

OXFORD

WORKBOOK

# Highly Recommended

English for the hotel and  
catering industry



Trish Stott

**New  
Edition**

WORKBOOK

# Highly Recommended

English for the hotel and  
catering industry

NEW EDITION

Trish Stott

**OXFORD**  
UNIVERSITY PRESS

**OXFORD**

UNIVERSITY PRESS

Great Clarendon Street, Oxford OX2 6DP

Oxford University Press is a department of the University of Oxford.  
It furthers the University's objective of excellence in research, scholarship,  
and education by publishing worldwide in

Oxford New York

Auckland Cape Town Dar es Salaam Hong Kong Karachi

Kuala Lumpur Madrid Melbourne Mexico City Nairobi

New Delhi Shanghai Taipei Toronto

With offices in

Argentina Austria Brazil Chile Czech Republic France Greece

Guatemala Hungary Italy Japan Poland Portugal Singapore

South Korea Switzerland Thailand Turkey Ukraine Vietnam

OXFORD and OXFORD ENGLISH are registered trade marks of  
Oxford University Press in the UK and in certain other countries

© Oxford University Press 2004

The moral rights of the author have been asserted

Database right Oxford University Press (maker)

First published 2004

2009 2008 2007

10 9 8 7 6 5

**No unauthorized photocopying**

All rights reserved. No part of this publication may be reproduced,  
stored in a retrieval system, or transmitted, in any form or by any means,  
without the prior permission in writing of Oxford University Press,  
or as expressly permitted by law, or under terms agreed with the appropriate  
reprographics rights organization. Enquiries concerning reproduction  
outside the scope of the above should be sent to the ELT Rights Department,  
Oxford University Press, at the address above

You must not circulate this book in any other binding or cover  
and you must impose this same condition on any acquirer

Any websites referred to in this publication are in the public domain and  
their addresses are provided by Oxford University Press for information only.  
Oxford University Press disclaims any responsibility for the content

ISBN-13: 978 0 19 457465 5

Printed in China

**ACKNOWLEDGEMENTS**

*Illustrations by:* Kathy Baxendale pp 15, 22, 25, 53; Emma Dodd pp 5, 43, 50;  
Mark Duffin pp 6, 7, 8, 17, 19, 20, 26, 28, 29, 34, 44, 46, 51; Harry Venning  
pp 12, 30, 36, 40, 48

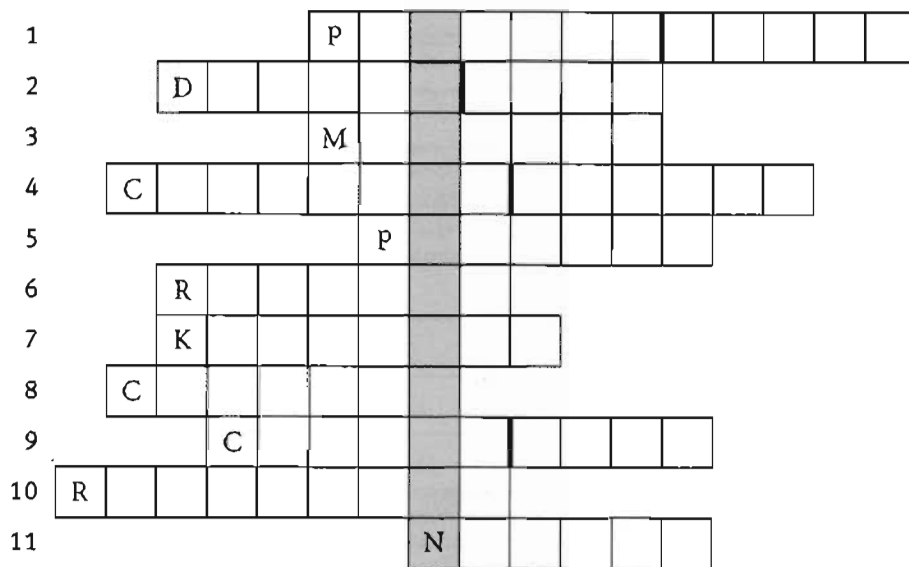
*The author and publisher are grateful to those who have given permission to reproduce  
the following photographs:* Alamy pp 4 (image100), 9 (World Religions Photo  
Library); Anthony Blake Picture Library pp 18, 22, 24; Getty Images pp 10  
(P.Avis), 14 (B.van der Meer), 15 (Photodisc Red), 16 (Photodisc Green), 32 (G.  
& M.D.De Lossy), 33 (R.Burke), 36 (P.Seaward), 44 (V C L /C.Ryan), 56 (D.Robb)

# Contents

UNIT	PAGE
■ 1 Taking phone calls	4
■ 2 Giving information	6
■ 3 Taking room reservations	8
■ 4 Taking restaurant bookings	10
■ 5 Giving polite explanations	12
■ 6 Receiving guests	14
■ 7 Serving in the bar	16
■ 8 Instructions	18
■ 9 Taking a food order	20
■ 10 Desserts and cheese	22
■ 11 Talking about wine	24
■ 12 Dealing with requests	26
■ 13 Describing dishes	28
■ 14 Dealing with complaints	30
■ 15 Jobs and workplaces	32
■ 16 Explaining and instructing	34
■ 17 Taking telephone requests	36
■ 18 Taking difficult phone calls	38
■ 19 Health and safety at work	40
■ 20 Giving directions indoors	42
■ 21 Giving directions outside	44
■ 22 Facilities for the business traveller	46
■ 23 Offering help and advice	48
■ 24 Dealing with problems	50
■ 25 Paying bills	52
■ 26 Payment queries	54
■ 27 Applying for a job	56
■ 28 The interview	58
Answer key	60

# 1 Taking phone calls

1 Use the clues to find the missing word.



- 1 You reserve this for your car. (7,5)
- 2 A room for two people. (6,4)
- 3 There isn't an answer. Take a ..... (7)
- 4 You can see check-in information here. (8,6)
- 5 It makes paper copies of information from your computer. (7)
- 6 Another verb for *book*. (7)
- 7 You key in information on this. (8)
- 8 Receptionists ..... phone callers with rooms. (7)
- 9 People often pay by ..... (6,4)
- 10 Hotel guests arrive here. (9)
- 11 *Mr Schmidt's room* ..... is 502. (6)



2 Use each verb once to complete the sentences.

Speak	book	reserve
connect	have	tell
help	make	take

- 1 Good morning.  
How can I ..... *help* ..... you?
- 2 Could I ..... a parking space for tomorrow?
- 3 I'd like to ..... to Roberto Raul, please.
- 4 One moment, I'll ..... you.
- 5 Can I ..... a message?
- 6 I'd like to ..... a reservation.
- 7 Please ..... her to call Valerie.
- 8 I'd like to ..... a room for tomorrow night.
- 9 Can I ..... your name, please?

3 Underline the correct form.

- 1 Can I / I'd like take a message?
- 2 Could I / I'd like have your name?
- 3 Could I / I'd like to make a room reservation.
- 4 Could I / I'd like reserve a double room for tomorrow night?
- 5 Can I / I'd like help you?
- 6 Can I / I'd like a cup of coffee.
- 7 Could I / I'd like reserve a parking space?
- 8 Could I / I'd like to book a room for tonight.
- 9 Can I / I'd like a double room.
- 10 Could I / I'd like speak to the manager, please?

## 2 Giving information

1 Use one word from the box to make hotel and restaurant facilities.

bar	menu	desk	TV
room	facilities	bureau	park
cuisine	access	pool	conditioning

car ..... *park* ..... exchange .....

Internet ..... air-.....

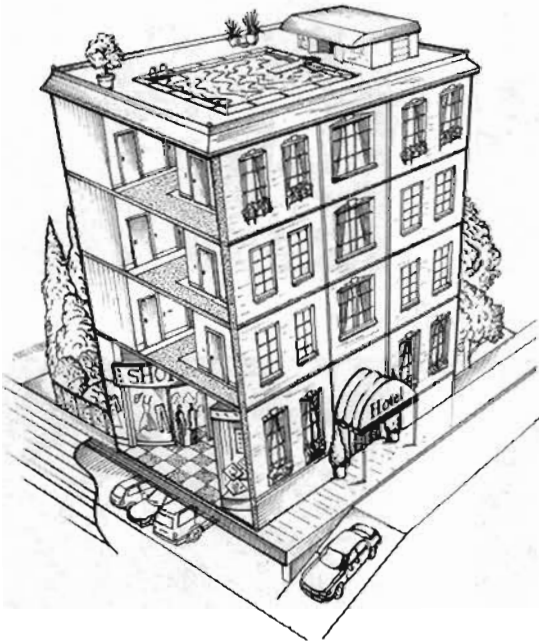
international ..... swimming .....

cocktail ..... satellite .....

à la carte ..... information .....

disabled ..... cloak.....

2 Look at the picture and read the hotel information. Then underline true or false in sentences 1–8.



### HOTEL FELIZ

The Hotel Feliz has 50 bedrooms with air-conditioning, Internet access, and satellite TV. The 40-seat restaurant serves international cuisine. The rooftop swimming pool opens in summer. Shops and exchange bureau in the hotel lobby. Disabled facilities throughout the hotel.

- |  |            |
|--|------------|
| 1 There are 150 bedrooms on five floors.       | true/false |
| 2 There's air-conditioning in the hotel.       | true/false |
| 3 There's Internet access in all the bedrooms. | true/false |
| 4 There isn't satellite TV in the rooms.       | true/false |
| 5 There are 40 seats in the restaurant.        | true/false |
| 6 There aren't any shops in the hotel lobby.   | true/false |
| 7 There's an exchange bureau.                  | true/false |
| 8 There isn't a swimming pool.                 | true/false |

3 Use *Is there?/Are there?, There is/There are* to complete the dialogue about the Hotel Feliz.

WOMAN: Hello, I'd like some information. *Are there* .....<sup>1</sup> any disabled facilities in the hotel?

