

Trish Stott & Alison Pohl

OXFORD

Highly Recommended **2**

Workbook Intermediate

English for the hotel and catering industry



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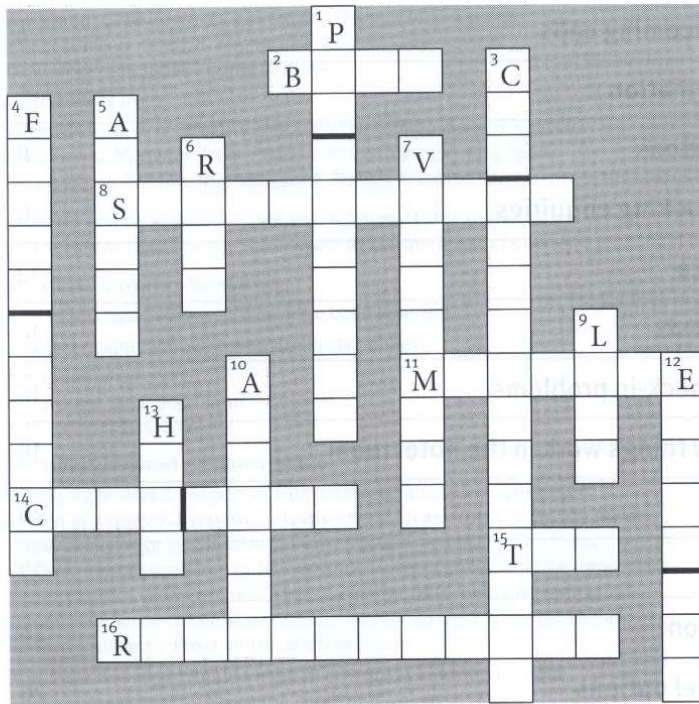
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1 Dealing with incoming calls

1 Complete the crossword using the clues.



Across

- 2 A phone line already in use is (4)
- 8 Calls are answered and connected here in a big hotel. (11)
- 11 If nobody answers, you can leave one of these with reception. (7)
- 14 You can do this if the line is engaged. (4, 4)
- 15 *One moment. I'll the manager's office for you.* (3)
- 16 The department that deals with bookings. (12)

Down

- 1 All incoming calls have to be to the right person. (3, 7)
- 3 The receptionist asks the guest for this to book a parking space. (3, 12)
- 4 The reception team works in here. (5, 6)
- 5 Pick up the phone when it rings. (6)
- 6 Noise the phone makes for attention. (4)
- 7 You can leave a phone message on this service. (9)
- 9 Opposite of *early*. (4)
- 10 Organize a service for the guest. (7)
- 12 Families often request one of these in their room. (5, 3)
- 13 Late arrivals ask reception to their rooms. (4)

2 Use each word or phrase once to complete the text.

running late	switchboard	connects
put calls through	makes a note	hold the line
hold their rooms	arrange	

Jessica works on the hotel *switchboard*¹ at the Como Hotel in Milan. Most of the time, she can² to the different hotel departments or the guests' rooms. She just asks the callers to³ while she⁴ the calls. Sometimes, guests call to ask for a child's bed in their room. Jessica asks housekeeping to⁵ this. Guests who are⁶ often call to inform reception. Jessica asks reception to⁷. If there's a call for the manager and he's not in his office, she⁸ of any message and leaves it on his desk.

3 Put the words in the correct order to make offers of help.

- 1 to reservations / through / put / you / I'll
I'll put you through to reservations.
- 2 like / you / reserve / would / a parking space / to?
.....
- 3 you / for dinner / can / a table / book / I?
.....
- 4 I / a message / take / could?
.....
- 5 of / request / a note / I'll / make / your
.....
- 6 speak / would / to the duty manager / to / like / you?
.....
- 7 his voicemail / connect / I'll / to / you
.....
- 8 hold the line / connect / please / his room / you / to / and I'll
.....

4 Match sentences 1–8 with responses a–h.

- 1 Can I speak to Mrs da Costa in room 442, please?
- 2 Would you like to leave a message for your brother?
- 3 I'd like to speak to the duty manager.
- 4 Could you inform reception that we'll probably arrive late?
- 5 We'd like to have an extra bed in our room for our son.
- 6 Can I leave a message for room 211?
- 7 I'm afraid the line's busy.
- 8 I'd like to book a table for dinner on Saturday evening.

- a Can I leave a message?
- b No. It's all right. I'll call back later.
- c One moment. I'll put you through to her room.
- d Just a moment. I'll connect you with their voicemail.
- e Of course. I'll make sure we hold your room.
- f Please hold a moment. I'll connect you to the restaurant.
- g I'm afraid there's no answer from his office.
- h I'll inform housekeeping. They'll arrange that for you.

5 What number should you call?

<i>Lakeside</i> HOTEL	
INTERNAL CALLS	
Reservations manager	620
Restaurant	220
Kitchen	120
Housekeeping	540
Reception	600
Room service	580
Rooms	dial room number
Beauty salon	350
Security	700
Conference manager	800
Central bar	240
EXTERNAL CALLS	
Dial 9 and wait for the dialling tone. Then dial the number you want.	

- 1 Guests would like you to book them a table for dinner. 220
- 2 You want to check that rooms on the second floor have been cleaned.
- 3 You'd like to call the airport to find out when the flight from New York arrives.
- 4 You want to give the guests in room 111 a message.
- 5 You want to talk to the chef about a food request from a guest.
- 6 Some guests would like a sandwich in their room.
- 7 Guests would like to stay for five nights not four.
- 8 You want to order drinks for guests waiting at reception.

6 There is one mistake in each sentence. Write the sentences correctly in your notebook.

- 1 Could have I a contact number?
Could I have a contact number?
- 2 Would like you to leave a message?
- 3 Can give me your car registration, please?
- 4 I like to reserve a table for lunch, please.
- 5 I'll a parking space book for you.
- 6 You would tell her I'm running late for our meeting?
- 7 Can I you help with anything else?

7 **More words to use** Match the phone words with the definitions.

hang up	outside line	dial tone	beep
operator	local call	long distance call	directory

- 1 Book of telephone numbers. *directory*
- 2 A call to someone in the same area.
- 3 The noise before you leave a voicemail message.
- 4 You need one to make a call outside the hotel from a hotel room phone.
- 5 A call to another part of the country.
- 6 Put the phone down.
- 7 The noise you need to hear before you enter a number.
- 8 Person who helps you to make a call.

Customer information

1 Match a word in each box to make a new noun.

business	car
currency	gift
hair	Internet
shuttle	taxi
tourist	airport
bus	parking

stop	salon
access	space
bus	attraction
centre	exchange
transfer	shop
rental	rank

business centre

.....

.....

.....

.....

.....

2 Which service or facility in exercise 1 are these customers enquiring about?

- How can I get from the airport to the hotel?
shuttle bus
- I'd like to hire a minibus for the week.
- Where can I put my car?
- Can I send emails from my room?
- I'd like to use a printer and a fax machine.
.....
- What is there to do in the city?
- Will the tour company arrange transport to the resort?
.....
- Where can I buy a present for my wife?

3 Look at the picture. Then use each preposition once to describe where the people and things are.



behind	above	between	opposite
next to	under	in front of	at the bottom of

- the stairs *opposite the reception desk*
- the clock
- the receptionist
- the gift shop
- the child
- the table
- the family's luggage
- the porter

4 Put the words in the correct order to make useful information for guests.

- the arrivals / outside / rank / the taxi / is / area
The taxi rank is outside the arrivals area.
- the airport / to / the hotel / direct / a shuttle bus / from / there's
.....
- airport / the / transfer / offers / free / a / hotel
.....
- rooms / have / access / all the / Internet
.....
- arrange / for you / car rental / the / reception / in / desk / will / that
.....
- centre / there's / pool / a fitness / and / on site / a swimming
.....
- all the / showers / have / separate tubs / bathrooms / and
.....
- the Indian restaurant / recommend / at the end / I can / the street / of
.....

5 Look at the pictures and write information for the customer.

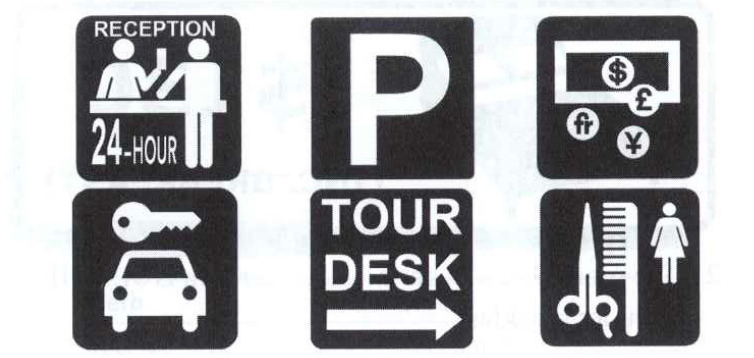
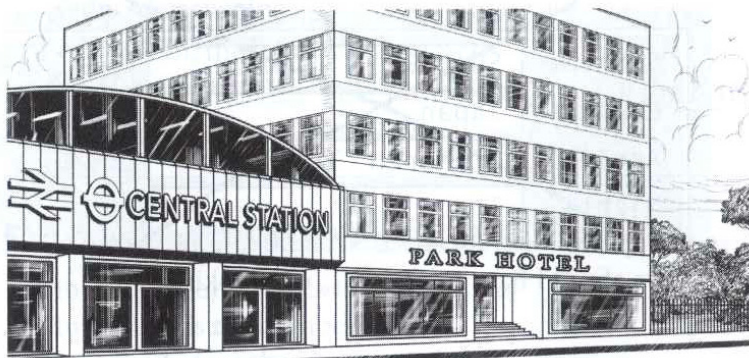
The customer wants to know

- 1 how to get from the airport
- 2 where the hotel is located
- 3 what facilities the rooms have
- 4 what services the hotel offers.



1 *To get from the airport to the hotel take*

3



2

4

6 **More words to use** Use the clues to find the services and facilities in the puzzle. Look ↑ and →.

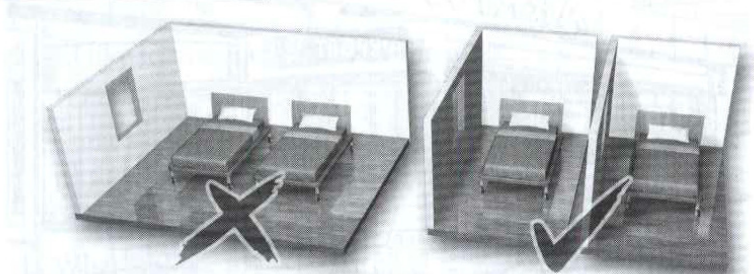
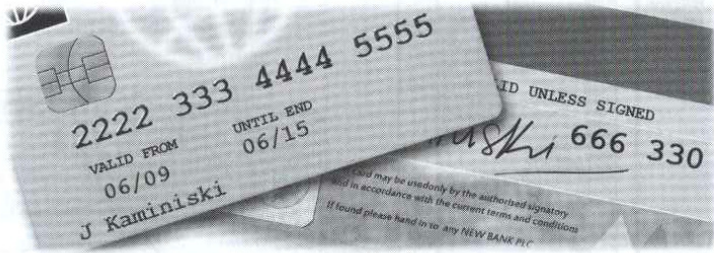
- 1 *Where can I put my car?*
- 2 *I want to wake up at 5 a.m.*
- 3 *We'd like breakfast in our room.*
- 4 *Somewhere for the baby to sleep.*
- 5 *My jacket's got a bad stain on it.*
- 6 *Where can I send my dirty shirts?*
- 7 *I'd like someone to look after the children this evening.*
- 8 *Can I have one to press my dress?*
- 9 *I want to dry my hair.*
- 10 *How Americans get to the top floor.*
- 11 *A large hot bath with moving water.*

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

Taking reservations

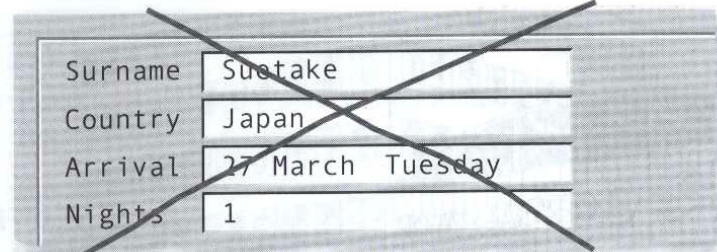
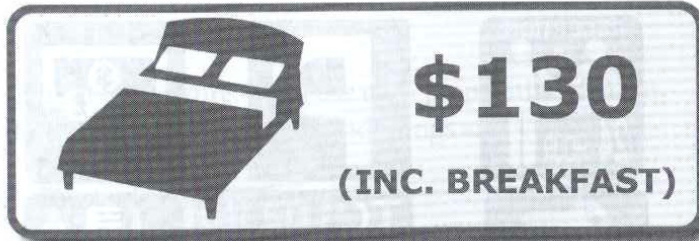
1 Look at the pictures and use each word or phrase once to complete the sentences.

rate change expiry date double twin *credit card number*
 security number cancel single



1 My *credit card number* is 2222 333 4444 5555 and the is June 2015. The is 330.

3 Hello. I'd like to a booking I made. I booked a room, but now I'd like two rooms instead.



2 The room for a room is \$130. That includes breakfast.

4 I'm afraid I have to my booking.

2 Put the sentences in the telephone dialogue in the correct order.

- a MAN: No thanks. That's everything.
- b RECEPTION: And what type of rooms would you like?
- c MAN: My name is Boynton.
- d RECEPTION: Thank you, Mr Boynton. If you wish to cancel the reservation, you must do so before the 2nd of May. Is there anything else I can help you with?
- e RECEPTION: And the expiry date?
- f MAN: Er ... we'll arrive on the 3rd of May and leave on the 7th.
- g MAN: Hello. I'd like to book accommodation for a group of ten, please.
- h RECEPTION: Good. We look forward to seeing you on the 3rd of May.
- i RECEPTION: Let me just check our reservations. Yes, that's fine. Two double, two twin and two single rooms from Thursday the 3rd of May to Monday the 7th of May. Can I have your name and a contact number, please?
- j RECEPTION: Certainly. What dates would you like?
- k MAN: Yes. The number is 666673290055.
- l RECEPTION: Can you spell that, please?
- m MAN: Two double rooms, two twin rooms and two singles, please.
- n MAN: B-O-Y-N-T-O-N and my number is 0897 2439 6617.
- o MAN: Thank you. Good bye.
- p RECEPTION: Good afternoon, Sands Hotel. How can I help you?
- q MAN: Er ... oh, eight, thirteen.
- r RECEPTION: ... 6617. And can you give me your credit card details to secure the booking, please?

- 3 Look at the sign for the Northern Restaurant and complete the information below using *in, from, until, during, on, by, for* or *to*.



The Northern Restaurant is open¹ *in* the evenings. It's open² 6.30³ 11 p.m. Unfortunately, it isn't open⁴ the day and it's closed⁵ Mondays. There's a special Italian night⁶ Thursday, but you must book⁷ 10 p.m.⁸ Wednesday evening. Next month, the hotel will be closed⁹ 17 days¹⁰ the 10th¹¹ the 27th of February.

- 5 Before you look at the advertisement, read these questions.

- 1 How many rooms does the hotel have?
- 2 How much is the cheapest room?
- 3 How much does the special weekend cost?
- 4 Do you pay extra for wine with the special Saturday evening dinner?
- 5 What's the telephone number?
- 6 Has the hotel got a website?
- 7 What special day could you celebrate here?

Now scan the advertisement for the answers. Do it in 20 seconds if you can.

GLENTARFF HOTEL

Beautiful 19th-century hotel with elegant period surroundings and charming restaurant

- ◆ 62 comfortable en-suite bedrooms from £130 per room
- ◆ Special weekend offer: 4-course dinner, Bed and Breakfast for £90 per person (please call to make a reservation)
- ◆ Saturday evening candle-lit dinner: 4 courses including wine for £40 per person

WEDDINGS This beautifully-located hotel, in the heart of the Scottish countryside, provides the perfect setting for that very special day. Call us to discuss your plans.

The Glentarff Hotel, Forest Drive, Glentarff, Scotland SC1 5AA
Telephone 0044 (0)1555 222 390
www.glentarrffhotel.com

- 4 Decide if you need *in, on* or *at*. If no preposition is necessary, put X.

- 1 GUEST: What time does the bank open?
RECEPTION: It normally opens 9.30. It's almost 9.30 now, so it'll be open five minutes.
- 2 GUEST: Can we get to the Park Theatre 15 minutes? We've got tickets for the show this evening.
RECEPTION: Yes. There isn't much traffic the evening the weekend.
- 3 GUEST: We're arriving the 16th of September. That's next Friday, but it will be late night. The flight lands half past eleven.
RECEPTION: That's fine. Reception is open 24 hours.

- 6 **More words to use** Complete the table.

Verb	Noun
receive	<i>reception</i>
reserve	confirmation
inform	
accommodate	
locate	cancellation

Use one of the words from the table to complete each sentence.

- 1 I'd like to book for a group of seven, please.
- 2 Could you give me some about the conference facilities, please?
- 3 I'm afraid we can't come to Rome next week, so I'll have to the room I booked.
- 4 The hotel has a wonderful, close to the beach.
- 5 If you'd like to eat with us this evening, I recommend you a table.
- 6 When you arrive, please check in at first.
- 7 I'll send you an email to your booking.

4 Dealing with booking enquiries

1 Match 1–8 with a–h to make phrases.

- | | |
|--------------------------------------------------|------------------|
| 1 <input checked="" type="checkbox"/> restaurant | a hotel |
| 2 <input type="checkbox"/> partner | b of the harbour |
| 3 <input type="checkbox"/> fully | c the garden |
| 4 <input type="checkbox"/> business | d availability |
| 5 <input type="checkbox"/> view | e enquiries |
| 6 <input type="checkbox"/> check | f bookings |
| 7 <input type="checkbox"/> overlooking | g booked |
| 8 <input type="checkbox"/> booking | h conference |

2 Use one of the phrases from exercise 1 to complete each sentence.

- 1 A double room for the 16th and 17th? One moment, please while I *check availability*
- 2 We'd like a room with a balcony and a
- 3 I'm afraid we haven't got any tables left. We're that weekend.
- 4 We haven't got any rooms available, but you could try our
- 5 The hotel restaurant has an excellent position,
- 6 A table for six this evening, sir? I'll just check the

3 Match 1–6 with a–f to make expressions for turning down reservations.

- | | |
|---------------------------------------------------------------------------|-------------------------------------------|
| 1 <input checked="" type="checkbox"/> Sorry, but unfortunately, the hotel | a double rooms left for those dates. |
| 2 <input type="checkbox"/> I'm afraid we don't have any | b busy that day with a wedding reception. |
| 3 <input type="checkbox"/> I'm sorry, we're fully | c with a view of the garden are reserved. |
| 4 <input type="checkbox"/> I'm afraid all the tables | d booked that evening. |
| 5 <input type="checkbox"/> There isn't room in the restaurant | e is closed that week. |
| 6 <input type="checkbox"/> I'm sorry, but we're very | f for another ten people. |

4 Rewrite the sentences using short forms where possible.

- 1 I am afraid you cannot smoke anywhere in the hotel building.
I'm afraid you
- 2 I am not working tomorrow, but my colleague will help you.
.....
- 3 Where would you like to sit? This table has got an excellent view.
.....
- 4 A: Have you got a car? B: Yes, I have. It is parked at the side door.
.....
- 5 We cannot find your coat. It is not in the cloakroom.
.....
- 6 I am sorry, but I do not know when the ferry is leaving.
.....

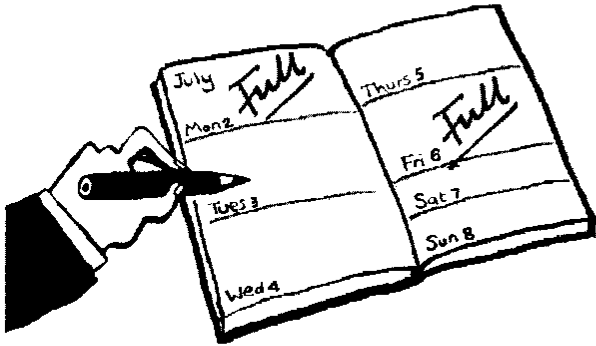
5 Write *yes/no* questions for the answers.

- 1 A: *Do you have a double room available*?
B: Yes, we have a double room available.
- 2 A:?
B: Yes, they come from Croatia.
- 3 A: single room?
B: No, I'm looking for a double room.
- 4 A:?
B: Yes, we always enjoy eating at the Pyramid restaurant.
- 5 A: for one week in January?
B: No, the hotel's closing for four weeks.
- 6 A: breakfast?
B: Yes, the room rate includes breakfast and dinner.
- 7 A: the bedrooms?
B: Yes, we're redecorating the bedrooms on the top floor.
- 8 A: at the window?
B: I'm sorry, we don't have any tables at the window.

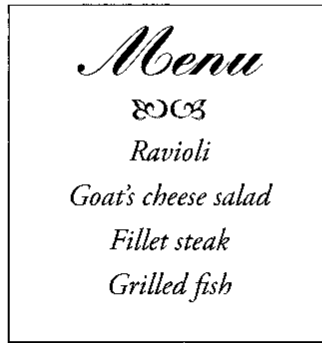
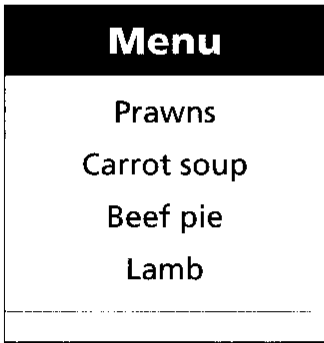
6 Underline the correct form.

- 1 Thank you for explaining. I understand / *am understanding* now.
- 2 One moment ... I *just check* / *'m just checking* the restaurant bookings for today.
- 3 We *decorate* / *are decorating* some of the hotel rooms every year.
- 4 I *work* / *'m working* in the restaurant tomorrow instead of on the bar.
- 5 Carl *speaks* / *is speaking* four languages.
- 6 The Suetake family *eat* / *are eating* with us this evening.
- 7 His chocolate soufflé *tastes* / *is tasting* very good.
- 8 Use of the sauna *doesn't cost* / *isn't costing* extra.

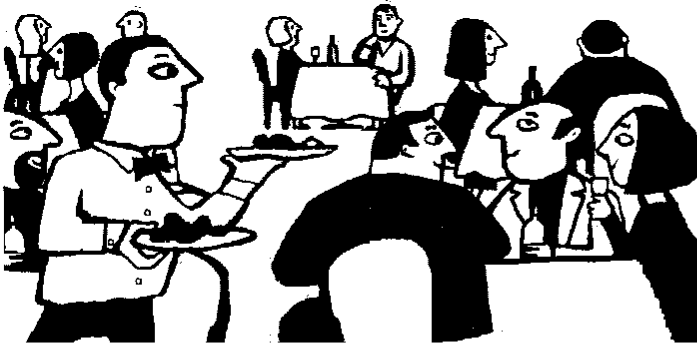
7 **More words to use** Look at the pictures and complete the words to make adjectives.



1 Yes, we have rooms a..... on Tuesday.



2 We're offering a d..... menu in the bistro tonight.



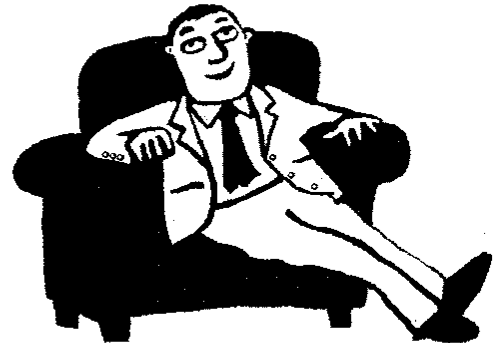
3 The restaurant is very b..... this evening.



4 It's the s..... menu in both restaurants.



5 We could squeeze you in the f..... week.



6 Yes, thanks. I'm very c.....

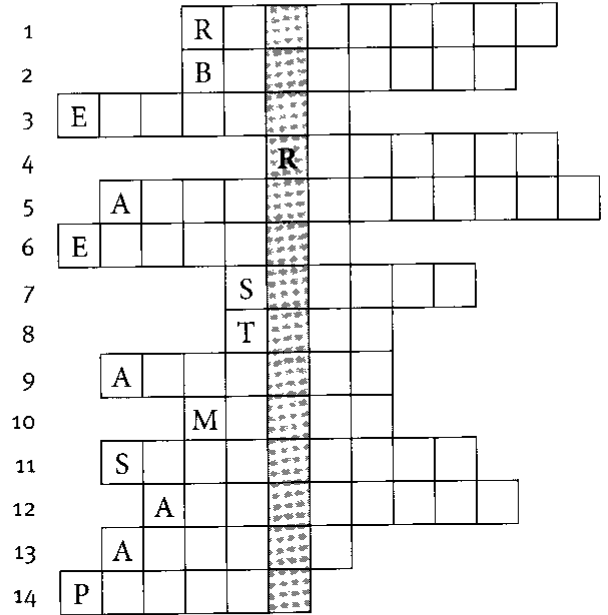
Write another three adjectives which have the following endings.

