs and sugar.</td>
</tr>
<tr>
<td>a very light dish</td>
<td>that comes from that are baked</td>
<td>and coated with breadcrumbs.</td>
</tr>
<tr>
<td>a kind of fish</td>
<td></td>
<td>and baked in the oven.</td>
</tr>
<tr>
<td>a kind of vegetable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Example:
What is Chicken Kiev?
It’s a chicken breast filled with garlic butter and coated with breadcrumbs.

a  What are prawns?

b  What are chocolate truffles?

c  What is veal?

d  What are pommes de terre lyonnaises?

e  What is custard?
f  What is a soufflé?

g  What is salmon?

h  What is a leek?

2  Now think of three dishes that are popular in your country but that foreign visitors might not know. Write short explanations of what they are.

a  

b  

c  

✓ Exercise 5

You are working at the reception desk of a busy hotel. Using your own ideas, offer help to the guests. Use will in your answers.

Example:
'The TV in my room doesn’t seem to be working properly.'
I'll send someone up to fix it straight away.

a  'I'm afraid I haven't got any cash on me to pay for this guidebook.'

b  'I'm afraid I've bent my room key and it doesn't open the door.'

c  'I need to get into town as soon as possible.'

d  'Would it be possible for you to look after my passport and traveller's cheques?'

e  'I need to phone Mr Jamieson at the Imperial Hotel, but I haven't got the phone number.'
Exercise 6

Fill the gaps in these two dialogues with will or going to and the verb in brackets. The first one has been done for you.

GUEST 1: Could you let me have £5? *I'm going to buy* (buy) a few things from the gift shop.

GUEST 2: Of course. What *will* (you/buy) then?

GUEST 1: I *will get* (get) some postcards.

GUEST 2: Do they sell papers as well?

GUEST 1: I *will have* (have) a look for you.

I *will get* (get) you *The Times* if they have one.

GUEST: Could you ring Mr Hazlett in Room 527 for me?

RECEPTION: Certainly, I *will ring* (ring) him now... I'm afraid there's no reply, but I *will give* (give) him a message if you like.

GUEST: Thanks. Could you tell *him* that I've got some theatre tickets, and that we *will see* (see) 'Hamlet'?

RECEPTION: OK. I *will let* (let) him know.

√ Exercise 7

Make sentences from the jumbled words, and use them to complete the dialogue in the restaurant. One has been done for you.

done steaks like you would how your
the in like you table would corner
I'll right one get away
some meal like you with wine to would your
for a table like you would two
you to now are ready order
to like follow what would you
as you like would what a starter
you like order would aperitif to an

WAITER: Good evening, sir. *Would you like a table for two?*

GUEST: Yes, please.

WAITER: *Will you please* (will you please)

GUEST: Yes, that would be fine. It looks nice and quiet over there.

WAITER: *Are you ready* (are you ready)

GUEST: Yes, please, a Cinzano and a dry Martini.

WAITER: *Certainly, sir* (certainly, sir)

GUEST: Thank you.
WAITER:  
GUEST: Yes, we are.
WAITER:  
GUEST: The snails and one mixed salad, please.
WAITER:  
GUEST: Two fillet steaks with maître d'hôtel butter, please.
WAITER: Certainly.  
GUEST: One medium rare, and the other well done.
WAITER:  
GUEST: Yes, please. A bottle of Rioja.
WAITER:  

Exercise 8

You are working as a receptionist. Two guests speak to you. Write down the messages you would take for the Concierge, and Mr Harvey. Try to make the messages as short but as clear as you can. The first one has been started for you.

1 'I've been trying to get hold of the concierge, but she doesn't seem to be in. Anyway, it's about the excursion you're doing to the Acropolis tomorrow. What we really need to know is what happens and how much it all costs, and then we can make up our minds about whether or not to go. So could you ask her to give us a ring? It's Mr Hertz and we're in Room 284. Thanks.'

CONCIERGE: Mr Hertz (284)  

2 'Could I have a word with John Harvey? He's in Room 635. Oh, he's out, is he? Could you let him know I rang and I'll call back later - the name's Peter Franks.'
Unit 6

Exercise 1

Complete the dialogue by choosing the best option from the words in italics. The first one has been done for you.

**GUEST:** I'd like to *check out* now, please.
**HOTEL:** Certainly, madam. May I *have/look* your room number?
**GUEST:** Yes, it's 429 and the name's Ann Smith.
**HOTEL:** *I'll/I'm going to* get your bill straight *up/down*.
**GUEST:** Thank you.
**HOTEL:** *Here/Here you are*, madam. Would you like to *verify/check it*?
**GUEST:** Thank you. *There's/I have* just one thing - do you know what *these extras are* *from/for*?
**HOTEL:** Phone calls, I think, but *I'll/I'm going to* check, if you like.
**GUEST:** No, don't *mind/worry*, that *can/must* be right. Everything *appears/seems* fine.
**HOTEL:** How *would/will you like* to *pay/buy*?
**GUEST:** You *accept/receive* Visa, *isn't it/don't you*?
**HOTEL:** Yes, *we do* it is.
**GUEST:** *Here you are*.

Exercise 2

1. Match the calculations in column A with the answers in column B. They all relate to prices at a New York hotel. The first one has been done for you.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 <strong>b</strong> $45 + 10%</td>
<td>a is $2.70.</td>
</tr>
<tr>
<td>2 <strong>c</strong> $200 - 15%</td>
<td>b comes to $49.50.</td>
</tr>
<tr>
<td>3 <strong>d</strong> £100 at $1.624 to the £</td>
<td>c comes to $3 each.</td>
</tr>
<tr>
<td>4 <strong>e</strong> $12 + 4</td>
<td>d is $170.</td>
</tr>
<tr>
<td>5 <strong>f</strong> $121.25 × 4</td>
<td>e comes to $162.40.</td>
</tr>
<tr>
<td>6 <strong>g</strong> $0.90 × 3</td>
<td>f is $485.</td>
</tr>
</tbody>
</table>

2. Now decide which calculation above is relevant. Write out the calculation as you would say it.

Example:
Lunch for two in the hotel restaurant including the service charge.
**Forty-five dollars plus ten per cent comes to forty-nine dollars and fifty cents.**

*a* The price of a standard room from Monday to Friday lunchtime.

*b* The cost of three Coca-Colas from the mini-bar.
Unit 6

c The amount in dollars you would receive when changing £100 at the bureau de change.
d The price of an executive room with a corporate discount.
e The cost per person of a ten-minute taxi ride shared by four people.

Exercise 3

Answer the clues to find the hidden word. The first one has been done for you.

1 Room _ for our regular corporate guests are lower than those for individual bookings. (5)
2 In a Visa transaction, give the guest the top copy of the _ . (7)
3 I'd like to pay by _ card. Do you accept American Express? (6)
4 No, there's no need to pay a _ . You can just leave us your passport as security. (7)
5 If you go on a package tour, you may have to pay in _ . (7)
6 I haven't got any _ on me -- could you lend me 50p for the bus? (4)
7 If you have still got the _ , the shop will give you a refund. (7)
8 I've got my guarantee card, but I can't seem to find my _ book. (6)
9 Could you prepare my bill, please? I'd like to check _ now. (3)
10 I've got £50 - could you give me ten £5 _? (5)
Exercise 4

1. Fill the gaps in this table with the correct form of the verb be. The first one has been done for you.

<table>
<thead>
<tr>
<th>Active</th>
<th>Tense</th>
<th>Passive</th>
</tr>
</thead>
<tbody>
<tr>
<td>a They inspect the rooms every day.</td>
<td>Present Simple</td>
<td>The rooms are inspected every day.</td>
</tr>
<tr>
<td>b They’re cleaning your room now.</td>
<td>Present Continuous</td>
<td>Your room __________________ cleaned now.</td>
</tr>
<tr>
<td>c They sent the bill to the company.</td>
<td>Simple Past</td>
<td>The bill __________________ sent to the company.</td>
</tr>
<tr>
<td>d They were preparing the bill.</td>
<td>Past Continuous</td>
<td>The bill __________________ prepared.</td>
</tr>
<tr>
<td>e They have redecorated the bar.</td>
<td>Present Perfect</td>
<td>The bar __________________ redecorated.</td>
</tr>
<tr>
<td>f They had made a mistake.</td>
<td>Past Perfect</td>
<td>A mistake __________________ made.</td>
</tr>
<tr>
<td>g They will do it tomorrow.</td>
<td>Future</td>
<td>It __________________ done tomorrow.</td>
</tr>
</tbody>
</table>

2. Transform these sentences into the passive, using the seven tenses above. The tenses are not in the same order as the table. The first one has been done for you.

a. They gave corporate clients a 15% discount last year.
   Last year corporate clients were given a 15% discount.

b. I’m afraid they are empyring the pool for maintenance.
   I’m afraid the pool ____________________

c. We ask guests to check out by 12.00.
   Guests ____________________

d. We will return guests’ laundry by 9 a.m. the following morning.
   Guests’ laundry ____________________

e. I didn’t know if the bill had included service.
   I didn’t know if service ____________________

f. Why hasn’t anyone paid this bill yet?
   Why ____________________

g. He called a taxi while they were bringing down his luggage.
   He called a taxi while his ____________________
Exercise 5

Arrange the sentences below into two passages. They both describe the procedures to follow when accepting credit cards; the first passage is a formal description issued by the credit card company, and in the second passage a hotel employee is telling a new trainee informally what to do. One sentence from each passage has been given.

a. If the date is still valid, an authorization code should be obtained from the credit card company.
b. Then you fill in the voucher and ask them to sign it while you are looking.
c. When they’ve signed it, check that the signatures are the same.
d. First of all, make sure that the card isn’t out of date.
e. If they are, you give them back their card and the top sheet of the voucher, and that’s it.
f. In order to prevent credit card fraud, the following procedures must be followed.
g. Firstly, the expiry date of the card must be checked.
h. Finally, if the signatures match, the card and the top copy of the voucher should be returned to the customer.
i. If it’s still valid, you phone the credit card company for an authorization number.
j. Basically, what you have to do is this.
k. The voucher should be filled in and signed in the presence of the employee.
l. The signatures on the card and voucher should be compared.