RECEPTIONIST: Yes, .....<sup>2</sup>. We have rooms with disabled facilities and .....<sup>3</sup> disabled facilities in the bar and restaurant too.

WOMAN: Good. ....<sup>4</sup> a car park?

RECEPTIONIST: Yes, .....<sup>5</sup> a large car park. Guests can reserve a parking space over the phone.

WOMAN: Right. ....<sup>6</sup> a swimming pool?

RECEPTIONIST: Yes, .....<sup>7</sup>.

WOMAN: And .....<sup>8</sup> disabled facilities in the pool?

RECEPTIONIST: Yes, .....<sup>9</sup>.

WOMAN: That's fine. I'd like to book a room if that's OK.

4 Match phrases 1–10 with facilities a–j.

In a hotel, where would you ... ?

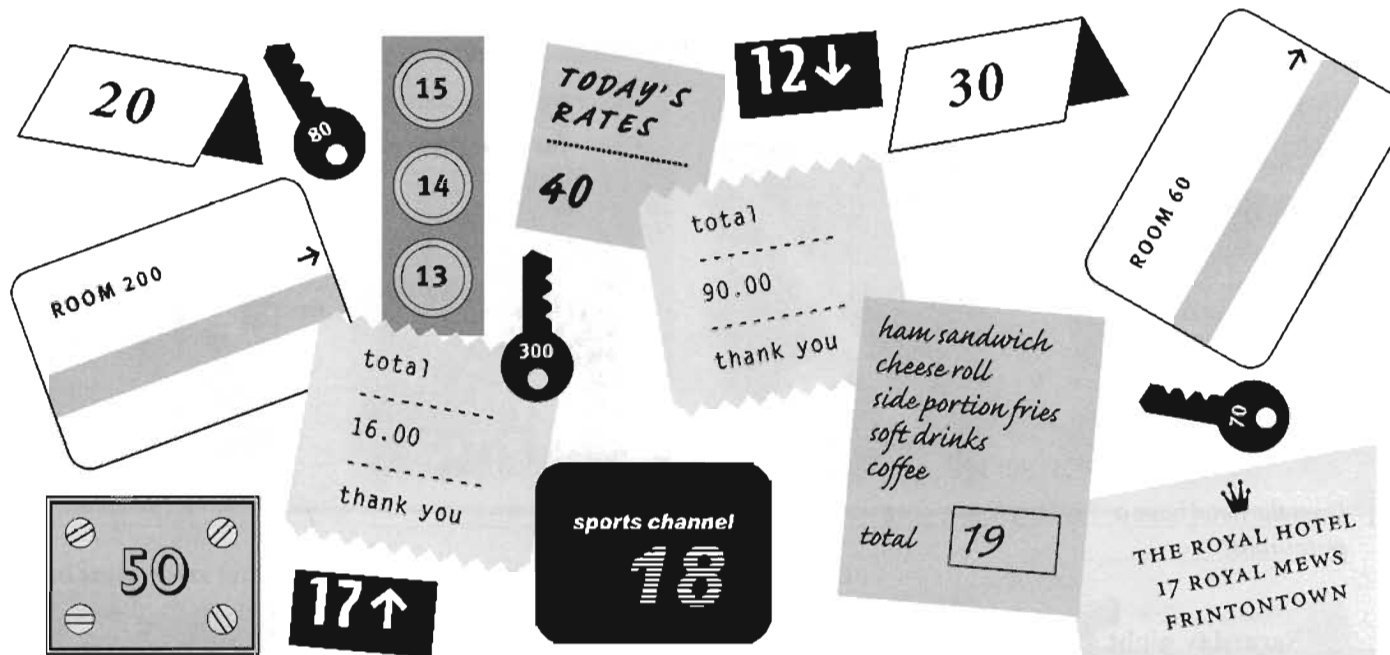
- |                              |                         |   |                      |
|------------------------------|-------------------------|---|----------------------|
| 1 <input type="checkbox"/> e | have a meal             | a | the swimming pool    |
| 2 <input type="checkbox"/>   | change money            | b | the shops            |
| 3 <input type="checkbox"/>   | go for a swim           | c | the bedroom          |
| 4 <input type="checkbox"/>   | buy gifts               | d | the cloakroom        |
| 5 <input type="checkbox"/>   | ask for information     | e | the restaurant       |
| 6 <input type="checkbox"/>   | have a drink            | f | the laundry          |
| 7 <input type="checkbox"/>   | send your dirty clothes | g | the exchange bureau  |
| 8 <input type="checkbox"/>   | park your car           | h | the information desk |
| 9 <input type="checkbox"/>   | sleep                   | i | the bar              |
| 10 <input type="checkbox"/>  | use the toilet          | j | the car park         |

5 Correct the mistakes in italics in the text about a restaurant.

**EATING OUT**

The restaurant is *in* ..... *at* .....<sup>1</sup> the top of a tower *at* .....<sup>2</sup> Hong Kong. The tower *has* .....<sup>3</sup> 250 metres high. *They* .....<sup>4</sup> are 150 seats in the restaurant. There *are* .....<sup>5</sup> also a cocktail *café* .....<sup>6</sup>. The restaurant has an à la carte *card* .....<sup>7</sup> and serves international *kitchen* .....<sup>8</sup>. There *is* .....<sup>9</sup> ten waiters and waitresses. There is a *parking* .....<sup>10</sup> at the bottom of the tower.

6 Match the numbers in the pictures with the words.



- |               |                 |             |       |           |       |
|---------------|-----------------|-------------|-------|-----------|-------|
| three hundred | ..... 300 ..... | twenty      | ..... | seventeen | ..... |
| thirty        | .....           | fifteen     | ..... | seventy   | ..... |
| thirteen      | .....           | fifty       | ..... | sixteen   | ..... |
| fourteen      | .....           | eighty      | ..... | sixty     | ..... |
| forty         | .....           | eighteen    | ..... | ninety    | ..... |
| twelve        | .....           | two hundred | ..... | nineteen  | ..... |

# 3 Taking room reservations

## 1 Underline the odd one out.

- 1 Monday Tuesday tomorrow Saturday
- 2 single sauna twin suite
- 3 guest husband daughter wife
- 4 breakfast departure lunch dinner
- 5 air-conditioning car park restaurant reservation
- 6 Sunday September Wednesday Friday
- 7 morning afternoon tonight evening
- 8 voicemail email telephone arrive

## 2 Complete the questions and answers with do/does, don't/doesn't.

- 1 ..... *Do* ..... you have a single room?  
Yes. We ..... *do* .....
- 2 ..... you have a mobile phone number?  
No. I .....
- 3 ..... the hotel have a sauna?  
No. It .....
- 4 ..... the bar open at lunchtime?  
Yes. It .....
- 5 ..... they want adjoining rooms?  
No. They .....
- 6 ..... you have a double room for tonight?  
Yes. We .....

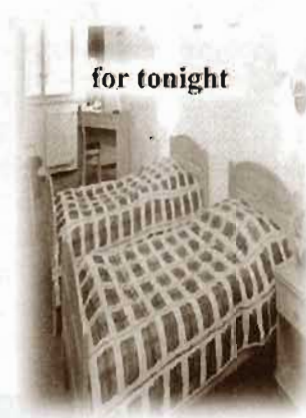
## 3 Make questions with Do/Does using the information in the pictures.



1 Does the hotel have a restaurant?



3 .....



5 .....



7 .....



2 .....



4 .....



6 .....



8 .....



4 Complete the hotel information with *at, on, in, from ... to*.

## HOTEL FELIZ

### Information for our guests

- Breakfast is served *from* <sup>1</sup> 7.30 ..... <sup>2</sup> 10.00 in the restaurant.
- The restaurant is open ..... <sup>3</sup> lunchtime ..... <sup>4</sup> 12.00 ..... <sup>5</sup> 3.00.
- ..... <sup>6</sup> the evening, the restaurant is open ..... <sup>7</sup> 6.00. Last orders are ..... <sup>8</sup> 10.00.
- ..... <sup>9</sup> summer, the terrace restaurant is open ..... <sup>10</sup> the evenings.
- The shops in the hotel lobby are open ..... <sup>11</sup> weekends but the exchange bureau is closed ..... <sup>12</sup> Saturday.
- ..... <sup>13</sup> July and August, the swimming pool is open ..... <sup>14</sup> 8.00 ..... <sup>15</sup> 20.00.
- We regret there is no laundry service ..... <sup>16</sup> Sundays.

5 Rewrite the email using the full form of the abbreviations.



6 Find seven more family members in the puzzle. You can read some from left to right (→), some from top to bottom (↓), and some diagonally (↘).