- able
- ent
- y
- ing

5 Correspondence

1 Use the clues to complete the puzzle. What is the missing word?

- 1 This is the person you write to. (9)
- 2 A booklet with information about the hotel. (8)
- 3 To ask for information is to (7)
- 4 A polite way to end an email is *Best* (7)
- 5 This is the short form of a word (*etc.*). (12)
- 6 If you put leaflets or documents in an envelope together with the letter, you them. (7)
- 7 Use paragraphs for new topics in a letter. (6)
- 8 If you are polite and not informal, you use the correct (4)
- 9 A word made from the first letters of other words (*FYI*). (7)
- 10 Begin your letter *Dear Sir* or (5)
- 11 End a formal letter to Mr Graff with *Yours* (9)
- 12 This is a change that you make in a document or letter. (9)
- 13 Send a document with your email. (6)
- 14 When you speak or write to guests, always be (6)



2 Look at the two letters. Then read sentences 1–7 and underline *true* or *false*. Explain your choice.

16A Lutzengaten
S-11642 Malmo
Sweden

4th September 20–
Hotel Formosa
Causeway Bay, Hong Kong

Dear Sir/Madam

I am planning a trip for 20 musicians to Hong Kong in February and would like information about accommodation and conference facilities at your hotel. Could you send me information about your room rates and details of the hotel's location?

Yours faithfully
Thomas Johansson

Hotel Formosa, Causeway Bay, Hong Kong
Tel: 00886 28773499
www.hotelformosa.com

Dear Mr Johansson

Thank you for your enquiry. For your information, we enclose a brochure of our hotel which includes the current room rates and details of our conference facilities.

The hotel is located only ten minutes from the centre of the city and 45 minutes from the airport.

We look forward to being of assistance to you in the future.

Yours sincerely

Hoi-ting Lai
Reservations

- 1 Mr Johansson doesn't know the person in reservations at the Hotel Formosa.
true/false *He begins his letter with Dear Sir/Madam.*
- 2 Mr Johansson is travelling to Hong Kong with his family.
true/false
- 3 Mr Johansson wants to know where the hotel is.
true/false
- 4 Hotel Formosa is near the city centre.
true/false
- 5 Hotel Formosa doesn't have any conference rooms.
true/false
- 6 Hoi-ting Lai works at the Formosa Hotel.
true/false
- 7 Hoi-ting Lai is a friend of Mr Johansson.
true/false

3 Each of the tips for writing good business emails is incorrect. Rewrite the tips correctly.

1 Use the subject line to tell the recipient who the email is from.

Use the subject line to tell the recipient what the email is about.

2 Use *Hi* and *Hello* as greetings and end with only your name.

3 Use long sentences.

4 It's not necessary to write in paragraphs.

5 You must write numbers as words (*two, six*).

6 Write important things in CAPITAL letters.


7 Use any acronyms or abbreviations (*FYI, 4you*) you know.

8 It's not necessary to check your emails for spelling, punctuation and tone.

4 Put the parts of the email in the correct order.

- a We also confirm your table reservation for 4 on Saturday 21 June at 8.30 p.m.
- b Benito Peres
Reservations
- c Dear Mr Schmidt
- d We have reserved two parking spaces for you in our basement car park as requested.
- e We are pleased to confirm your reservation for 2 double rooms from 18 June to 22 June.
- f Thank you for your email.
- g To: Mr J Schmidt
- h With best wishes
- i We look forward to seeing you on 18 June.
- j Subject: Confirmation of booking

5 Underline the parts of the email that are too informal. Then rewrite the email in your notebook to correct the tone.



From: Hotel Golden Beach
To: Elisa Mendez
Subject: booking chge

Dear Elisa
 It was good to get your email. Thanks. Sorry, we can't give you a room for 8 nts. now you've changed your dates to 2–10 Aug. Why not try our partner hotel? Look through the brochure that's with this email.

Greetings
 Ivan
 Reservations, Hotel Golden Beach

6 **More words to use** Match the abbreviations 1–10 with their meanings a–j.

- | | | |
|-----------------------------------------|------|------------------------------------------|
| 1 <input checked="" type="checkbox"/> g | asap | a regarding |
| 2 <input type="checkbox"/> | encs | b street |
| 3 <input type="checkbox"/> | incl | c copy to |
| 4 <input type="checkbox"/> | no | d per proxy (signed instead of somebody) |
| 5 <input type="checkbox"/> | plc | e number |
| 6 <input type="checkbox"/> | pp | f documents enclosed |
| 7 <input type="checkbox"/> | re | g as soon as possible |
| 8 <input type="checkbox"/> | rd | h public limited company |
| 9 <input type="checkbox"/> | st | i included |
| 10 <input type="checkbox"/> | cc | j road |

6 Welcoming guests

1 Make words from the letters in *italics* to complete the sentences.

- 1 Can I have your *mena*?
- 2 Could I have your accommodation *revcouh*, please?
- 3 Would you write your *mohe drasdse* just here?
- 4 *larivar teda*? That's today, 9th March.
- 5 You're staying for three nights, so your *upetrdare etad* is 12th March.
- 6 We take the *rastopps brenmu* for all visitors from abroad.
- 7 Could you just *gishn* here, please?
- 8 Here is your *eky racd*. Your room number is 405.

2 Complete the receptionist's welcome sentences with the correct words.

- 1 You can *collect* your passports from reception later.
a take b leave c collect d arrange
- 2 Thank you for your
a transfer b patience c arrival d service
- 3 The porter will take your to your room.
a breakfast b passport c key card d luggage
- 4 I'm sure you're all after your long flight.
a tired b fresh c happy d busy
- 5 Please take a seat and we'll you with a welcome drink.
a give b serve c offer d help
- 6 to Barcelona and the Hotel Reina.
a Hello b Welcome c Good afternoon d Hi
- 7 And when you come to the reception desk, could you check the details are on the registration printout?
a correct b good c wrong d clear
- 8 We'll to deal with your reservations as quickly as possible.
a manage b look forward c enjoy d do our best
- 9 Can you have your passports and accommodation vouchers when I call you?
a quickly b checked c ready d correct

3 Now put the sentences in the most logical order.

6 - □ - □ - □ - □ - □ - □ - □ - □ - □

4 Look at the words in *italics* in the sentences and change them to the correct form where necessary.

- 1 Can you give I *me* *your* accommodation vouchers, please? And *yours* *your* passports?
- 2 You can collect *you* passport from *my* in the morning.
- 3 Put *you* grandmother's name here and *her* home address below.
- 4 She gave *he* the key card and he put *it* in *him* pocket.
- 5 Can you tell *we* when *us* rooms will be ready?
- 6 The receptionist checked *they* in and gave *they* *them* key card.
- 7 Here is *you* printout. Please check *its* details are correct.
- 8 I gave *she* the printout and she signed *her* name at the bottom of the page.

5 Read the text and answer the questions in your notebook.

Turning the tables

The front-of-house operation is probably the most important part of a restaurant or hotel, but many young people going into catering nowadays want to become celebrity chefs rather than have a career front-of-house. There has never been a more important time for the hospitality industry to employ top-class waiters, sommeliers¹ and reception staff. Staff in front-of-house are the first people you see when you walk in the door and the last when you leave. That's what the customer remembers. Customers expect good food. They also want good service.

For all front-of-house staff, it's important to have an immaculate² appearance, a pleasing personality and good social skills – to know who likes conversation and who wants to be left alone – and to give attention to detail and possibly predict what the customer wants.



A top waiter also has to know about all the items on the menu including wine. Serving food is no longer just about laying tables and carrying plates. Pay, conditions and career opportunities are actually better than in the kitchen. You may be the best chef in the world, but if you don't understand what goes on, on the other side of those double doors, you will probably never be a successful business person in the industry.

¹sommeliers expert wine waiters

²immaculate very neat and tidy with a spotless uniform

- 1 Name three front-of-house hotel or restaurant staff members.
- 2 Why is front-of-house so important?
- 3 What do customers want from a restaurant?
- 4 Name three qualities a good front-of-house person should have.
- 5 How has being a waiter/waitress changed in recent years?
- 6 In what ways is a front-of-house career better than cooking?
- 7 Why do you think it's difficult for a chef to become a business person?

6 **More words to use** Find the opposites of these words in the puzzle. Look ↑, → and ↘.

- correct
- quickly
- check in
- give
- patience
- large
- collect
- best
- buy

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

7 Dealing with check-in problems

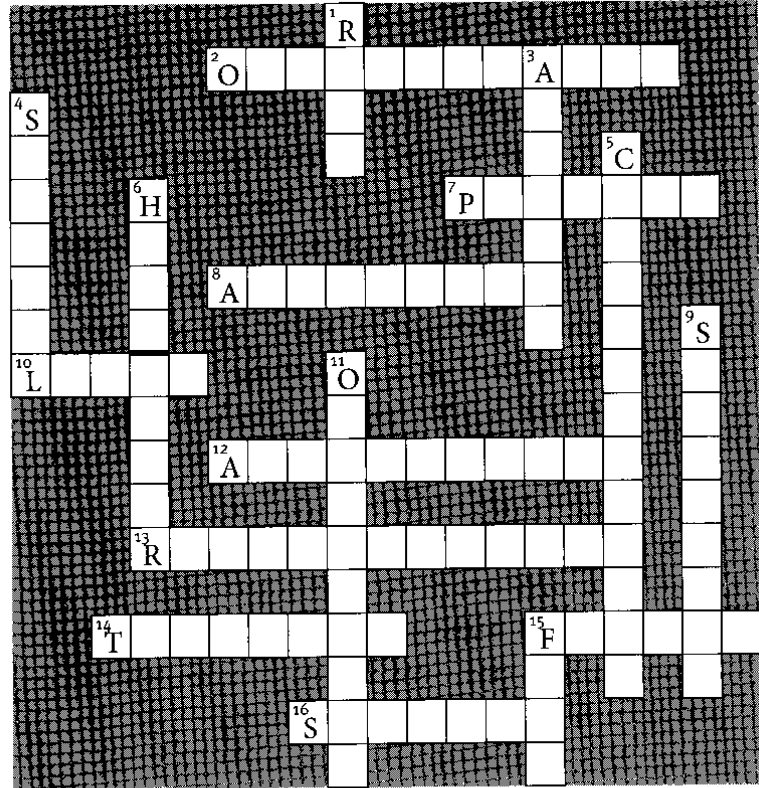
1 Complete the crossword using the clues below.

Across

- 2 Sometimes. (12)
- 7 Reserve in advance. (3-4)
- 8 Next door to and connecting. (9)
- 10 Meal in the middle of the day. (5)
- 12 Another choice. (11)
- 13 The improvement of a hotel with newly decorated and furnished rooms and bathrooms. (13)
- 14 The day after today. (8)
- 15 When you don't remember, you (6)
- 16 Prepare a room for guests. (7)

Down

- 1 Provides access for wheelchairs. (4)
- 3 A sensitivity to dust, feathers, different foods, etc. (7)
- 4 Not usual or ordinary. (7)
- 5 Given free to say sorry for a mistake. (13)
- 6 Useful baby furniture in the dining room. (4, 5)
- 9 No cigarettes, cigars or pipes allowed. (5-4)
- 11 The hotel has more guest reservations than rooms. (10)
- 15 Available. (4)



2 Put the words in the correct order to make responses to check-in problems.

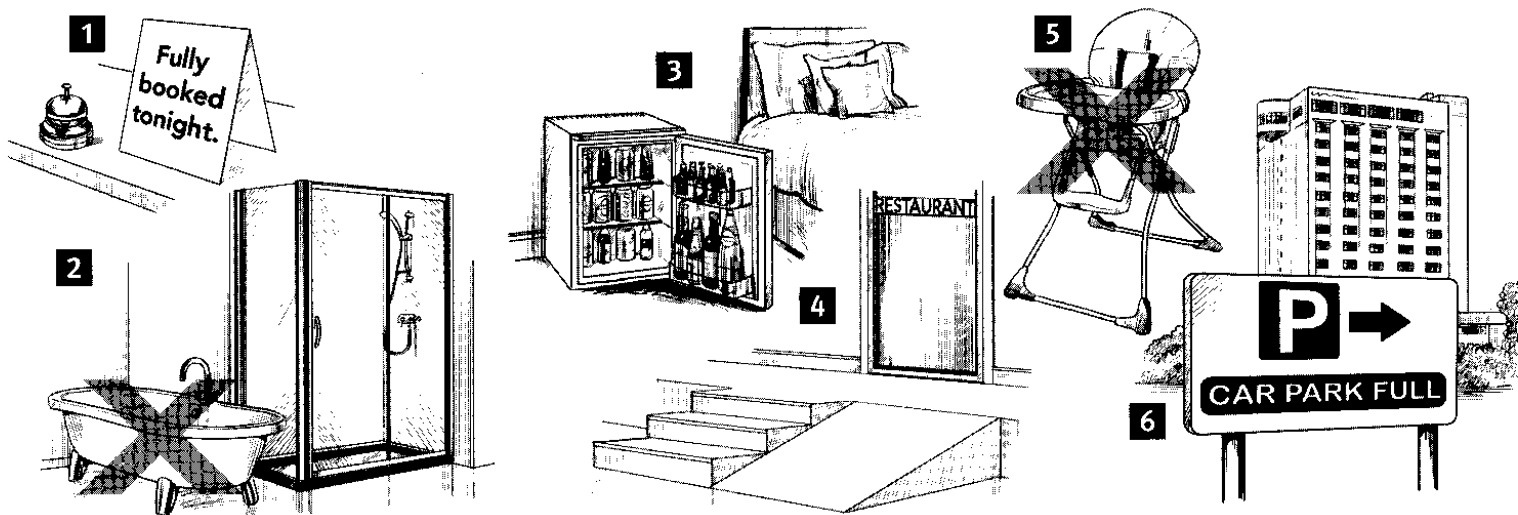
- 1 your room / ready / isn't / you / I'm afraid / yet / for
I'm afraid your room isn't ready for you yet......
- 2 as soon as / your room / is / housekeeping / me / to / inform / I'll ask / ready
.....
- 3 take / your luggage / will / of / the porter / care
.....
- 4 I'm / overbooked / really / tonight / we're / but / sorry
.....
- 5 reserved / for / at / next door / the hotel / you / a room / I've
.....
- 6 don't seem / reservation / we / your / to have
.....
- 7 space / parking / I'm afraid / don't have / available / a / we
.....
- 8 car park / public / the hotel / opposite / there's / a / just
.....

3 Make questions and answers in the Past Simple using the prompts.

- 1 A: When / give me / passport?
When did you give me your passport?.....
B: I / it / you / yesterday
I gave it to you yesterday......
- 2 A: Where / the guests / leave / luggage?
.....
B: They / it / at reception
.....
- 3 A: What / Japanese guest / forget to do?
.....
B: She / pre-book / parking space
.....
- 4 A: When / hotel / send / confirmation?
.....
B: They / confirmation / last week
.....
- 5 A: What / allergy / guest / have?
.....
B: He / allergy / cigarette smoke
.....

4 Use *has/hasn't got* and *have/haven't got* to write about the situations in the pictures.

- | | |
|---------------------------------------------------------|-------------------------|
| 1 The hotel <i>hasn't got any rooms available</i> | 4 The restaurant |
| 2 The bathrooms | 5 The dining room |
| 3 The rooms | 6 They |



5 Read the email enquiry about facilities for children. Use the hotel information to write a reply in your notebook.

Subject: Child facilities

Dear Golden Sands Hotel
 I'm planning a week's holiday in the area with my family in June. Can you give me information about the suitability of your hotel for my two young children aged 7 and 2 years?
 Is it possible to have a large family room?
 What are the catering facilities for children?
 Are the hotel entrance and rooms accessible with a pushchair?
 Is your outdoor swimming pool available in June?
 What are its opening hours?

Regards
 Tania Bryson

The Golden Sands

- Your child-friendly hotel – perfect for a family holiday
- Large family rooms available
- Special children's menus and facilities in the dining room
- Garden with special play area
- Games room
- Babysitting available
- Outdoor pool open from May to October 10.00–18.00
- All areas of the hotel accessible by pushchair

6 **More words to use** Use each word once to complete the text.

options allergic organic diets smoke-free allergy allergy-tested food allergies

The hospitality industry has to respond to its customers' demands.¹ to cigarette smoke is very common, so many hotels are now completely². If people are³ to dust mites, they will ask for rooms without carpets and for⁴ pillows. Many people suffer from⁵, so kitchens have to prepare special menus. Special⁶ can usually be catered for if kitchens are informed in advance. Vegetarian⁷ are almost always offered on menus nowadays, and natural⁸ choices – free from artificial chemicals – are often available too.

Explaining how things work in the hotel room

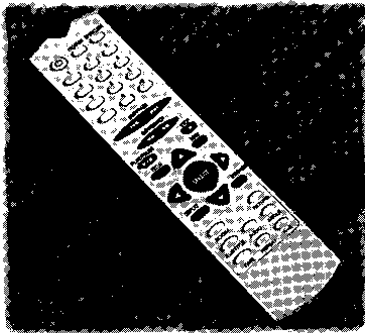
1 Use each word once to label the pictures.

light control switch
safe deposit box

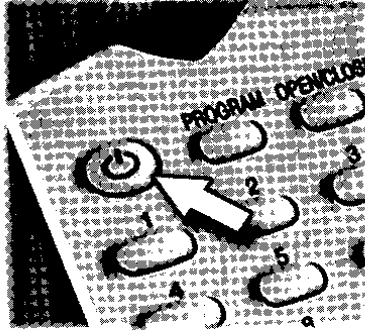
on/off button
remote control

arrow
digit

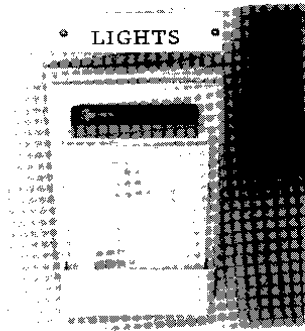
slot
knob



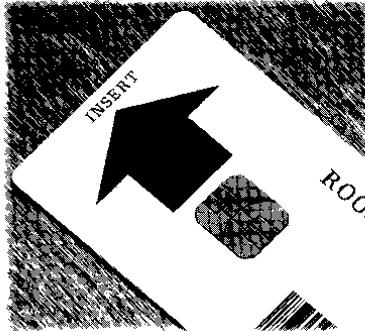
1 *remote control*



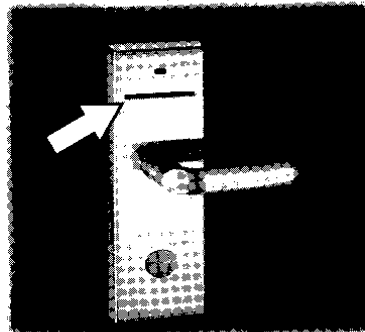
2



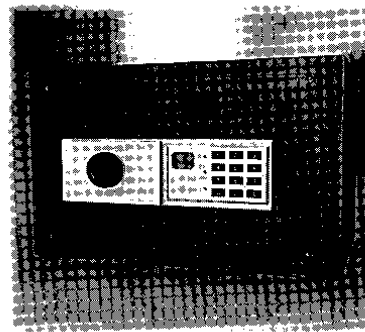
3



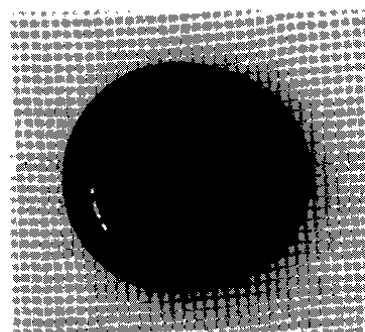
4



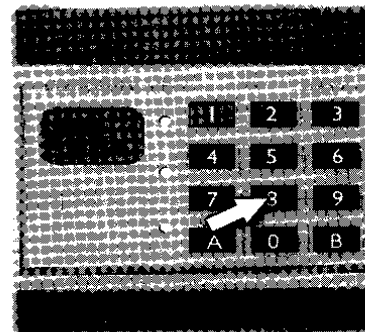
5



6



7



8

2 Use the verbs to complete the instructions. You may need to use some verbs more than once.

enter
set

switch on
press

key in
turn

insert
point

- 1 Close the door and *enter* any 3-digit code, using the buttons on the door.
- 2 the same four digits to open the box.
- 3 the card into the slot with the arrow pointing down.
- 4 Take the card out and the door handle to open the door.
- 5 Don't the knob before you the same code again.
- 6 Use the remote control to the air conditioning.
- 7 the plus or minus button to the temperature.
- 8 the remote control at the TV and the on/off button.

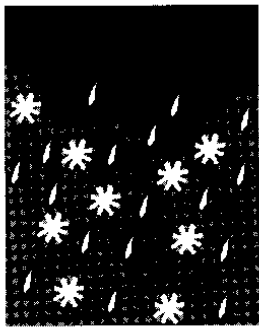
3 Underline the correct adjective or adverb.

The receptionist gave very clear / clearly¹ directions to the city, so we easy / easily² found the way. The motorway was good / well³ and we quick / quickly⁴ arrived in the outskirts of the city. However, the streets were very busy / busily⁵ as it was a holiday. We decided to park the car and take one of the buses that run frequent / frequently⁶ into the old town. We had a very interesting / interestingly⁷ walk around the area and then had a late lunch in a quiet / quietly⁸ local restaurant. It had a lovely separate / separately⁹ outdoor terrace. The food was beautiful / beautifully¹⁰ cooked and good / well¹¹ served. We real / really¹² enjoyed our day out.

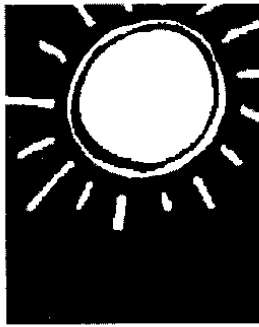
4 Put the sentences in the small talk conversation in the correct order.

- a RECEPTION: Yes, he's a very good guide. What are your plans today?
- b GUEST: Fine, thanks.
- c RECEPTION: Bye. Enjoy your day.
- d GUEST: It was really interesting. The guide explained the history very well.
- e RECEPTION: Good morning. How are you today?
- f GUEST: We're not sure.
- g RECEPTION: Oh, yes. Everybody says it's very good. It's probably best to book a table.
- h GUEST: Thank you, we will. See you later.
- i RECEPTION: How was your trip yesterday?
- j GUEST: That's a good idea. And we could try that famous seafood restaurant.
- k RECEPTION: It's a beautiful day. What about going to the coast?

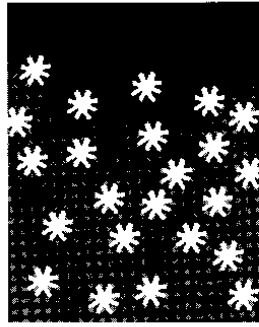
5 **More words to use** Talking about the weather is an important part of small talk. Look at the pictures and find the weather words in the puzzle. Look ↑, → and ↗. The first letter of each word has been given.



s . . . e e t i n g . . .



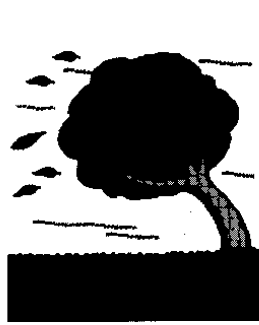
s



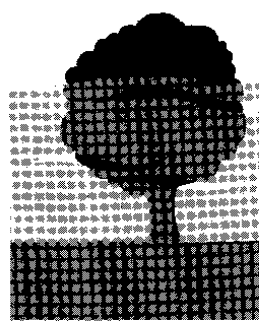
s



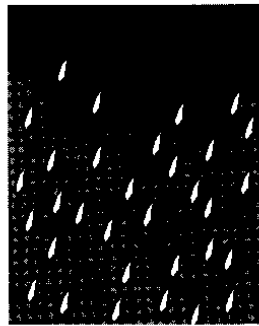
W



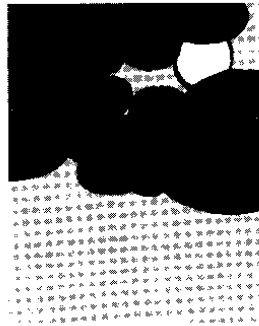
W



f



r



c



f

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

1 Underline the odd one out. Explain why.

- 1 red white still rosé
.....
the others are types of wine
- 2 sparkling full-bodied light fruity
.....
- 3 whisky Guinness rum vodka
.....
- 4 soft drink alcopop mixer mineral water
.....
- 5 sweet dry medium chilled
.....
- 6 half-bottle flute draught glass
.....