**Formal description**

1. In order to prevent credit card fraud, the following procedures must be followed.

2. _______________________________________________________________________
3. _______________________________________________________________________
4. _______________________________________________________________________
5. _______________________________________________________________________
6. _______________________________________________________________________

**Informal instructions**

1. Basically, what you have to do is this.

2. _______________________________________________________________________
3. _______________________________________________________________________
4. _______________________________________________________________________
5. _______________________________________________________________________
6. _______________________________________________________________________
Exercise 6

The manager of the Bear Island Hotel has received this letter. Read the information and the brochure and choose a suitable suite for Mr and Mrs Hayward.

We would like to come for a total of five nights from February 10th. This time we would prefer a small suite with a double bed, balcony, and, if possible, a view of the sea.

I would be grateful if you could send me details of prices and availability, and look forward to hearing from you.

| SUITE | ACCOMMODATION | MINIMUM NUMBER OF GUESTS | PRICE PER PERSON PER NIGHT*
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DOVE</td>
<td>Twin-bedded room, separate sitting-room, private bathroom, sea views</td>
<td>1</td>
<td>£45</td>
</tr>
<tr>
<td></td>
<td>(Single person supplement £15 per night)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WYE</td>
<td>Double bedroom, separate sitting-room, private bathroom, sea views</td>
<td>2</td>
<td>£48</td>
</tr>
<tr>
<td>DERWENT</td>
<td>Double bedroom, separate sitting-room, private bathroom, sea views, balcony</td>
<td>2</td>
<td>£50</td>
</tr>
<tr>
<td>LATHKILL</td>
<td>Two double bedrooms, separate sitting-room, private bathroom, sea views, balcony</td>
<td>3</td>
<td>£61</td>
</tr>
</tbody>
</table>

* including full English breakfast, dinner and VAT 17.5%

SPECIAL RATES

Low season discount:
Between January 10 and April 22, bookings attract a low-season discount of 10%.

Long stay discounts:
Bookings for five nights or more attract a further discount of 10%
Now complete the reply and reservation form.

Bear Island Hotel
Porthleven, Cornwall

Mr M Hayward
10 Hollybush Lane
Blisfield OXON OX2 3AU

16 November 19__

Dear Mr Hayward

Thank you very much for your enquiry regarding a possible reservation for a suite for yourself and your wife for _ nights from _.

We can offer the _ Suite, which has a separate sitting-room and a private bathroom, and also has a _ with wonderful sea views. The standard rate for the suite is _ per person per night, which includes a full _ and _ and tax. However, as you will be coming in _, we would be able to offer you a discount of _. In addition, we offer a further discount of _ for stays of _ nights or more. The total would therefore be _ including VAT.

Should you decide to visit us, I would be grateful if you could return the enclosed booking form.

I look forward to hearing from you.

Yours sincerely

Jennifer Howard
Jennifer Howard
Reservations Manager

---

**Reservation Form**

Name ____________________________
Address ____________________________
Postcode ____________________________ Telephone No. ____________________________

Please reserve accommodation for _ person/people in the _ Suite for _ nights arriving on _ and departing on _

I enclose my cheque to the value of _ _, being one quarter of the total cost of my stay.
I understand that this deposit may be forfeited in the event of cancellation or curtailment.

Signature ____________________________ Date ____________________________
Unit 7

Exercise 1

First of all, read paragraph 1. Then choose one of the options, A, B, or C. The option will tell you which paragraph to read next. For example, if you choose option C after paragraph 1, it says ‘go to 18’. This means you must go to paragraph 18 and continue reading there. The aim is to find the best solution to the problem.

1 A guest at your hotel comes up to you and says, ‘I have a complaint to make. The room I’m in is terribly noisy.’ Should you...
   A offer to change the guest’s room? go to 19.
   B ask the guest to tell you more about the noise? GO TO 9.
   C say that there are no other rooms available? GO TO 18.

2 The manager calls you into his office. He has heard about what happened and says that you have handled the situation very badly. He explains that the hotel is already overstaffed, and that he is dismissing you because you have lost the hotel one of its most valuable clients. This is the end, but it is the worst solution. Go back to the beginning and try again.

3 The manager calls you into his office. He is impressed by the way you handled the situation and has decided to promote you and to give you a pay rise. This is the best solution, and the end.

4 The guest insists on seeing the manager. Do you...
   A ask the guest to have a complimentary coffee while you sort the problem out? go to 8.
   B go and see the manager? GO TO 11.
   C tell the guest not to be such a nuisance? GO TO 5.

5 The guest storms out and writes a complaint to the manager and to the local tourist board. GO TO 2.

6 The manager hears what you have done. He says you did not handle the situation particularly well, and that in future you should do things differently. GO TO 16.
7 You discover that the guest making the complaint is a very important
customer who sends a large number of clients to the hotel. You also
discover that the noisy guests are leaving today and will be replaced by a
retired couple. When he returns, do you ...
A offer to give him a different room?  GO TO 19.
B explain the situation, apologize, and offer him a free dinner as
compensation?  GO TO 14.
C say that he will just have to stay where he is?  GO TO 5.

8 You think about the situation and decide that the guest has a reasonable
complaint. When he returns, you tell him that ...
A he must pay the extra, but can have a discount the next time he
comes.  GO TO 5.
B he can have the room at the original price.  GO TO 6.
C he can have the room for the original price less 10% for the
inconvenience he has suffered.  GO TO 15.

9 The guest explains that the people in the room next door had a tape
recorder and were playing very loud music into the early hours of the
morning. He complained but was ignored. Do you ...
A offer to give him a different room?  GO TO 19.
B ask him to have a complimentary coffee while you look at the
situation?  GO TO 17.
C tell him that you will speak to the people in the next room?  GO TO
13.

10 The manager is not there.  GO BACK TO 18.

11 The manager is out.  GO BACK TO 4.

12 The manager is out.  GO BACK TO 17.

13 You cannot contact the people in the next room, so you decide to upgrade
him.  GO TO 19.

14 The guest thanks you for your offer and when he leaves, he writes a note
to the manager explaining how well you handled the situation.  GO TO
3.

15 The manager calls you into his office. He is not impressed by the way you
handled the situation as you lost the hotel a considerable amount of
money. As a result he will deduct the money from your salary to teach
you a lesson.  GO TO 16.
16 The manager gives you some training material to read. It is about a guest who complains that his room is too noisy. **GO BACK TO 1 AND TRY AGAIN.**

17 While he is away, you . . .
   A deal with some important paperwork; you hope he won't come back again, but he does. **GO TO 18.**
   B check the guest profile on the computer. **GO TO 7.**
   C go and see the manager. **GO TO 12.**

18 The guest is not satisfied and feels that something can be done. Do you . . .
   A go and see the manager? **GO TO 10.**
   B upgrade him to a different room? **GO TO 19.**
   C ask him to tell you a little more about the problem? **GO TO 9.**

19 The guest is happy and you allocate one of the most expensive rooms. Three days later the guest checks out, and is horrified at the size of the bill, which is more than double what he had been expecting. Do you . . .
   A explain that the price was clearly posted on the door and that he must pay? **GO TO 4.**
   B ask the guest to have a complimentary coffee while you sort the problem out? **GO TO 8.**
   C say that he can have the room for the original price? **GO TO 6.**

What is the quickest way to the best solution? Write down the steps here:

\[ IB \rightarrow \]

What is the quickest way to losing your job? Write down the steps here:

\[ IC \rightarrow \]

**Exercise 2**

After inspecting the rooms at 10.00 a.m., the housekeeper in a large hotel made a list of jobs that needed to be done. It is now 11.50 a.m. Write sentences about what has been done and what hasn't been done.

Example:

201 – fix lock on bathroom door. (No)
   *The lock on the bathroom door in 201 hasn't been fixed.*

208 – collect laundry. (Yes)
   *The laundry has been collected from 208.*

a 213 – mend plug. (Yes)

b 215 – replace kettle. (No)
c 316 – clean up red wine stain on carpet.  (No)

d 302 – change bedcovers.  (Yes)

e Third floor – empty bins in corridor.  (Yes)

f 403 – repair leaking tap.  (No)

g 416 – put in cot.  (No)

h 500 – air-conditioning needs adjusting.  (Yes)

Exercise 3

Read the following situations. Make two sentences about each one, using **should have** and **shouldn’t have**.