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

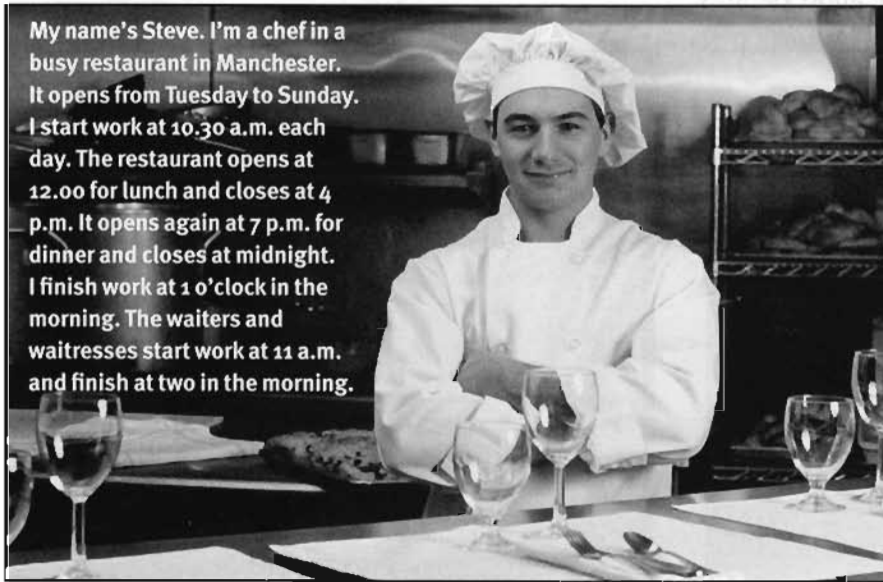


# 4 Taking restaurant bookings

1 Match the two ways of talking about the time.

- |   |                            |                   |   |                    |
|---|----------------------------|-------------------|---|--------------------|
| 1 | <input type="checkbox"/> c | three fifteen     | a | twenty past six    |
| 2 | <input type="checkbox"/>   | eight thirty      | b | five to five       |
| 3 | <input type="checkbox"/>   | twelve forty-five | c | quarter past three |
| 4 | <input type="checkbox"/>   | nine ten          | d | twenty to three    |
| 5 | <input type="checkbox"/>   | one thirty-five   | e | half past eight    |
| 6 | <input type="checkbox"/>   | six twenty        | f | ten past nine      |
| 7 | <input type="checkbox"/>   | four fifty-five   | g | quarter to one     |
| 8 | <input type="checkbox"/>   | two forty         | h | twenty-five to two |

2 Read the text. Then make questions and responses from the prompts.



My name's Steve. I'm a chef in a busy restaurant in Manchester. It opens from Tuesday to Sunday. I start work at 10.30 a.m. each day. The restaurant opens at 12.00 for lunch and closes at 4 p.m. It opens again at 7 p.m. for dinner and closes at midnight. I finish work at 1 o'clock in the morning. The waiters and waitresses start work at 11 a.m. and finish at two in the morning.

- |   |  |
|---|--|
| 1 Where / Steve / work?<br><i>Where does Steve work?</i><br>.....<br>work / restaurant / Manchester<br><i>He works in a restaurant in</i><br><i>Manchester.</i> | 4 What time / Steve / start work?<br>.....<br>start / 10.30                  |
| 2 when / restaurant / open?<br>.....<br>open / Tuesday / Sunday   | 5 When / restaurant / close?<br>.....<br>close / midnight                    |
| 3 What time / open / lunch?<br>.....<br>open / 12.00  | 6 When / waiters / finish work?<br>.....<br>finish work / two in the morning |

3 Look at Steve's notes for June/July. Then complete sentences 1–8, writing the dates in full.

## important dates

Sunday June 23 – finish work

Tuesday June 25 – father's birthday

Friday June 28 – Alan in Manchester

Tuesday July 9 – holiday

Thursday July 16 – home

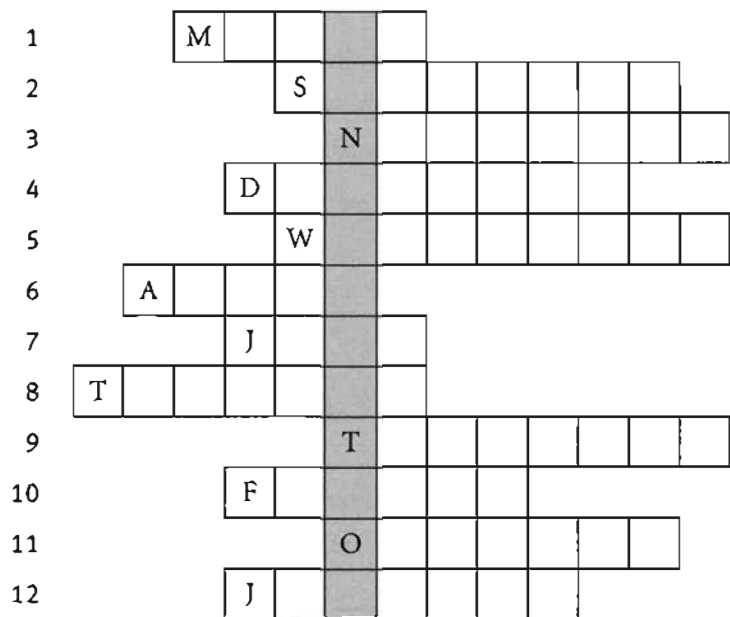
Saturday July 18 – start at new job

Monday July 20 – opening night

Friday July 24 – pay day

- Steve finishes work .....  
on the 23rd of June.
- His father's birthday is .....
- His brother, Alan, arrives in Manchester .....
- They start their holiday .....
- They finish their holiday .....
- Steve starts his new job .....
- The new restaurant opens .....
- His first pay day is .....  
Friday .....

**4 Use the clues to find the missing**



- 1 The third month of the year. (5)
- 2 The first day of the weekend. (8)
- 3 The eleventh month. (8)
- 4 Christmas Day is 25th ..... (8)
- 5 The middle day of the week. (9)
- 6 A spring month in Europe. (5)
- 7 The month between June and August. (4)
- 8 The day after Monday. (7)
- 9 The day before Friday. (8)
- 10 The weekend starts on ..... night! (6)
- 11 The only month beginning with the letter O. (7)
- 12 New Year's Day is 1st ..... (7)

- 1 I enjoy the theatre.  
I *often* / *never* go on Saturday night.
- 2 He works very late.  
He *always* / *rarely* finishes before midnight.
- 3 Guests always arrive by car.  
They *often* / *never* arrive by train.
- 4 I love coffee. I *always* / *never* have it for breakfast.
- 5 Guests *never* / *often* book adjoining rooms for their children.
- 6 My brother lives in the US.  
I *always* / *rarely* see him.
- 7 *Sometimes* / *Never* I study and *sometimes* / *always* I meet my friends.
- 8 Reception staff *always* / *never* say *Good morning* to guests.
- 9 The bar isn't busy. It *often* / *never* closes early.

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

- 1 Can you meet me at *emithclun*? ..... *lunchtime* .....
- 2 I *vreen* drink alcohol. .....
- 3 We often go to Spain for a *laydohi*. .....
- 4 The new bar *speno* on Saturday. .....
- 5 The restaurant is *lufyl dekoob* tonight. .....
- 6 The *tuscmoer* wants a table by the window. .....
- 7 They *reves* dinner from 7.00 to 10.00. .....
- 8 We have a *tellacnacion* for tonight. .....
- 9 My *mayfil* live in Turkey. .....
- 10 I'd like to make a table *noitservare*, please. .....

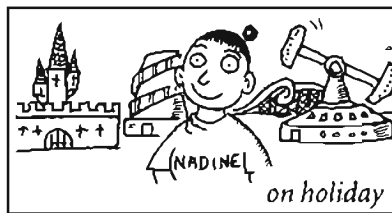
# 5 Giving polite explanations

## 1 Match the phrases to make polite explanations.

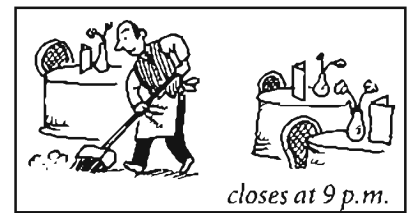
- |   |                                       |  |   |                     |
|---|---------------------------------------|--|---|---------------------|
| 1 | <input checked="" type="checkbox"/> g | I'm afraid we don't have anything left for   | a | in the car park.    |
| 2 | <input type="checkbox"/>              | I'm sorry, the restaurant is                 | b | with a shower.      |
| 3 | <input type="checkbox"/>              | Unfortunately, we're fully booked at         | c | closes at eight.    |
| 4 | <input type="checkbox"/>              | I'm sorry, there aren't any parking spaces   | d | full tonight.       |
| 5 | <input type="checkbox"/>              | I'm afraid we only have a bathroom           | e | the weekend.        |
| 6 | <input type="checkbox"/>              | Unfortunately, we're closed                  | f | Only doubles.       |
| 7 | <input type="checkbox"/>              | I'm afraid the swimming pool                 | g | the Christmas week. |
| 8 | <input type="checkbox"/>              | I'm afraid there aren't any twin rooms left. | h | on Mondays.         |

## 2 Match the requests with the pictures. Then write an appropriate response to the requests.

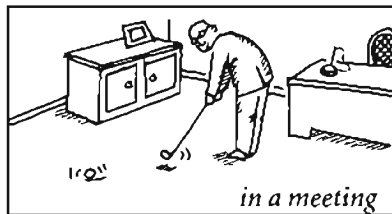
- |   |                                       |  |
|---|---------------------------------------|--|
| a | <input checked="" type="checkbox"/> 1 | Room 301, please.                              |
| b | <input type="checkbox"/>              | I'd like to go for a swim.                     |
| c | <input type="checkbox"/>              | Could I book a double room for tonight?        |
| d | <input type="checkbox"/>              | Can I speak to Nadine in reservations, please? |
| e | <input type="checkbox"/>              | I'd like a parking space, please.              |
| f | <input type="checkbox"/>              | Do you have a table for 9.30?                  |
| g | <input type="checkbox"/>              | Could I speak to the manager?                  |



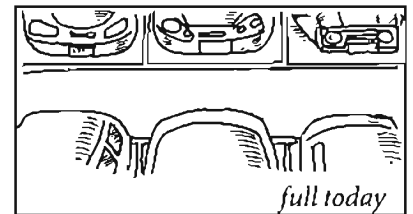
2 .....



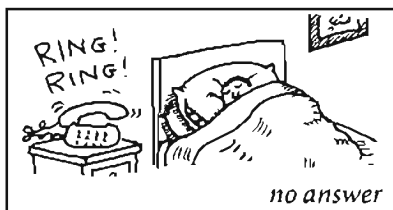
5 .....