2 Use each word once to complete the sentences.

tab	chilled	room temperature	security	ice bucket
corked	aperitif	popular	New World wines	

- 1 Champagne is usually served in an *ice bucket*
- 2 A newly-opened bottle of wine that is not fit to drink is
- 3 Most people like to drink their white wine
- 4 An is drunk before a meal.
- 5 If there is trouble in the bar, the staff will call
- 6 A restaurant is one everyone wants to go to.
- 7 Wines from Australia, New Zealand, Chile, Argentina and California are generally called
- 8 When you want to pay for an evening of drinks and maybe a meal on one bill, you arrange a with the bar staff.
- 9 Red wines are usually served at

3 Match 1–8 with a–h to make dialogues.

- 1 *e* Who ordered the champagne?
- 2 Where are the disabled toilets?
- 3 Do you have ID?
- 4 Can we start a tab behind the bar?
- 5 What soft drinks have you got?
- 6 Can we order drinks at the bar?
- 7 The table by the door is very noisy.
- 8 I can't serve you any more drinks.
- a OK. OK. We'll drink up.
- b Yes. I'll ask them to calm down.
- c If you take a seat, I'll send the waitress over.
- d Just on the left near the door.
- e The table in the corner.
- f Um ... no. We'll have a coke and a 7Up.
- g Certainly, sir. What name is it?
- h We've got Coca-Cola, Fanta or 7Up.

4 Write questions for the answers using the prompts in brackets.

- 1 A: *Where did the group sit*? (where / sit)
B: The group sat at a table in the garden.
- 2 A:? (what / order)
B: They ordered champagne.
- 3 A:? (who / take)
B: The waitress usually takes the wine order.
- 4 A:? (say / five flutes or six)
B: I said six, please.
- 5 A:? (where / pinot grigio)
B: It's from Italy.
- 6 A:? (what / be / house red)
B: It's a Chilean cabernet.
- 7 A:? (how much / white wine)
B: She's ordered a half-bottle.
- 8 A:? (who / ask)
B: The bar manager asked for their ID.
- 9 A:? (what / complain about)
B: The man complained that the wine was corked.
- 10 A:? (have / a dessert wine)
B: No, I'm not. I'm just having a coffee.

5 Look at the map and read the text. Then answer the questions in your notebook.

FINEST RIOJA

RIOJA is a region of Spain with a long history of wine making. Rioja vineyards, especially those for making red Rioja, were planted long

before the Romans arrived in the area.

Eighty per cent of Rioja production is red wine.

Four different kinds of grapes are used, and it is the Tempranillo grape that gives the wine most of its flavour. Rioja is labelled for quality according to the type of aging the wine has had. Typical aging examples are:

Vino de Crianza – at least three years old, with one year in a cask¹

Reserva – three years old, with at least one year in an oak² cask

Gran Reserva – three years in an oak cask, plus three years in the bottle.



¹cask large container for storing young wine

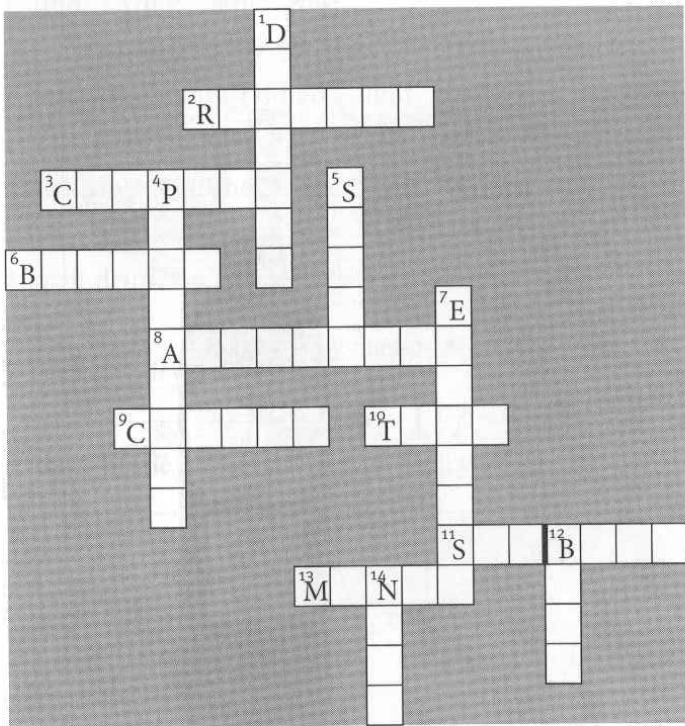
²oak type of wood from the oak tree

- 1 Where is the Rioja region?
- 2 Did the Romans bring the first vines to Spain?
- 3 How much of Rioja production is red wine?
- 4 How many types of grapes are used to make the red Rioja?
- 5 Why is the Tempranillo grape so important?
- 6 How is the wine labelled for quality?
- 7 What is the minimum age of a bottle of Vino de Crianza?
- 8 How is the Reserva different from the Crianza?
- 9 Is the Gran Reserva aged only in oak?

6 **More words to use** Read the text and complete the wine terms.

The som.....¹ uses his cor.....² to open all the wines before they are served. He checks to see that the wine isn't cor.....³ and then allows it to bre.....⁴, even for a short while, before it's poured. Pla.....⁵ corks are becoming more popular with wine producers, and many good wines are also sold in scr..... t.....⁶ bottles. In the restaurant, red wines are taken from the cellar several hours before serving in order to cha.....⁷. It's very important that the reds are served at room tem.....⁸. Vin.....⁹ wines may have sed.....¹⁰ in the bottom of the bottles and have to be poured very carefully.

1 Complete the crossword using the clues below.



Across

- 2 Italian rice dish. (7)
- 3 Mix of stewed fruits. (7)
- 6 Meat from the front part of the chicken. (6)
- 8 Luxury vegetable with tender tips. (9)
- 9 Hot pepper. (6)
- 10 An open pastry dish. (4)
- 11 Popular ocean fish served whole or filleted. (3, 4)
- 13 Tropical fruit with orange flesh. (5)

Down

- 1 Usually ordered after the main course. (7)
- 4 Green nut. (9)
- 5 Spicy dance. (5)
- 7 Small, strong black coffee. (8)
- 12 Soft French cheese. (4)
- 14 A lot of people have an allergy to these. (4)

2 Use each adjective once to complete the sentences.

frothy stewed *fresh* strong creamy regular milky

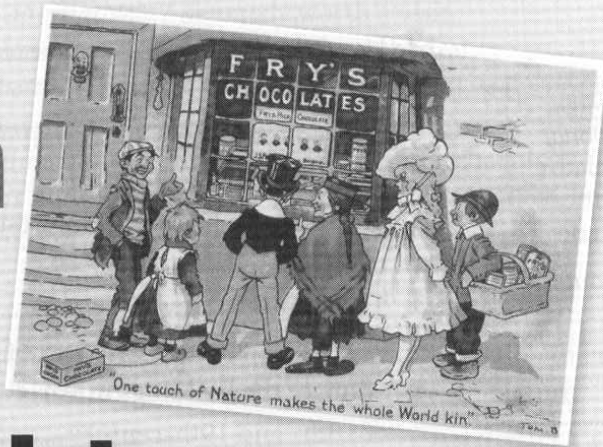
- 1 The restaurant has a*fresh*.... fish delivery every day.
- 2 The coffee's too Could I have some milk, please?
- 3 The compote consists of several summer fruits.
- 4 If you like milk in your coffee, choose a cappuccino.
- 5 A latte is different to espresso. It's a coffee made with half milk and half water.
- 6 What size cola would you like? Large, or small.
- 7 The Manchego isn't like the Dolcelatte. It's a hard cheese made from ewe's milk.

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

- a WAITER: Certainly sir. I'll get you some.
- b GUEST: Yes, please, I would. ... Right, I'll have the chocolate cheesecake.
- c WAITER: Would you like red wine or pepper sauce with the steak, sir?
- d GUEST: Er ... Still. And a little more bread, please.
- e WAITER: Still or sparkling?
- f WAITER: Are you ready to order?
- g GUEST: Yes, please. A half bottle of the Rioja Reserva.
- h WAITER: Is everything all right with your meal?
- i GUEST: With cream. And an espresso. I'll have it with the cheesecake.
- j WAITER: OK. So that's one pâté and one fillet steak medium rare, no sauce. Would you like some wine with your meal?
- k GUEST: Yes, thanks. It's very good. Could I have some mineral water?
- l WAITER: Would you like to see the dessert menu?
- m GUEST: Yes, please. Can I have the pâté and a fillet steak? Medium rare.
- n WAITER: With cream or ice cream?
- o GUEST: No, thank you.
- p WAITER: One cheesecake and one espresso. Thank you, sir.

4 Read the text and answer the questions in your notebook.

From cocoa bean to chocolate



The name *chocolate* comes from Mexico. It was discovered by the Mayans more than a thousand years ago. The people of Central America used cocoa beans as a currency – one avocado was worth three beans, ten beans bought a rabbit. The Aztecs collected taxes in the form of cocoa beans.

Christopher Columbus brought drinking chocolate to Spain early in the 16th century. It was a little bitter¹ for European tastes, so they added milk and sugar. They also took out the chilli and added another Mexican spice, vanilla.

By 1770, chocolate was a luxury item in Europe. In 1828, Mr van Houten from Holland discovered how to extract cocoa butter and cocoa powder from the bean. Twenty years later, Englishman Joseph Fry discovered how to combine ingredients to make the first eating chocolate in the form of chocolate bars.

Today, around two-thirds of cocoa comes from West Africa. The price is very volatile² on world markets which makes life difficult for the farmers. In recent years, the price has ranged from \$945 to \$5,672 per ton. Some chocolate makers are in the fair-trade movement. They pay the farmers in Africa better prices for their beans.

¹bitter opposite of sweet

²volatile changing quickly

- Where does the name *chocolate* come from?
- As well as making a drink, how was chocolate used by the Central Americans?
- What did Europeans take out and add to chocolate?
- What did van Houten discover?
- Who made the first chocolate bars and when?
- Why is cocoa-bean growing a difficult life for farmers in West Africa?
- How does the fair-trade movement try to help?

5 Underline the correct alternative.

- A: Can I get you anything more / much to drink?

B: Could we have more / another bottle of champagne?
- A: Is there many / much cream in the caramel dessert?

B: No. Not many / much. It's quite light.
- Could we have more / another bread and some / any still mineral water, please?
- How many / much vegetarian options are on the menu?
- A: Do you have some / any sheep's milk cheeses?

B: We have a little / few. There's the Manchego, the Roquefort from France and the Pecorino from Italy.
- Could I have the steak with just a little / few of the red wine sauce, please?
- A: Would you like to see the dessert?

B: No, thanks. We've had enough / much. Just coffee and the bill.

6 **More words to use** Unjumble the letters to find the cooking preparation verbs. Then match the verbs with the phrases a–f.

- d EGARTgrate.....
- TEBA
- HMSA
- TIRS
- PHOC
- ENNLIJUE

- the egg whites until they're stiff
- the carrots into little sticks
- the onions finely and fry them in oil
- the fresh parmesan to go with the pasta
- the custard so it doesn't stick to the pan
- the potatoes with butter and cream

1 Write the words next to the correct definitions.

archaeology	hiking	concert season	conciierge
cathedral	Middle Ages	architecture	<i>traditional</i>
fascinating	up to date	definitely	informative

- 1 customs and ideas passed on over many years *traditional*
- 2 the study of buildings
- 3 modern and fashionable
- 4 absolutely certain
- 5 the study of ancient cultures
- 6 the time of year for musical events
- 7 long walks in the countryside
- 8 period of European history 900–1500AD
- 9 the main Christian church in a city
- 10 very attractive and interesting
- 11 the front-office person who orders tickets and taxis
- 12 giving useful facts about something

2 Use some of the words from exercise 1 to complete the sentences.

- 1 The old town is full of *fascinating* winding alleys and artisan workshops.
- 2 The museum has a very interesting section on life in the
- 3 The guide gave a very talk, so we learnt a lot about the history of the area.
- 4 Some of the buildings in Paris are wonderful examples of 18th- and 19th-century
- 5 There is singing and dancing from popular local cultures every Tuesday in the hotel bar.
- 6 There are lots of good trails only a 30-minute drive away in the mountains.
- 7 You should visit the old town. It's our main tourist attraction.
- 8 The of the region dates from pre-Roman times – there are many items displayed in the museum.

3 Complete the table with the correct form of the adjectives.

Adjective	Comparative	Superlative
cheap	cheaper	<i>the cheapest</i>
	worse	
frequent		
	more exciting	
simple		
comfortable		
busy	better	
		the least
lovely		
	narrower	
nice		the most popular
	more central	

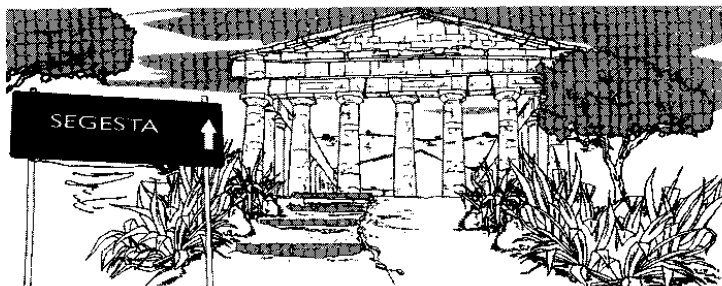
4 Complete the sentences with the correct form of the most appropriate adjective in brackets.

- 1 *The most central* (central / frequent) hotel in the city is the one next to the railway station.
- 2 (lovely / simple) way to get there is by taxi – you have to change twice on the bus and it's a long walk from the metro station.
- 3 The suites aren't (popular / comfortable) as the ensuite rooms because they're very expensive.
- 4 The old town is full of (narrow / cheap) streets and winding alleys.
- 5 The hotel staff have (good / little) to do in low season than in high season.
- 6 Many people think it's (exciting / busy) to travel than to arrive.
- 7 For (lovely / central) panorama of the city, take the steps to the top of the castle.
- 8 I love my job. It's much (bad / nice) working than being a student.

5 Underline the correct alternative.

- 1 Which is more interesting / the most interesting – the old town or the castle area?
- 2 The lakeside area is alternatively / definitely worth a visit.
- 3 The main tourist places are all over / around the cathedral.
- 4 Which is the best / better way to get to the castle – by taxi, tram or on foot?
- 5 What about / Why not going to some traditional dancing or a folk music concert?
- 6 A service / Another thing that might interest you is the archaeology museum.
- 7 The concert season is not so long as / is longer than in some cities, but it's certainly more varied.
- 8 I think the most expensive / more expensive city in the world is probably Hong Kong.

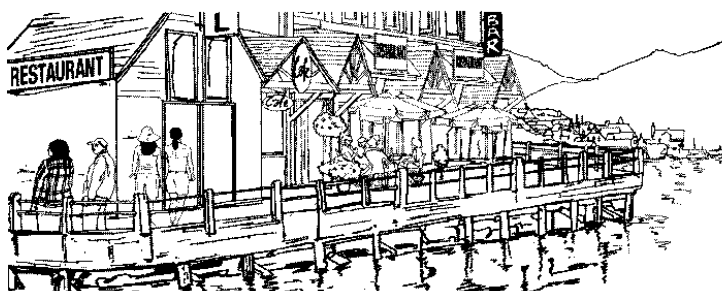
6 Look at the pictures and use the expressions and the information in brackets to advise guests on what to do. Write two sentences for each picture.



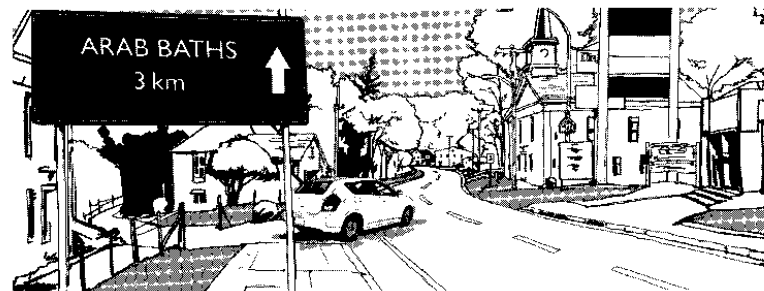
- 1 ... worth a visit (fascinating / place)
The archaeological site at Segesta is worth a visit.
It's a fascinating place.



- 3 What about the ...? (folk dancing / tonight)



- 2 The best area ... (popular / at weekends)



- 4 Another thing ... (3 km / from city centre)

7 **More words to use** Use the clues to complete the words.

- 1 A building where Muslims go to pray.
- 2 A tall thin tower on a mosque.
- 3 A very tall building in a city.
- 4 A round curved roof.
- 5 A deep hole in the ground from which water is taken.
- 6 An open space surrounded by buildings.
- 7 A building where people from some religions go to pray.
- 8 A part of the town which is next to the river or sea.

-*mosque*.....
 m.....
 s.....
 d.....
 w.....
 c.....
 t.....
 w.....

12 Explaining travel options

1 Complete the sentences with the best answer.

- During summer the boat is very busy, so I'd recommend getting your tickets in *advance*
a the machine b advance c advantage
- The card costs €150 – that's a of €50 and €100 credit for travel.
a deposit b basic c refund
- Any unused credit on your card is
a returnable b reserved c refundable
- An enjoyable way to see the islands is to go on an organized from the harbour.
a voyage b cruise c journey
- The ferry to the island leaves from the opposite the Laguna Hotel.
a jetty b bus stop c station
- If you use up all the credit, you can your travel card at the machine in the underground station.
a refund b top up c add on
- If you buy a ticket for the central, you can't use it to travel further out of the city.
a zone b travel c transport
- I'd strongly recommend using public transport in the city. It's much more
a comfortable b congested c convenient

2 Use each word once to complete the text.

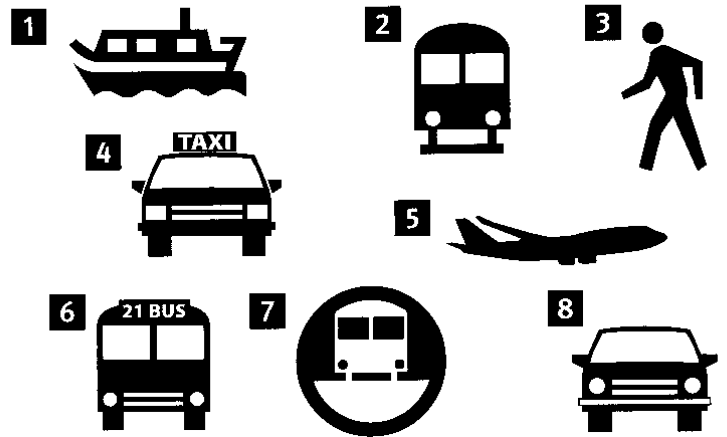
strip	ticket machine	stamp	valid	organized
zone	<i>congested</i>	heavy	ferry	

Driving in the city at five in the afternoon can be difficult. The roads are often *congested*¹ with traffic. In the morning, at around eight, the traffic is also very². But there's an excellent public transport network, which is very well³. You can travel by underground, bus, metro or by⁴ on the river. You can buy a⁵ of tickets for ten journeys at the⁶ at the bus stop or underground station. The tickets are⁷ for travel anywhere in the central city⁸. Before you get onto the bus, ferry or underground, you must⁹ your ticket in the machine at the stop or station.

3 Put the words in the correct order.

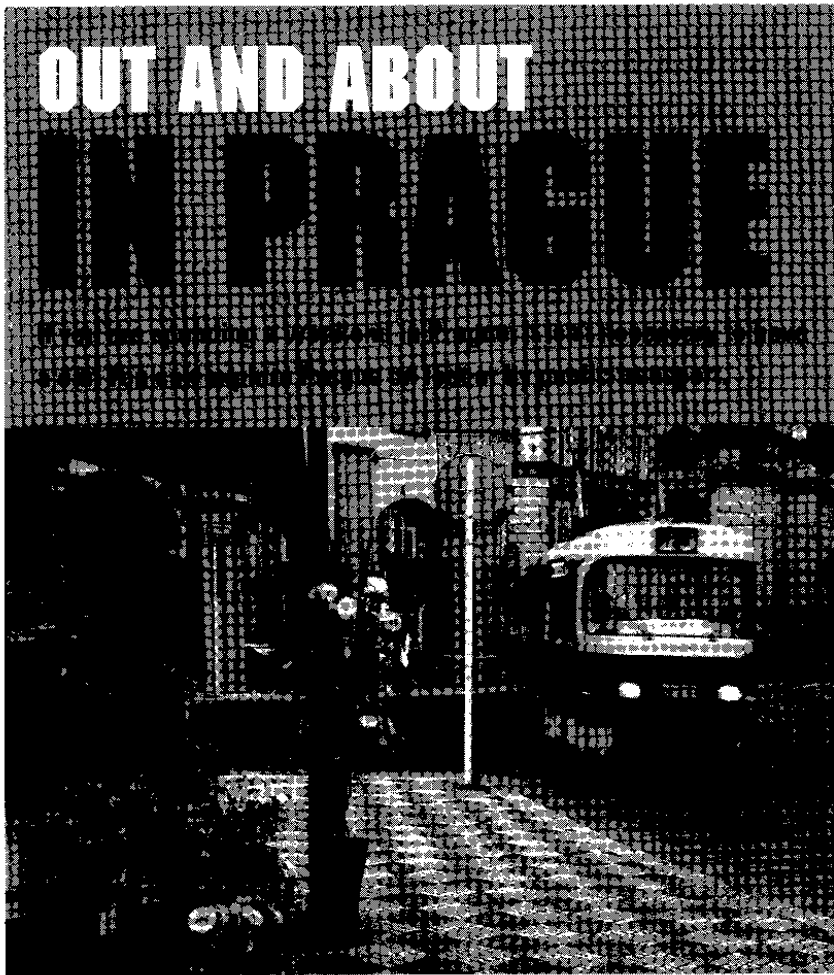
- a good idea / it would be / the ferry / at 9.30 / to take
It would be a good idea to take the ferry at 9.30.
- to travel / it's / in the city centre / much more convenient / by tram
.....?
- use / why don't you / your car / public transport / leave / here / and
.....?
- between four and five o'clock / avoid / in the afternoon / travelling
.....?
- then / to the underground / take the bus / and / change / to Waterloo
.....?
- the cinema / could you / please / to get to / how / tell us
.....?

4 Look at the pictures and give advice about travel options using the verbs in brackets in the correct form. Add *by* and *the* if necessary.



- I'd strongly recommend *taking the ferry* (take).
I'd strongly recommend *travelling by ferry* (travel).
- You could (travel).
- Your best option is (go on).
- In my opinion, the best way (get) to the station is
- You can (go).
- Why not (take)?
- It would be a good idea (go on).
- How about (rent)?

5 Read the text and answer the questions in your notebook.



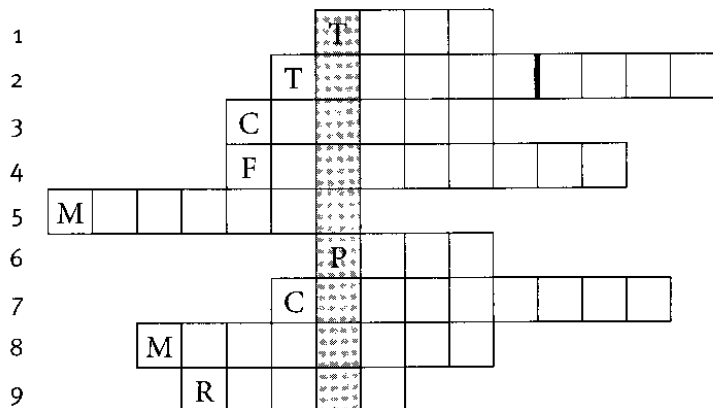
There are three lines on the underground (metro): A, B and C. Line A is green and is the most useful for tourists. It covers all the main areas of the city centre. The service in the city is quite frequent – daily, 5 a.m. to midnight. Tickets are the same for both the metro and the tram, and you can also use the tickets to travel on the funicular railway to the observatory, where there is a wonderful view. Timetables and tram maps are available at every stop, and the trams are always punctual. Night trams operate from midnight until 5 a.m.

You can buy tickets at ticket machines in the metro stations, in street kiosks, in tobacconists (*takak*) or in hotels. Before you enter the underground or the tram, you should stamp your ticket in the little machine to validate it. The ticket is valid for 60 minutes and you can change as many times as you wish. From 8 p.m. to 5 a.m. the ticket is valid for 90 minutes. You can also buy a network ticket, which covers all forms of transport, for 24 hours, 3 days, 7 days or 15 days. These tickets are all available from information centres and at automatic ticket machines in metro stations.

- 1 Why is it not necessary to have a car in Prague?
- 2 Which underground line do tourists normally use?
- 3 Where does the funicular go?
- 4 What form of public transport can people use at 3 a.m.?
- 5 Do you need to buy separate tickets for the underground and the tram?
- 6 Name two places where you can buy tickets.
- 7 What must you do before getting on a tram or the underground?
- 8 How long are these tickets valid?
- 9 Can you buy a ticket for five days?
- 10 Where can you buy a ticket for three days?