Example:
Karl lost his job as a reservations clerk. He kept forgetting to write people’s names in the reservations book.
*He shouldn’t have been so inefficient.*
*He should have written down the information straight away.*

The receptionist at a big hotel shouted at one of the guests who pointed out that there was a mistake on his bill.

a ____________________________

b ____________________________

A waiter in a restaurant didn’t get any tips all evening.

c ____________________________

d ____________________________

A chef had to throw away a steak that one of the diners sent back.

e ____________________________

f ____________________________

Maria got a very **bad** reference from her previous employer.

g ____________________________

h ____________________________

Henry lost someone’s passport.

i ____________________________

j ____________________________
Exercise 4

Choose the best word to complete the sentences. Use a dictionary if you need to. The first one has been done for you.

a Send someone up to my room at once — the bathroom hasn’t been cleaned and it’s absolutely disgusting.
   A very  B extremely  C terribly  D absolutely

b The food isn’t bad but the service is ________ slow.
   A absolutely  B utterly  C totally  D very

c The training that they give their staff is extremely ________.
   A brilliant  B magnificent  C good  D wonderful

d The problem with holidays in England is that the weather is often very ________.
   A awful  B terrible  C dreadful  D bad

e This is the worst bottle of wine I have ever had. It is absolutely ________ — it tastes like vinegar.
   A bad  B sour  C disgusting  D unpleasant

f I’m ________ sorry Room Service haven’t brought you your coffee yet. I’ll ask them to bring it up straight away.
   A bitterly  B quite  C absolutely  D terribly

g Please tell the chef that was the best steak I have ever had. It was ________ marvellous.
   A terribly  B absolutely  C very  D extremely

h The room I’m in is ________ small. I must insist on having another one.
   A quite  B absolutely  C totally  D extremely

i I’m certainly not going in the pool — it looks very ________.
   A dirty  B filthy  C disgusting  D revolting

j The last hotel where I worked was absolutely ________ — there were over 900 bedrooms.
   A enormous  B big  C large  D high
Unit 7

Exercise 5

Using the words and phrases below, complete this letter of apology. It is from the manager of the Frankfurt Palace to a guest who complained that the restaurant did not cater for his request for halal food. (Halal food is eaten by Muslims and has to be prepared in a special way.) The first one has been done for you.

adequate notice
As a sign of our concern
I can assure you
I hope
in advance
I was sorry to hear

I would like to point out
Please accept
sincerely
Thank you for
Unfortunately

Dear Dr Abdulrahman,

Thank you for your letter of 18 May.

I am sorry that you were unable to obtain halal food from the restaurant and that you had to eat out for the night that you spent with us. You are quite right to say that the brochure states that we cater for our guests’ special diets. However, the brochure also makes it clear that we require adequate notice because we need to make special arrangements.

Unfortunately we were not informed of your requirements and so were unable to meet them, however, that we will be able to provide halal food when you next come to stay with us if you can give us three days’ notice.

I would like to offer you a $25 voucher towards the cost of your next visit, and we will have the pleasure of your custom again.

My apologies for the inconvenience you suffered.

Yours

B G Lagerfeld
Manager
Exercise 1

Read the Information Sheets which describe some of the activities available at the Sherwood Holiday Village, and answer these questions. The first one has been started for you.

a  Which activities offer tuition?
   Archery, fencing, ____________________________

b  Which activities are not available on Mondays?
   ____________________________

c  Which activities take place outside the grounds of Sherwood?
   ____________________________

d  What would be the price for a Parent and Child Musketeer fencing session of an hour and fifteen minutes?
   ____________________________

e  What activities are available for a child aged six?
   ____________________________

f  Which activities require special clothing of some kind?
   ____________________________

g  How much would two hours' windsurfing (without tuition) cost if you brought all your own equipment?
   ____________________________

h  Which activity could be done late in the evening?
   ____________________________

i  Which is the most expensive activity?
   ____________________________
ARCHERY
LOCATION At a local venue.
TIMES Monday: 10.30 a.m.
Tuesday - Thursday: 9.30 a.m., 12 noon, 2.15 p.m.
Saturday: 10.30 a.m.
SESSION 45 minutes.
EQUIPMENT Club provided.
TUITION Available, with current European Champion.
MINIMUM AGE 10 years.
TARIFF £4.70 per person per session.

CLAY PIGEON SHOOTING
LOCATION At a local ground. Transport is provided from the main reception.
TIMES Daily except Monday and Friday.
SESSION 1 hour.
EQUIPMENT All provided. Guns, including lightweight and ladies', cartridges, clays, hearing protection.
TUITION Full tuition given.
MINIMUM AGE Not necessary.
TARIFF 15 years.
TARIFF £6.50 per person per session.

FENCING
LOCATION Country Club Aerobics Studio.
TIMES Wednesday and Saturday (September onwards).
SESSION 1 hour 15 minutes.
TUITION Designed for those new to the sport.
EQUIPMENT Special activity for younger children. Parent and Child Musketeer, where only the adults are hit.
MINIMUM AGE Sabre fencing for those who have fenced before. Follow-on sessions for those wishing to improve.
TARIFF All provided. Long trousers should be worn. Full tuition is given.
TARIFF British Academy of Fencing Professional Coach.
TARIFF 9 years (6 years for Parent and Child Musketeer).
TARIFF Adult £5.50 Child £3.85.

HORSE RIDING
LOCATION At a local stables. Transport provided from Reception. Allow approximately 1 hour and 30 mins.
TIMES Daily as demand dictates.
INTERMEDIATE Beginners, riding lessons - daily 9.15 a.m. except Monday. Minimum age 5 years. Lessons at other times by arrangement.
ADVANCED Trekking, walking and trotting. Minimum age 7 years, maximum weight 16 stones. Riding lessons by arrangement.
TUITION Hack, walking and trotting. Minimum age 7 years, maximum weight 16 stones. Riding lessons such as dressage and showjumping by arrangement.
EQUIPMENT Hard hats provided. Trousers, flat shoes or boots with small heel must be worn.
TARIFF Slow pony trek £9.80
TARIFF Intermediate trek £12.50.
TARIFF Fast trek (Back) £14.30.

TEN-PIN BOWLING
LOCATION Leisure Bowl.
TIMES 9.00 a.m. - 11.45 p.m.
SESSION 45 minutes.
EQUIPMENT All provided, including shoes.
TOURNAMENT Please see the Bowling Coach if you wish to take part in Sherwood Ten-Pin Bowling Tournament.
TARIFF £17.00 per lane per 45 mins.
TARIFF Please note that Ten-Pin Bowling is a very popular sport and we advise you to book early to avoid disappointment.

WINDSURFING
EQUIPMENT We have 3.85m and 3.35m boards available. A full range of suits is available for 7-year-olds to adults. Wetsuits and wetsuit boots are available for hire and it is recommended that these are worn.
PRIVATE BOARDS
SAFETY A launch fee is charged. Please ensure you have adequate third party insurance.
BUOYS Buoyancy aids must be worn. Sherwood wetsuit boots must be worn. Wetsuits are recommended and may be hired. Tuition is strongly advised for novices.
KIA COURSES We offer nationally recognised courses. Ask at the Watersports' Office for details.
TARIFF per hour £5.50 per two hours £5.60.
TARIFF 1 person per hour £13.00 2 persons per hour £26.50 3 persons per hour £37.00.
TARIFF Launch of private board £3.00 per day.
Exercise 2

A hotel guest is making enquiries about a guided tour on behalf of his young daughter. Fill in the blanks with the correct form of the verb. The first one has been done for you.

GUEST: Could you give me a little more information about your City Tours tomorrow? My daughter would like to see the sights, but we'll be leaving for the airport at about five, so if she \text{decides} \ (\text{decide}) \ \text{to go} \ \text{on} \ \text{a} \ \text{tour,} \ \text{she} \quad 2 \quad \text{\textbf{must}} \ \text{be back by} \ 4.30.

CONCIERGE: Right, well, there are three tours tomorrow, so I'll just check the times for you. First of all there's the Acropolis Tour, and if she\quad 3\quad \text{\textbf{go} on} \ \text{that} \ \text{one,} \ \text{she} \quad 4\quad \text{\textbf{get} back} \ \text{here at} \ \text{four,} \ \text{so that would be all right. If she} \quad 5\quad \text{\textbf{choose}} \ \text{the Corinth Canal Tour, she} \quad 6\quad \text{(not/return)} \ \text{until the evening, so that's not suitable. The other one is the tour of the museum, and there are two visits -- one in the morning and one in the afternoon.}

GUEST: What time\quad 7\quad \text{\textbf{she} get back} \ \text{if she} \quad 8\quad \text{\textbf{go} on} \ \text{the early morning visit?}

CONCIERGE: If there\quad 9\quad \text{be} \ \text{a slight delay because of traffic or something, it still means that she} \quad 10\quad \text{have} \ \text{plenty of time.}

GUEST: OK, well, I'll think about it, and if she\quad 11\quad \text{\textbf{decide} to do that, I} \quad 12\quad \text{let you know.}

CONCIERGE: That's fine, but please\quad 13\quad \text{make} \ \text{a reservation if she} \quad 14\quad \text{(want)} \ \text{to go, because they do get booked up quickly, and there's a chance that she} \quad 15\quad \text{(not/book) a place if you} \quad 16\quad \text{(not/book) early.}

Exercise 3

Use your own ideas, based on the following notes, to write First Conditional sentences beginning with \textit{If}.

Example:
A driving licence is necessary to hire a car.
\textit{If you haven't got a driving licence, you can't hire a car.}

a  Breakfast can be ordered by ringing room service.
b. We offer 10% discount for cash payments.

c. **Total Sun Block Cream** – protection factor 30.

d. Disco – minimum age, sixteen.

e. Cheques are welcome when supported by a valid guarantee card.

f. Courtesy coach – transfer time to airport, thirty-five minutes.

g. Early booking for the Santorini Tour is essential.

h. Guests are advised not to leave valuables in their rooms.

**Exercise 4**

Imagine you are working in a hotel in your home town. A number of guests ask you for your advice and suggestions. Use your own ideas to make three different suggestions in each situation.

Example:

'I've got the whole morning free. Is there anything interesting I could do?'

a. Why don't you have a look at the local museum?

b. If I were you, I'd spend the morning in the covered market.

c. You could always visit some of the colleges.

1. 'I'd like to look round town, but I don't want to hire a car.'

a. 

b. 

c. 

2. 'I'd like to take back a small present for my wife. Any ideas?'

a. 

b. 

c. 

3. 'I don't feel like staying in tonight. What sort of things are on in town?'

a. 

b. 

c. 

Exercise 5

Read the description of a tour organized by a hotel in Nepal. Number the different methods of transport shown in the pictures in the order in which they are used on the tour. The first one has been done for you.