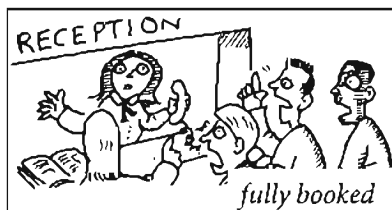
3 .....



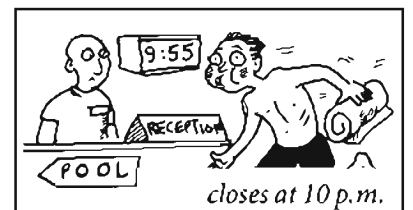
6 .....



1 I'm sorry, there's no answer from 301.



4 .....



7 .....

## 3 Rewrite the verbs in the short form.

- |             |                        |                  |       |                |       |
|-------------|------------------------|------------------|-------|----------------|-------|
| 1 I am      | ..... <i>I'm</i> ..... | 6 you are not    | ..... | 11 we cannot   | ..... |
| 2 we are    | .....                  | 7 here is        | ..... | 12 I cannot    | ..... |
| 3 she is    | .....                  | 8 there is       | ..... | 13 they do not | ..... |
| 4 they are  | .....                  | 9 there is not   | ..... | 14 he does not | ..... |
| 5 he is not | .....                  | 10 there are not | ..... | 15 we do not   | ..... |

- 4 Complete the sentences using the positive or negative short forms of the verbs in brackets.
- It ..... *isn't* ..... (be) Friday today. It's Saturday.
  - She ..... (do) work on Sundays.  
She works Monday to Saturday.
  - I'm afraid we ..... (do) have any rooms left for tonight.
  - Of course, guests ..... (can) use the swimming pool today.
  - The manager ..... (be) in his office.  
He's on holiday this week.
  - Here's your key. You ..... (be) in room 354.
  - We ..... (can) take table bookings for the weekend. We're full on Saturday and Sunday.
  - I'm sorry, there ..... (be) any adjoining rooms left.

- 5 Read the email confirming a customer's hotel reservation. Then put the sentences in the correct order.

Dear Mr Russo

a  I have reserved a parking space in the car park for you,

b  The room has disabled facilities.

c  We are very pleased to confirm your reservation for a double room for three nights from 2nd March.

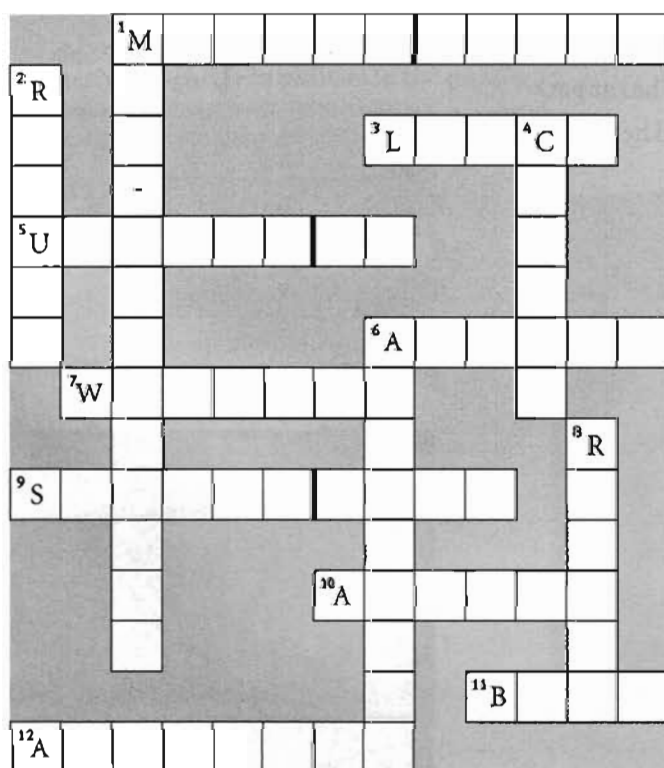
d  Thank you very much for your email.

e  We look forward to welcoming you to the Oriental Palace.

f  and booked a table for two in the restaurant for 7.30 as requested.

Best regards  
Lucy Tan  
Reservations

- 6 Complete the crossword using the clues below.



ACROSS

- Your phone on the move? (6, 5)
- The meal in the middle of the day. (5)
- Can't* in formal, written English. (6, 2)
- The opposite of *refuse*. (6)
- Saturday and Sunday. (7)
- A room for one. (6, 4)
- Respond to a question. (6)
- An alternative to a shower. (4)
- I'm afraid we're full. We don't have ..... left for tonight.* (8)

DOWN

- Around 3 o'clock in the afternoon. (3-9)
- Say *no* to a request. (6)
- When you aren't open you're ..... (6)
- The children are in the ..... room. (9)
- We ..... that we are unable to confirm your reservation.* (6)

# 6 Receiving guests

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

- |   |                            |              |   |         |
|---|----------------------------|--------------|---|---------|
| 1 | <input type="checkbox"/> d | room         | a | card    |
| 2 | <input type="checkbox"/>   | hair         | b | phone   |
| 3 | <input type="checkbox"/>   | fitness      | c | address |
| 4 | <input type="checkbox"/>   | registration | d | number  |
| 5 | <input type="checkbox"/>   | fax          | e | card    |
| 6 | <input type="checkbox"/>   | key          | f | hours   |
| 7 | <input type="checkbox"/>   | home         | g | centre  |
| 8 | <input type="checkbox"/>   | opening      | h | machine |
| 9 | <input type="checkbox"/>   | mobile       | i | salon   |

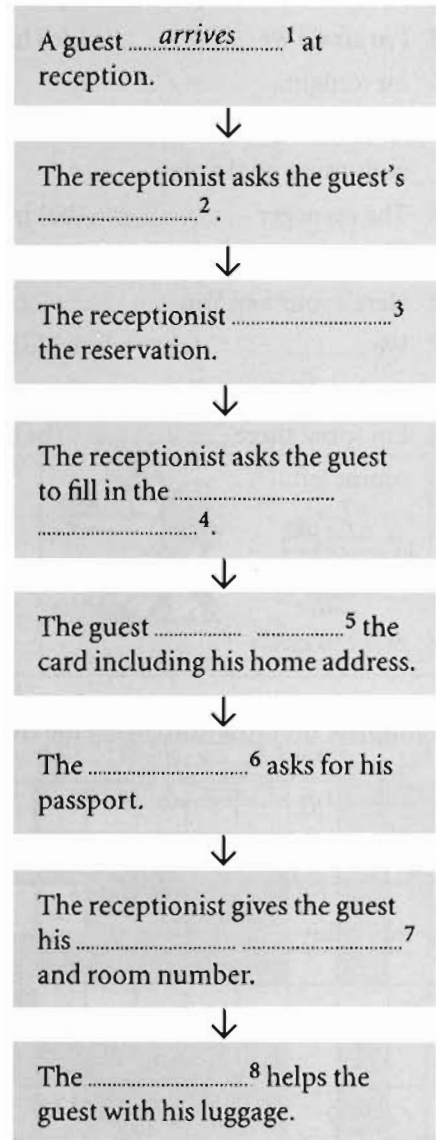
2 Complete the jumbled dialogue with *my, your, his, her, our, or their*.

- a Yes, we have .....*your*<sup>1</sup>..... reservation, Mr Vassili. Please complete this registration card. Could I have .....<sup>2</sup> passport?
- b The fourth floor, OK.  
Thank you. We'd like to have dinner in the restaurant this evening.  
My wife is meeting .....<sup>3</sup> sister here.
- c Certainly. Carlos, please help Mr and Mrs Vassili  
with .....<sup>4</sup> luggage. ....<sup>5</sup> room number is 436.
- d That's right, sir. A parking space is reserved for three days. The car park attendant can help you. ....<sup>6</sup> name's Michael. And here's .....<sup>7</sup> key card. ....<sup>8</sup> room number is 436. It's on the fourth floor.
- e Good evening. My name's Stavros Vassili.  
You have a reservation for a double room for me and .....<sup>9</sup> wife.
- f Here it is. I also made a reservation for a parking space for .....<sup>10</sup> car.
- g Yes, please. A table for three.  
Can we have help with .....<sup>11</sup> luggage?
- h Can I reserve you a table?