6 **More words to use** Use the clues to find the missing word.

- 1 This electric vehicle travels on rails through the city centre. (4)
- 2 Buy this form of identification so your bus, train or underground tickets cost less. (6, 4)
- 3 Leave one form of transport and get onto another. (6)
- 4 A railway on a steep hill pulled up on cables. (9)
- 5 Usually between eight and twelve people can travel together in this. (7)
- 6 The place where boats or small ships can let passengers get on or off. (4)
- 7 The large, open central part of a railway station or airport. (9)
- 8 This vehicle travels on just one rail. (8)
- 9 The way that you follow to get from one place to another. (5)



13 Giving directions

1 Underline the odd one out. Explain why.

- 1 footpath road hill track
.....
the others are for walking on
- 2 conference room castle town hall theatre
.....
- 3 rose garden terrace car park changing room
.....
- 4 follow continue go straight
.....
- 5 lift stairs elevator corridor
.....
- 6 turn across along towards
.....

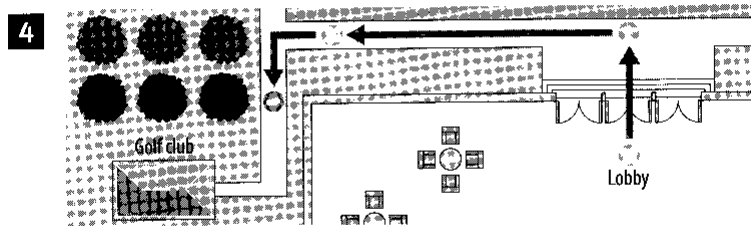
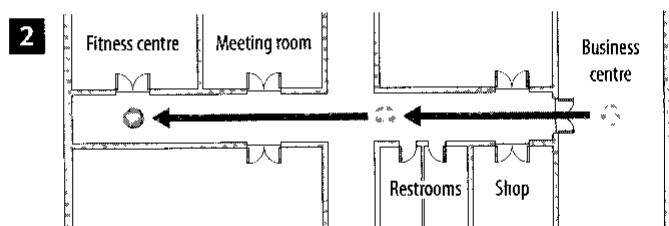
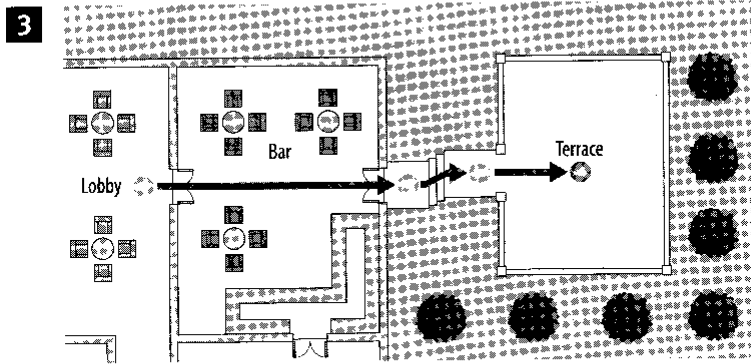
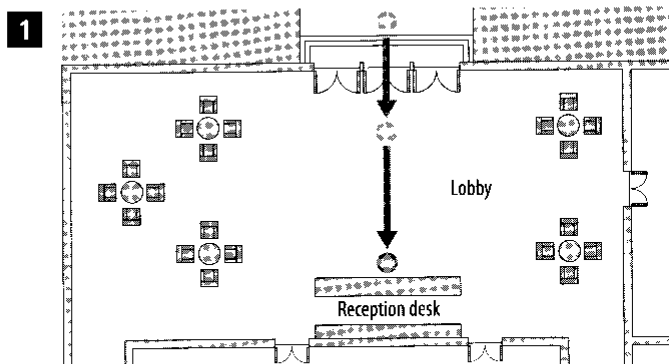
2 Underline the correct verb.

- 1 Get / Take / Follow the signs for the fitness centre.
- 2 You can take / follow / go the lift or stairs to the fourth floor.
- 3 Go / See / Follow across the terrace if you want a drink in the bar.
- 4 Continue / Take / Turn along the corridor and the fitness centre is on your right.
- 5 As you follow / come / turn out of the changing rooms, the hair salon is on your left.
- 6 Take / Follow / Turn left outside the hotel to get to the car park.
- 7 As you enter the hotel, you'll get / turn / see the lifts on your right.
- 8 Walk along the path until you see / come / go to the garden.
- 9 After the business centre, take / go / leave the second door on the right.

3 Look at the diagrams. Use the prepositions to complete the directions.

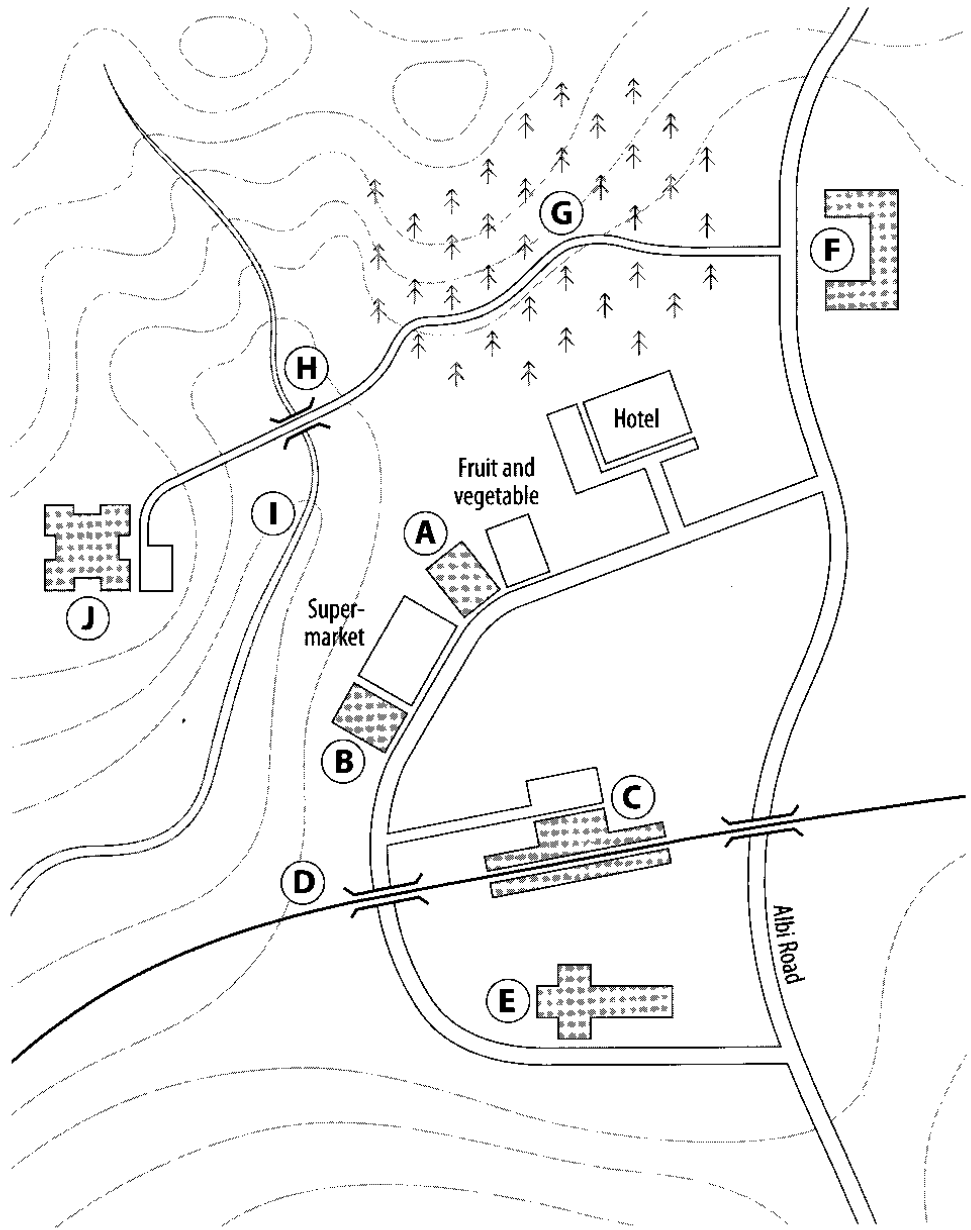
to along up on across into past through straight on out of round onto

- 1 As you come into the hotel, walk the lobby
..... the reception desk.
- 2 To get to the fitness centre from the business centre, walk
..... the shop and restrooms, then continue
..... down the opposite corridor – it's the last
door the right.
- 3 From the lobby, you can go the bar,
..... the steps and the terrace.
- 4 As you come the main door, follow
the path the front of the building. Go
..... the hotel and you'll see the Golf club in
front of you.



4 Look at the map and read the description. Then write the name of places A–J.

Follow the road outside the hotel into the village. There are some shops on the right. The newsagent's is next to the fruit and vegetable shop. Continue past the supermarket and the bank and the railway station is along the road on your left. Continue under the railway bridge and you'll pass the church on your left. At the junction, turn left into Albi Road. Walk along the road towards the school. Opposite the school, take a narrow path to the left and continue through the wood. After leaving the wood, cross a bridge over the river and go straight on till you come to the castle. From here you have a wonderful view.



- | | |
|---------|---------|
| A | B |
| C | D |
| E | F |
| G | H |
| I | J |

5 **More words to use** Write the words in the correct column.

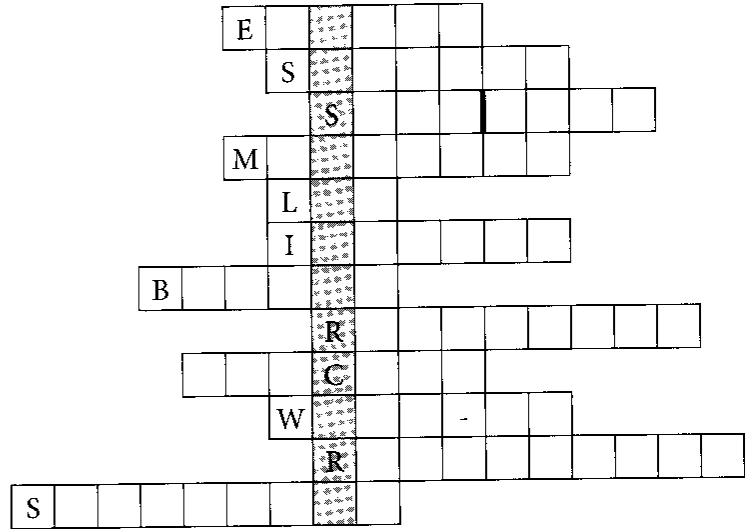
art shop	tearoom	wide
lantern	windmill	narrow
cottage	wind turbine	

Nouns	Adjectives
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Complete each sentence with one of the words from the table. Add s if necessary.

- At night time, tourists enjoy looking at the on the boats in the harbour from the top floor of the hotel.
- Be careful walking on this path – it's very
- You can see lots of on top of the hill. They're used to produce electricity.
- At the in town you can buy some very beautiful paintings.
- The Champs Elysées, a famous shopping street in Paris, is very
- In this part of the island there are a number of small which are used for pumping water onto the land.

- 1** Use the clues to find what is important in the hospitality industry.
- 1 To do better than expected. (6)
 - 2 The achievement of something you've been trying to do. (7)
 - 3 A road going onto or coming off a large road. (4, 4)
 - 4 A major road, normally with four or six lanes. (8)
 - 5 Make a note of something in the hotel diary. (3)
 - 6 Make something better than before. (7)
 - 7 Amount of money you plan to spend on a project. (6)
 - 8 A big formal party to celebrate something. (9)
 - 9 A guest may have needs because of diet. (7)
 - 10 The customer wants a call early tomorrow morning. (4-2)
 - 11 Where two or more roads meet in a circle. (10)
 - 12 Happy with the service provided. (9)



2 Match the guest's requests 1-8 with the responses a-h.

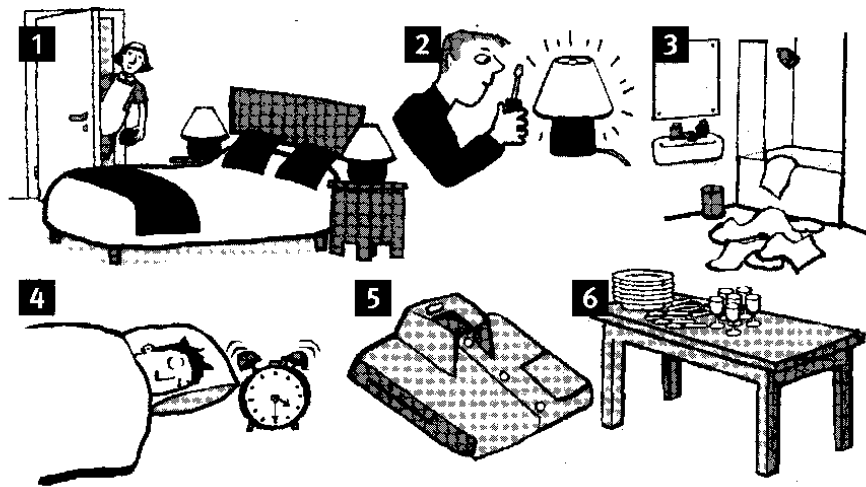
- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1 <input checked="" type="checkbox"/> We don't seem to have any soap in our room. 2 <input type="checkbox"/> We need to get up at six o'clock tomorrow morning. 3 <input type="checkbox"/> We're going out this evening, so we need someone to sit with the children. 4 <input type="checkbox"/> We're arriving by car tomorrow and need directions to the hotel. 5 <input type="checkbox"/> Do we need a permit to get out of the car park? 6 <input type="checkbox"/> My husband's shirt needs pressing. 7 <input type="checkbox"/> I need some help with my suitcase. It's in room 339. 8 <input type="checkbox"/> We need a taxi to get to the town hall this evening. We need to be there for 8 p.m. | <ol style="list-style-type: none"> a I'll see if our babysitter is available. b It takes less than fifteen minutes in the evening, so I'll book one for 7.45. c I'll book a wake-up call for you for 6 a.m. d We'll send it to the laundry. It'll be with you in two hours. e I'll ask housekeeping to bring some to your room immediately. f Yes, I'll give you a card. Here you are. g You need to come off the motorway at exit 30. Then ... h I'll ask the porter to come and collect it for you. |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

3 Complete the sentences with the correct verb form.

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1 You <i>need to attend</i> to a guest's request immediately.
a need attending b <i>need to attend</i> c need attend 2 Thank you, but we any help with our luggage.
a don't needing b need c don't need 3 If you want to go on the trip tomorrow, you places in advance.
a need to reserve b need reserving c need reserve 4 a parking permit for the hotel car park?
a Do I need b Am I needing c Do I need to | <ol style="list-style-type: none"> 5 Does the dress too?
a need to wash b need wash c need washing 6 Rooms 214 and 215 before the summer.
a need painted b need painting c need to paint 7 The guests in room 580 to room 103.
a need move b are needing c need to be moved 8 The waiter drinks to table 6.
a needs bringing b needs to bring c need to bring |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

4 Look at the pictures and complete the sentences with the correct form of *need* and the verbs in brackets.

- 1 She *doesn't need to clean* (clean) the room.
- 2 Frank (repair) the lamp.
- 3 The towels (change) today.
- 4 Chef (wake up) early today.
- 5 The shirt (iron).
- 6 The table (set) before the guests arrive.



5 Read the text and answer the questions in your notebook.

AS HOTELS try hard to attract more customers, they offer services which are different or unusual. In Germany, this includes letting guests watch what is happening in the hotel kitchen on their television 24 hours a day. In some areas, guests can use their room identification card for free public transport, while the manager of another hotel takes his guests on a free historical tour to visit interesting buildings in the area. For guests who enjoy hiking, one hotel offers to bring a herbal footbath to the guest's room, while another hotel brings hot food to the rest place in the countryside.

In America, a special family deal includes a visit from 'the ice cream man', who will make whatever the children request. A full pet service is also on offer. There are pet beds and toys as well as a special dog menu and dog room service. At one hotel, guests get a personal wake-up service. A member of staff enters the guest's room, opens the curtains, serves breakfast in bed, lays out the guest's clothes and fills the bath with water. Personal concierge services have also become popular. The concierge takes guests shopping, takes them to nightclubs or expensive restaurants and, in one hotel, even delivers a selection of hand-made soaps.

- 1 Choose the best title.
 - a Strange services
 - b Guests at luxury hotels can expect luxury service
 - c Giving luxury room service
- 2 Why do hotels offer such special services?
- 3 How many special services at German hotels are mentioned?
- 4 What special service is aimed at children?
- 5 Which special service do you think will attract the most guests?
- 6 Describe a special service that you have experience of or design a new special service you think would be successful.

6 **More words to use** Find words in the text to match the meanings 1–8. The words are in the same order in the text.

- 1 The hotel offers lots of services so people will want to come and stay (v). *attract*
- 2 This type of service is different to what is normal (adj).
- 3 You need this to prove who you are (n).
- 4 This kind of tour is connected to the past (adj).
- 5 You can put your feet in this when they are very tired (n).
- 6 The visit from the ice cream man is part of the family deal (v).
- 7 This is just for you (adj).
- 8 A number of different things from which you can choose (n).

1 Write the words in the correct column.

changeover	exhausted	freshen up
high season	maintenance	priority
reassure	resort	surrounding
sympathize	transfer	unacceptable

Verb	Nouns	Adjectives

Choose the best word from the table to complete the sentences.

- You can use our courtesy room to before lunch.
- The service has been very poor – it’s been quite
- We are trying to clean all the rooms, but we will make your room a
- Here’s a map and some information about the area.
- I’m sorry for the delay. I with how you must feel.
- The tour operators have decided to some of the guests to another hotel.
- The hotel is fully booked in
- This town is a beautiful beach and is perfect for family holidays.

2 Complete the dialogue between an angry guest and the restaurant manager with sentences a–g.

- Hmm, that’s not good.
- Then can I offer you coffee and liqueurs in the lounge? Obviously, there will be no charge.
- I understand. I’m sorry, but we’ve been very busy this evening.
- What seems to be the problem?*
- You’re quite right. Please accept my apologies. Have you had coffee?
- If you’d like to take a seat in the lounge, I’ll get the waiter to come and take your order.
- I see. And what is the problem exactly?

MANAGER: *What seems to be the problem?* 1
 GUEST: I want to complain about the standard of service in this restaurant.
 MANAGER: 2
 GUEST: We had to wait over thirty minutes before the waiter took our order.
 MANAGER: 3
 GUEST: We’ve had a long day and we just wanted to eat.
 MANAGER: 4
 GUEST: But thirty minutes is unacceptable.
 MANAGER: 5
 GUEST: No, we haven’t. We didn’t want to wait another thirty minutes!
 MANAGER: 6
 GUEST: Thank you. That’s more like the service we expect here.
 MANAGER: 7
 GUEST: Thank you.

3 Underline the correct form of the verb and complete the sentences with *for* or *since*.

- Arte’s work / worked in this hotel *since* January.
- I haven’t saw / seen the general manager several days.
- It’s a long day today. I’ve been / be at the reception desk seven o’clock this morning.
- Peter’s spend / spent time helping the conference team he came to Madrid.
- Ken hasn’t written / wrote a letter ages.
- They’ve taught / teached us important things we arrived here.
- The guests haven’t had / hasn’t have their room serviced yesterday.
- He’s serve / served guests in the Harbour Restaurant four years.

4 Make sentences and questions in the Present Perfect by putting the words in the correct order and the verbs in the correct form.

- 1 how long / Mr Mares / at this hotel / work?
How long has Mr Mares worked at this hotel?
- 2 the guests / place / yet / their drinks order?
.....
- 3 for several years / use / these tour operators / this hotel
.....
- 4 to the airport / leave / I'm afraid / just / the bus
.....
- 5 the email confirmation / yet / not send / the receptionist
.....
- 6 have / how long / two Michelin stars / a chef with / this restaurant?
.....
- 7 not learn / the trainee / how to use the booking system / yet
.....

5 Use each word once to complete the text.

<i>since</i>	yet	already	just
yet	since	recently	twice

I've wanted to work in the hospitality industry*since*.....¹ I was ten. I'd like to have my own hotel one day. I've² worked in several different areas of the hotel. I've worked in the kitchens and in reception, and I've worked in housekeeping³ – the first time in Switzerland in 2008 and the second time in France last year. I haven't worked as a wine waiter⁴, but I've made plans⁵ to go and visit the vineyards in France and Germany with a friend, who I've known⁶ college. I haven't worked in reservations⁷, but I'd like to get that experience soon. In fact, I've⁸ applied for a job in Berlin – I'll hear tomorrow if I've got an interview!

6 Now write a similar text about yourself in your notebook.

7 **More words to use** Make adjectives from the letters in italics.

- 1 The bathroom tap is constantly *pingprid*.
- 2 A: Why hasn't someone taken our order?
B: I'm sorry, but we're *thosr-edaffst* tonight.
.....
- 3 This meat is raw in the middle. It's *edkoocunerd*.
.....
- 4 This food is dreadful. It's *ateableun*.
- 5 Could you send someone to look at our bath? The drain is *klboced*.
- 6 This glass has lipstick on it. It's *tydri*.
- 7 The centre of this fish is hard – it's still *rzofne*.
.....
- 8 I could cut my lip on this glass. It's *edrackc*.
- 9 Look! There's a big brown coffee mark on this tablecloth. It's *aiedtsn*.
- 10 This towel shouldn't be in a guest's room. It's *rotn*.
.....



16 Mistakes and problems

1 Make pairs of opposites.

unavailable	convenience	relax
on time	upset	correction
mistake	<i>make clear</i>	solution
available	worry	complimentary
happy	problem	inconvenience
full price	<i>confuse</i>	delay

make clear - confuse

.....

.....

.....

.....

2 Complete the sentences with the most appropriate word from exercise 1.

- Someone made a *mistake* and the wrong rooms were allocated.
- The guest had an important meeting the following day, so she was very that her flight was cancelled.
- When you are dealing with customers from all over the world, it's easy to names.
- The waitress explained that the restaurant was short-staffed that evening and apologized for the in service.
- The hotel arranged for flowers and chocolates as an apology for the mistake.
- Unfortunately the airline was fully-booked, so there were no seats on any flight that week.
- To make up for the of the delay in checking in, the guests were offered a meal in the restaurant.
- The receptionist told the guests not to She would sort something out.
- She listened to the guest's explanation of the problem and quickly sorted out a by changing the room.

3 Put the words in the correct order to make expressions to reassure customers.

- something / out / I'm sure / can / we / sort
I'm sure we can sort something out.
- worry / to / not / try
.....
- apologize / for / I / the delay / do
.....
- exactly / explain / could you / is / the problem / what?
.....
- how / I / feel / understand / you
.....
- table / I'm sure / be long / won't / your
.....
- this / I'm / sorry / so / about
.....
- we / can / sure / I'm / a solution / find
.....
- a moment / take / for / could you / a seat?
.....
- for you / this / at once / I'll / into / look
.....

4 Choose the best response from 1-7 in exercise 3 to deal with the customers' problems. Use each response once.

- We booked a table for eight o'clock. It's now eight fifteen.
- I'm not happy with my room.
- We've been waiting 25 minutes for our table.
- I asked for a balcony with a sea view when I made the reservation, so I don't want this room.
- It's very upsetting. We've stayed with you many times before and never had these problems.
- I've got to get home, but all flights have been cancelled for this week.
- You've given us rooms without disabled facilities and not adjoining.

5 Use the prompts in brackets to complete the polite questions for the responses.

- 1 A: Do you know *what time your flight leaves*...? (what time)
 B: Our flight leaves at 11.15.
- 2 A: Could you tell me? (what)
 B: My contact number is 00392 15678901.
- 3 A: Would you mind telling me? (what advice / give)
 B: The airline told us to call about the luggage later.
- 4 A: Could you let me know? (what time)
 B: We'll arrive at around six o'clock.
- 5 A: Do you remember? (who)
 B: I don't remember who checked us in.
- 6 A: Can you explain? (exactly what / problem)
 B: Well, the rooms are not what we booked. No balcony and no sea view.
- 7 A: Do you know? (when)
 B: We received the hotel's confirmation email three weeks ago.

6 Use each word once to complete the sentences.

accept	solution	apologize	apologies
mistake	complimentary	problems	make up for
room allocation	again	happened	delay

Dear Mrs da Costa

- a Please *accept*¹ my sincere² once³.
- b I am very sorry that this⁴ and that we were unable to find a⁵.
- c I would like to offer you a⁶ weekend as our guest at the hotel to⁷ the poor service you received last week.
- d Thank you for your recent email.
- e Firstly, the long⁸ in checking you in and then the⁹ over your¹⁰.
- f We assure you of our best service in the future.
- g I do¹¹ for all the¹² you experienced during your recent stay at our hotel.