Day 1 Drive by air-conditioned coach to the put-in point on the Trishuli River at the small village of Kuringhat. The day is spent rafting in a long forested canyon which offers a number of challenging rapids. Overnight camp on a sandy beach.

Day 2 A more leisurely pace, we float by the towns of Devghat and Narayanghat. Camp at the confluence point of the Rapti and Trishuli Rivers.

Day 3 Enter the Royal Chitwan National Park and float down to the Tharu Village. Here you have an excellent chance to see a wealth of waterfowl and some large mammals on the riverbanks. From Amalaurighat, travel in style by bullock cart to the Tiger Tops Tharu Village. Afternoon venture on ponyback to observe life in nearby Tharu hamlets or relax by the pool. Enjoy a cultural programme before dinner.

Day 4 A boat trip across the Narayi River and a Landrover drive with sightseeing en route brings you to the Tiger Tops Tented Camp. Enjoy an elephant safari and a jungle walk accompanied by naturalists. Overnight at the Camp.

Day 5 Enjoy an early-morning nature walk in the densely forested Surung Valley before driving to Meghahati airstrip for the short flight to Kathmandu. Transfer to your hotel.
Exercise 6

Answer the clues to find the hidden word. All the words are connected with renting cars.

1  The price includes collision damage ___, so you don’t have to pay if you have an accident. (6)
2  In certain countries, we can offer one-way ___, so you can pick up the car in one city and leave it in another. (6)
3  In the US, child safety ___ are mandatory for all children under six years. (5)
4  Do you know whether this car is automatic or ___. (6)
5  The price quoted includes insurance for third ___, fire and theft. (5)
6  Local government ___ are usually between 5% and 10% of the cost of hiring the car. (5)
7  When you collect the car, we will provide you with a full ___ of petrol. (4)
8  You don’t need an international driving ___ - a British one is fine. (7)
9  The price includes unlimited ___, so you can drive as much as you like with no extra charge. (7)
Unit 9

Exercise 1

A company in London has invited a group of important clients from Japan for a series of meetings. Look at the information about the two hotels they are considering for the group, and complete the sentences with like, unlike, just as, and whereas.

<table>
<thead>
<tr>
<th>PALACE</th>
<th>REGATTA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secretarial services</td>
<td>Yes</td>
</tr>
<tr>
<td>Experience of dealing with Japanese clients</td>
<td>Yes</td>
</tr>
<tr>
<td>Member of staff who speaks Japanese</td>
<td>Yes</td>
</tr>
<tr>
<td>Japanese food in the restaurant</td>
<td>No</td>
</tr>
<tr>
<td>Signs and information in Japanese</td>
<td>No</td>
</tr>
<tr>
<td>Translating facilities</td>
<td>Yes</td>
</tr>
<tr>
<td>Special services for business guests</td>
<td>Yes</td>
</tr>
<tr>
<td>Generous discounts</td>
<td>No</td>
</tr>
<tr>
<td>Conference room</td>
<td>Only</td>
</tr>
</tbody>
</table>

Example:
Like the Palace, the Regatta provides a range of secretarial services.

a ________ the Palace, the Regatta has experience of dealing with Japanese clients.

b ________ the Palace employs someone who speaks Japanese, the Regatta also has a member of staff who speaks it.

c ________ the Palace, the Regatta has a restaurant that serves a wide range of Japanese food.

d The Palace only has signs and information in English, ________ the Regatta has signs and information in Japanese as well.

e The Palace offers translating facilities, ________ the Regatta does.

f ________ the Palace, the Regatta provides special services for business guests.

g The Palace does not offer any discounts, ________ the Regatta's discounts are very generous.

h ________ the Palace, the Regatta has a good choice of conference rooms.

Exercise 2

Write questions beginning How long in response to these statements. Use the Present Perfect Continuous of the verbs in brackets.

Example:
‘I’m getting more confident about speaking Japanese.’ (you/learn it)
How long have you been learning it?
Exercise 3

Reply to the following questions and statements using the words in brackets and the Present Perfect Continuous with for or since.

Example:
‘How long have you had the new chef?’ (He/ work here/three months)  
He’s been working here for three months.

a ‘Is this your first trip to Athens?’  (No/I/come here/years)

b ‘Are you new here?’ (No/I/ work here/last September)

c ‘You speak very good English.’ (Thank you/I/study it/five years)

d ‘Is this the first group from Korea that you’ve looked after?’ (No/welook after them/a long time)

e ‘The Concierge doesn’t seem very competent.’ (He/not/do the job/very long)

f ‘You have a wonderful herb garden here.’ (We/grow/all our own herbs/the hotel opened)
Exercise 4

In the following dialogues, put the verbs in brackets into the Present Perfect Simple or the Present Perfect Continuous. The first one has been done for you as an example.

**GUEST:** Hello. Is there something wrong with Room Service? I’ve been _waiting_ (wait) for my breakfast for over twenty minutes, and it still isn’t here.

**RECEPTION:** I’m sorry, sir. I’ll give them a ring. May I have your room number?

**GUEST:** 328. In fact, I’ve been _ring_ (ring) them three times but they’re always engaged.

**RECEPTION:** I do apologize. I’ll go round to them personally and see what’s going on.

**GUEST 1:** Is this the first time your company _use_ (use) this hotel?

**GUEST 2:** No, we’ve _have_ (have) two or three conferences here, and we like it. What about you?

**GUEST 1:** We’re very old customers here. We’ve _come_ (come) here for the last twenty years.

**MANAGER:** How are you getting on with this morning’s post?

**SECRETARY:** I’ve _deal_ (deal) with most of it. We’ve _have_ (have) two bookings for July, and I’ve _pay_ (pay) all of the bills. I’ve _write_ (write) to Carson Ltd to ask if they want any special arrangements for their manager who’s coming next week. Oh, one other thing, we’d better get someone to look at the fax machine – someone _try_ (try) to get through since about nine this morning, but the machine doesn’t seem to be working properly.

Exercise 5

1 On the next page is a magazine report about a new Hyatt hotel in Spain. Put the paragraphs into the correct order. The first one has been done for you.
a. Hyatt’s latest venture is the Hyatt La Manga Club, a 1400-acre resort on the southern coast of Spain. Hyatt has totally redeveloped this resort, with three, 18-hole championship golf courses, seventeen tennis courts and a variety of watersports.

b. The majority of those playing golf on business, however, stressed that making contacts and winning new business was an integral part of their rationale for spending so much time on the fairways and putting greens.

c. Golf, hotels, and business travellers have long been a well-established combination, so it was no surprise that Hyatt came up with the idea of carrying out a survey of the business golfer’s attitude to the game.

d. A central part of the resort is the recently opened Hotel Principe Felipe, a 192-room hotel designed in the Andalusian style of the region and overlooking the golf courses. Hyatt hopes the new complex will meet the needs of a wide range of business travellers and other golfing enthusiasts.

e. In addition to the most recent survey, other research carried out by Hyatt had shown that a quarter of the 30 million golfers in the US were top management executives. It therefore developed a strategy of developing hotel resort complexes, complete with golf courses and other health facilities.

f. Hyatt interviewed over 400 golfing executives and found that the way they played was very similar to their behaviour in the boardroom: more than a third, for example, admitted cheating on the golf course as well as cheating at work. Highly-motivated achievers also preferred playing long, hilly courses to anything that was too easy for their skills.

2. Say if the following statements are true or false. The first one has been done for you.
   
   a. Hyatt conducted its recent survey to see how they could get more executives to play golf. **False**

   b. Most of the executives that Hyatt interviewed said they cheated at golf. ________

   c. Highly motivated executives did not like short, simple golf courses. ________

   d. Most of the people they interviewed said they played golf to make contacts. ________

   e. An early Hyatt survey in the US showed that there were about 7.5 million top management executives who played golf. ________

   f. Hyatt decided to develop the La Manga resort after interviewing 400 golfing executives. ________

   g. Hyatt’s resort in La Manga offers a range of other sporting activities besides golf. ________

   h. The style of the hotel reflects the architecture in the local area. ________
You work at the Country Park Hotel. You have been asked to complete this letter which will be mailed to your existing business customers. In paragraph 1, describe the suites in the new Business Wing of the hotel which has just been completed; in paragraph 2, remind them of the other facilities that the hotel has. Look at the photographs for ideas.

Dear Guest,

We are pleased to announce that we have recently completed a Business Wing which has been designed to meet the needs of business travellers.

1 In the Business Wing, you will find everything that a busy executive needs.

2 In addition to this, we also offer a wide range of other facilities and sporting activities.

We look forward to welcoming you to the Country Park again.

Yours faithfully,

Jerry Parson, Promotions Executive
Exercise 7

Answer the clues to find the hidden word. The first one has been done for you.

1 As part of the service we offer our business guests, we provide a range of ___ services including typing, photocopying, and filing. (11)
2 The TVs in the business suites are all equipped with ___ so you can check on the latest news or stock market figures. (8)
3 Could you let me have an ___ projector so that the people in the meeting can see the charts I’m referring to? (8)
4 When you’re using the projector, you can pull down the ___ from the ceiling rather than use the wall. (6)
5 Each Business Suite has the latest IBM-compatible personal ___ loaded with software. (8)
6 In each Business Suite there is a bedroom and a separate ___ room for up to eight people. (7)
7 Rooms are provided with a full range of ___ including writing paper, envelopes, and paper for the fax. (10)
8 We treat all our guests well, but we take special care with people like top company directors, who are classified as ___. (4)
9 Could you let me have a new cartridge for the ___ , please? It seems to have run out of ink. (7)
Unit 10

Exercise 1

A client is talking to a conference manager about his requirements.
Choose the correct options from the words in italics. The first one has
been done for you.

**Manager**: Could we just run/see/speak through your wants/wished
requirements, and I’ll give you an idea of what rooms would be fine/well/suitable.

