

## Match words with definitions:

1. Amenities	a) A booking or arrangement to secure a hotel room.
2. Bellhop	b) The process of arriving at a hotel and registering as a guest.
3. Cancellation	c) Additional services or facilities provided by a hotel, such as a gym or pool.
4. Check-in	d) The service of having food and drinks brought to your hotel room.
5. Concierge	e) The act of cancelling or voiding a hotel reservation.
6. Do Not Disturb	f) An unoccupied hotel room.
7. Front desk	g) A card used to access a hotel room, usually with a magnetic stripe or chip.
8. Housekeeping	h) A hotel employee who assists guests with their luggage.
9. Key card	i) The number of guests staying in a hotel room or rooms.
10. Late check-out	j) A sign or notification that indicates that hotel staff should not enter a guest's room.
11. Occupancy	k) A hotel employee who assists guests with various tasks, such as booking reservations or arranging transportation.
12. Reservation	l) A hotel room that is larger and more luxurious than a standard room.
13. Room service	m) The department responsible for cleaning and maintaining hotel rooms.
14. Suite	n) The option to check out of a hotel later than the standard check-out time.
15. Vacancy	o) The area in a hotel where guests check in and out, and where they can receive assistance from hotel staff.

**Fill in the gaps using word from the box:**

<i>amenities</i>	<i>spacious</i>	<i>room service</i>	<i>housekeeping</i>	<i>rooftop terrace</i>	
<i>late check-out</i>	<i>occupancy</i>	<i>cancel</i>	<i>book</i>	<i>key card</i>	<i>continental</i>
	<i>porter</i>	<i>front desk</i>	<i>gym</i>	<i>conciierge</i>	

1. I need to \_\_\_\_\_ a hotel room for two nights in Miami.
2. The hotel \_\_\_\_\_ is open 24 hours a day, so you can check in anytime.
3. The \_\_\_\_\_ will bring your luggage to your room.
4. The hotel has a \_\_\_\_\_ on the top floor that offers a great view of the city.
5. The hotel offers a free \_\_\_\_\_ breakfast every morning.
6. I need to \_\_\_\_\_ my hotel reservation because my plans have changed.
7. The hotel has a \_\_\_\_\_ where guests can work out.
8. The hotel room comes with a \_\_\_\_\_ that you can use to access the room.
9. The hotel offers a \_\_\_\_\_ service so that you can have meals delivered to your room.
10. The hotel room was very \_\_\_\_\_ and had a comfortable bed.
11. The hotel \_\_\_\_\_ is responsible for cleaning the rooms.
12. The hotel has a \_\_\_\_\_ that can help you with booking tours or making restaurant reservations.
13. The hotel charges a \_\_\_\_\_ fee if you want to check out late.
14. The hotel \_\_\_\_\_ rate depends on the number of guests staying in the room.
15. The hotel room had many \_\_\_\_\_ such as a pool, spa, and restaurant.

## Match idioms with definitions:

1. No vacancy	a) To arrange for someone to stay at a hotel.
2. Roll out the red carpet	b) To give someone a very special welcome or treatment, as if they were a VIP.
3. Catch some z's	c) To provide someone with a place to stay, usually at your home or in a hotel.
4. Cut and run	d) A place, such as a hotel, where one feels as comfortable and at ease as they do in their own home.
5. Put someone up	e) A sign or indication that a hotel is fully booked and has no available rooms.
6. Blow off steam	f) To be in a difficult or hopeless situation, often due to poor planning or lack of preparation.
7. Home away from home	g) To get some sleep or take a nap, often in a hotel room.
8. Up the creek without a paddle	h) A feeling of extreme anxiety or fear, often experienced by travelers staying in unfamiliar or uncomfortable hotels.
9. Book someone in	i) To release one's frustration or anger, often by engaging in physical exercise or recreation, such as using the gym facilities in a hotel.
10. Heart in your mouth	j) To leave suddenly or without notice, often in a negative or dishonest way, such as leaving a hotel without paying the bill or checking out properly.

## Fill in the missing words:

Text 1:

information    stay    luggage    forward    fitness    friendly    spacious

After a long flight, Sarah was looking 1. \_\_\_\_\_ to checking in to her hotel and catching up on some rest. She had made a reservation for a 2. \_\_\_\_\_ room with a comfortable bed and a great view of the city. When she arrived at the hotel, the bellhop helped her with her 3. \_\_\_\_\_ and directed her to the front desk where she was greeted by a 4. \_\_\_\_\_ receptionist. She checked in and received her key card, along with 5. \_\_\_\_\_ about the hotel's amenities such as the rooftop terrace and 6. \_\_\_\_\_ center. As she settled into her room, Sarah was happy to have booked such a great hotel for her 7. \_\_\_\_\_.

Text 2:

breakfast    arrived    forget    grateful    concierge    advance    available

When John 1. \_\_\_\_\_ at the hotel, he was surprised to see a "no vacancy" sign hanging outside. He had forgotten to book a room in 2. \_\_\_\_\_ and was worried he wouldn't be able to find a place to stay. However, the 3. \_\_\_\_\_ at the hotel was able to help him find another hotel nearby that still had rooms 4. \_\_\_\_\_. He was put up in a comfortable room and even received a continental 5. \_\_\_\_\_ in the morning. Although he was a bit frazzled from the experience, John was 6. \_\_\_\_\_ for the help he received and promised himself to never 7. \_\_\_\_\_ to book a hotel room in advance again.

**Put the dialogue in the correct order:**

A: Welcome to the Park View Hotel! How may I assist you today?

B: Certainly, Mr. Smith. May I see your ID and credit card, please?

C: Yes, I have a question. Does the hotel have a fitness center?

D: Yes, here they are.

E: Yes, I have a reservation under the name Smith for a deluxe room.

F: Yes, we have a fitness center on the 5th floor. It's open from 6am to 10pm.

G: Thank you. Your room is on the 8th floor. Here's your key card.

D: Great, thank you!

on    to    of(2)    through    from    at    for    within    in

1. I made a reservation \_\_\_\_\_ the hotel's website.
2. The pool is located \_\_\_\_\_ the back of the hotel.
3. The conference room is \_\_\_\_\_ the second floor.
4. The hotel offers a shuttle service \_\_\_\_\_ the airport.
5. The breakfast buffet is served \_\_\_\_\_ 6am to 10am.
6. Our room has a beautiful view \_\_\_\_\_ the ocean.
7. The hotel is \_\_\_\_\_ walking distance \_\_\_\_\_ the beach.
8. The gym is located \_\_\_\_\_ the basement of the hotel.
9. The hotel provides free Wi-Fi \_\_\_\_\_ all guests.