Best regards
 The Manager

Now put the sentences in the best order to make an email apology.

- 1 d 2 3 4 5 6 7

7 Write a similar email apology in reply to a guest's complaints about recent poor service. Offer a free night in one of your suites.

room not cleaned properly / poor service in breakfast buffet / long delay checking out

8 Use the clues to help find eight words connected with disability in the puzzle. Look ↑, → and ↘.

- 1 I'm unable to see.
 2 I'm unable to hear.
 3 I can't walk properly because my leg was injured in an accident.
 4 I can't see, so this animal helps me find the way to places.
 5 This thing is long and thin, and supports me when I walk.
 6 I sit in this and someone can push me to where I want to go.
 7 I have two special sticks that I put under my arms, to help me walk.
 8 I put this in my ear to make sounds louder.

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

1 Underline the correct word or phrase.

- 1 All air passengers collect their luggage from *lost property* / *the baggage carousel* when they arrive at the airport.
- 2 Luggage should be clearly *labelled* / *packed* before you travel.
- 3 If your luggage is missing, the airline *ground staff* / *consulate* will advise you.
- 4 If you lose luggage, it's important to keep the *label* / *reference number* that the lost property office gives you.
- 5 To get a *new* / *replacement* passport when yours is lost, contact your nearest consulate or embassy.
- 6 Check *all your belongings* / *rucksack* before you report the card stolen.
- 7 Call the *airline* / *airport staff* to reconfirm your flight, as flight times sometimes change or are cancelled.
- 8 In hot weather, people are more likely to *faint* / *fall down* from the heat.
- 9 In an *urgent* / *emergency*, call an ambulance.
- 10 If somebody collapses with chest pains, it may be a *faint* / *heart attack*.

2 Match 1–8 with a–h to make expressions for giving advice or reassurance.

- 1 *e* If they find your bags,
 - 2 I'm sorry to hear
 - 3 Don't buy replacement items today
 - 4 If you feel nauseous,
 - 5 When did you last
 - 6 I could contact the airport
 - 7 Have you checked all
 - 8 If I spoke the language,
- a see your passport?
 - b I'd call them for you.
 - c your pockets?
 - d unless it's urgent.
 - e they'll send them direct to the hotel.
 - f for an update on your luggage.
 - g it's best to sit down.
 - h your luggage is lost.

3 Make a first and second conditional sentence for each situation, using the prompts and *if* or *unless*.

- 1 a If you lose your passport, what will the airport do if they find it?
they find / my passport / they call / hotel
If they find my passport, they'll call the hotel.
- b What would you have to do if they didn't find it?
they not find it / I have to / contact my embassy
If they didn't find it, I'd have to contact my embassy.
- 2 a Your rucksack is not a safe place to keep all your valuables when the zip is open.
your rucksack / not be secure / you close the zip
.....
- b What would happen if the zip wasn't closed properly?
the zip / not close properly / somebody steal from me
.....
- 3 a Someone has fallen down in the lobby. Will you call an ambulance or not?
I not call an ambulance / it be serious
.....
- b What would you do if an elderly person collapsed in the lobby?
an elderly person / collapse in the lobby / call an ambulance
.....
- 4 a It's always useful to have a phrasebook when you are travelling.
you take / a phrasebook / it help you / with difficult situations
.....
- b They don't speak the language, so it's difficult to explain.
they speak the language / it be easier / to explain
.....
- 5 a Your suitcase hasn't arrived. What will you do? Buy some new clothes?
I not buy / anything / it be really urgent
.....
- b What would you do if you were me?
I be you / I wait / to speak to your tour rep
.....

4 Read the text and answer the questions in your notebook.



What everyone should know

Shock may occur:

- after an accident
- after a serious infection
- after a serious burn.

When you are in shock, not enough blood circulates to the brain. If the brain does not have enough oxygen, you feel dizzy and disoriented¹ and will possibly faint.

What to do if someone is in shock or fainting

- 1 The person should lie on their back with their feet raised, to make sure enough blood gets to the brain.
- 2 Make sure the person is warm, in a comfortable position and covered by a blanket if possible.
- 3 Do not give them anything to drink as they could possibly choke.
- 4 If the person feels nauseous, put them on their side in the recovery position to prevent choking.
- 5 If a person is badly in shock or looks really unwell, they must be treated by a doctor. Call an ambulance.

¹*disorientated* you don't know where you are

- 1 What happens to the blood circulation when you are in shock?
- 2 How does this make a person feel?
- 3 What is the best position for a person who feels faint?
- 4 Why is it important to raise their feet?
- 5 What are three ways you can care for someone who is in shock?
- 6 Why is it not a good idea to give them a drink?
- 7 What is the best position to put someone in if they also feel sick?
- 8 Why is this helpful?
- 9 What is it best to do if the person really doesn't look well?

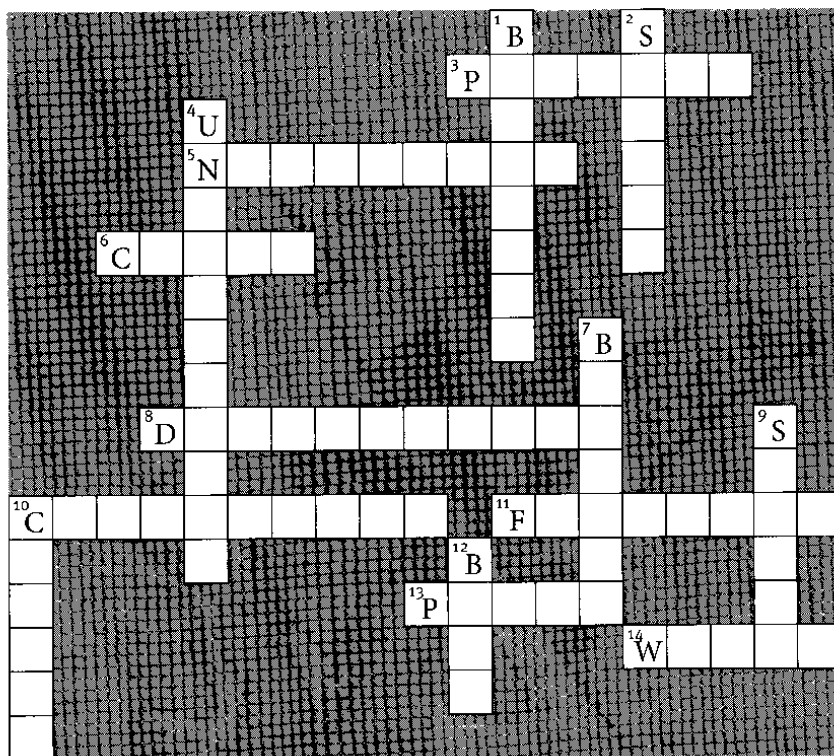
5 More words to use Use the clues to complete the crossword.

Across

- 3 Covering for a small wound. (7)
- 5 A flow of blood from the nose. (9)
- 6 To be unable to breathe because something's stuck in your throat. (5)
- 8 An arm or leg joint out of place. (11)
- 10 Your body shakes violently. (10)
- 11 A broken bone. (8)
- 13 Feel this to check a heart beat. (5)
- 14 An open cut. (5)

Down

- 1 Blood flowing from a cut. (8)
- 2 Lifting heavy bags causes this. (6)
- 4 Fainted. (11)
- 7 Strip of cloth wrapped around an injury. (7)
- 9 To twist, not break, a joint. (6)
- 10 A section of a hospital. (6)
- 12 The result of touching something very hot. (4)



18 Telephone communication problems

1 Use each verb once with one of the prepositions to match the definitions 1–6.

break	call	cut	up	down
break	speak	read	off	back

- 1 stop working *break down*
- 2 return someone's phone call
- 3 lose clear phone communication
- 4 talk more loudly
- 5 repeat important spoken information
- 6 be disconnected

2 Complete the sentences with the correct form of the two-part verbs from exercise 1.

- 1 I asked her to *speak up* – her voice was so faint I couldn't hear what she was saying.
- 2 He was giving me his details when we were suddenly and I had to call again.
- 3 If a hire car, the company will get a new one to you straightaway.
- 4 The signal is really weak here. I'll you from a landline in about an hour.
- 5 When you give your address over the phone, ask the other person to it to you.
- 6 I'm afraid the signal is at the moment. Can you repeat that, please?



3 Complete the sentences with the correct Active or Passive form of the verbs in brackets.

- 1 The receptionist *told* (tell) them that their rooms would *be held* (hold).
- 2 The signal (be) weak and they (cut off) in the middle of a conversation.
- 3 Our flight (just delay), so we (arrive) at 8 p.m. instead of 6 p.m.
- 4 (that spell) with F for Foxtrot?
- 5 The receptionist (give) very good directions, but the motorway (close) because of an accident.
- 6 Guests (usually send) a confirmation email when they (book) online.

4 Rewrite the sentences in the Passive but do not say who did the action.

- 1 They asked the receptionist a lot of difficult questions.
The receptionist was asked a lot of difficult questions.
- 2 Is the hotel giving the guest flowers and champagne to make up for the mistake?
.....
- 3 Did the receptionist offer her another room with a balcony and sea view?
.....
- 4 The conference organizer asked the delegates to register their attendance.
.....
- 5 The organizers have planned for the event to finish at five o'clock.
.....
- 6 The porters will take all the luggage to the guests' rooms.
.....
- 7 You spell his name P-E-T-E-R-S-E-N.
.....

5 What expressions can you use to help with a difficult call in these situations?

- 1 You can't hear the caller very clearly.
You're very faint. Could you speak up, please?.....
- 2 Someone is speaking too fast.
Could you ?
- 3 It's difficult to understand what someone is saying, so you want to hear it again.
Could you ?
- 4 The line is not good.
I'm, this
- 5 You missed the person's name.
I'm, I didn't
- 6 You want to be sure you have written the name correctly.
Could you ?

6 Read the text and answer the questions in your notebook.

Slow down, please!

Speed is one of the biggest problems for understanding people on the phone. Native speakers, especially business people, often speak very quickly on the phone. Here are some tips to get them to slow down!

- Immediately ask the person to speak slowly.
- Repeat each piece of information as the person speaks – repeat each letter as they spell and each number as they say it. This is a very effective way to slow someone down.
- Don't say you've understood if you haven't. We often hope the next sentence will help us understand. Ask the person to repeat until you *have* understood.
- If the person still doesn't slow down, say a quick sentence or two in your own language. This will remind them that they are lucky to be able to use their own language to communicate. Always apologize to a customer afterwards if you have to do this in case they think you are rude.

- 1 Which group of people often speak very quickly on the phone?
- 2 What is the best thing to do straightaway in this situation?
- 3 What is one very successful method for getting speakers to slow down?
- 4 Why do we sometimes say we've understood when we haven't?
- 5 What final thing can you try?
- 6 Why is an apology a good idea afterwards?

7 **More words to use** Underline the odd one out. Explain why.

- | | | | | | |
|-------------|----------|------------|-------|-----------------|--------------------------------------|
| 1 extension | coverage | signal | range | roaming | <u>the others are mobile service</u> |
| 2 crackling | noise | signal | | interference | |
| 3 landline | mobile | cell phone | | satellite phone | |
| 4 handset | receiver | engaged | | hands-free set | |
| 5 beep | ringing | dial tone | | charger | |
| 6 voicemail | letter | email | | text message | |

19 Conference and meeting enquiries

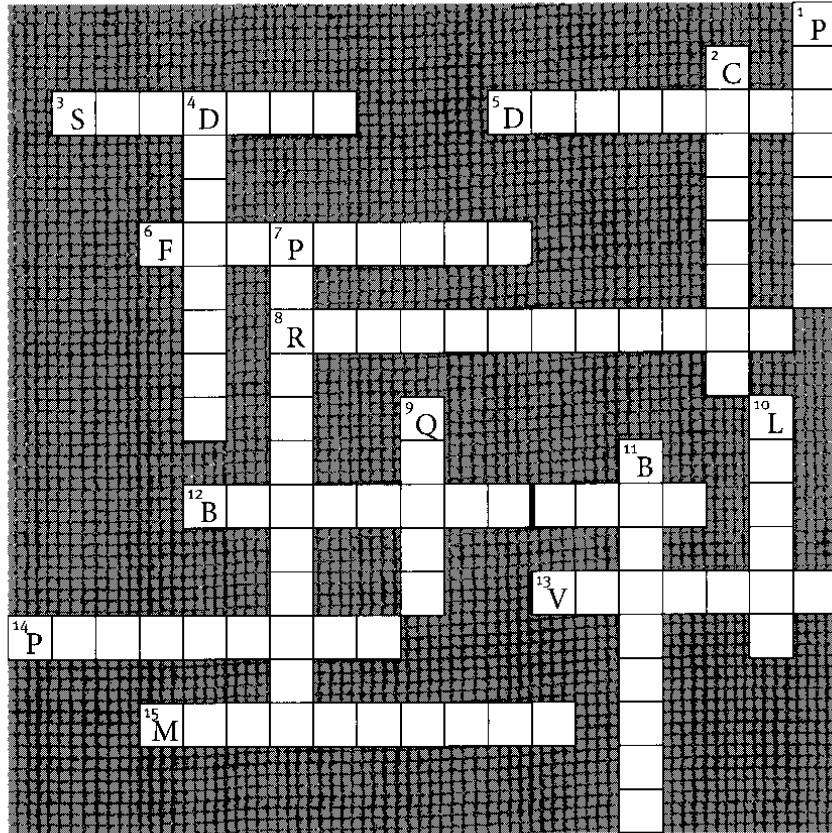
1 Complete the crossword using the clues below.

Across

- 3 These doors move on tracks. (7)
- 5 Person who attends a conference. (8)
- 6 Very large notepad on a stand. (9)
- 8 Food and drink in the breaks. (12)
- 12 Space for smaller meetings. (8, 4)
- 13 Different types. (7)
- 14 Divide a room into two. (9)
- 15 Sound, visual and broadband communication. (10)

Down

- 1 Conference session with everyone there. (7)
- 2 How many people it can hold. (8)
- 4 Windows provide this inside. (8)
- 7 Designed and built for a particular use. (7-5)
- 9 A price given for a job or service. (5)
- 10 Position of tables and chairs. (6)
- 11 Tables and chairs are around the table, style. (9)



2 Use words from exercise 1 to complete the sentences.

- 1 Can all *delegates* please register with our staff at the conference reception desk?
- 2 Conferences usually begin with a session, where everyone is given a programme.
- 3 The of the room depends on whether the group are having a training session, a meeting or small group activities.
- 4 Most people don't like spending all day in rooms without windows and no natural
- 5 If you want to divide the room for small discussion groups, just pull the doors.
- 6 Our new conference suite has just opened. It's and has all the latest multimedia equipment
- 7 For a reception party, the of the main hall is 500.

3 Underline the correct word.

- 1 This is the conference *reception* / *boardroom*, where everyone registers when they arrive.
- 2 I'll *take* / *direct* you over to the conference centre and *explain* / *show* you round.
- 3 We can *talk* / *discuss* any details *at* / *over* the phone or *by* / *in* email.
- 4 How *much* / *many* delegates can *sit it* / *it seat*?
- 5 *Sitting* / *Seating* capacity *depends on* / *looks at* layout.
- 6 *Boardroom style* / *programme* they *seat* 25 *comfortably* / *comfortable*.
- 7 All the *breakout* / *break* rooms have flipcharts and *writing boards* / *whiteboards*.
- 8 The big rooms *easy* / *easily* seat 100 theatre style.

19 Conference and meeting enquiries

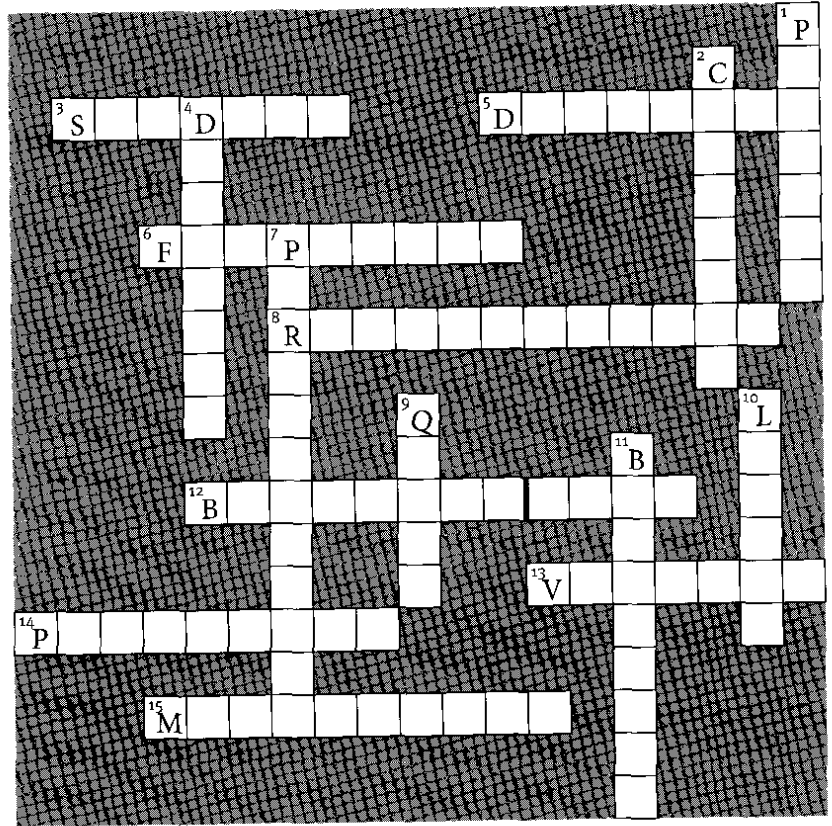
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- 2 I'll take / direct you over to the conference centre and explain / show you round.
- 3 We can talk / discuss any details at / over the phone or by / in email.
- 4 How much / many delegates can sit it / it seat?
- 5 Sitting / Seating capacity depends on / looks at layout.
- 6 Boardroom style / programme they seat 25 comfortably / comfortable.
- 7 All the breakout / break rooms have flipcharts and writing boards / whiteboards.
- 8 The big rooms easy / easily seat 100 theatre style.

1 Use each word once to complete the sentences.

swipe	supplement	account
exchange rate	itemized	currency
overcharged	forges	queries

- The money a country uses to pay for local goods and services is called*currency*.....
- Money, documents or signatures copied and used as originals are
- An is the price at which one currency is valued against another.
- A 'company' is an arrangement between a hotel and a company for paying bills.
- If you want to see exactly how many calls you made, ask for an bill.
- The hotel me for meals as I paid for dinner in the restaurant every night.
- Reception often takes a of a customer's card when they check in.
- Travellers who are on their own may have to pay a single room in hotels.
- Most customer are about phone calls and bar bills.

2 Underline the correct word or phrase.

- The customer asked for his *printout* / bill as he wanted to check out of the hotel.
- The list at the exchange bureau will tell you how much the dollar *pays* / *is worth* in local currency.
- The *amount* / *account* on the left is the cost per night. The total cost for accommodation is on the right.
- Sorry, I've made a mistake with your change. I *give* / *owe* you another 20 euros.
- Reception usually *makes* / *handles* all the bills when guests check out.
- You need to keep your *PIN* / *expiry date* number secret, so no one can use your card.
- Company accounts are sent off every week for *payment* / *invoicing*.
- I'm afraid your card is *wrong* / *invalid* as the expiry date has passed.

3 Match 1–8 with a–h to make sentences.

- | | | |
|-----------------------------------------|-----------------------|--------------------------------|
| 1 <input checked="" type="checkbox"/> e | I'll just do | a your PIN. |
| 2 <input type="checkbox"/> | Here's an itemized | b into the machine? |
| 3 <input type="checkbox"/> | That comes to | c your card. |
| 4 <input type="checkbox"/> | Oh, I do apologize – | d it's our mistake. |
| 5 <input type="checkbox"/> | Can you put your card | e a printout for you. |
| 6 <input type="checkbox"/> | Now enter | f \$265. |
| 7 <input type="checkbox"/> | That's gone | g list of calls for your room. |
| 8 <input type="checkbox"/> | You can remove | h through. |

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

- | | | |
|-----------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a <input type="checkbox"/> | GUEST: | Right. Thanks. |
| b <input type="checkbox"/> | RECEPTION: | One moment. I'll check for you. You're right. The amount has been entered twice. I do apologize. The total now is \$343. How would you like to pay? |
| c <input type="checkbox"/> | GUEST: | Mmm ... I don't think the bar amount is right. |
| d <input type="checkbox"/> | RECEPTION: | That's fine. Now enter your PIN. Good. That's gone through. You can remove your card. |
| e <input type="checkbox"/> | GUEST: | Yeah. Is this the right way up? |
| f <input type="checkbox"/> | RECEPTION: | Here's your receipt. We hope to see you again soon. |
| g <input checked="" type="checkbox"/> i | GUEST: | I'd like to check out, please. Room 424. |
| h <input type="checkbox"/> | RECEPTION: | OK. Can you put your card into the machine? |
| i <input type="checkbox"/> | GUEST: | I'll pay with my Visa card. |
| j <input type="checkbox"/> | RECEPTION: | 424. Certainly. I'll just do a printout for you, Mrs Wong. So, that's two nights accommodation, one dinner, the bar and room service. That comes to \$360. |

5 How do you say these in English? Write your answers in words.

- | | |
|-----------------|---------------------------------|
| 1 33 | <i>thirty-three</i> |
| 2 923 | |
| 3 15,000 | |
| 4 490,316 | |
| 5 5,000,106 | |
| 6 €20.80 | |
| 7 \$125.55 | |
| 8 €1 = US\$1.35 | |

6 Read the text. Then read the sentences and underline true or false.

Offering complimentary Wi-Fi



IN THE PAST, hotels made a lot of money from charging for in-room phone calls and fax and business service.

Now, so many business and leisure customers travel with their cell phones, BlackBerrys and laptops that this communications division

of the hotel business has had to find new ways of making money and to charge fees for using the Internet.

In many hotels nowadays, in-room communications are handled by the rooms division. Customer care is more important and the

cost of communications, including the business centre, is included in the room rate. As one forward-looking hotelier said, 'Time is money and time taken away from the customer entering codes or credit card numbers is not the highest level of service.' Another way hotels can add to service is by improving cell phone reception so you always get five bars wherever you're staying.

It's expensive for hotels to set up, but guests love it. The payback comes when guests return for a second or third time.

- 1 Hotels didn't use to make a lot of money from in-room communications. true/false
- 2 Because travellers often have their own communications systems, many hotels are looking for new ways to make money. true/false
- 3 Many hotels charge guests for using the Internet. true/false
- 4 Forward-looking hotels charge for in-room communications. true/false
- 5 Communications excluding business services are included in the room rate. true/false
- 6 Entering codes and card numbers is time-consuming for the customer. true/false
- 7 Improved cell phone reception isn't another high-level service. true/false
- 8 Payback time is when guests book again with the hotel. true/false

7 **More words to use** Match the currencies with the countries and write the country adjective (alphabetically) and currency.

krona dinar dong peso pound rupee rial bolivar
new lira kuna zloty dirhan koruna dollar franc

Australia Chile Croatia Czech Republic Egypt India
Iran Morocco Poland Serbia Sweden Switzerland
Turkey Venezuela Vietnam

- | | | | |
|----------------------------|---------|----------|----------|
| 1 <u>Australian dollar</u> | 5 | 9 | 13 |
| 2 | 6 | 10 | 14 |
| 3 | 7 | 11 | 15 |
| 4 | 8 | 12 | |

1 Match the verbs and phrases to make instructions about kitchen safety and hygiene.

- | | | | |
|------------------------------|--------------|---|------------------------------------|
| 1 <input type="checkbox"/> i | Wear | a | the kitchen rules and regulations. |
| 2 <input type="checkbox"/> | Scrub | b | long hair. |
| 3 <input type="checkbox"/> | Tie back | c | clean whites every day. |
| 4 <input type="checkbox"/> | Report | d | the guard is on the meat slicer. |
| 5 <input type="checkbox"/> | Wash | e | all the work surfaces. |
| 6 <input type="checkbox"/> | Wear | f | the correct rubbish bins. |
| 7 <input type="checkbox"/> | Keep | g | any illnesses or infections. |
| 8 <input type="checkbox"/> | Follow | h | food if your hands have open cuts. |
| 9 <input type="checkbox"/> | Use | i | a cap. |
| 10 <input type="checkbox"/> | Don't handle | j | raw and cooked foods separate. |
| 11 <input type="checkbox"/> | Check | k | hands in the hand-wash basin. |

2 Use each word once to complete the sentences.

roll out	glaze	hazard	overlapping
roughly	stiff	whites	zero tolerance
contamination			

- The trainees changed into their*whites*..... before they started work in the kitchen.
- Chef has a policy towards anyone who doesn't follow the hygiene rules.
- It's important to keep the work surfaces clean to help prevent food
- Jewellery can be a It might fall into the food.
- Beat the egg whites until they are
- the pastry and cover the bottom and sides of the flan tin.
- Chop the vegetables and add them to the stock.
- In French apple flan, the apple slices are and covered in a

3 Look at the pictures and complete the kitchen hygiene and safety rules.

- You must always follow *the rules and regulations*
- kitchen compulsory.
- Always clean, hygienic
- You can't in the kitchen.
- must back.
- It's important all and illnesses.
- Never in the areas.
- All have end of each shift.