**Client**: Yes, of course. We’ll be starting at six in the evening, and we’ll
need three meeting rooms at the same time. The Chief Executive
Officer will be giving/saying/addressing a talk to the sales force, so we’ll
need a room for about a hundred or so members/audience/delegates.

**Manager**: What sort of chair/seating/sitting arrangements will you need
for that?

**Client**: Theatre-method/style/way would be fine for that, because it’s
not a workroom/workshop/workhouse. We also need another room for
the technical support group, and that’ll be for about thirty-five people,
and that’ll have to be teaching/lesson/classroom-style. And the last
group, the eighteen directors, need the same.

**Manager**: That’s fine. You also mentioned something about an
demonstration/exhibition/manifestation.

**Client**: Yes, really we’re looking for a fairly large room – something in
the region of 200 to 250 square/squared/cubic metres.

**Manager**: That’s no problem. I can think of a couple of occasions/
possibilities/chances.

**Client**: Good, and then afterwards we’ll need a room for dinner, and
we’re awaiting/intending/expecting about a hundred and sixty to a
hundred and eighty for that, but I’ll let you have the accurate/exact/
defined figures nearer the time.

**Manager**: That’s all fine. Are there any other things that you can
think of/consider/require?

**Client**: Oh yes, there’s one other thing – the exhibition needs
allowance/space/place for a twenty-five metre stand, so we’re looking
for a room that’s a rectangle rather than a square.
Exercise 2

Read through the information about the rooms available at the Bournemouth International Centre. Which five rooms would be suitable for the client in Exercise 1? Write the name of the room in each case. The first one has been done for you.

a. The CEO's meeting with the sales staff: *the Stour Room*

b. The technical support group meeting: __________________________

c. The directors' meeting: __________________________

d. The exhibition: __________________________

e. The dinner: __________________________

---

<table>
<thead>
<tr>
<th>Bournemouth International Centre Conference Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Seating capacities</strong></td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Windsor Hall</strong></td>
</tr>
<tr>
<td><strong>Tregonwell Hall</strong></td>
</tr>
<tr>
<td><strong>Purbeck Lounge</strong></td>
</tr>
<tr>
<td><strong>Purbeck Bar</strong></td>
</tr>
<tr>
<td><strong>Stour Room</strong></td>
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<tr>
<td><strong>Avon Room</strong></td>
</tr>
<tr>
<td><strong>President's Suite</strong></td>
</tr>
<tr>
<td><strong>Bourne Lounge</strong></td>
</tr>
</tbody>
</table>
Exercise 3

Look at the following conference rooms. Write a short passage for a publicity brochure, following the Carlton Room example.

**Carlton Room**
- Size: 6m x 8m
- Uses: board meetings, presentations, workshops
- Seating capacity: 32 theatre-style, 16 boardroom-style
- Equipment: 10 power sockets, TV point, 4 telephone points
- Other: video recorder, OHP and screen

Example:
The Carlton is a rectangular room six metres wide by eight metres long and can be used for board meetings, presentations, and workshops. It has a seating capacity of 32 in theatre-style and can hold sixteen people in boardroom-style. It is equipped with ten power sockets, a TV point, four telephone points, and has also got a video recorder, and an OHP and screen.

**Telford Room**
- Size: 16m x 16m
- Uses: exhibitions, meetings, wedding receptions
- Seating capacity: 215 theatre-style, 220 reception-style
- Equipment: air-conditioning, PA system, lectern, 35mm projector and screen
- Other: large windows providing natural daylight, stage area
Tudor Hall
- Size: 43m x 46m + 8m x 5m
- Uses: major international conferences
- Seating capacity: 3900 (theatre-style only)
- Equipment: projection room, screen, simultaneous translation facilities
- Other: bar, coffee lounge, toilets

Exercise 4

One of your colleagues is working in Reception during a conference. He has been asked to provide the following items, but he does not understand English very well. Explain what the items are. Use a dictionary if you need to. The first one has been done for you.

a corkscrew  a flip-chart
a lectern     a bottle opener
a transparency an OHP marker
an Autocue    a stapler

a A corkscrew is used for getting the cork out of a bottle.

b  
c  
d  
e  
f  
g  
h  
Exercise 5

Read this extract from a brochure. Fill in the gaps with the following words. The first one has been done for you.

advantage but chance
example facilities has
including makes offers
pool acres some
soon provided success
such team to
venue style whether

Set in over 100 acres of beautiful woodland, park, and landscaped garden, Down Hall is a perfect example of quality craftsmanship from the Victorian age. This Italian-style mansion has recently undergone many innovative changes to provide the very best conference facilities for today’s and tomorrow’s needs.

It is not just its uniqueness that Down Hall an excellent conference venue, but also its atmosphere of tranquillity and elegance. As you enter Down Hall, you realize that it is not just a hotel, an experience.

Down Hall provides a selection of indoor and outdoor leisure to provide relaxation and a place to unwind from a busy schedule.

A heated leisure, whirpool, sauna, croquet and putting lawns are just of the activities offered.

Uniqueness is the keynote at Down Hall, and a conference is for two or 310, the same individual attention and individual service is by the experienced conference support team. Down Hall has twenty-six meeting rooms, sixteen purpose-built syndicate rooms of exceptional proportions. Tailormade to specific requirements, conference planners can take full advantage of the expertise in providing special theme events as archery, laser shooting, and quad bikes.

Theatre- or classroom-style, or informal discussion, Down Hall offers the right atmosphere guaranteed to make your event a success.
Exercise 6

You have received an enquiry about your conference facilities. Write out the letter which will accompany the brochure that you send out. Use the following notes to help you complete the letter. The first paragraph has been started for you.

*Paragraph 1*
writing/introduce/Hollway House/best conference centre/London.
please/enclosed/brochure/which/explain.

*Paragraph 2*
Hollway House/perfect venue/conferences, training courses, etc.
provide/latest facilities/atmosphere/peaceful elegance.
proud/excellent cuisine/attentive service/we believe/best in the country.

*Paragraph 3*
competitive prices/many extras included in 24-hour delegate rate.
provide equipment/secretarial/mineral water/newspapers/no additional charge. excellent value for money.

*Paragraph 4*
pleased/make arrangements/you/visit Hollway House/view facilities.
any further information/not hesitate/contact me. look forward/hearing from you

Dear Client
I am writing to introduce Hollway House, the

Yours sincerely
An agent for Scandinavian Seaways is welcoming a group on a familiarization tour. Complete her speech using the following verbs in the Future Continuous. The first one has been done for you.

arrive    go on    sail    stay
board     have    set off    stop
come      leave    spend    use

Good evening, ladies and gentlemen, and on behalf of Scandinavian Seaways, I would like to welcome you to our familiarization trip aboard the MS Prince of Scandinavia.

I'd just like to run through our itinerary for the next few days. We'll be setting off in a few minutes, and tonight we'll be setting off across the North Sea towards Denmark. If the weather holds, we'll be setting off in Esbjerg tomorrow afternoon at 13:45. The coach will take us to the Hotel Pejsegarden in Braedrup, where we'll be setting off. This is the hotel that we'll be setting off for all our future tours as well. There will be plenty of time to settle in, and in the evening we'll be setting off a special dinner in the hotel's famous restaurant. At midnight there will be champagne and a firework display, followed by dancing in the disco.

We'll be setting off the next morning in the hotel, and in the afternoon we'll be setting off a tour of the Silkeborg Lake District. We'll be setting off back in time for afternoon coffee, and you'll be free for the rest of the evening.
The next day the coach 10 at 10.00, and we 11 on the way for lunch, before going on to Hamburg, where we 12 the MS Hamburg for the 16.30 sailing back to Harwich.

**Exercise 2**

In the following sentences put the verbs in brackets into the Future Continuous or the Future Perfect. The first one has been done for you.

a) We can't send our clients to a half-finished hotel. Are you sure that you will have completed (complete) all the building work by the beginning of the summer?

b) I'm sorry, but I can't make the meeting on the 18th. I still go round (still/go round) Greece on my inspection tour, and I don't get back until the 21st.

c) Hello, Jenny Farmer here. I'm just ringing to ask whether you are organizing next year.

d) I can send those two brochures off for you if you like. I go past a post-box on my way to the car, so it's no trouble.

e) We'd better put the meeting off for a couple of days. I not finish (not finish) this report by tomorrow afternoon.

f) If you don't hurry up, your plane leave (leave) by the time you get to the airport.

g) I'm off on holiday in a few days and this time next week I sit (sit) on a lovely sunny beach in the Seychelles.

h) Could I send you the information about the hotels at the end of the month? I not have (not have) time to visit them all by next Wednesday.

i) You'd better send them a fax because they make a decision by the time a letter arrives.

j) I can give John those figures. I see him in our weekly meeting this afternoon.
Exercise 3

You have been asked to select two hotels for two different tour operators. First read the information about the hotels on this page.

Then read the information about the tour operators on the next two pages and complete the two letters as follows: in paragraphs 1 and 4 of each letter, choose the best word from the options in italics; in paragraphs 2 and 3 of each letter, recommend two hotels and give your reasons for choosing them.

---

**Thornbury Castle**

Thornbury Castle dates back to 1511, when it was built by the Duke of Buckingham. Ten years later he was executed, and the Castle was taken over by Henry VIII. Mary Tudor lived here, and when she became queen, she returned the Castle to the Duke's family.

Today, Thornbury Castle is one of the best country house hotels in the country with an internationally-acclaimed restaurant. There are eighteen luxury bedrooms overlooking England’s oldest Tudor garden. Based here, you can explore the other historic houses of the area.

- No. of rooms: 18
- Tariff: double room per night from £95
- No children under 12 years unless known

---

**Woolley Grange**

WOOLLEY GRANGE is a Jacobean stone manor house in open countryside near the fine medieval town of Bradford-on-Avon. Although completely restored, the house preserves its ancient character. The bedrooms are furnished with antiques, and downstairs there are plenty of comfortable sofas and armchairs where you can curl up with a good book.