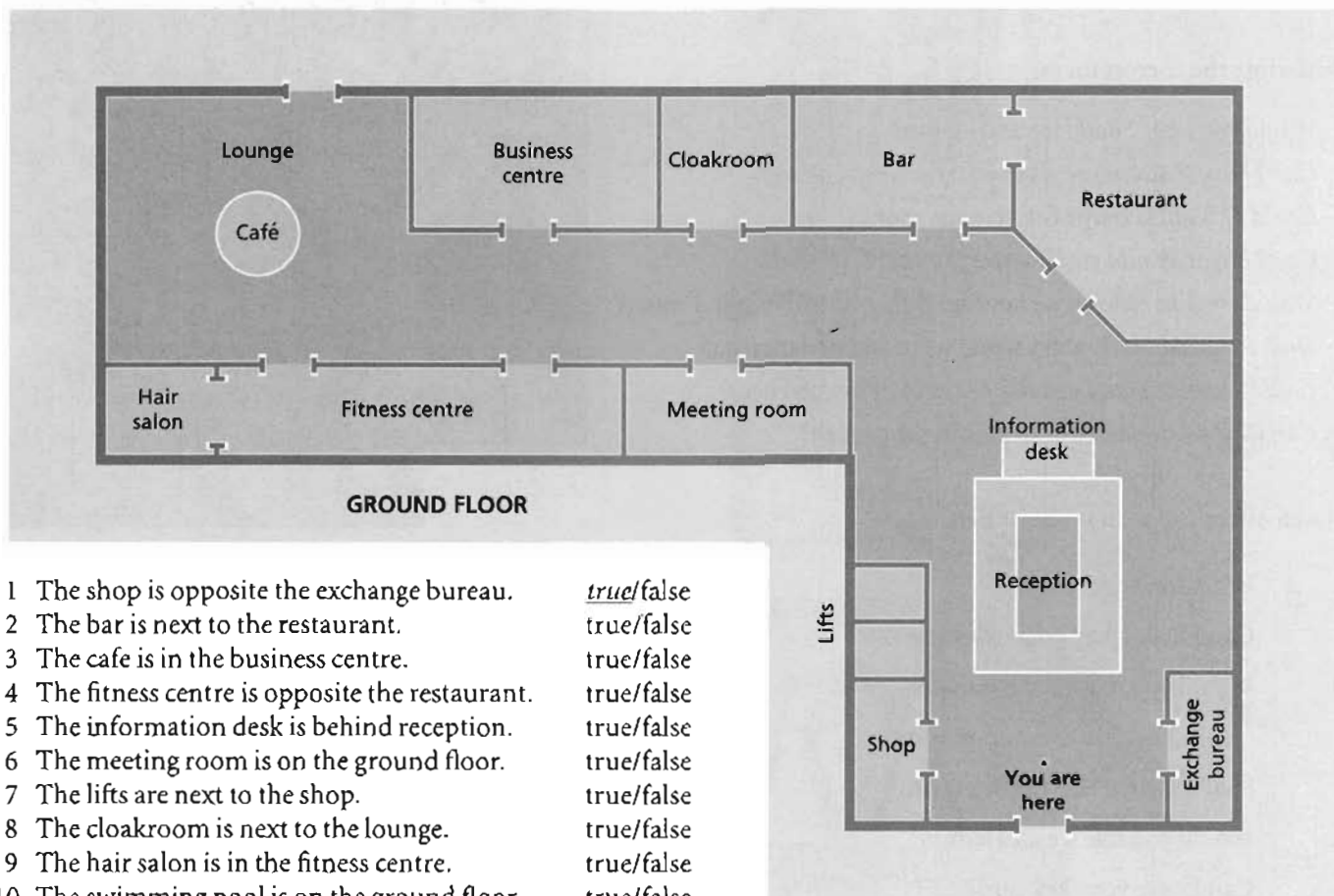
3 Now put the sentences in the dialogue in the correct order.

- 1  e    2     3     4     5     6     7     8

4 Complete the flow chart of the check-in procedure.



5 Look at the picture. Then read the sentences and underline true or false.



- |  |                    |
|--|--------------------|
| 1 The shop is opposite the exchange bureau.      | <u>true</u> /false |
| 2 The bar is next to the restaurant.             | true/false         |
| 3 The cafe is in the business centre.            | true/false         |
| 4 The fitness centre is opposite the restaurant. | true/false         |
| 5 The information desk is behind reception.      | true/false         |
| 6 The meeting room is on the ground floor.       | true/false         |
| 7 The lifts are next to the shop.                | true/false         |
| 8 The cloakroom is next to the lounge.           | true/false         |
| 9 The hair salon is in the fitness centre.       | true/false         |
| 10 The swimming pool is on the ground floor.     | true/false         |

6 Find ten more check-in phrases in the puzzle. You can read some from left to right (→), some from top to bottom (↓), and some diagonally (↘).

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



# 7 Serving in the bar



## 1 Underline the correct form.

- 1 Would you like / Shall I ice and lemon?
- 2 Can I have / Would you like two large beers, please?
- 3 Could I / Shall I charge this to your room?
- 4 Can I have / Would you like your key card, please?
- 5 Would you like / Could we have sparkling or still mineral water?
- 6 Shall I / Could I have a dry white wine and a Margarita?
- 7 Could I have / Would you like draught or bottled beer?
- 8 Can we have / Shall I our drinks in the garden?

## 2 Match offers 1–8 with requests a–h.

- |   |  |                                    |   |                              |
|---|--|------------------------------------|---|------------------------------|
| 1 | <input checked="" type="checkbox"/> <i>d</i> | What can I get you?                | a | A large one, please.         |
| 2 | <input type="checkbox"/>                     | Can I have a large whisky, please. | b | Sparkling or still?          |
| 3 | <input type="checkbox"/>                     | Would you like large or small?     | c | Here it is.                  |
| 4 | <input type="checkbox"/>                     | Could I have your room number?     | d | A glass of red wine, please. |
| 5 | <input type="checkbox"/>                     | Shall I charge this to your room?  | e | Would you like ice?          |
| 6 | <input type="checkbox"/>                     | Would you like ice and lemon?      | f | No, thanks. I'll pay cash.   |
| 7 | <input type="checkbox"/>                     | Can I have your key card?          | g | It's 22.                     |
| 8 | <input type="checkbox"/>                     | Can I have a mineral water?        | h | Just ice, please.            |

## 3 Use adjectives to describe the drinks. Some adjectives can be used more than once.

bottled	double	draught	dry
large	medium dry	red	single
small	sparkling	still	
sweet	white		

- 1 wine dry .....
- 2 beer .....
- 3 spirits .....
- 4 water .....

## 4 Underline the odd one out.

- 1 dry still sweet medium dry
- 2 soda tonic cocktail ginger ale
- 3 beer brandy rum vodka
- 4 port gin sherry vermouth
- 5 Riesling Chablis Merlot wine
- 6 orange juice bacardi mineral water coke
- 7 Guinness Budweiser Margarita San Miguel
- 8 sparkling large small double



**5** Complete the dialogues using the picture prompts.

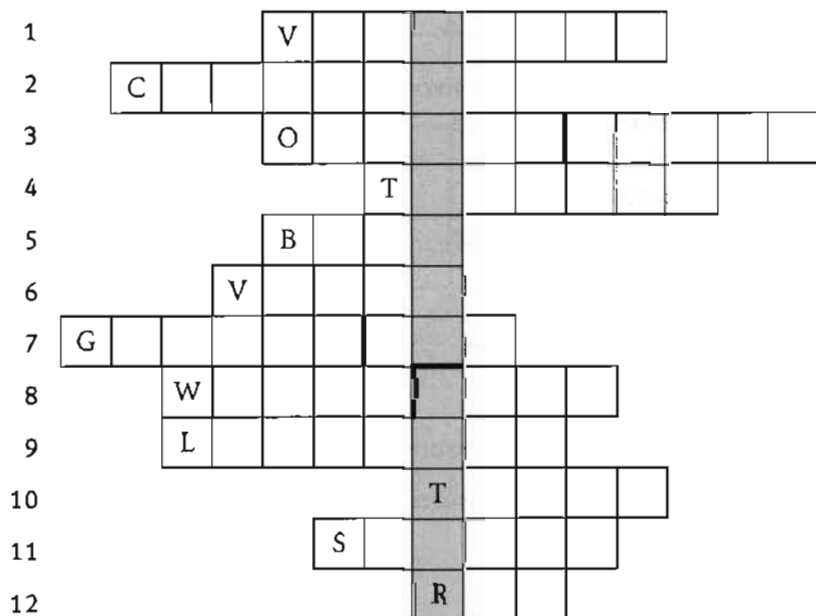
1 BAR STAFF: What can I get you?  
 CUSTOMER: *One large beer, and a vodka and tonic* 1 please.  
 BAR STAFF: Would you like ..... 2 in the vodka?  
 CUSTOMER: Yes, please. How much is that?  
 BAR STAFF: ..... 3 euros, please.

2 BAR STAFF: Good evening. What can I get you?  
 CUSTOMER: ..... 4, please.  
 BAR STAFF: Would you like ..... 5?  
 CUSTOMER: Dry, please.  
 BAR STAFF: And would you like ..... 6?  
 CUSTOMER: A large one, please. How much is that?  
 BAR STAFF: ..... 7 euros, please.

3 BAR STAFF: What would you like to drink?  
 CUSTOMER: ..... 8, please.  
 BAR STAFF: Would you like ..... 9?  
 CUSTOMER: Still, please.  
 BAR STAFF: And ..... 10?  
 CUSTOMER: Just a single, please. How much is that?  
 BAR STAFF: ..... 11 euros, please.



**6** Use the clues to find the missing drink.



- 1 A fortified wine. (8)
- 2 It's usually made in a shaker. (8)
- 3 A fruit drink. (6,5)
- 4 The spirit in a Margarita. (7)
- 5 San Miguel is a type of ..... (4)
- 6 A colourless spirit. (5)
- 7 A good mixer with brandy or whisky. (6,3)
- 8 Drink it dry, medium dry, or sweet. (5,4)
- 9 A lemon soft drink. (8)
- 10 Gin and ..... (5)
- 11 A fortified wine from Spain. (6)
- 12 A spirit from the Caribbean. (3)

# 8 Instructions

1 Use each word once to make cocktail ingredients and equipment.

lemon	sugar	ice	sauce	olive
juice	spoon	shaker	cubes	

- 1 lime ..... juice ..... 4 ice ..... 7 slice of .....
- 2 bar ..... 5 green ..... 8 Worcester .....
- 3 cocktail ..... 6 crushed ..... 9 caster .....

2 Put the instructions for making a Cuba Libre in the correct order.

- a  Then pour in 1 measure of light rum.
- b  Next, garnish with a slice of lime.
- c  Then fill the glass with cola.
- d  First, fill a highball glass with ice.
- e  Finally, serve with a straw.
- f  Next, add the juice of half a lime and stir well.