4 Complete the sentences with *have to*, *needn't* or *mustn't* and the correct form of one of these verbs.

clean wear tell handle wash mop use store

- | | |
|------------------------------------------------------------------------|------------------------------------------------------------------|
| 1 You <i>have to tell</i> Chef if you're not feeling well. | 5 (we) the floor after every shift? |
| 2 You food if you've got open cuts. | 6 Cooked and raw foods separately. |
| 3 The kitchen porters clean the rubbish bins.
You them. | 7 You the meat slicer when the guard is off. |
| 4 Everybody their hands in the hand-wash basin. | 8 You your cap in the staff dining room.
None of us do. |

5 Read the text and answer the questions in your notebook.

FILL YOUR RESTAURANT ONLINE!

INTERNET and mobile-phone technology is becoming increasingly important to businesses for increasing their sales. Around 30% of a restaurant's customers will visit a website before they visit the restaurant. No website? There's a good chance customers won't visit the venue. It's often a customer's first impression of a restaurant, so the website needs to be good. It's important to keep it updated and to make sure you can do that yourself.

The Facebook social networking website is used mainly by well-known brands or large companies. The site has millions of members who are existing or potential customers.

A restaurant's own website is mainly accessed by people who already know about it and come to it directly.

To maximize the opportunities for being found, you've got to 'fish where the fish are'. A site like TrustedPlaces holds details about location, type of food served, prices and restaurant reviews. Customers may post comments which you can respond to. An online discussion can help to reassure any negative reviewers. You can respond to any criticism, explain changes and invite the customer to visit you again. You can promote your latest menu, talk about your local suppliers and your greenness, and advertise special offers.

Some restaurants use Twitter to post micro-blogs or 'tweets' to update what's happening in their business, communicate details of the dish of the day and even take takeaway orders.

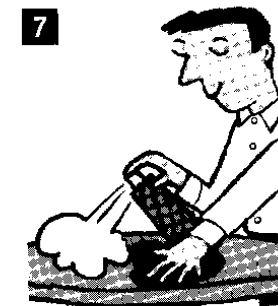
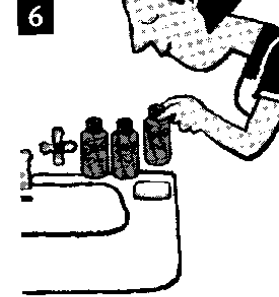
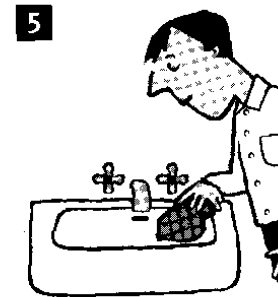
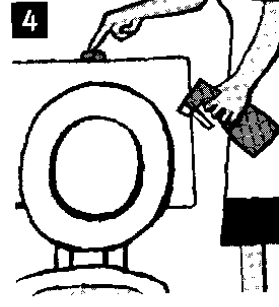
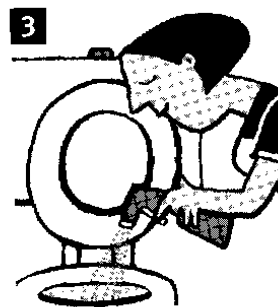
- | | |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 1 What are businesses using to increase their sales? | 5 Why is a website like TrustedPlaces more useful for an independent restaurant than Facebook? |
| 2 What percentage of customers visit restaurant websites? | 6 How can it help with customer care? |
| 3 Why is a good website important? | 7 In what ways can you market a restaurant online? |
| 4 What is it important to do after a website is set up? | 8 How can Twitter be useful to businesses? |

6 **More words to use** Match the words with the descriptions of the food processes.

- | | |
|----------------------------------------------------------------------|------------|
| 1 <input checked="" type="checkbox"/> e Scatter over the top. | a blanch |
| 2 <input type="checkbox"/> Slice into thin, narrow strips. | b blend |
| 3 <input type="checkbox"/> Press to get all the liquid out. | c discard |
| 4 <input type="checkbox"/> Throw away. | d soak |
| 5 <input type="checkbox"/> Put into boiling water for a few minutes. | e sprinkle |
| 6 <input type="checkbox"/> Mix together. | f moisten |
| 7 <input type="checkbox"/> Make a circular movement or fold. | g shred |
| 8 <input type="checkbox"/> Dampen with liquid. | h roll |
| 9 <input type="checkbox"/> Cover with water and leave. | i squeeze |

1 Match the verbs with the pictures and write what the room attendant is doing.

fold	air	replenish	dust
flush	squirt	polish	wipe



- 1 *She's airing the room.*
- 2
- 3
- 4
- 5
- 6
- 7
- 8

2 Read the clues and unjumble the letters to find the correct definition.

delois tokn	nelni relin	leit holuprytse	sreebadpd gewed
----------------	----------------	--------------------	--------------------

- 1 ceramic square on wall around the shower *t ile*.....
- 2 plastic bag inside the rubbish bin L.....
- 3 sheets, towels and pillow cases L.....
- 4 point where something is tied together k.....
- 5 keeps the door open w.....
- 6 curtains, carpets and soft-seated chairs u.....
- 7 dirty or marked s.....
- 8 the top covering of a made-up bed b.....

3 Put the words in the correct order to make instructions to a room attendant.

- 1 wipe / can you / with the blue cloth / all the tiles?
Can you wipe all the tiles with the blue cloth?
- 2 there's anything / be careful / sharp / in case
.....
- 3 that / it's / looks like / always / anything / been used / throw away
.....
- 4 surfaces / and damp / start here / all the / wipe
.....
- 5 all the drawers / and / the inside / dust / of / the wardrobe shelf
.....
- 6 the bedspread / so it's / just smooth / straight / now
.....

4 Hotels often use outside services to do certain jobs. They *have things done*. Complete the text putting the verbs in brackets into the correct form.

The hotel *has* the windows *cleaned*¹ (clean) every four weeks and the carpets² (shampoo) every three months. Management the top two floors completely³ (refurbish) last year. They all the bathrooms⁴ (replace). They the bar and restaurants⁵ (do) later this year. The manager his office⁶ (refit) at the moment. He some beautiful new office furniture⁷ (made) in Italy. It's arriving tomorrow. Reception the same style of fittings⁸ (install) next year.

5 Read the text and answer the questions in your notebook.



The city and suburbs of Tokyo have a population of 29 million, which is a huge customer base. The Japanese have a strong culture of eating and entertaining outside the home. Often homes are too small for serious entertaining.

Weddings bring in a lot of business with a one-stop wedding environment, with a chapel, wedding costume shop, florist and beauty salon on offer.

The most popular restaurant, Sense, serves almost all Cantonese food, and the original Asian noodle shop has developed into a popular Italian restaurant.

Seventy-eight per cent of the people who use the Mandarin's bars and restaurants are local with the rest made up of hotel guests. Surprisingly, many weekend guests are local too – Tokyoites like to treat themselves at the end of the week and check into a luxury hotel.

WITH 179 BEDROOMS and 9 restaurants on 38 floors, the Mandarin Oriental Tokyo could be described as a food and beverage operation with rooms. The executive chef heads a brigade of 112 chefs who are supported by 145 front-of-house restaurant and bar staff.

- 1 Why might you call the Mandarin Oriental a food and beverage operation with rooms?
- 2 How many chefs and front-of-house staff work at the Mandarin?
- 3 Give three reasons why such a big food and beverage operation would be successful in Tokyo.
- 4 What can a wedding package offer?
- 5 What kind of food do two of the restaurants offer?
- 6 What percentage of the restaurants' customers are hotel guests?
- 7 What is surprising about many of the weekend guests?

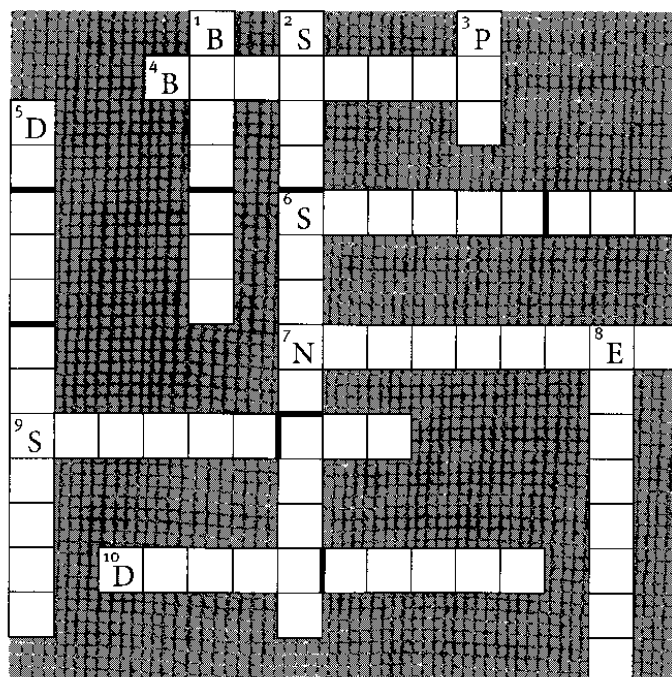
6 **More words to use** Complete the crossword using the clues below.

Across

- 4 For wearing in the bathroom. (8)
- 6 Useful if you lose a button. (6, 3)
- 7 Write a letter on this. (9)
- 9 You may not want your hair to get wet in the bathroom. (6, 3)
- 10 Bedding item that's like a large cotton bag. (5, 5)

Down

- 1 Step from your shower onto this. (4, 3)
- 2 His shoes could do with one of these! (4, 5, 5)
- 3 You can't write without one. (3)
- 5 A notice meaning 'Go away'. (2, 3, 7)
- 8 Put your letter inside one. (8)



1 Complete the sentences with the best answer.

- 1 The hotel has a fire*drill*..... every month.
a test b *drill* c training
- 2 Security can someone's movements with CCTV.
a inform b supervise c monitor
- 3 If you see anything, inform the duty manager.
a suspicious b unreliable c false
- 4 The receptionist takes a of all staff and guests at the assembly point.
a note b roll call c check
- 5 from germs or bacteria can quickly spread if hygiene is poor.
a Poison b Dirt
c Contamination
- 6 Everyone must the building as soon as they hear the fire alarm.
a remove from b evacuate c empty
- 7 After the roll call, you must inform the fire service of any
a misses b failures c no-shows
- 8 Some cleaning chemicals are and should be kept locked away.
a toxic b contaminated
c unhygienic

2 Correct the mistakes in italics and rewrite the sentences in your notebook.

- 1 If you feel unwell, let *know your supervisor* and *home stay*.
.....
.....*your supervisor know and stay at home*.....
- 2 Never put *you* in danger.
- 3 Remember to *up put an alarm* sign when you're mopping floors.
- 4 Someone in the kitchen will *play* the fire alarm.
- 5 You should *spray* anti-bacterial hand gel after you've serviced the bathrooms.
- 6 Always keep toxic cleaners clearly *locked* and *labelled* away.
- 7 *Inform you* security, so they *monitoring* the person's movements.

3 Use the prompts and the correct form of *should / ought to* to give two pieces of advice in the situations.

- 1 I really don't feel well. (let know / supervisor – work / kitchen)
You should tell your supervisor. You shouldn't work in the kitchen.
- 2 A suspicious-looking man has just gone into the lift. (follow / man – tell / duty manager)
.....
- 3 He's cut himself on the meat slicer. (carry on / food preparation – see / first aider)
.....
- 4 There's an unattended suitcase over there by the door. (inform / security – touch / it)
.....
- 5 There's the fire alarm. (leave / building – check / everyone OK in kitchen)
.....
- 6 The cleaning spray is really strong. (use / without rubber gloves – lock / cupboard after use)
.....

4 Find eight common signs, notices or warnings.

No Admittance

.....

.....

.....



5 Read the text and answer the questions in your notebook.

What is fair-trade?

The term fair-trade refers to a model of international trade which promotes the payment of fair prices and improves social and environmental conditions for farmers in developing countries. These farmers export products such as coffee, cocoa, sugar, tea, bananas, honey, cotton, wine and fresh fruit. The Fair-trade Foundation, which endorses¹ products with its logo, was registered as a charity² in 1992. The fair-trade mark is a guarantee³ that poor farmers in the developing world are getting a better deal.

More than 58 countries in Africa, Asia and Latin America benefit from the fair-trade movement. In the UK, colleges and universities

and contract caterers were the first to take on fair-trade products. In the past few years, the quality of products has improved greatly so that supermarkets and the hospitality industry are increasingly buying fair-trade. Two-Michelin-starred chef, Michael Caines, believes the movement is playing a big role in the fight to help people out of poverty all around the world.

Life isn't easy for the coffee growers high in the mountains of Peru who have to cope with frequent power cuts, fungus⁴ and changing climate. Projects have been set up for growers in Rwanda to have advice from their Kenyan neighbours who are much more experienced



at growing coffee for export. The women tea-pickers in Sri Lanka work long hours for little money, but with the fair-trade premium they now have electricity in their homes, so their children can study at night and they can cook with a hotplate.

¹endorses approves ²charity organization that gives help to those in need

³guarantee a promise of certain standards ⁴fungus a mould that damages the product

- 1 What is the fair-trade movement concerned with?
- 2 How do we know products are fair-trade?
- 3 What does fair-trade guarantee?
- 4 Which parts of the world does the movement work in?
- 5 In the UK, which companies and organizations were the first to buy fair-trade?
- 6 Why is the hospitality industry now interested in fair-trade products?
- 7 In what ways is coffee growing in Peru difficult?
- 8 How have tea-pickers in Sri Lanka benefited from fair-trade?

6 Make words from the letters in italics to match the meanings.

- 1 Last night there was a violent storm with very strong winds.
- 2 An official came to check they were doing their jobs properly.
- 3 There was a loud bang and the building burst into flames.
- 4 Police often carry these when they are on duty.
- 5 This very strong wind moves in a circle.
- 6 This sets off the alarm when someone enters the building.
- 7 After the heavy rain, there was a lot of water covering the golf course.
- 8 The liquid is toxic, so don't drink it.
- 9 The little card on his jacket tells us who he is.

rneuchrai *hurricane*
otnipc sine
oxlienpos
rmfisera
nortoda
ersons
ofodl
osnopiuso
tdiyinte eagbd

- 1 Complete the text with the correct words. The first letter of each word has been given.

When you arrive at the airport, go to the check-in desk first. You have to hand over your luggage, passport and your flight ticket. You are allowed to take one piece of h.....¹ and l.....¹ luggage.....¹ with you onto the aircraft. Make sure you tie up any long s.....² on your bag or r.....³. You mustn't leave your luggage u.....⁴ at any time. The person at the desk will ask you where you want to sit, an a.....⁵ or a window seat. Then you will get a b.....⁶ c.....⁶ so you can get on the plane. When you go through to departures, you have to go through security. Your bag, coat and anything in your pockets is placed on a c.....⁷ b.....⁷ and scanned. You have to wait in the d.....⁸ l.....⁸ and watch the board to find out which g.....⁹ your flight is leaving from.

- 2 Put the sentences in the dialogue in the most logical order.

- a OFFICIAL: I see. Thank you. Enjoy your stay.
 b STUDENT: At the hotel. They provide us with accommodation.
 c STUDENT: Here you are.
 d OFFICIAL: Thanks. And where are you staying while you're here?
 e STUDENT: Thanks. Bye.
 f STUDENT: Yes, I do. It's here.
 g OFFICIAL: Thank you. Is this your first visit to Croatia?
 h STUDENT: For six months. Here's my work permit.
 i OFFICIAL: Thank you. ... OK, that's fine. Do you have a contract of employment?
 j OFFICIAL: Could I have your passport, please?
 k STUDENT: Yes, it is. I'm coming to work in a hotel in Pula.
 l OFFICIAL: Right. So you're working here. How long are you staying?

- 3 Match the headings 1–5 with the texts A–E.

- 1 The bull run 4 Religious festival
 2 Folk week 5 Seafood festival
 3 Musical night

A NANT is usually such a peaceful place, but every July this tiny little village near Millau in the south of France holds a brilliant music festival in true local style. They eat and drink until the early hours and clear the boules pitch for dancing. It's magic on a warm night to sit and watch the people.

B Barretos, a small, sleepy village in Portugal, comes alive the second weekend in August with a bull run, followed by a fiesta, which continues late into the night. Join the friendly locals in this tradition!

C THE FIESTA DEL MARISCO is celebrated in O Grove, Pontevedra in Spain during the first two weeks in October. There is an amazing number of different dishes with oysters, prawns, crabs, etc. The seafood here is some of the best in the world.

D There are lots of traditional religious festivals on the island of Karpathos in the summer. Don't miss the festival of Kyra Panagia on 23rd August at the small church.

E For most of the year, Sidmouth, in south-west England, is a sleepy little seaside town but for the first week of August it turns into a fantastic festival with traditional folk sounds from all over the world. It's great for all the family. You can enjoy seaside sunshine with some of the best folk musicians there are.

- 4 The following phrases have been removed from the texts. Decide which text they belong to and where you would put them.

through the streets of the village
 with children's activities too
 in the village
 red wine
 for a good price

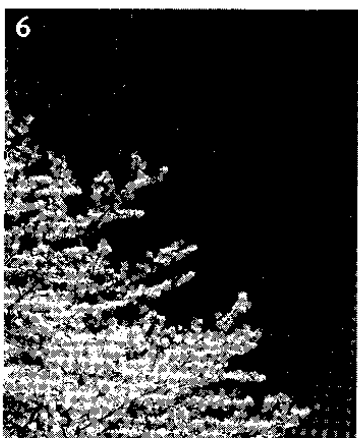
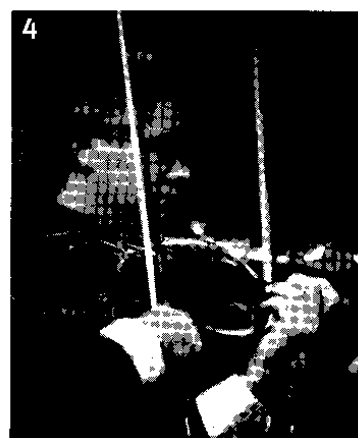
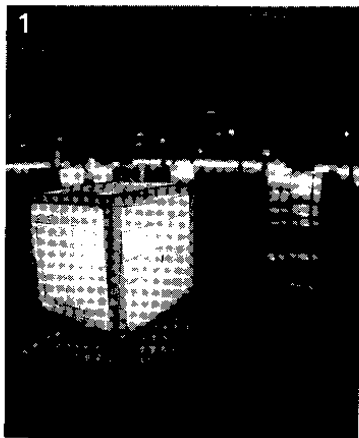
5 Use each verb once in the correct form, (to) infinitive or -ing, to complete the sentences.

use apply *switch on* clean take serve check work

- 1 Oh no! I've forgotten *to switch on* the driers in the laundry. Everything will still be wet in the morning!
- 2 When you've finished the windows, can you polish the door handles?
- 3 Did the manager let you on reception when you did work experience in Paris?
- 4 I enjoy customers in the bar, but I'd rather work in the restaurant.
- 5 I've decided for that hotel trainee job.
- 6 Don't forget the meat in the oven. Keep to make sure it's cooking well.
- 7 I'm not sure where the big sieve is. I remember it yesterday when I was making pastry, but I haven't seen it since.
- 8 Could you help me these curtains down?

6 **More words to use** Look at the pictures and complete the sentences with the correct words.

- 1 In some festivals, people build a and float flowers or candles on the water.
- 2 Food is important and in many festivals there's a large number of to choose from.
- 3 The tradition of wearing a comes from the city of Venice.
- 4 At the Edinburgh International Festival you can enjoy listening to some of the best in the world.
- 5 Children carry through the streets.
- 6 In Japan the spring on the trees is very beautiful and enjoyed by many people.
- 7 For traditional dances, people get dressed up in a traditional
- 8 Tourists can join in the singing and in the village square.



1 Match 1–8 with a–h to make sentences about different cultures.

- 1 In Sweden, families usually
- 2 The best way to understand other cultures is to
- 3 People should be aware that in Germany it's against the law to
- 4 You have to be careful about
- 5 It's a sign of respect in Japanese culture for people
- 6 It's important to present a business card
- 7 It's considered wrong in many countries
- 8 In many countries it's considered polite to take

- a with both hands in China and Japan.
- b cross the road when the man is red.
- c to lower their eyes.
- d learn about their history.
- e to eat with your left hand.
- f a gift when you visit people.
- g eat early in the evening.
- h asking personal questions in many European cultures.

2 Write the words in the correct column. Four words can go in two different columns.

accept	blame	culture	embarrassing
fault	indicate	litter	save
respect	rude	sensitive	suspicious

Verb	Noun	Adjective
accept		

Complete the sentences with words from the table.

- 1 We may not like the way people do things in different cultures, but we must *accept* that people do things differently to us.
- 2 It's important to show for other people's customs and beliefs.
- 3 I feel of people who don't look at me when I'm speaking to them.
- 4 I dropped a tray of glasses in the dining room – it was a very situation.
- 5 Please don't drop on the floor or in the streets.
- 6 It's important to help someone face so they don't lose the respect of other people.
- 7 The geography, the history, the climate and the religion of an area are all important in forming that region's
- 8 Please don't laugh loudly when guests are around because some people may find that

3 Complete the sentences with the correct phrase.

- 1 The manager blamed *the receptionist for making* a mistake with the reservation.
 - a the receptionist for making
 - b the receptionist to make
 - c the receptionist not to make
- 2 Kelly assured everything would be ready on time.
 - a to the guests that
 - b the guests to
 - c the guests that
- 3 The waiter apologized the wine on the tablecloth.
 - a to spilling
 - b to spill
 - c for spilling
- 4 The receptionist warned their car in the centre of town overnight.
 - a the guests not leaving
 - b the guests not to leave
 - c the guests that not leaving
- 5 The porter the suitcase because it was so heavy.
 - a refused to carry
 - b refused for carrying
 - c refused the guest to carry
- 6 The guests asked them the desert menu.
 - a the waiter that bring
 - b the waiter to bring
 - c that the waiter bringing

4 Complete the sentences with the most suitable verb and put it in the past tense.

apologize refuse advise ask warn offer

- The manager*warned*..... the trainee not to be late again or he would lose his job.
- The room attendant to accept any money from the guest as a tip.
- The porter to carry the guest's luggage but he wanted to do it himself.
- The guest reception for a wake-up call at 5.30 the following morning.
- The following day, the guest for shouting at the receptionist.
- The receptionist the guests to leave their car at the hotel and take the bus.

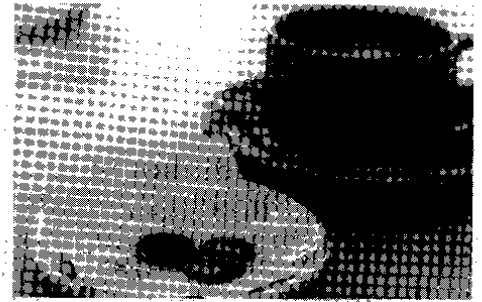
5 Read the text and answer the questions in your notebook.

SHOULD I LEAVE A TIP?

Tipping employees in the service industry varies greatly from country to country and from region to region. Not all service providers are tipped the same amount, and the amount that customers tip also changes over time. In some places the tip is a welcome addition to the wages or salary the employee receives for their work, while in others the tip is the main part of their earnings. In many cases waiters, porters and bartenders depend on tips from their customers for good service and friendly help.

In some places a gratuity is automatically added to the bill. This is

known as a service charge. 10% of the bill is added in some restaurants and hotels in the UK. If there is no service charge, it is customary for customers to tip about 10%. In Australia, South Africa and Mexico the situation is similar. In France 15.5% service charge is usually included in the bill and it is normal to leave €1.50 for housekeeping and porters. However, in the UK, drinkers do not tip a barkeeper. If a customer is impressed with the service, they should offer to buy him/her a drink. The barkeeper will take the tip in the form of cash to 'have one later'.



However, in some countries tipping is not normal practice. In Costa Rica, New Zealand and Thailand, tipping is not usual. In some countries it is actually illegal. In Argentina tipping is officially not allowed, but waiters still expect a small tip, while in Japan, tips are thought to be insulting and should never be offered.

- How much do customers normally tip in Australia?
- How much do customers normally tip in France?
- How much should customers give a barkeeper in the UK?
- Why do you think a barkeeper would accept money for a 'drink later'?
- In which countries is tipping unusual?
- How do the Japanese feel about tipping?
- Find out about tipping in a country you know well and write a short guide for visitors.