The home of Nigel and Heather Chapman and their four children and Springer spaniel, Birdie. Woolley Grange is not just another country house hotel. Unlike many, we welcome guests of all ages and the hotel has a full-time nanny and nursery.

- No. of rooms: 20
- Tariff: double room for two persons per night from £80
- Children very welcome
- Attractions include: riding, swimming, children’s play area, pet play room, hot-air balloon flights

---

**Bloomsbury**

This modern hotel is situated in the heart of Bloomsbury, an area of London with a long association with Britain’s greatest writers, artists, and musicians. The British Museum and Covent Garden’s opera house are a few minutes’ walk away and the West End theatres and London’s finest art galleries are all within easy reach.

- No. of rooms: 281 Suites: 3
- Tariff: from £58 per person per night (2 adults sharing). Free rooms for children when accompanied by 2 adults. Under 5s eat free.

---

**The Imperial, Torquay**

Devon’s best loved resort, Torquay has excellent beaches, colourful gardens, and wide-ranging holiday amenities along with a mild climate and an air of sophistication.

Established in 1866, the Imperial is one of Britain's leading resort hotels. Overlooking Torbay, the hotel is set in five acres of delightful gardens and offers extensive amenities in the grand style.

- Family: baby-listening, baby-sitting, activity programme for children.
- Facilities and attractions: Agatha Christie museum, model village, indoor and outdoor heated pools, sandy beaches nearby, tennis courts, squash courts, billiards room.
Voyages D'Antan

This is a company based in Geneva that sends customers on cultural tours of the UK and Europe, combining visits to the capital cities and the countryside. Their clients are interested in art, architecture, and history. Most of the customers are over forty and children do not come on these tours. Groups are always escorted by cultural guides who research the sites of interest beforehand.

M Pierre Lerol
Voyages D'Antan
Rue St Jacques
Geneva

Dear Mr Lerol,

I am writing in response to your letter of May 19 regarding suitable hotels for your four-day cultural tours of London and the UK.

The first hotel I would recommend is the ____________________________

I think that this would be particularly suitable because

_______________________________________________________________

The other hotel we would suggest is the ____________________________

_______________________________________________________________

With reference to our contract, we allow clients a 30-day credit period for invoices. Could you please let us know when we can expect the cheque for £2,925 for our work for the Historic Houses Tour in March?

I look forward to hearing from you.

Yours sincerely

______________________________
Mlle du Bellay
Vacances en Famille
Rue St Michel
PARIS

Dear Mlle du Bellay,

I am writing 'in/on/for behalf 'to/of/from our Director, Mr Slater, who has asked me to supply you with names of two recommended hotels for your Vacances en Famille programme.

The first one we can suggest is the

The other hotel we can recommend is the

'In/On/My view 'at/with/of the relatively high cost of both these hotels, may I suggest that you come to inspect them personally 'in/with/by a view 'on/for/to ensuring that they meet your standards? 'At/On/In the unlikely event 'with/of/to their failing to meet your standards, we would be in a position to visit alternatives. We are currently 'by/in/with the process 'to/on/of printing our new brochure, which will have details of a wide range of hotels 'in/with/by addition 'on/for/to the ones listed above, and we will send you a copy shortly.

I look forward to hearing from you.
Exercise 4

Laura Smith has been to visit the Warton Manor Hotel on behalf of Incentive Tours. She telephones the office with a short report.

‘Hi, Laura Smith here. I’m just phoning to give Mr Vanmeer my impressions of the Warton Manor Hotel, which I have just visited. On the whole, it is an excellent hotel, and it seems to be very well managed. I think it has a lovely atmosphere, and it will appeal to anyone who likes historic houses, but there are plenty of modern facilities too. I had an excellent meal in the restaurant and it didn’t cost very much. I can’t send Mr Vanmeer a full report at the moment because I’ve been dealing with a group from Chicago and I’ve been very busy, but I’m going back there next week to discuss discounts, and I’ll call again when they have given me the figures. I’ll be coming over to Washington next month, and I will bring their new brochure because I will have received it by then.’

Mr Vanmeer is not in the office. Imagine you are his secretary, and complete the memo to him, reporting what Laura Smith said.

MEMO

To Mr Vanmeer

From: __________________________________________________________

Re: Laura Smith’s visit to Warton Manor Hotel - phone call of 14 December

1 Laura Smith phoned while you were out. She said she was phoning to give you ____________________________

2 She said that, on the whole, ____________________________

3 She thought that it ____________________________

4 She said that ____________________________

5 She explained that ____________________________

6 She finished by saying that ____________________________
Unit 12

Exercise 1

The Front Office manager is welcoming a group from Germany. Find the hidden word by writing in the missing words from the dialogue. The first one has been done for you.

MANAGER: Good afternoon. You must be Mrs Kleist from Sonnenreise.
MRS KLEIST: Yes, that’s right. I’m the tour leader.
MANAGER: How was your flight?
MRS KLEIST: Not bad, thank you. There was a bit of a delay at Frankfurt Airport, so that’s why we’re a little late.
MANAGER: Oh dear! Well, you’ll be pleased to hear that the rooms are ready for everyone in your group. Shall we fill in the check-in sheet?
MRS KLEIST: Yes. That’d be fine.
MANAGER: I’ve got the registration form here, thirty-eight in all. Could you ask your party to fill them in – all we need is everyone’s name and passport numbers.
MRS KLEIST: Right. Now, there’s been a slight change. One of the people on the flight missed the flight in Frankfurt – Mr Heine. I think he might be coming later, but I haven’t had time to find out yet.
MANAGER: That’s OK. We’ll keep the room until you find out what’s happening.
MRS KLEIST: I’ve got the list here for you. It’s got everyone’s name on it.
MANAGER: Thanks. I’ll leave a note for the people in the room telling them you’re one of the guests.
MRS KLEIST: And I’ve got the voucher here too. Here you are.
MANAGER: Thank you very much. Right, that’ll be all for the moment. If you’d like to get the registration cards in, we’ll tell everyone what they’ll be staying in. By the way, the bar’s open if anyone would like a drink while they’re waiting.
MRS KLEIST: Thank you.
Exercise 2

Match the sentences in column A with their endings in column B. The first one has been done for you.

A
1. We wouldn’t come here so regularly
2. It’s a pity there’s no pool. If there was,
3. If it snowed here regularly,
4. If we didn’t take down everyone’s details,
5. I would go on more of the organized excursions
6. If we had more groups from Japan,
7. If we processed everyone in a group individually,
8. If we didn’t get large group bookings,
9. If we had any spare rooms with a sea view,
10. What difference in price would there be

B
a. we would find it very difficult to make a profit.
b. checking in would take a long time.
c. if we didn’t like it here.
d. I would let you have one.
e. we could go swimming.
f. we would employ someone who could speak the language.
g. if three of us shared a room?
h. this place would make a marvellous winter resort.
i. if they were a bit more interesting.
j. we wouldn’t know who was staying.

Exercise 3

Put the verbs in brackets into the correct tense, using would + infinitive or the Simple Past.

Example:
I would help (help) you if I could (can), but I’m afraid I don’t have the authority to give you a discount.

a. The guests __________________________ (not feel) so tired if the journey from the airport __________________________ (not take) such a long time.

b. We haven’t got any facilities for business travellers. If we ______________ (have), I’m sure we ______________ (make) more money in the low season.

c. If the fax machine __________________________ (be) working, you __________________________ (can) send the fax from here, but I’m afraid it’s out of order.

d. If I __________________________ (be) you, I __________________________ (have) a word with the manager.
e If we ________________ (know) what people were interested in before a tour started, we ________________ (be) able to make the excursions much more appealing.

f If anyone in the group __________________________ (have) a serious medical problem or a bad accident, we ________________ (fly) them back home.

g Do you think anyone in your group ________________ (be) interested if we __________________________ (arrange) an evening of folk dancing?

h If I ________________ (have) the voucher, I ________________ (give) it to you, but I have no idea where it is.

Exercise 4

You have been working in Reception. Tell the Manager about the questions you have been asked, and what you said to the various guests.

Example:
MRS GRUBER: Will I be able to pay by Eurocheque?
YOU: I'll check with the Manager and let you know.

Mrs Gruber asked if she would be able to pay by Eurocheque, and I said I would check with you and let her know.

a MR PETERS: Can you give me a different room?
YOU: I'll arrange it for this afternoon.

b TOUR LEADER: Where is the passport list?
YOU: I'm not sure. I'll ask the Manager.

c YOU: Did everyone manage to catch the plane?
TOUR LEADER: No, one person missed it.

d YOU: When will you be leaving?
TOUR LEADER: We will all be here until Monday.
Fill the blanks in the following extracts with these abbreviations:


The Manager of the Wilson Conference Centre requests the pleasure of the company of

Mr John Smythe

for dinner at the Banqueting Hall.

Wilson Conference Centre at 6:00 o'clock on Sunday 18 July

* (invitations only) Block the

Anyway, I must rush now and catch the post.

Lots of love,

Deirdre

Hope the interview went well!

TORQUAY PALACE HOTEL

Prices from £45

Prices based on 2 adults sharing.

Single person: £21.00

I look forward to hearing from you.

Yours sincerely,

Sue Edwards

Lawrence Rider
Manager
Exercise 6

1. Complete the following job advertisement. Use the letters in brackets to make the missing words. The first one has been done for you.

TAILOR-MADE HOLIDAYS

RESORT REPRESENTATIVES

Seychelles — Maldives — St Lucia — Mauritius — Bali

TMH is one of the leading tour operators specializing in luxury holidays in a wide range of countries across the world. We are looking for young men and women to act as resort (corss) representatives in a number of hotels 2. _________ (aabooy).

