



Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What are some facilities hotels have?
- 2 What makes staying at a hotel enjoyable?

Reading

- 2 Read this email about a hotel reservation. Then, choose the correct answers.

- 1 What is the message mostly about?
 - A a request for assistance from a supervisor
 - B the services a hotel offers to guests
 - C a reservation at a hotel in Madrid
 - D the different accommodations at a hotel
- 2 The concierge helps guests by _____.
 - A suggesting local entertainment
 - B picking them up at the airport
 - C making sure the staff are friendly to them
 - D giving them tours of the city
- 3 According to the passage, which is NOT a service Marten Hotel promises to guests?
 - A Internet service at no charge
 - B rides to and from the airport
 - C on-site spa treatments
 - D convenient dining facilities

To: Patrick Howell [phowell@email.com]
 From: Janet Cordova [jcordova@email.com]
 Subject: Re: Marten Hotel reservation

Dear Mr. Howell,

Thank you for considering the Marten Hotel for your supervisor's trip to Madrid. In response to your questions, the Marten Hotel has all the **amenities** your supervisor requires. We do provide free **wi-fi Internet** to all our guests at the Marten. Conference calls can be made in our business center, free of charge. We have two **on-site dining facilities** for our guests' **convenience**. And we also have an **airport shuttle** - just let us know when your supervisor will arrive, and the shuttle will be at the airport to pick him up.

Our comfortable **accommodations** are **secure** and **affordable** for business travelers. We have a **concierge**, who can arrange treatments at local spas, make restaurant reservations, and provide information on the best entertainment in Madrid. And members of our friendly **staff** are always **on hand** to assist our guests with anything they need.

Please let me know if I can be of any further assistance.

Sincerely,

Janet Cordova,
Guest Relations



Vocabulary

- 3 Match the words (1-7) with the definitions (A-G).

- | | |
|----------------------|----------------------|
| 1 ___ staff | 5 ___ on-site dining |
| 2 ___ affordable | 6 ___ amenities |
| 3 ___ facility | 7 ___ secure |
| 4 ___ accommodations | |

- A a house, apartment or hotel room
- B a place for eating within a particular location
- C not very expensive
- D the employees of the hotel
- E extra things that make a hotel attractive to guests
- F a place provided for a specific purpose
- G safe

- 4 Fill in the blanks with the correct words and phrases from the word bank.

word BANK

convenience airport shuttle
wi-fi Internet on hand concierge

- 1 The _____ will be there to take Ms. Grey to the hotel.
- 2 This hotel has extra staff _____ to help during busy periods.
- 3 There is _____ available in the lobby.
- 4 Mr. Bey enjoys the _____ of living close to work.
- 5 The _____ made dinner reservations for 8:00 this evening.

- 5 Listen and read the email again. What amenities does the Marten Hotel offer?

Listening

- 6 Listen to a conversation between a personal assistant and a hotel clerk. Mark the following statements as true (T) or false (F).

- 1 ___ The hotel does not have any ground floor rooms available.
- 2 ___ The assistant will have a taxi pick up his employer.
- 3 ___ The clerk asks the assistant to confirm the reservation again in July.

- 7 Listen again and complete the conversation.

Clerk: Good morning! You have reached the 1 _____ of the Marten Hotel. How can I help you?

Assistant: Hi, good morning. My name is Patrick Howell and I need to make a 2 _____ for my employer.

Clerk: Certainly. What is your employer's name and when will they arrive?

Assistant: Jack Green. And his plane 3 _____ at 7:30 am on the third of July. Then he'll be leaving on July sixth.

Clerk: Fantastic. I'll put him down for a three-night stay.

Assistant: Mr. Green would like 4 _____ on the ground floor, if possible.

Clerk: Very well. Should I arrange a 5 _____ from the airport to the hotel?

Assistant: Yes, that would be great.

Clerk: Okay. Please make sure to 6 _____ the reservation two days in advance.

Assistant: I will. Thank you.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

How can I help you?

I would like to make a reservation ...

Please make sure to confirm the reservation ...

Student A: You are a hotel clerk. Talk to Student B about:

- name and dates
- room preference
- transportation from airport

Student B: You are a personal assistant. You are making a reservation for your employer. Answer Student A's questions.

Writing

- 9 Use the conversation from Task 8 to fill out the reservation booking.

Name of guest: _____

Arrival date: _____

Departure date: _____

Room Preference: _____

Additional Notes: _____

accommodations