6 **More words to use** Find words in the text to match the meanings 1–12. The words are in the same order in the text.

- To change in different situations (v).*vary*.....
- More or extra (n). in
- The money you get for the work you do (three words)(n).
.....,,
- The money someone gives you for providing a service for them (two words) (n).,
- Always happens in this situation (adv).
- The amount of money added to a bill for service (n).
.....
- Typical or usual (adj).
- Like something (adj).
- Feeling happy with something that is very good (adj).
.....
- The usual or expected way of doing something (n).
normal
- Not allowed by law (adj).
- Making someone feel offended or upset (adj).
.....

- 1** Complete the sentences with a word or phrase from each box.

involves
still
time
alternate
memorable
working
previous
junk

job
weeks
meal
-consuming
conditions
food
a lot of hard work
ongoing

- 1 My work schedule is very good. We work early and late shifts *alternate weeks*.
- 2 Our are very good. We get good pay and training.
- 3 Building up a good business
- 4 In the UK so many children eat, which is bad for their health.
- 5 I think the most I've ever had was in a restaurant in the north-east of England.
- 6 The manager thinks we can develop more ideas for our current project, so it hasn't been stopped yet – it's
- 7 I didn't have much contact with guests in my, so I'm really enjoying my new job on reception.
- 8 People think that cooking good food takes a lot of time, but really, it needn't be

- 2** Underline the best word or phrase.

I *quite* / *really*¹ love my job at the Pacific Hotel. I've *worked* / *employed*² in reception for 15 months – since I *finished* / *dropout*³ my course. I was *luckily* / *lucky*⁴ to get a job in such a good hotel. At first I was a bit *frightening* / *frightened*⁵ of making *faults* / *mistakes*⁶, but the other members of the reception team are really friendly and helpful. We do early or late *shifts* / *rotas*⁷ *alternate* / *alternative*⁸ weeks. The thing I enjoy most is meeting people from all over the world. Most guests are friendly and I'm happy to help them but some are unpleasant and it's difficult not to be rude. However, it's really good *experiment* / *experience*⁹ for me. If things *go* / *follow*¹⁰ well, I plan to get a job in Thailand after the summer.

- 3** Use each word once with a correct preposition to complete the sentences.

aware	angry	famous	worried
<i>responsible</i>	pleased	used	excited

- 1 The restaurant manager is *responsible for* all the staff and everything that happens in the restaurant.
- 2 In the UK, Jamie Oliver has become trying to improve the food that children eat.
- 3 I prefer working on the early shift. I've now got getting up early.
- 4 There have been changes in the health and safety regulations so we must make sure that all the staff are these changes.
- 5 Tom's going to work in Switzerland for six months and he's already getting very it.
- 6 When the porter refused to help a guest, the manager got him.
- 7 The new trainee made some bread this morning and Chef is very the taste.
- 8 Two big airlines have decided to stop flights from the airport, so the airport hotel manager is losing customers.

- 4** Complete the sentences with *good at*, *bad at*, *good for* or *bad for*.

- 1 Spending some time in France was *good for* my confidence.
- 2 She likes working with people and she's motivating young trainees.
- 3 Eating too much salt and sugar is your health.
- 4 Benito is very careless and he's remembering where he put things in the office.
- 5 Drinking too much coffee is you – it keeps you awake at night.
- 6 Everything moves smoothly when she's here. She's very organizing things.

5 Write an email to an English-speaking friend telling them about what you do. Follow the plan below.

At the moment, I am working/studying ...

I have been here for ...

The things I enjoy most are ... and ... because ...

The things I enjoy least are ... and ... because ...

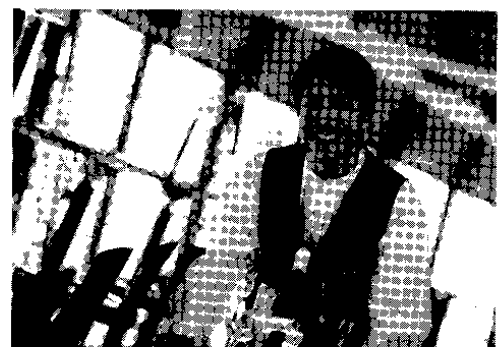
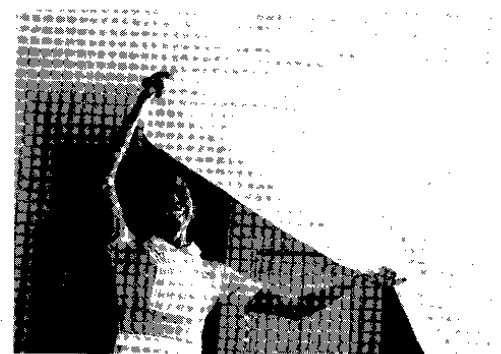
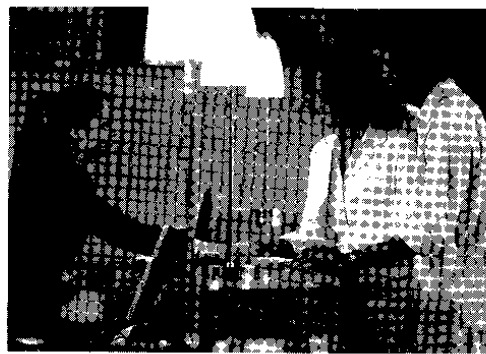
The conditions are generally good/bad. We have to ...

The manager/teacher is ...

In the future, I'd like to ...

6 **More words to use** Whose job is it? Match the jobs 1–12 with the tasks a–l.

- | | |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 1 <input checked="" type="checkbox"/> assistant manager | a A special cake needs to be made for a wedding reception. |
| 2 <input type="checkbox"/> food and beverage manager | b There's been a delivery of food which has to be stored safely. |
| 3 <input type="checkbox"/> cashier | c Sauces have to be prepared and made for tonight's meals. |
| 4 <input type="checkbox"/> concierge | d We have to make sure the rooms are all properly cleaned and available for guests. |
| 5 <input type="checkbox"/> hall porter | e Food has been plated and is ready to be taken to the tables. |
| 6 <input type="checkbox"/> executive housekeeper | f Some guests would like help with making theatre reservations and need information about nightclubs in the city. |
| 7 <input type="checkbox"/> laundry attendant | g Who takes responsibility when the manager is not here? |
| 8 <input type="checkbox"/> maitre d' | h The money taken in the bar has to be counted and banked. |
| 9 <input type="checkbox"/> waiting staff | i Sheets need to be folded and towels neatly piled on the shelves. |
| 10 <input type="checkbox"/> kitchen porter | j The guests need help with their luggage while they check out. |
| 11 <input type="checkbox"/> chef de partie | k More staff are needed to work in the new bistro and arrangements need to be made with food and beverage suppliers. |
| 12 <input type="checkbox"/> pastry chef | l The dining area needs to be rearranged for a private function, a buffet and a formal dining room. |



1 Match 1-10 with a-j to make new words.

- | | |
|-----------------------------------------------------|---------------|
| 1 <input checked="" type="checkbox"/> communication | a results |
| 2 <input type="checkbox"/> application | b pressure |
| 3 <input type="checkbox"/> exam | c organized |
| 4 <input type="checkbox"/> team | d letter |
| 5 <input type="checkbox"/> well | e skills |
| 6 <input type="checkbox"/> under | f worker |
| 7 <input type="checkbox"/> covering | g skills |
| 8 <input type="checkbox"/> leadership | h certificate |
| 9 <input type="checkbox"/> speculative | i form |
| 10 <input type="checkbox"/> first-aider | j application |

2 Use eight of the new words from exercise 1 to complete the job advert.

HEAD RECEPTIONIST

We are looking for a person who has good *communication skills*¹ and is able to work ² in our busy hotel.

The position offers an excellent opportunity for someone who is a ³ to be in charge of the reception shift team and develop ⁴ with a view to progressing to a management position in the future.

A ⁵ would be an advantage, but training in first aid can be given to the right applicant.

Please call or email for an ⁶.

Send your form and a ⁷ with evidence of qualifications and ⁸ to:

Personnel Dept. Job ref.: 201022

3 Use each word or phrase once to replace the phrases in italics.

are ambitious	punctual
confident	loyal
use your initiative	is very committed
<i>an enthusiastic person</i>	conscientious

- 1 We are looking for *an enthusiastic person*
a person who really enjoys their work.
- 2 It's probably better to join a big company if you
want to progress up the career ladder quickly.
- 3 It's hard to feel
relaxed and sure of yourself at your first interview.
- 4 If your supervisor isn't available, you have to
make your own decision.
- 5 Everybody
works hard and puts the interests of the company first.
- 6 It's really important to be
on time for your shift as your colleague is waiting to finish their shift and go home.
- 7 He's so
hardworking and reliable that he can work without supervision.
- 8 By improving their customer care, hotels are trying to create a
customer base which returns again and again.

4 Read the situations and responses. Underline the correct form.

- 1 You see a guest in reception and ask about their plans for the day.
GUEST: *I'll / I'm going to* visit one of the islands.
- 2 A guest arrives early and asks when he can check into his room.
RECEPTION: Just a moment, *I'll / I'm going to* ask housekeeping when they think your room *is going to / will* be ready.
- 3 Two students are talking about the grades they need for their college course.
STUDENT: Well, *we'll / we're going to* find out tomorrow because *they'll / they're going to* post the results on the college notice board.
- 4 You are worried about your results so your friend tries to reassure you.
FRIEND: You studied really hard so *you'll / you're going to* pass! *I'll / I'm going to* call you later to find out.
- 5 You've seen an interesting job advert and have decided to apply for the job.
YOU: I've made up my mind! *I'll / I'm going to* apply for that job. I've got the qualifications so hopefully *I'll / I'm going to* get it!
- 6 You're talking with the restaurant manager about staffing for the evening.
MANAGER: All the tables are booked so *it will / it's going to* be a really busy evening in the restaurant.
YOU: Mmm. *I'll / I'm going to* arrange extra staff if you want.

5 Complete the application form using the information in the text.

Valerie has been Head Chef at the Best Group's Royal Court Hotel for nearly two years. She qualified as a chef in her native France. She received her Grand Diplôme from Le Cordon Bleu culinary school in Paris in 2004 and then moved to Dijon where she worked as a chef at the 5-star Palace Hotel for one year before joining a 6-star cruise ship company for 12 months. She then moved to London and worked at the prestigious Directors' Club for two years. In 2009, she joined the team at the Royal Court in Oxford and has really enjoyed her two years there, where she looks after both the main restaurant and the bistro menus. She's responsible for ordering food, health and safety and kitchen management as well as overseeing a staff of 18.

Valerie was born in 1982 in the suburbs of Paris. She's passionate about quality food and although she loves her job in Oxford, she would like to get back to London where she lives with her husband. Also she feels ready for new challenges, a bigger kitchen and more responsibility.

Outside work, her interests are cycling and swimming. She was a national champion for under-18s when she was at school.

NAME: Valerie Picard 1

ADDRESS: 113 London Road, Oxford, UK 2

TEL. NUMBER / EMAIL: 07779546721 valpicard@tiscali.com 3

DATE OF BIRTH: 1982 4

PLACE OF BIRTH: 5

CAREER EXPERIENCE – GIVE DATES STARTING WITH MOST RECENT 6

..... 7

..... 8

2005-06 Chef for Mediterranean cruise ship company 9

RESPONSIBILITIES IN PRESENT JOB 10

..... 11

Overseeing 18 kitchen staff 12

PROFESSIONAL QUALIFICATIONS 13

OUTSIDE INTERESTS 14

ANY OTHER INFORMATION 15

REASON FOR LEAVING PRESENT JOB 16

I want to be in London where my husband lives and works.

6 Change the statements into questions by adding question tags.

- 1 You're not working at the weekend, *are you*...?
- 2 I gave you your rota last week,?
- 3 She didn't listen to a word I said,?
- 4 We've got some oysters left in the fridge,?
- 5 You won't forget to call your supervisor,?
- 6 We can take more bookings in the restaurant tonight,?
- 7 It isn't very busy for a weekend night,?
- 8 You will remember to post my application form,?

7 **More words to use** Match the words and phrases 1–10 with the clues a–j.

- | | |
|--------------------------------------------|-----------------------------------------|
| 1 <input type="checkbox"/> date of birth | a A trial period. |
| 2 <input type="checkbox"/> bonus | b Not absolutely necessary for the job. |
| 3 <input type="checkbox"/> surname | c Absolutely necessary for the job. |
| 4 <input type="checkbox"/> desirable | d Extra pay for doing well. |
| 5 <input type="checkbox"/> probation | e The day you were born. |
| 6 <input type="checkbox"/> temporary | f Upper case. |
| 7 <input type="checkbox"/> permanent | g Perfect person for the job. |
| 8 <input type="checkbox"/> essential | h Your family name. |
| 9 <input type="checkbox"/> ideal candidate | i Without any end date. |
| 10 <input type="checkbox"/> capitals | j For a limited time only. |

1 Use each word or phrase once to complete the interview tips.

career	enthusiasm	positive
limp	keep to the point	criticize
slouch	appearance	

- 1 Don't give a*limp*..... handshake when you meet your interviewer.
- 2 First impressions count, so a neat at an interview is important.
- 3 Be about yourself and your abilities.
- 4 It's better not to your present employers at an interview for a new job.
- 5 Show when you are talking about the post you are applying for.
- 6 with your answers. Your interviewer hasn't got all day.
- 7 Sit comfortably in your chair but don't
- 8 Ask questions about development rather than just pay and holidays.

2 Put the words in order to make interview questions.

- 1 do / you / why / this / job / want?
.....
Why do you want this job?.....
- 2 you'd / are / there / me / ask / any questions / like / to?
.....
- 3 final / hope / get / do / exams / you / what grade / in / your / to?
.....
- 4 your free time / do / you / do / what / in?
.....
- 5 college / since / leaving / you / have / done / what?
.....
- 6 are / best / what things / at / you?
.....
- 7 have / had / how many / you / interviews / job?
.....
- 8 a team / on your own / part of / work / better / you / do / think / you / or / as?
.....
.....

3 Match these answers with the questions in exercise 2.

- a 3 I hope to get a B. Maybe even an A.
- b This is my third.
- c I'm a good communicator – I love meeting people. And I enjoy organizing things.
- d I really enjoy working with other people, being part of a team.
- e I've been working as a kitchen porter at the Grand.
- f My skills and qualifications are just right for the post, and it would be a great start to my career.
- g I love sport – I play a bit of football. And I like socializing with friends.
- h Can you tell me something about the training programme?

4 Complete the conversation with the Past Simple or Present Perfect form of the verbs in brackets.

- A:*Have you had*.....¹ (you / have) your results yet?
 B: Yes. I² (get) them last week.
 A: What³ (you / get)?
 B: I⁴ (get) a B overall.
 A: Great.⁵ (you / think) about what you're going to do next?
 B: I⁶ (not decide) yet, but I⁷ (see) an ad for a brilliant job in yesterday's local paper.
 A:⁸ (you / ask) for an application form?
 B: Yes, I⁹ (call) immediately and¹⁰ (speak) to someone in Personnel. She¹¹ (advise) me to apply online. I¹² (never do) that before, but I guess it's quite easy.
 A:¹³ (you / get) the web address?
 B: Oh, yes. I¹⁴ (wrote) it down from the newspaper.
 A:¹⁵ (you / ever go) to a job interview?
 B: Mmm ... No, I¹⁶ (never go) to one before.
 A: Well, I¹⁷ (interview) hundreds of young people over the years. Why don't you come round next week and we'll practise some questions and answers?

5 Read the text and answer the questions in your notebook.

Keeping a good team together



Poaching¹ staff is an everyday occurrence in the hospitality industry. Like it or not, ethical or unethical, it happens. It's very easy for a competitor to make an offer to front-of-house staff and entice² them away. Kitchen and housekeeping staff are not so accessible.

Here are some ways that management can minimize poaching by taking care of their employees.

- *Communicate* Talk to staff, listen to what they have to say and act on their concerns.
- *Career progression* Offer training to develop their skills and let them move up into new positions.
- *Inspire them with leadership* A line manager who is firm yet sympathetic, supportive, considerate and understanding will be a good leader.
- *Team versus individuals* Make sure you understand individual ambitions, but don't favour one member of a team over another.
- *Reward staff* Pay market rates and add bonuses or to the tip pool at times.
- *Recognition* 'Please' and 'Thank you' are often forgotten in the workplace. Praise staff when they deserve it. Remember birthdays – take staff out as a team occasionally.

¹poach persuade an employee to leave a competitor and join your company

²entice persuade someone to do something by offering them something

- | | |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1 Who gets poached? | 6 If someone has a lot of ambition, should you help them more than other members of the team? |
| 2 Who does the poaching? | 7 What do you understand by 'reward'? |
| 3 How can management improve communication with staff? | 8 How can a manager make his/her staff feel valued? |
| 4 How can they help employees with their careers? | |
| 5 What are the qualities of a good leader? | |

6 **More words to use** Match the adjectives used to describe people with the definitions 1–12.

amenable	anxious	assertive	cooperative	<i>emotional</i>	engaging
intelligent	poised	sophisticated	sullen	sympathetic	aggressive

- | | |
|----------------------------------------------|------------------------|
| 1 Easily upset by something. | <i>emotional</i> |
| 2 Worried about things. | |
| 3 Willing to work together. | |
| 4 Interesting – holds your attention. | |
| 5 Very forceful. | |
| 6 Saying what you want confidently. | |
| 7 Calm and ready. | |
| 8 Willing or likely to cooperate. | |
| 9 Agreeing with someone's feelings or ideas. | |
| 10 With refined habits or tastes. | |
| 11 Bright and well informed. | |
| 12 Unwilling to talk or join in. | |

Answer key

Unit 1

1 Across

- 2 busy 14 call back
8 switchboard 15 try
11 message 16 reservations

Down

- 1 put through 7 voicemail
3 car registration 9 late
4 front office 10 arrange
5 answer 12 extra bed
6 ring 13 hold
- 2 2 put calls through 6 running late
3 hold the line 7 hold their rooms
4 connects 8 makes a note
5 arrange
- 3 2 Would you like to reserve a parking space?
3 Can I book you a table for dinner?
4 Could I take a message?
5 I'll make a note of your request.
6 Would you like to speak to the duty manager?
7 I'll connect you to his voicemail.
8 Please hold the line and I'll connect you to his room.

- 4 2 b 3 g 4 e 5 h 6 d 7 a 8 f

- 5 2 540 6 580
3 9 + airport number 7 620
4 111 8 240
5 120

- 6 2 Would you like ...
3 Can you give me your ...
4 I'd like to reserve ...
5 I'll book a parking space for you.
6 Would you tell her ...
7 Can I help you with ...

- 7 2 local call 6 hang up
3 beep 7 dial tone
4 outside line 8 operator
5 long distance call

Unit 2

- 1 car rental taxi rank
currency exchange tourist attraction
gift shop airport transfer
hair salon bus stop
Internet access parking space
shuttle bus

- 2 2 car rental 6 tourist attraction
3 parking space 7 airport transfer
4 Internet access 8 gift shop
5 business centre

- 3 2 above the reception desk
3 behind the reception desk
4 next to the stairs
5 between the man and the woman
6 in front of the family/sofa
7 under the table
8 at the bottom of the stairs

- 4 2 There's a shuttle bus direct from the airport to the hotel/the hotel to the airport.
3 The hotel offers a free airport transfer.
4 All the rooms have Internet access.
5 The car rental desk in reception will arrange that for you.
6 There's a fitness centre and a swimming pool on site.
7 All the bathrooms have separate tubs and showers.
8 I can recommend the Indian restaurant at the end of the street.

5 Model answers

- 1 To get from the airport to the hotel, take the shuttle bus from the bus stop just outside the arrivals door.
2 The hotel is located in the city centre, next to the railway station. There's a park nearby.
3 The rooms are ensuite with air conditioning, wireless Internet access and a minibar. The bathrooms all have separate tubs and showers.
4 The hotel offers a 24-hour reception service and free car parking. There's a currency exchange in reception, a car rental service and a tour desk. There's also a hair salon on site.

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

Unit 3

- 1 1 expiry date, security number
2 rate, double
3 change, twin, single
4 cancel
- 2 a 16 b 5 c 8 d 15 e 13 f 4 g 2 h 17 i 7
j 3 k 12 l 19 m 6 n 10 o 18 p 1 q 14 r 11
- 3 2 from 3 until 4 during 5 on 6 on 7 by
8 on 9 for 10 from 11 to
- 4 1 at, in 2 in, X, in, at 3 on, X, at, at
- 5 1 62 5 0044 (0)1555 222 390
2 £130 6 yes
3 £90 per person 7 wedding
4 no

Verb	Noun
receive	reception
reserve	reservation
confirm	confirmation
inform	information
accommodate	accommodation
locate	location
cancel	cancellation
1 accommodation	5 reserve
2 information	6 reception
3 cancel	7 confirm
4 location	

Unit 4

- 1 2 a 3 g 4 h 5 b 6 d 7 c 8 e
- 2 2 view of harbour 5 overlooking the garden
3 fully booked 6 restaurant bookings
4 partner hotel
- 3 2 a 3 d 4 c 5 f 6 b
- 4 1 I'm afraid you can't smoke anywhere in the hotel building.
2 I'm not working tomorrow, but my colleague'll help you.

- 3 Where would you like to sit? This table's got an excellent view.
4 A: Have you got a car? B: Yes, I have. It's parked at the side door.
5 We can't find your coat. It isn't in the cloakroom.
6 I'm sorry, but I don't know when the ferry's leaving.

- 5 2 Do they come from Croatia?
3 Are you looking for a single room?
4 Do you always enjoy eating at the Pyramid restaurant?
5 Is the hotel closing for one week in January?
6 Does the room rate include breakfast?
7 Are you redecorating the bedrooms?
8 Do you have any tables at the window?

- 6 2 'm just checking 6 are eating
3 decorate 7 tastes
4 'm working 8 doesn't cost
5 speaks

- 7 1 available 4 same
2 different 5 following
3 busy 6 comfortable

Unit 5

- 1 1 recipient 6 enclose 11 sincerely
2 brochure 7 spaced 12 amendment
3 enquire 8 tone 13 attach
4 regards 9 acronym 14 polite
5 abbreviation 10 Madam
missing word: correspondence
- 2 2 false - He's travelling with 20 musicians.
3 true - He wants to know about the hotel's location.
4 true - It's ten minutes from the centre.
5 false - They are sending details of their conference facilities.
6 true - She signs the letter from the Formosa Hotel.
7 false - She ends the letter with *Yours sincerely*.
- 3 2 Use greetings and endings as you would in a letter.
3 Use short and clear sentences.
4 Write in paragraphs and leave a space between paragraphs.
5 You can write numbers (1-10) in emails.
6 Don't use capital letters to make a point.
7 Don't use acronyms or abbreviations.
8 Always check your emails for spelling, punctuation and tone.

- 4 a 6/7 b 10 c 3 d 7/6 e 5
f 4 g 1 h 9 i 8 j 2

- 5 Model answer
Subject: booking change
Dear Ms Mendez
Thank you for your email.
Regarding your change of dates, we are unable to offer you accommodation at our hotel from 2nd to 10th August. However, we can offer you accommodation at our partner hotel nearby. I am attaching a copy of the brochure of the hotel.
Best regards
Ivan Garcia
Reservations, Hotel Golden Beach

- 6 2 f 3 i 4 e 5 h 6 d 7 a 8 j 9 b 10 c

Unit 6

- 1 2 voucher 6 passport number
3 home address 7 sign
4 arrival date 8 key card
5 departure date
- 2 2 b 3 d 4 a 5 b 6 b 7 a 8 d 9 c

- 3** Suggested answer
6-4-8-5-9-7-1-3-2
- 4** 2 your, me 6 them, them, their
3 your, ✓ 7 your, ✓
4 him, ✓, his 8 her, ✓
5 us, our
- 5** 1 waiter/waitress, sommelier, receptionist
2 They are the first people the customer sees when they arrive and the last when they leave.
3 Good food and good service.
4 An immaculate appearance, a pleasing personality and good social skills.
5 They have to know a lot of information about food and wine.
6 Pay, conditions and career opportunities are better.
7 The kitchen ('behind the double doors') is cut off from the business of the hotel.

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

Unit 7

- 1 Across**
2 occasionally 13 refurbishment
7 pre-book 14 tomorrow
8 adjoining 15 forget
10 lunch 16 service
12 alternative
- Down**
1 ramp 6 high chair
3 allergy 9 smoke-free
4 special 11 overbooked
5 complimentary 15 free
- 2** 2 I'll ask housekeeping to inform me as soon as your room is ready.
3 The porter will take care of your luggage.
4 I'm really sorry, but we're overbooked tonight.
5 I've reserved a room for you at the hotel next door.
6 We don't seem to have your reservation.
7 I'm afraid we don't have a parking space available.
8 There's a public car park just opposite the hotel.
- 3** 2 A: Where did the guests leave their luggage?
B: They left it at reception.
3 A: What did the Japanese guest forget to do?
B: She forgot to pre-book a parking space.
4 A: When did the hotel send confirmation?
B: They sent confirmation last week.
5 A: What allergy did the guest have?
B: He had an allergy to cigarette smoke.
- 4** 2 The bathrooms have got a shower but they haven't got a bath tub.
3 The rooms have got a minibar.
4 The restaurant has got wheelchair access.
5 The dining room hasn't got a high chair.
6 They haven't got a parking space available.