The posts 3. _________ (eilnsoy) collecting clients from the airport, 4. _________ (ghinost) welcome parties, organizing social events and excursions, 5. _________ (agiylun) with hotel staff and dealing with any day-to-day problems as they arise.

Aged between 20 and 30, the ideal 6. _________ (acdecinost) will have a mature and 7. _________ (bealsnoporls) outlook, an outgoing personality, and a 8. _________ (aalfir) for organization.

You will need to 9. _________ (adeemrrnsst) an ability to cope under 10. _________ (eeyeurrssu), and ideally will have held a similar 11. _________ (jincopst) in the past. A 12. _________ (deegklnow) of French would be an 13. _________ (saadegeynv).

In return we offer a competitive 14. _________ (alssrzy), free flights, accommodation, and medical 15. _________ (aceinnrsu).

Please send CVs to

Mrs Marie Clarke, TMH,
128 Grosvenor Street,
London SW1 3H.
Choose the correct words from the options in italics to complete the following letter from Mary Watson, who is applying for the job of Resort Representative. The first one has been done for you as an example.

Dear Madam/Mrs Clarke/Mrs Marie,

I am writing in reply to your advertisement in this month's volume/edition/version of the 'Hotel and Caterer' magazine for/to/with a Resort Representative.

As/When/Like you will see from the enclosed CV/CD/CA, I have had several years' knowledge/experience/awareness of this kind of work. After leaving Catering College, I worked at the Copthorne Tara Hotel as a Travel Co-ordinator, where/when/what I looked after/for/on groups from abroad. Last summer I worked in Greece as/in/like a Resort Representative for Cricket Holidays, and greatly enjoyed organizing activities and events as well as/like/in addition being responsible for dealing/involving/sorting with any difficulties the clients had.

I may/shall/would welcome the opportunity to work for your organization, and look forward to hearing/when I hear from you.

Yours faithfully/hopefully/sincerely

Mary Watson
**Unit 1**

**Exercise 1**
a. Forte Crest Hotel  
b. Governor House Apartments  
c. The Waldorf

**Exercise 2**
1. 4 - b  
2. 5 - c  
3. 6 - b  
4. 7 - e  
5. 8 - d  
6. 9 - a

**Exercise 3**
a. enjoy  
b. enjoy going  
c. have travelling  
d. dislike it when  
e. can't stand

**Exercise 4**
1. I love it  
2. I enjoy it

**Student's own answer**

**Exercise 5**
a. - 5  
b. 6 - F - 10  
c. 8 - g - 4  
d. 2 - h - 12  
e. 1 - 11

**Exercise 6**
1. studio  
2. spacious  
3. lies  
4. rustic  
5. cabins  
6. suite  
7. apartment  
8. cottage  
9. campsite

**Exercise 7**
1. relaxed  
2. informal  
3. entertainment  
4. furnished  
5. studio  
6. suite  
7. apartment  
8. cottage  
9. campsite

**Exercise 8**
a. play-room  
b. utility room  
c. service room  
d. resident nurse

**Unit 2**

**Exercise 1**
1. telephone in my bedroom  
2. TV  
3. mini-bar  
4. air-conditioning  
5. swimming-pool  
6. children are welcomed  
7. play tennis  
8. games room  
9. special Christmas arrangements

**Exercise 2**
a. made  
b. went  
c. made  
d. flown  
e. paid  
f. paid  
g. know  
h. known  
i. wear  
j. wore

**Unit 3**

**Exercise 1**
1. a - d  
2. a - b  
3. h - i

**Exercise 2**
1. 3

**Exercise 3**
1. did it arrive  
2. did you spend  
3. went  
4. Did you have  
5. didn't like  
6. left  
7. didn't you like  
8. thought  
9. did you make  
10. did not write

**Exercise 4**
a. They have put new baths in all the bathrooms.  
b. They have replaced all the old beds.  
c. They have taken down the old wallpaper.  
d. They have changed all the pictures.  
e. They have had new carpets.  
f. They have installed colour TVs in all the rooms.  
g. They have spent a lot of money on curtains and fabrics.  
h. They have built new cupboards in all the rooms.

**Exercise 5**
1. visited  
2. decided  
3. were  
4. needed  
5. was  
6. not  
7. did not seem  
8. has changed

**Exercise 6**
expensive more expensive than  
cheap cheaper than  
big bigger than  
quiet quieter than  
the cheapest  
the cheapest  
the largest  
the quietest

**Exercise 7**
1. the most suitable  
2. the cheapest  
3. the smallest  
4. bigger  
5. more spacious  
6. more expensive

**Exercise 8**
a. play-room  
b. utility room  
c. service room  
d. resident nurse

**Passage 1:** chambermaid  
**Passage 2:** concierge  
**Passage 3:** bartender
Answer Key

Exercise 5
1 - d
2 - f
3 - b
4 - h
5 - i

Exercise 6
1 Can
2 have
3 Field
4 put
5 I'm afraid
6 hold

Exercise 7
1. MERGE
2. SCREEN
3. WINDOWS
4. PROCESSOR
5. FORMAT
6. DATA
7. ACCESS
8. PASSWORD
9. NETWORK
10. SOFTWARE

Exercise 8
1. reserve
2. following
3. Executive
4. single
5. en-suite

Example answer
Date: 24 May

To: Imperial Chemicals

Attention: Miranda Smith, Marketing and Promotions

Thank you for your booking for Mr. Henry Green and Miss Caroline Lambert. We have reserved the rooms as requested.

Prices for the Executive rooms are half-board, taxes, and service charges are normally £165 p.p. per night. Standard rooms are half-board, taxes and service charges are £85 p.p. per night.

The total price including your discount of 10% will be £526.50.

Regards

Unit 5

Exercise 1
1 - d
2 - h
3 - j
4 - f
5 - i

Exercise 2
a British
b American
c American
d British
e American

Exercise 3
A. broccoli, peas, leeks
B. apple, beetroot, tartare
C. lemonade, zucchini, sauté
D. haddock, plaice, salmorejo
E. ham, pork, veal
Exercise 4

1. a) They’re a variety of shellfish that look like lobsters, but are much smaller.
   b) They’re a kind of sweetmeat made with chocolate, eggs and liqueur.
   c) It’s a kind of cheat that comes from young calves.
   d) They’re thinly sliced potatoes that are baked with garlic and cream.
   e) It’s a kind of sauce made with milk, vanilla, eggs and sugar.
   f) It’s a very light dish made with egg whites, baked in the oven.
   g) It’s a kind of fish that is quite large and has pink flesh.
   h) It’s a kind of vegetable with a white stem and a green top.

2. Student’s own answers.

Exercise 5

Example answers:

a) I’ll put it on your account.
   b) I’ll get you a new one.
   c) I’ll call a taxi for you.
   d) I’ll put them in the safe for you.
   e) I’ll look it up in the telephone directory.

Exercise 6

1. I’m going to buy 6 I’ll ring
   2. are you going to buy 7 I’ll give
   3. I’m going to get 8 are going to see
   4. I’ll have 9 I’ll let
   5. I’ll get

Exercise 7

Would you like a table for two?
Would you like a table in the corner?
Would you like to order an appetizer?
Here is the menu and the wine list.
Are you ready to order now?
What would you like as a starter?
What would you like to follow?
How would you like your steak done?
Would you like to order some wine with your meal?
I’ll get one right away.

Exercise 8

Example answers:

1. CONCIERGE: Mr. Hart (289) wants to know about the Astropolis excursion tomorrow. What happens? How much does it cost? Please ring him.

2. MR. JOHN HARVEY (635): Mr. Peter Frank’s ring. He’ll call back later.

Unit 6

Exercise 1

1. check out 7. There’s 13 would
   2. have 8. fee 14 pay
   3. I’ll 9. I’ll 15 accept
   4. away 10. worry 16 don’t you
   5. Here you are 11. must 17 we do
   6. check 12. seems

Exercise 2

1. 3 - c 5 - f
2. 4 - d 6 - a

Exercise 3

1. rates 6. deposit 7. receipt 10. notes
2. voucher 5. advance 8. cheque
3. credit 6. cash 9. out

The hidden word is EUROCHICHE.

Exercise 4

1. a) are 6. was 7. has been 8. will he
   b) is being 9. was being 10. had been
   c) were given a 15% discount.
   d) is being emptied for maintenance.
   e) are asked to check out by 12.00.
   f) will be returned by 9.00 the following morning.
   g) has included in the bill.
   h) hasn’t this bill been paid yet?
   i) luggage was being brought down.

Exercise 5

1. In order to prevent credit card fraud, the following procedures must be followed.
2. Firstly, the expiry date of the card must be checked.
3. If the date is still valid, an authorization code should be obtained from the credit card company.
4. The voucher should be filled in and signed in the presence of the employee.
5. The signatures on the card and the voucher should be compared.
6. Finally, if the signatures match, the card and the top copy of the voucher should be returned to the customer.

1. Basically, what you have to do is this.
2. First of all, make sure that the card isn’t out of date.
3. If it’s still valid, you phone the credit card company for an authorization number.
4. Then you fill in the voucher and ask them to sign it while you are looking.
5. When they’ve signed it, check that the signatures are the same.
6. If they are, you give them back their card and the top sheet of the voucher, and that’s it.

Exercise 6

The most suitable suite is the Derwent.

