

Task 1. Complete the sentences with the words of 'hotel' use.

facilities ° lobby ° damage charge ° check out ° housekeeping ° downtown ° complimentary ° shower ° deposit ° laundry ° check in

1. All rooms in the hotel have both bath and
2. I need this shirt washed. Do you have a ... service?
3. I'll meet you downstairs in the
4. We will have to add a ... for the broken mirror in your bathroom.
5. Are there any ... for business meetings in this hotel?
6. Put a sign on the door if you want ... to clean your room early in the morning
7. All of our rooms have ... soap, shampoo and coffee.
8. The hotel is located in ... so we are close to all the amenities.
9. You can ... at any time after 4 pm.
10. You won't get your ... back if you cancel the reservation
11. You must ... by midday otherwise you will be charged a ten pound late charge.

Task 2. Look through the vocabulary list "In a hotel room" and fill in the gaps.

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| 1. pillowcase | наволочка |
| 2. dressing gown | халат |
| 3. pillow | подушка |
| 4. sheet | простинь |
| 5. mattress | матрац |
| 6. duvet (UK), | пухова ковдра |
| 7. blanket | ковдра |
| 8. queen-sized bed | 2-спальне ліжко |
| 9. kettle | чайник |
| 10. ironing board | прасувальна дошка |
| 11. hanger | вішалка |
| 12. iron | праска |
| 13. wardrobe | гардероб |
| 14. bathroom | ванна кімната |
| 15. toiletries | туалетні
приналежності |
| 16. hairdryer | фен |
| 17. shower | душ |
| 18. bath | ванна |

Our hotel rooms.

Complete the text with words from the list.

Settle into one of our 60 comfortable guest rooms. For a good night's sleep, we offer single (twin) beds or
a) . Each bed has an extra- firm
b) , covered in the finest cotton **c)** . Rest your head on feather-soft **d)**
. All rooms offer clean, modern **e)** , with a(n) **f)**
or bath, where you'll find complimentary soap and other **g)** . We provide a(n) **h)** for drying your hair quickly. For visits to the hotel sauna, extra **i)** are available on request. Each room has a(n) **j)** , so you won't have to wait for your morning cup of coffee or tea. An iron and **k)** are provided, should your clothing be creased from travelling.

- 19. desk стіл
- 20. mirror дзеркало
- 21. towel рушник
- 22. armchair крісло

Task 3. Match hotel staff to their duties.

A hotel manager A receptionist	A porter A maid/housekeeper	A concierge A cleaner/maintenance person
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_____ is responsible for making guests feel welcome. Also this person deals with room bookings and cancellations, and handles general requests made by guests during their stay.

_____ helps hotel guests with their luggage and shows them to their rooms. Sometimes they also answer questions and run errands like calling a taxi.

_____ makes sure that hotel rooms are clean and tidy. This person changes bed linen and towels, makes beds, vacuums floors, dusts and polishes furniture, cleans bathrooms, brings new guests supplies (such as shampoo and soap).

_____ is responsible for cleaning the inside of all types of buildings and transport to make sure they are safe, healthy and pleasant to live or work in.

_____ oversees all aspects of running a hotel, from housekeeping and general maintenance to budget management and marketing.

_____ helps guests with various tasks like making restaurant reservations, arranging for spa services, recommending nightclubs, getting tickets to special events and assisting with various travel arrangements and tours of interesting places to visit.