5 Model answer
Dear Mrs Bryson
Thank you for your enquiry. We would be delighted to welcome you and your family here in June. We could offer you a large double room with an extra bed and a cot for the children.
A buffet breakfast, which also caters for children, is available between 7 a.m. and 10 a.m. every morning. The restaurant has special children's menus for lunch and dinner.

All parts of the hotel, including the entrance, are accessible by pushchair. There is a lift to all the floors. The outdoor swimming pool is open from May to October. It's open from 10 a.m. to 6 p.m.
If I can provide further information, do not hesitate to contact me.
We look forward to hearing from you.
Best regards

- 6** 1 Allergy 5 food allergies
2 smoke-free 6 diets
3 allergic 7 options
4 allergy-tested 8 organic

Unit 8

- 1** 2 on/off button 6 safe deposit box
3 light control switch 7 knob
4 arrow 8 digit
5 slot
- 2** 2 Key in 6 switch on
3 Insert 7 Press, set
4 turn 8 Point, press
5 turn, enter
- 3** 2 easily 8 quiet
3 good 9 separate
4 quickly 10 beautifully
5 busy 11 well
6 frequently 12 really
7 interesting
- 4** a 5 b 2 c 11' d 4 e 1 f 6
g 9 h 10 i 3 j 8 k 7

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

Unit 9

- 1** 2 sparkling (= bubbles of gas; the others describe taste)
3 Guinness (= beer; the others are spirits)
4 alcopop (= alcoholic; the others are non-alcoholic)
5 chilled (= temperature; the others describe types of wine)
6 draught (= served from barrel; the others are containers)
- 2** 2 corked 6 popular
3 chilled 7 New World wines
4 aperitif 8 tab
5 security 9 room temperature
- 3** 2 d 3 f 4 g 5 h 6 c 7 b 8 a
- 4** 2 What did they order?
3 Who usually takes the wine order?
4 Did you say five flutes or six?
5 Where's the pinot grigio from?
6 What's the house red?
7 How much white wine has she ordered?
8 Who asked for their ID?
9 What did the man complain about?
10 Are you having a dessert wine?
- 5** 1 It's in the north of Spain.
2 No. The vineyards were planted long before the Romans arrived in the area.
3 80%
4 four
5 It gives Rioja its flavour.

- 6 It's labelled according to type of aging.
7 three years
8 It's aged for at least one year in an oak cask.
9 No - three years in oak plus three years in the bottle.
- 6** 1 sommelier 6 screw top
2 corkscrew 7 chamber
3 corked 8 temperature
4 breathe 9 Vintage
5 Plastic 10 sediment

Unit 10

- 1 Across**
2 risotto 8 asparagus 11 sea bass
3 compote 9 chilli 13 mango
6 breast 10 tart
- Down**
1 dessert 5 salsa 12 brie
4 pistachio 7 espresso 14 nuts
- 2** 2 strong 4 frothy 6 regular
3 stewed 5 milky 7 creamy
- 3** a 11 b 13 c 3 d 10 e 9 f 1
g 6 h 7 i 15 j 5 k 8 l 12
m 2 n 14 o 4 p 16
- 4** 1 Mexico
2 It was used as a currency/money.
3 They took out chilli and added milk, sugar and vanilla.
4 He discovered how to extract cocoa butter and cocoa powder from the bean.
5 Joseph Fry in 1848.
6 The price of the cocoa bean on world markets is very volatile/changes quickly.
7 Members pay the farmers better prices for their beans.
- 5** 1 another 5 any, few
2 much, much 6 little
3 more, some 7 enough
4 many
- 6** 2 a - beat 4 e - stir 6 b - julienne
3 f - mash 5 c - chop

Unit 11

- 1** 2 architecture 8 Middle Ages
3 up to date 9 cathedral
4 definitely 10 fascinating
5 archaeology 11 concierge
6 concert season 12 informative
7 hiking
- 2** 2 Middle Ages 6 hiking
3 informative 7 definitely
4 architecture 8 archaeology
5 traditional
- 3** Adjective Comparative Superlative
- | | | |
|-------------|------------------|----------------------|
| bad | worse | the worst |
| frequent | more frequent | the most frequent |
| exciting | more exciting | the most exciting |
| simple | simpler | the simplest |
| comfortable | more comfortable | the most comfortable |
| busy | busier | the busiest |
| good | better | the best |
| little | less | the least |
| lovely | lovelier | the loveliest |
| narrow | narrower | the narrowest |
| nice | nicer | the nicest |
| popular | more popular | the most popular |
| central | more central | the most central |
- 4** 2 The simplest 5 less 8 nicer
3 as popular 6 more exciting
4 narrow 7 the loveliest

- 5 2 definitely 6 Another thing
3 around 7 is not so long as
4 best 8 the most expensive
5 What about

6 Model answers

- 2 The best area for restaurants and bars is the lakeside. It's very popular at the weekends.
3 What about the theatre? There's folk dancing tonight at eight o'clock.
4 Another thing that might interest you is the Arab Baths. They're just 3 kilometres from the city centre.

- 7 2 minaret 5 well 8 waterfront
3 skyscraper 6 courtyard
4 dome 7 temple

Unit 12

- 1 2a 3c 4b 5a 6b 7a 8c

- 2 2 heavy 6 ticket machine
3 organized 7 valid
4 ferry 8 zone
5 strip 9 stamp

- 3 2 It's much more convenient to travel by tram in the city centre.
3 Why don't you leave your car here and use public transport?
4 Avoid travelling between four and five o'clock in the afternoon.
5 Take the bus to Waterloo and then change to the underground.
6 Could you tell us how to get to the cinema, please?

- 4 2 You could travel by train.
3 Your best option is to go on foot.
4 In my opinion, the best way to get to the station is by taxi.
5 You can go by plane.
6 Why not take the bus?
7 It would be a good idea to go on the underground.
8 How about renting a car?

- 5 1 Public transport is very good.
2 line A (green)
3 to the observatory
4 night tram
5 no
6 metro stations, street kiosks, tobacconists (*takak*), hotels
7 stamp the ticket to validate it
8 60 minutes from 5 a.m.–8 p.m.; 90 minutes from 8 p.m.–5 a.m.
9 no
10 information centres and automatic ticket machines in metro stations

- 6 1 tram 4 funicular 7 concourse
2 travel card 5 minibus 8 monorail
3 change 6 pier 9 route

missing word: transport

Unit 13

1 Suggested answers

- 2 conference room (the others are outside the hotel)
3 changing room (the others are outside the building)
4 straight (the others are verbs)
5 corridor (the others are ways of going up or down floors in the building)
6 turn (the others are prepositions)

- 2 2 take 5 come 8 come
3 Go 6 Turn 9 take
4 Continue 7 see

- 3 1 across, to
2 past, straight on, on
3 through, up, onto
4 out of, along, round

- 4 A newsagent's F school
B bank G wood
C railway station H bridge
D railway bridge I river
E church J castle

5 Nouns Adjectives

art shop	wide
tearoom	narrow
lantern	
windmill	
cottage	
wind turbine	
1 lanterns	4 art shop
2 narrow	5 wide
3 wind turbines	6 windmills

Unit 14

- 1 1 exceed 7 budget
2 success 8 reception
3 slip road 9 special
4 motorway 10 wake-up
5 log 11 roundabout
6 improve 12 satisfied

missing word: customer care

- 2 2c 3a 4g 5f 6d 7h 8b

- 3 2c 3a 4a 5c 6b 7c 8b

- 4 2 doesn't need to repair
3 need changing
4 needs to wake up
5 doesn't need ironing
6 needs setting

- 5 1 b
2 to attract more customers
3 five
4 the ice cream man

- 6 2 unusual 6 includes
3 identification card 7 personal
4 historical 8 selection
5 footbath

Unit 15

Verb	Noun	Adjective
freshen up	changeover	exhausted
reassure	high season	surrounding
sympathize	maintenance	unacceptable
transfer	priority	
	resort	

- 1 freshen up 5 sympathize
2 unacceptable 6 transfer
3 priority 7 high season
4 surrounding 8 resort

- 2 2g 3a 4c 5e 6b 7f

- 3 2 seen, for 6 taught, since
3 been, since 7 haven't had, since
4 spent, since 8 served, for
5 written, for

- 4 2 Have the guests placed their drinks order yet?
3 These four operators have used this hotel for several years.
4 I'm afraid the bus to the airport has just left.
5 The receptionist hasn't sent the email confirmation yet.
6 How long has this restaurant had a chef with two Michelin stars?
7 The trainee hasn't learnt how to use the booking system yet.

- 5 2 already 6 since
3 twice 7 yet
4 yet 8 just
5 recently

- 7 1 dripping 6 dirty
2 short-staffed 7 frozen
3 undercooked 8 cracked
4 uneatable 9 stained
5 blocked 10 torn

Unit 16

- 1 unavailable – available
complimentary – full price
relax – worry
on time – delay
upset – happy
problem – solution
mistake – correction
convenience – inconvenience

- 2 2 upset 6 available
3 confuse 7 inconvenience
4 delay 8 worry
5 complimentary 9 solution

- 3 2 Try not to worry.
3 I do apologize for the delay.
4 Could you explain exactly what the problem is?
5 I understand how you feel.
6 I'm sure your table won't be long.
7 I'm so sorry about this.
8 I'm sure we can find a solution.
9 Could you take a seat for a moment?
10 I'll look into this at once for you.

- 4 b 4 c 3 d 1 e 5 f 2 g 7

- 5 2 Could you tell me what your contact number is?
3 Would you mind telling me what advice the airline gave you?
4 Could you let me know what time you'll arrive?
5 Do you remember who checked you in?
6 Can you explain exactly what the problem is?
7 Do you know when you received your confirmation email?

- 6 2 apologies 8 delay
3 again 9 mistake
4 happened 10 room allocation
5 solution 11 apologize
6 complimentary 12 problems
7 make up for
2 g 3 e 4 b 5 c 6 f 7 a

7 Model answer

Thank you for your recent email. I do apologize for all the problems you experienced during your recent stay at our hotel. Firstly, that your room was not cleaned properly when you checked in, then the poor service in the breakfast buffet and the long delay at reception when checking out. I would like to offer you a complimentary night in one of our suites to make up for the poor service you received last week. Please accept my sincere apologies once again. We assure you of our best service in the future.

8

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

Unit 17

- 1 2 labelled 7 airline
3 ground staff 8 faint
4 reference number 9 emergency
5 replacement 10 heart attack
6 all your belongings

- 2 2 h 3 d 4 g 5 a 6 f 7 c 8 b

3 Suggested answers

- 2 a Your rucksack won't be secure unless you close the zip.
b If the zip wasn't closed properly, somebody would steal from me.
- 3 a I won't call an ambulance unless it's serious.
b If an elderly person collapsed in the lobby, I'd call an ambulance.
- 4 a If you take a phrasebook, it will help you with difficult situations.
b If they spoke the language, it would be easier to explain.
- 5 a I won't buy anything unless it's really urgent.
b If I were you, I'd wait to speak to your tour rep.

- 4 1 Not enough blood circulates to the brain.
2 dizzy and disorientated
3 lying down with feet raised
4 to make sure enough blood gets to the brain
5 You can make sure they are warm, in a comfortable position and covered with a blanket.
6 They could choke.
7 on their side in the recovery position
8 It will prevent them from choking if they're sick.
9 call an ambulance

5 Across

- 3 plaster 10 convulsion
5 nose bleed 11 fracture
6 choke 13 pulse
8 dislocation 14 wound

Down

- 1 bleeding 9 sprain
2 strain 10 clinic
4 unconscious 12 burn
7 bandage

Unit 18

- 1 2 call back 4 speak up 6 cut off
3 break up 5 read back
- 2 cut off 4 call ... back 6 breaking up
3 breaks down 5 read ... back

3 was, were cut off

- 3 has just been delayed, 'll arrive
4 Is that spelt
5 gave, was closed
6 are usually sent, book

4 2 Is the guest being given flowers and champagne to make up for the mistake?

- 3 Was she offered another room with a balcony and sea view?
4 The delegates were asked to register their attendance.
5 The event has been planned to finish at five o'clock.
6 All the luggage will be taken to the guests' rooms.
7 His name is spelt P-E-T-E-R-S-E-N.

5 2 Could you speak more slowly, please?

- 3 Could you repeat that, please?
4 I'm sorry, this is a very bad line.
5 I'm sorry, I didn't catch your name.
6 Could you spell that for me, please?

6 1 native speakers, especially business people

- 2 Ask the person to speak slowly.
3 Repeat all spelt letters and numbers.
4 We hope that the next sentence will help us understand what the person is talking about.
5 Say a sentence or two in your own language.
6 It may appear rude – especially to a customer.

7 Suggested answers

- 2 signal (= the reception of a mobile phone; the others are noise problems on a phone line)
3 landline (= a fixed phone network; the others are mobile networks)
4 engaged (= to do with the line; the others are equipment)
5 charger (= used for charging mobile phones; the others are phone tones)
6 letter (= the only non-electronic form of communication)

Unit 19

1 Across

- 3 sliding 8 refreshments 14 partition
5 delegate 12 breakout room 15 multimedia
6 flipchart 13 various

Down

- 1 plenary 7 purpose-built 11 boardroom
2 capacity 9 quote
4 daylight 10 layout

2 2 plenary 4 daylight 6 purpose-built 3 layout 5 sliding 7 capacity

3 2 take, show 6 style, comfortably 3 discuss, over, by 7 breakout, whiteboards 4 many, it seat 8 easily 5 Seating, depends on

4 Model answer

The main hall has a capacity of 600 for receptions. Its seating capacity is 300.

There are 10 meeting rooms of various sizes. They can be set up boardroom, U-shaped or classroom style. They all have LCD projectors, flipcharts and whiteboards.

Buffet lunches are available in the cafeteria. The day delegate rate is \$80 per person. The residential rate is \$240 per person.

5 Suggested answers

- 2 Ah/Right 5 Actually 8 Well
3 Now 6 Well 9 actually
4 Right 7 So 10 Good

6 2 rostrum 7 handout 3 is spacious 8 schedule 4 microphone 9 interactive 5 wall-mounted whiteboard 6 AV equipment 10 state-of-the-art

Unit 20

1 2 forgeries 6 overcharged 3 exchange rate 7 swipe 4 account 8 supplement 5 itemized 9 queries

2 2 is worth 5 handles 8 invalid 3 amount 6 PIN 4 owe 7 payment

3 2 g 3 f 4 d 5 b 6 a 7 i 8 c

4 a 9 b 4 c 3 d 8 e 7 f 10 g 1 h 6 i 5 j 2

5 2 nine hundred and twenty-three 3 fifteen thousand 4 four hundred and ninety thousand, three hundred and sixteen 5 five million one hundred and six 6 twenty euros eighty cents 7 a (one) hundred and twenty-five dollars and fifty-five cents 8 one euro is worth one US dollar and thirty-five cents

6 1 false 3 true 5 false 7 false 2 true 4 false 6 true 8 true

7 2 Chilean peso 9 Polish zloty 3 Croatian kuna 10 Serbian dinar 4 Czech koruna 11 Swedish krona 5 Egyptian pound 12 Swiss franc 6 Indian rupee 13 Turkish new lira 7 Iranian rial 14 Venezuelan bolivar 8 Moroccan dirhan 15 Vietnamese dong

Unit 21

1 2 e 3 b 4 g 5 k 6 c 7 j 8 a 9 f 10 h 11 d

2 2 zero tolerance 6 Roll out 3 contamination 7 roughly 4 hazard 8 overlapping, glaze 5 stiff

3 2 Wearing a cap in the kitchen is compulsory. 3 Always wear clean, hygienic clothing. 4 You can't wear jewellery in the kitchen. 5 Long hair must be tied back. 6 It's important to report all infections and illnesses. 7 Never wash hands in the food preparation areas. 8 All work surfaces have to be scrubbed at the end of each shift.

4 2 mustn't handle 6 have to be stored 3 needn't clean 7 mustn't use 4 has to wash 8 needn't wear 5 Do we have to mop

5 1 Internet and mobile phone technology 2 30% 3 It's often a customer's first impression of a restaurant. 4 to keep it updated and make sure you can do that yourself 5 Because people go there looking for restaurants. Facebook is for making contact with friends. 6 An online discussion on the website means that restaurants can respond to negative comments and criticism, explain any changes they make and invite customers back. 7 promote a menu, talk about suppliers and green issues, advertise special offers 8 post updates, promote 'dish of the day', take takeaway orders

6 2 g 3 i 4 c 5 a 6 b 7 h 8 f 9 d

Unit 22

1 2 He's folding the bedspread. 3 She's squirting toilet cleaner into the bowl. 4 She's flushing the toilet. 5 He's wiping the basin. 6 She's replenishing the toiletries. 7 He's polishing the table. 8 She's dusting the TV.

2 2 liner 5 wedge 8 bedspread 3 linen 6 upholstery 4 knot 7 soiled

3 2 Be careful in case there's anything sharp. 3 Always throw away anything that looks like it's been used. 4 Start here and damp wipe all the surfaces. 5 Dust the inside of all the drawers and the wardrobe shelf. 6 Now just smooth the bedspread so it's straight.

4 2 has ... shampooed 3 had ... refurbished 4 had ... replaced 5 are having/will have ... done 6 is having ... refitted 7 has had ... made 8 is having/will have ... installed

- 5** 1 Because it has 9 restaurants but only 179 bedrooms.
 2 112 chefs, 145 front-of-house
 3 customer base of 29 million people, the Japanese like eating and entertaining out of the home, often Japanese homes are too small for entertaining
 4 chapel, wedding costume shop, florist, beauty salon
 5 Cantonese, Italian
 6 22%
 7 Many are local /Tokyo people.

6 Across

- 4 bathrobe 9 shower cap
 6 sewing kit 10 duvet cover
 7 notepaper

Down

- 1 bath mat 5 do not disturb
 2 shoe shine cloth 8 envelope
 3 pen

Unit 23

- 1** 2 c 3 a 4 b 5 c 6 b 7 c 8 a
2 1 Never put **yourself** in danger.
 2 Remember to **put up a warning sign** ...
 4 ... will **sound/ring** the fire ...
 5 You should **use** anti-bacterial hand gel ...
 6 ... clearly **labelled** and **locked** away.
 7 **Inform** security, so they **can monitor** ...
3 2 You shouldn't follow the man. You should/ought to tell the duty manager.
 3 He shouldn't carry on with food preparation. He should/ought to see the first aider.
 4 You should/ought to inform security. You shouldn't touch it.
 5 You should/ought to leave the building immediately. You shouldn't check everyone is OK in the kitchen.
 6 You shouldn't use it without rubber gloves. You should/ought to lock it in the cupboard after use.
4 Do Not Leave Bags Unattended
 No Unauthorized Personnel
 Fire Exit
 Caution Wet Floor
 Assembly Point
 Danger Electric Shock Risk
 CCTV Surveillance in Operation
5 1 It promotes fair prices and improves social and environmental conditions.
 2 by the logo
 3 that farmers in the developing world are getting a better deal
 4 (more than 58 countries in) Africa, Asia and Latin America
 5 universities, colleges and contract caterers
 6 The quality of products has improved in the past few years.
 7 frequent power cuts, fungus, climate change
 8 They now have electricity in their homes.

- 6** 2 inspection 6 sensor
 3 explosion 7 flood
 4 firearms 8 poisonous
 5 tornado 9 identity badge

Unit 24

- 1** 2 straps 6 boarding card
 3 rucksack 7 conveyor belt
 4 unattended 8 departure lounge
 5 aisle 9 gate
2 Suggested order
 a 11 b 10 c 2 d 9 e 12 f 8
 g 3 h 6 i 7 j 1 k 4 l 5
3 1 B 2 E 3 A 4 D 5 C

- 4** A ... true local style. They eat and drink red wine until the early hours ...
 B ... with a bull run through the streets of the village, followed by ...
 C ... with oysters, prawns, crabs etc. for a good price. The seafood ...
 D ... the small church in the village.
 E ... great for all the family with children's activities too. You can enjoy ...

- 5** 2 cleaning 6 checking
 3 work 7 using
 4 serving 8 take
 5 to apply

- 6** 1 raft 5 lanterns
 2 dishes 6 blossom
 3 mask 7 costume
 4 musicians 8 dancing

Unit 25

- 1** 2 d 3 b 4 h 5 c 6 a 7 e 8 f

Verb	Noun	Adjective
accept	culture	embarrassing
blame	fault	rude
fault	litter	sensitive
indicate	respect	suspicious
litter	blame	
respect		
save		

- 2 respect 5 litter 8 rude
 3 suspicious 6 save
 4 embarrassing 7 culture

- 3** 2 c 3 c 4 b 5 a 6 b

- 4** 2 refused 4 asked 6 advised
 3 offered 5 apologized

- 5** 1 10%
 2 15.5% is included in the bill.
 3 no money - offer to buy a drink
 4 He is not allowed to drink while at work, so would have to take his drink later.
 5 Costa Rica, New Zealand, Thailand
 6 They think it's insulting.

- 6** 2 addition 8 similar
 3 wages, salary, earnings 9 impressed
 4 gratuity, tip 10 practice
 5 automatically 11 illegal
 6 service charge 12 insulting
 7 customary

Unit 26

- 1** 2 working conditions
 3 involves a lot of hard work
 4 junk food
 5 memorable meal
 6 still ongoing
 7 previous job
 8 time-consuming

- 2** 2 worked 7 shifts
 3 finished 8 alternate
 4 lucky 9 experience
 5 frightened 10 go
 6 mistakes

- 3** 2 famous for 6 angry with
 3 used to 7 pleased with
 4 aware of 8 worried about
 5 excited about

- 4** 2 good at 4 bad at 6 good at
 3 bad for 5 bad for

- 6** 2 k 3 h 4 f 5 j 6 d 7 i
 8 l 9 e 10 b 11 c 12 a

Unit 27

- 1** 2 i 3 a 4 f 5 c 6 b 7 d 8 e 9 j 10 h

- 2** 2 under pressure 6 application form
 3 team worker 7 covering letter
 4 leadership skills 8 exam results
 5 first-aid certificate

- 3** 2 are ambitious 6 punctual
 3 confident 7 conscientious
 4 use your initiative 8 loyal
 5 is very committed

- 4** 2 I'll, will 5 I'm going to, I'll
 3 we'll, they're going to 6 it's going to, I'll
 4 you're going, I'll

- 5** 2 Paris
 3 2009-present, Royal Court Hotel, Oxford, UK
 4 2006-8, Directors' Club London
 5 2004-5, Palace Hotel, Dijon, France

- 6 ordering food
 7 health and safety
 8 kitchen management
 9 Grand Diplôme, Le Cordon Bleu culinary school, Paris
 10 Cycling and swimming
 11 Under-18s national swimming champion
 12 New challenges, bigger kitchen, more responsibility

- 6** 2 didn't I? 5 will you 8 won't you?
 3 did she? 6 can't we
 4 haven't we? 7 is it?

- 7** 1 e 2 d 3 h 4 b 5 a
 6 j 7 i 8 c 9 g 10 f

Unit 28

- 1** 2 appearance 6 Keep to the point
 3 positive 7 slouch
 4 criticize 8 career
 5 enthusiasm

- 2** 2 Are there any questions you'd like to ask me?
 3 What grade do you hope to get in your final exams?
 4 What do you do in your free time?
 5 What have you done since leaving college?
 6 What things are you best at?
 7 How many job interviews have you had?
 8 Do you think you work better on your own or as part of a team?

- 3** b 7 c 6 d 8 e 5 f 1 g 4 h 2

- 4** 2 got 10 spoke
 3 did you get 11 advised
 4 got 12 've never done
 5 Have you thought 13 Have you got
 6 haven't decided 14 wrote
 7 saw 15 Have you ever been
 8 Have you asked 16 've never been
 9 called 17 've interviewed

- 5** 1 Good front-of-house staff in hotels and restaurants.
 2 competitors
 3 talk to staff, listen to them, act on their concerns
 4 offer training and development opportunities within the company
 5 firm, sympathetic, supportive, considerate, understanding
 6 no
 7 a good rate of pay and bonus or tips.
 8 show thanks and praise, remember birthdays, take the team out (for a drink or meal)

- 6** 2 anxious 6 assertive 10 sophisticated
 3 cooperative 7 poised 11 intelligent
 4 engaging 8 amenable 12 sullen
 5 aggressive 9 sympathetic

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