3 Underline the correct verb.


- 1 Mix / Squeeze the liquids with a bar spoon.
- 2 Stir / Squeeze some fresh lemon juice.
- 3 Shake / Strain the liquid into a glass.
- 4 Fill / Shake the cocktail shaker with crushed ice.
- 5 Add / Serve 1½ measures of tequila.
- 6 Squeeze / Pour the cocktail into a glass.
- 7 Serve / Chill with a straw.
- 8 Strain / Stir with a bar spoon.
- 9 Shake / Pour well to chill the liquids.
- 10 Stir / Garnish with a cherry.

4 Match a phrase from each column to make cocktail ingredients.

- |   |                   |                        |
|---|-------------------|------------------------|
| 1 <input checked="" type="checkbox"/> g | a dash            | a of caster sugar      |
| 2 <input type="checkbox"/>              | the juice of      | b of sweet vermouth    |
| 3 <input type="checkbox"/>              | a slice           | c a glass with ice     |
| 4 <input type="checkbox"/>              | a teaspoon        | d vodka                |
| 5 <input type="checkbox"/>              | half fill         | e of lime              |
| 6 <input type="checkbox"/>              | ¾ of a measure    | f ½ a lemon            |
| 7 <input type="checkbox"/>              | three measures of | g of Angostura bitters |

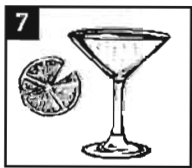
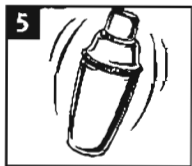
**5** Read the ingredients and look at the pictures. Then write the instructions for making a Daiquiri.

**6** Complete the crossword using the clues below.

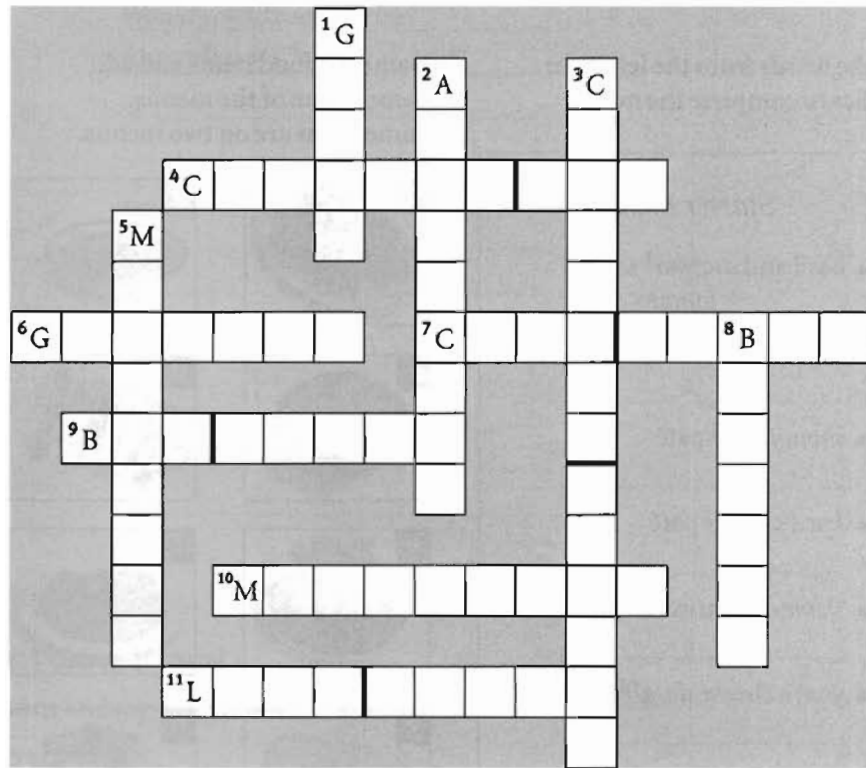


## DAIQUIRI

3 measures light rum  
1 measure lemon juice  
1 teaspoon caster sugar  
crushed ice  
slice of lemon



- 1 *First, fill a cocktail shaker with crushed ice.*
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....
- 7 .....



**ACROSS**

- 4 It chills your drink. (7, 3)
- 6 You can ..... a cocktail with cherries, olives, and lemon. (7)
- 7 A rum-based cocktail. (4, 5)
- 9 Finally, stir with a ..... (3, 5)
- 10 Whisky, vermouth, and bitters make a ..... (9)
- 11 The liquid of a small green citrus fruit. (4, 5)

**DOWN**

- 1 You serve a cocktail in this. (5)
- 2 A popular US cocktail. (9)
- 3 First take a ..... (8,6)
- 5 A popular tequila cocktail. (9)
- 8 Angostura ..... (7)

# 9 Taking a food order

1 Make words from the letters in italics to complete the menu.

*Starter menu*

✎ basil and *atotmo*<sup>1</sup> soup  
.....  
*tomato*

✎ red *nonio*<sup>2</sup> tart  
.....

✎ *shomurom*<sup>3</sup> pâté  
.....

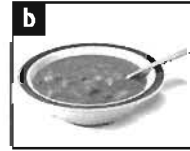
✎ *kucd's*<sup>4</sup> liver pâté  
.....

✎ *slemou*<sup>5</sup> marinière  
.....

✎ goat's cheese *dasal*<sup>6</sup>  
.....

\* \* \*

2 Name the food items and add them to one of the menus. Some items are on two menus.



*Breakfast menu*

1  *c* ..... *croissant* .....

2  .....

3  .....

4  .....

*Light lunch menu*

5  .....

6  .....

7  .....

*Dinner menu*

8  .....

9  .....

10  .....

11  .....

12  .....

3 Find five more mistakes and correct them. Tick (✓) the correct sentences.

- 1 Would you like to order ~~the~~ aperitif? ..... *an* .....
- 2 I'd like a Daiquiri, please. ....
- 3 Would you like to see the dessert menu? .....
- 4 I'd like to book the table for five on Saturday evening. ....
- 5 What's a soup of the day? .....
- 6 We'd like a beer and two Cokes, please. ....
- 7 Would you like to see a wine list? .....
- 8 I'd like an egg sandwich and the pot of tea, please. ....
- 9 I'll have half the bottle of Merlot, please. ....
- 10 Would you like a double or a twin room? .....

4 Label the words: *C* for countable nouns, *U* for uncountable nouns, and *C/U* for nouns that can be both.

beer <i>C/U</i>	bread <i>U</i>
tea	glass of wine
water	double whisky
starter	coffee
toast	money
aperitif	cocktail
fish	milk
luggage	bottle of water
ice	taxi
time	parking space
help	

**5** Make questions and answers using *a/an* or *some*.

- |   |  |   |
|---|--|---|
| 1 | Would you / wine?<br>Just glass / Chablis.                                 | <i>Would you like some wine?</i><br><i>Just a glass of Chablis.</i> |
| 2 | Would you / aperitif?<br>Yes / gin and tonic.                              | .....<br>.....  |
| 3 | Can I / change / money here?<br>Yes. There's / exchange bureau / lobby.    | .....<br>.....  |
| 4 | Could we / mineral water?<br>Would you / large bottle / small bottle?      | .....<br>.....  |
| 5 | Could I / sandwich / orange juice?<br>Would you / ice / your orange juice? | .....<br>.....  |
| 6 | Could you / call / taxi?<br>Certainly. Would you / help / luggage?         | .....<br>.....  |

**6** Put the sentences in the dialogue in the correct order.

- a  WAITER: Here's your table. Can I take your coats?
- b  MAN: Yes. I'd like a whisky sour and my wife would like a vodka and tonic.
- c  WAITER: Brezina. Table for two at 8 o'clock.  
Come this way and I'll show you to your table.
- d  MAN: Thank you.
- e  WAITER: Here's the menu and wine list. Would you like an aperitif?
- f  MAN: Thank you.
- g  WAITER: Whisky sour, vodka and tonic. Fine.  
And the soup of the day is French onion.
- h  MAN: Good evening. We booked a table for two.  
The name is Brezina.
- i  1 WAITER: Good evening.

**7** Find ten more meat and fish words in the puzzle. You can read some from left to right (→), some from top to bottom (↑), and some diagonally (↗).