1. five 5. £50 9. 10%
2. February 10th 6. English breakfast 10. 10%
3. Derwent 7. dinner 11. five
4. balcony 8. February 12. £200

1. Mr. M. Hayward
2. 10 Hollybush Lane, Esher, OXON
3. OX2 3AU
4. Student’s own invention
5. two
6. Derwent
7. five
8. 10 February
9. 15 February
10. £50
11. M. Hayward
12. Student’s own invention

Unit 7

Exercise 1

1B → 9B → 17B → 7B → 14 → 3
1C → 18B → 19A → 4C → 5 → 2

Exercise 2

a) The plug in 213 has been moved.
b) The beds in 215 haven’t been replaced.
c) The red wine stain on the carpet in 316 hasn’t been cleaned up.
d) The bedclothes in 302 have been changed.
e) The bins in the corridor on the third floor have been emptied.
f) The leaking tap in 403 hasn’t been repaired.
g) The cot hasn’t been put in 416.
h) The air-conditioning in 500 has been adjusted.
Answer Key

Unit 8

Exercise 1
a. Archery, fencing, clay pigeon shooting, horse riding, windsurfing.
b. Clay pigeon shooting, fencing.
c. Archery, clay pigeon shooting, horse riding.
d. £9.60, for one person, one child; £15.35, for two parents, one child.
e. Fencing (Pleasure and Child Membership); beginner's riding lessons, ten-pin bowling.
f. Fencing, horse riding, windsurfing.
g. £8.60 (£5.60 for two hours plus £3 for launch of private boat).
h. Ten-pin bowling.
i. Ten-pin bowling (£8.35 for 45 minutes) or fast trek horse riding (£4.30, for 1 hour and 30 minutes).

Exercise 2
1. decides  9. is
2. trust  10. will have
3. goes  11. decades
4. will get back 12. will let you know
5. choose 13. make
6. won’t/won’t return 14. wants
7. will get back 15. won’t/won’t get
8. go 16. don’t/do not book

Exercise 3
Example answer
a. If you ring room service, they will send breakfast to your room.
b. If you pay cash, you will get 10% discount.
c. If you use this cream, you will be completely protected against the sun.
d. If you aren’t sixteen, you can’t go to the disco.
e. If you have a valid guarantee card, you can pay by cheque.
f. If you go to the airport in the courtesy coach, it will take thirty-five minutes.
g. If you want to go on the sightseeing tour, you must book early.
h. If you leave valuables in your room, they will be stolen.

Exercise 4
Student’s own answers, beginning with:
a. Why don’t you ...  
b. If I were you, I’d ...  
c. You could always ...

Exercise 5
a. 5  c1  e4  g2
b. 3  d7  f6  h8

Exercise 6
1. WAIVER  4. MANUAL  7. TANK
2. RENTAL  5. PARTY  8. LICENCE
3. SEATS  6. YEARS  9. MILEAGE

The hidden word is INSURANCE.

Unit 9

Exercise 1
a. Like  c. Unlike  e. just as  g. whereas
b. Just as  d. whereas  f. like  h. Unlike

Exercise 2
a. How long have you been living here?
b. How long have you been staying here?
c. How long have you been working for them?
d. How long has she been waiting for me?
e. How long have you been coming here?
f. How long have you been having conferences here?

Exercise 3
a. No, I’ve been coming here for years.
b. No, I’ve been working here since last September.
c. Thank you, I’ve been studying it for five years.
d. No, we’ve been looking after them for a long time.
e. He hasn’t been doing the job for very long.
f. We’ve been growing all our own herbs since the hotel opened.

Exercise 4
1. have been waiting 6. have dealt
2. have rung 7. have had
3. has used 8. have paid
4. have had 9. have written
5. have been coming 10. has been trying

Exercise 5
1. a 5  c 1  e 4
2. b 3  d 6  f 2

Exercise 6
Student’s own answers.

Exercise 7
1. secretarial  6. meeting
2. teletext  7. stationary
3. overhead  8. virus
4. screen  9. printer
5. computer

The hidden word is EXECUTIVE.

Unit 10

Exercise 1
1. run  7. style
2. requirements  8. workshop
3. suitable  13. exact
4. giving  14. thing
5. delegates  15. think of
6. setting  16. space
7. possibilities

Exercise 2
a. the Staff Room
b. the Parbeck Bar
c. the President’s Suite
d. the Parbeck Lounge
e. the Bournemouth Lounge

Exercise 3
Example answers
The Tudor Hall is a square room sixteen metres by sixteen. It can be used for exhibitions, meetings, and wedding receptions. It has a seating capacity of 215 in theatre-style and 220 in reception-style. It has air conditioning, a public address system, a lectern, and a 35mm projector. It also has large windows providing natural daylight and a stage area. The Tudor Hall is a large conference room measuring 48 metres by 46 metres, with a smaller room measuring eight metres by five adjoining it. It is used for major international conferences and can seat 3900 people in theatre-style only. The equipment includes a projection room, a screen, and a multimedia translation facilities. A bar, coffee lounge and toilets are situated in the adjoining room.
Exercise 4
Example answers
a. A corkscrew is used for getting the cork out of a bottle.
b. A lectern is used for holding the speaker's notes while he or she is speaking.
c. A transparency is used with an overhead projector for showing information such as graphs, charts, etc.
d. An Autocue is like a transparent television screen and is used, instead of notes, for reminding the speaker of what he or she has to say.
e. A flip-chart is a block of large sheets of paper on a stand and is used for the speaker to write on while he or she is speaking.
f. A bottle opener is used for taking the caps off bottles.
g. An OHP marker is used for writing on a transparent sheet for showing on an OHP projector.
h. A stapler is used for fastening pieces of paper together.

Exercise 5

1. roses 8 but 15 provided
2. example 9 offers 16 equal
3. has 10 facilities 17 including
4. to 11 chance 18 advantage
5. makes 12 pool 19 such
6. venue 13 some 20 style
7. soon 14 whether 21 success

Exercise 6
Example answer
I am writing to introduce Hallway House, the best conference centre in London. Please find enclosed our brochure which explains why we believe Hallway House will suit your requirements perfectly.

You will find Hallway House a perfect venue for conferences, training courses, etc. We provide all the necessary equipment,secretarial support, mineral water and daily newspapers with no additional charge.

We believe we offer excellent value for money.

We would be pleased to make arrangements for you to visit Hallway House to view our facilities. If you require any further information, please do not hesitate to contact me. We look forward to hearing from you.

Unit 11
Exercise 1
1. will be setting off 7. will be spending
2. will be sailing 8. will be going on
3. will be arriving 9. will be coming
4. will be staying 10. will be leaving
5. will be using 11. will be stopping
6. will be having 12. will be boarding

Exercise 2
a. will have completed
b. will have left
c. will have finished
d. will have made
e. won't have finished

Exercise 3
1. in
2. to

Exercise 4
1. Laura Smith phoned while you were out. She said she was phoning to give you her impressions of the Warren Manor Hotel, which she had just visited.
2. She said that, on the whole, it was an excellent hotel, and it seemed to be very well managed.
3. She thought that it had a lovely atmosphere, and it would appeal to anyone who liked historic houses, but there were plenty of modern facilities too.
4. She said that she had had an excellent meal in the restaurant and it hadn't cost very much.
5. She explained that she couldn't send you a full report because she had been dealing with a group from Chicago and she had been very busy, but she was going back there next week to discuss discounts, and she would call again when they had given her the figures.
6. She finished by saying that she would be coming over to Washington next month, and she would bring their new brochure because she would have received it by then.

Unit 12
Exercise 1
1. leader 4 in 7 tour 10 filled
2. delay 5 cards 8 passport 11 rooms
3. group 6 their 9 reception 12 drink

The hidden word is RECEPTION.

Exercise 2
1. - 4 - j 7 - b 10 - g
2. - e 5 - i 8 - 4
3. - h 6 - f 9 - d

Exercise 3
a. would not feel... did not take
d. would... would have
e. knew... would be
b. had... would fly
c. was... would have
f. would have... arranged
d. were... would have
h. had... would have

Exercise 4
a. Mr. Peters asked if we could give him a different room, and I said I would arrange it for this afternoon.
b. The tour leader asked where the passport list was, and I said I wasn't sure but I would ask the manager.
c. I asked the tour leader if everyone had managed to catch the plane, and she said that everyone had missed it.
d. I asked the tour leader when they would be leaving, and she said they would all be here until Monday.

Exercise 5
1. p.w. 2. r.s.v.p.
2. p.s. 3. p.s.

Exercise 6
1. 1. resort 2. abroad 3. involve 4. hosting
5. liaising 6. candidates 7. personable 8. flair
9. demonstrate 10. pressure
2. 11. position 12. knowledge 13. advantage 14. salary
15. insurance
3. 16. mrs. clark 17. appointed
4. 18. edition 19. reply 20. for
5. 21. as 22. as 23. as 24. as

The first hotel we can suggest is the Woolley Grange hotel near Bradford-on-Avon. Children are particularly welcome in this hotel, and there is a range of facilities for them — riding, swimming, playing, etc. The hotel is a Jacobean manor house and the bedrooms are furnished with antiques. The other hotel we can recommend is the Imperial in Torquay. This was established in 1866 and is one of Britain's leading resort hotels. There are baby-listening and baby-sitting facilities, and also many attractions for children, such as activity programmes and a model village, as well as sports facilities.
HIGH SEASON

English for the Hotel and Tourist Industry

High Season is a topic-based course for trainees and employees in the hotel and tourist industry. It introduces and practises the language skills necessary for dealing with English-speaking guests and for negotiating with English speakers within the industry.

Each of the twelve units deals with an important topic and contains a balanced variety of activities, including a language study section and a word study section.

The source materials have been put together with the co-operation of a number of hotel chains, independent hotels, and tour operators. The reading passages include many authentic hotel documents, as well as a variety of articles from newspapers and trade magazines. The listening materials include interviews with people working in the industry.

The course comprises a Student's Book, Teacher's Book, Workbook, and Class Cassette. The Student's Book contains transcripts of all the listening passages and a glossary of key words and expressions. The Teacher's Book contains an answer key and comprehensive teaching notes, including ideas for adapting and extending activities.

This Workbook contains further exercises and activities for the classroom or self-study.