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

# 10 Desserts and cheese

1 Match a word in each column to make popular desserts.

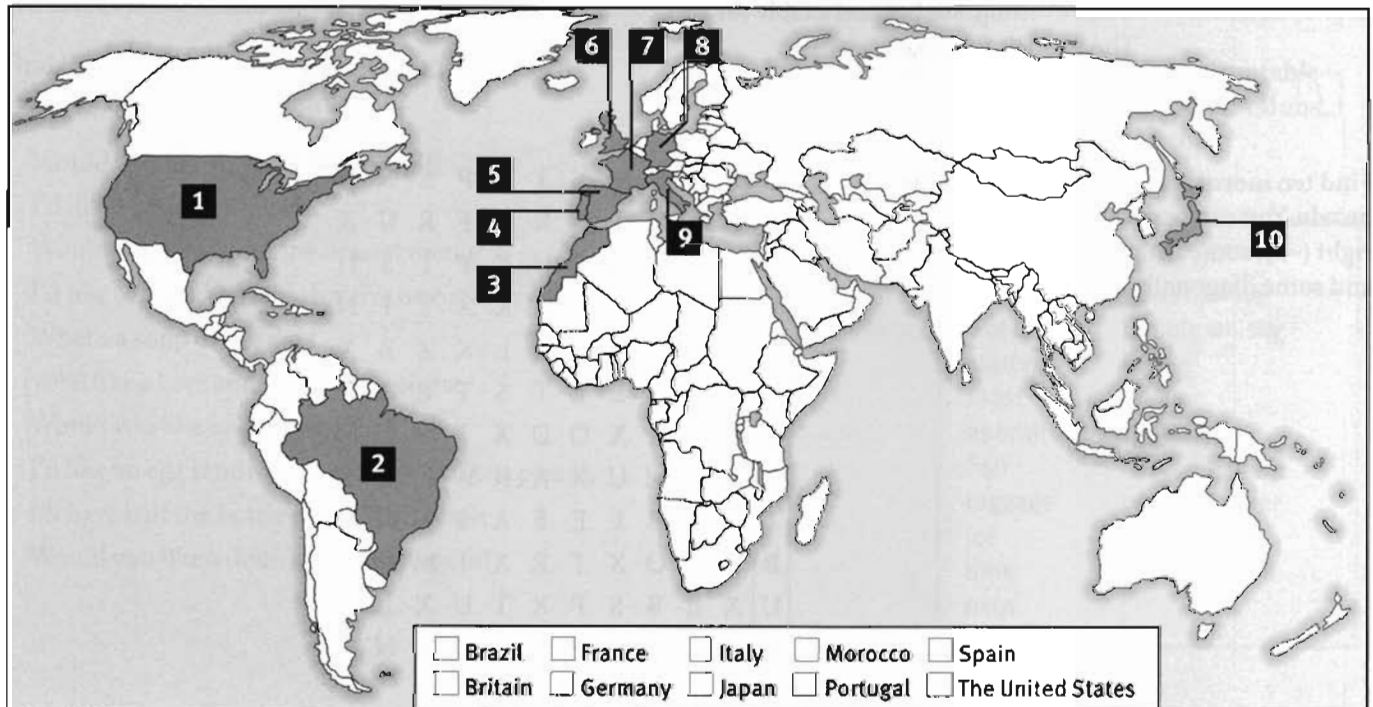
- |   |                                       |              |   |                      |
|---|---------------------------------------|--------------|---|----------------------|
| 1 | <input checked="" type="checkbox"/> f | Vanilla      | a | tart                 |
| 2 | <input type="checkbox"/>              | Blackcurrant | b | pudding              |
| 3 | <input type="checkbox"/>              | Crème        | c | salad                |
| 4 | <input type="checkbox"/>              | Chocolate    | d | with chocolate sauce |
| 5 | <input type="checkbox"/>              | Profiteroles | e | mousse               |
| 6 | <input type="checkbox"/>              | Fruit        | f | ice cream            |
| 7 | <input type="checkbox"/>              | Summer       | g | brûlée               |
| 8 | <input type="checkbox"/>              | French apple | h | sorbet               |



2 Read the sentences and underline true or false.

- |  |                   |
|--|-------------------|
| 1 Cheddar is a hard cheese from Britain.           | <u>true/false</u> |
| 2 Roquefort is a blue cheese from Italy.           | <u>true/false</u> |
| 3 Manchego is a soft cheese from Spain.            | <u>true/false</u> |
| 4 Dolcelatte is a soft blue cheese from Italy.     | <u>true/false</u> |
| 5 Gouda is a hard cheese from the Netherlands.     | <u>true/false</u> |
| 6 Danish blue is a hard cheese from Denmark.       | <u>true/false</u> |
| 7 Gruyère is a hard cheese from France.            | <u>true/false</u> |
| 8 Mozzarella is a soft cheese from Italy.          | <u>true/false</u> |
| 9 Camembert and Brie are soft cheeses from France. | <u>true/false</u> |
| 10 Parmesan is a soft cheese from Italy.           | <u>true/false</u> |

3 Label the countries 1–10 on the map of the world.



**4** Complete the table of countries, nationalities, and languages.

Country	Nationality	Language
Brazil	<i>Brazilian</i>	<i>Portuguese</i>
Britain		
France		
Germany		
Italy	<i>Italian</i>	
Japan		
Morocco		<i>Arabic</i>
Portugal		
Spain		
The United States	<i>American</i>	

**5** Complete the dialogue using *some* or *any*.

MAN: Do you have .....*any*.....<sup>1</sup> ice cream?  
 STAFF: Yes. There's vanilla, chocolate, and strawberry.  
 MAN: I'd like .....<sup>2</sup> chocolate and vanilla, please. What about you, Kate?  
 WOMAN: Do you have .....<sup>3</sup> fresh fruit salad?  
 STAFF: I'm afraid we don't have .....<sup>4</sup> left. Would you like .....<sup>5</sup> fresh fruit instead?  
 WOMAN: That would be nice. Thank you.  
 STAFF: Would you like .....<sup>6</sup> more wine? No, thanks.  
 STAFF: OK. Would you like .....<sup>7</sup> coffee after your dessert?  
 MAN: I don't want .....<sup>8</sup>, thanks. Kate?  
 WOMAN: An espresso, please.

**6** Use the clues to find the missing dessert.

- 1 A small black fruit. (1,2)
- 2 A blue cheese from Denmark. (6,4)
- 3 A hard Spanish cheese. (8)
- 4 The flavour of white ice cream. (7)
- 5 A small, soft, red fruit. (9)
- 6 A popular American/British dessert. (5,3)
- 7 A soft cheese from France. (9)
- 8 The cheese used on pizzas. (10)
- 9 Fresh fruit dessert. (5,5)
- 10 A good dessert for a hot day. (3,5)

# 11 Talking about wine

## 1 Match adjectives 1–8 with their opposites a–h.

- |   |                            |           |   |               |
|---|----------------------------|-----------|---|---------------|
| 1 | <input type="checkbox"/> d | good      | a | unpopular     |
| 2 | <input type="checkbox"/>   | cheap     | b | white         |
| 3 | <input type="checkbox"/>   | light     | c | sweet         |
| 4 | <input type="checkbox"/>   | smooth    | d | bad           |
| 5 | <input type="checkbox"/>   | dry       | e | non-sparkling |
| 6 | <input type="checkbox"/>   | sparkling | f | rough         |
| 7 | <input type="checkbox"/>   | red       | g | expensive     |
| 8 | <input type="checkbox"/>   | popular   | h | full-bodied   |

## 2 Put the words in the correct order.

- Italian / light / wine / Frascati / is / a / white  
*Frascati is a light Italian white wine.*
- dry / is / white / Pinot / Grigio / wine / a  
.....
- Champagne / Cava / and / sparkling / wines / are  
.....
- wine / non-sparkling / is / a / Riesling  
.....
- Portugal / from / Port / wine / is / a / fortified  
.....
- red / full-bodied / is / a / Merlot / wine  
.....
- smooth / St. Emilion / wine / is / a / Bordeaux  
.....
- white / is / a / German / Riesling / wine  
.....



## 3 Complete the table with the comparative forms of the adjectives.

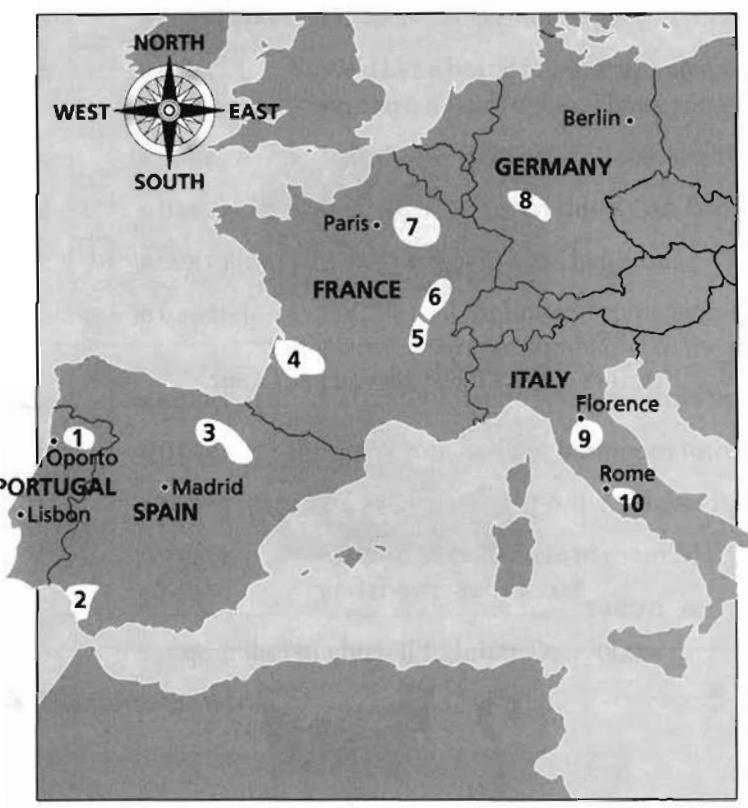
Adjective	Comparative
cheap	<i>cheaper</i>
expensive	<i>more expensive</i>
dry	.....
sweet	.....
smooth	.....
rough	.....
good	.....
bad	.....
full-bodied	.....
light	.....
famous	.....

## 4 Compare the different wines using *-er than*, *more ... than*, and *not as ... as*.

- French Merlot / expensive / Chilean Merlot  
*French Merlot is more expensive than Chilean Merlot.*
- Champagne / famous / Cava and Sekt  
.....
- Sauvignon Blanc / sweet / Pinot Grigio  
.....
- St. Emilion / smooth / a cheap Bordeaux wine  
.....
- Sauvignon Blanc / dry / Chardonnay  
.....
- Chardonnay / not light / Frascati  
.....
- Other sparkling wines / not expensive / Champagne  
.....
- A Bordeaux wine / full-bodied / a young Beaujolais  
.....
- A good claret / good / a cheap red wine  
.....



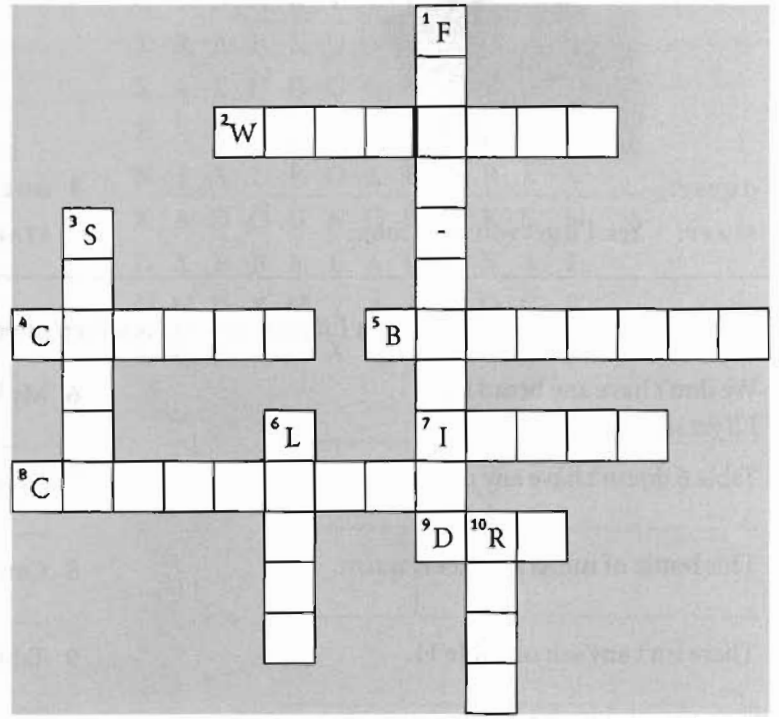
5 Answer the questions using the map.



- 1 Where does port come from?  
*Port comes from the north of Portugal.*
- 2 Where is sherry produced?  
.....
- 3 Where is the Rioja region?  
.....
- 4 Where is Bordeaux produced?  
.....
- 5 Where does Beaujolais come from?  
.....
- 6 Where is the Burgundy wine region?  
.....
- 7 Where is Champagne produced?  
.....
- 8 Where does Riesling come from?  
.....
- 9 Where is the Chianti region?  
.....
- 10 Where is Frascati produced?  
.....

6 Complete the crossword using the clues below.

- ACROSS
- 2 A restaurant's wine selection. (4, 4)
  - 4 This wine tastes bad. Perhaps it's ..... (6)
  - 5 St. Emilion is a ..... wine. (8)
  - 7 The country where Chianti and Frascati are produced. (5)
  - 8 The most famous sparkling wine. (9)
  - 9 Pinot Grigio is a ..... white wine. (3)
- DOWN
- 1 This red wine is not light. It's ..... (4-6)
  - 3 A good Bordeaux is full-bodied and ..... (6)
  - 6 A piece of paper attached to a wine bottle, with information about it. (5)
  - 10 You serve red wine at ..... temperature. (4)



# 12 Dealing with requests

1 Use *Could I/ Could we* to make requests from the pictures. Then underline the correct form in the response.



1 GUEST: Could you order a taxi for room 234, please?  
 STAFF: I'll order one / some straightaway.



2 GUEST: .....  
 STAFF: Certainly. I'll bring you one / some.



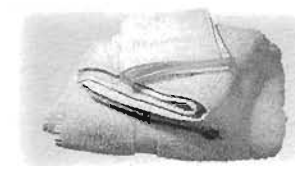
3 GUEST: .....  
 STAFF: Of course. I'll get you one / some.



4 GUEST: .....  
 STAFF: Yes. I'll get you one / some.



5 GUEST: .....  
 STAFF: Yes. I'll just get you one / some.



6 GUEST: .....  
 STAFF: Certainly. I'll send one / some up.



7 GUEST: .....  
 STAFF: One moment. I'll see if there's one / some free.



8 GUEST: .....  
 STAFF: I'll get you one / some.

2 Make responses to the sentences with *I'll get some/one/another/some more*.

1 We don't have any bread left.  
 I'll get some more.

2 Table 6 doesn't have any menus.  
 .....

3 This bottle of mineral water is warm.  
 .....

4 There isn't any salt on table 11.  
 .....

5 Some cheese would be nice.  
 .....

6 My knife is dirty.  
 .....

7 Excuse me. The milk is nearly finished.  
 .....

8 Can I see the dessert menu?  
 .....

9 Table 3 would like extra toast.  
 .....

10 Mrs Kruger wants a pen for the bill.  
 .....

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

- a  RECEPTION: I'll ask housekeeping to get you some more.
- b  GUEST: We'd like a bottle of mineral water, two glasses, and a selection of vegetarian sandwiches. Thank you very much.
- c  RECEPTION: In 304? I'm very sorry. I'll speak to them straightaway.
- d  GUEST: Thank you. One last thing. Can I order drinks and sandwiches from you?
- e  RECEPTION: Reception. How can I help you?
- f  GUEST: OK, I'll wait for housekeeping before I take a shower. Also, I'm sorry to complain but the people in 304 are very noisy.
- g  RECEPTION: Certainly. I'll send some toiletries up to your room.
- h  GUEST: Thank you. And our bathroom towels are very wet.
- i  RECEPTION: If you give me your order, I'll pass it on to room service.
- j  GUEST: Hello. It's Mrs Beneto in room 303. Can we have some more soap and shower gel, please?

4 Complete the words.

### THE CUSTOMER CARE CODE

- Always *w . e . l . c . o . m e*<sup>1</sup> customers with a smile.
- A *..... s ..... e*<sup>2</sup> the phone quickly.
- Apo *..... o ..... i ..... e*<sup>3</sup> for any delay in answering the phone.
- Always be p *..... l ..... t*<sup>4</sup> and f *..... i ..... n ..... ly*<sup>5</sup>.
- Use the customer's n *..... m*<sup>6</sup> when you talk to them.
- Take spe *..... i ..... l*<sup>7</sup> care of people with particular needs.
- Be p *..... t ..... e ..... t*<sup>8</sup> and h *..... l ..... ful*<sup>9</sup>.
- Don't keep people w *..... i ..... ing*<sup>10</sup> long.
- ☺ *.....*<sup>11</sup> at waiting guests.

5 Find eleven more uncountable nouns in the puzzle. You can read some from left to right (→), some from top to bottom (↑), and some diagonally (↗)

```

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

# 13 Describing dishes

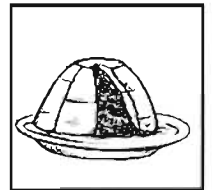
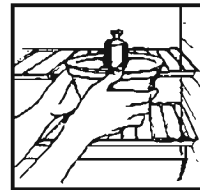
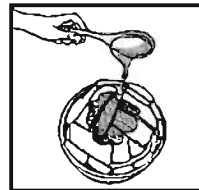
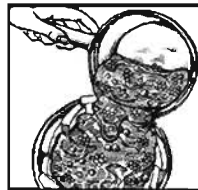
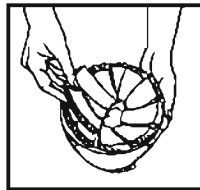
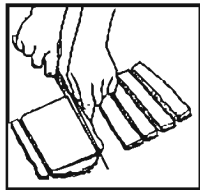
## 1 Match the food with the ingredients.

- |   |                                       |                   |   |   |
|---|---------------------------------------|-------------------|---|---|
| 1 | <input checked="" type="checkbox"/> b | Penne arrabbiata  | a | thin slices of white bread, raspberries, and sugar                                  |
| 2 | <input type="checkbox"/>              | Mixed seafood     | b | chilli, tomatoes, garlic, basil, pine nuts, and pasta                               |
| 3 | <input type="checkbox"/>              | Hollandaise sauce | c | egg whites, and icing sugar   |
| 4 | <input type="checkbox"/>              | Salmon coulibiac  | d | tarragon, shallots, vinegar, dry white wine, egg yolks, butter, and salt and pepper |
| 5 | <input type="checkbox"/>              | Bearnaise sauce   | e | layers of rice, onions, mushrooms, salmon, and hard-boiled eggs in puff pastry      |
| 6 | <input type="checkbox"/>              | Summer pudding    | f | egg yolks, lemon juice, butter, and salt and pepper                                 |
| 7 | <input type="checkbox"/>              | Meringues         | g | half a lobster, king prawns, scallops, and mussels                                  |

## 2 Answer the questions using the prompts.

- |   |   |    |  |
|---|---|----|--|
| 1 | What is ice cream made from?<br>• cream/eggs/sugar<br><i>It's made from cream, eggs, and sugar.</i> | 6  | What vegetables does the vegetarian bake contain?<br>• aubergines/tomatoes/onions/broccoli/mushrooms |
| 2 | What does a continental breakfast consist of?<br>• fruit juice/croissant or bread/jam/butter/coffee | 7  | What are pancakes made from?<br>• eggs/milk/flour  |
| 3 | What does the mixed seafood dish contain?<br>• lobster/prawns/scallops/mussels                      | 8  | What does the chef's salad consist of?<br>• green salad/tuna/olives/tomatoes                         |
| 4 | What does a Margarita consist of?<br>• tequila/triple sec/lime and lemon juice/ice                  | 9  | What's the salad dressing made from?<br>• olive oil/wine vinegar/mustard                             |
| 5 | What is summer pudding made from?<br>• bread strips/raspberries/sugar                               | 10 | What does the penne arrabbiata consist of?<br>• pasta/chilli/tomatoes/garlic/basil/pine nuts         |

## 3 Rewrite the instructions in the Passive for how to make a Summer pudding.

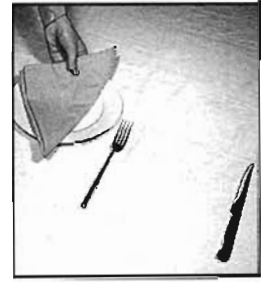


- Remove the crusts from some thin slices of white bread.  
*The crusts are removed from some thin slices of white bread.*
- Cut each slice into three or four pieces.

- 3 Put some of the bread strips around a pudding bowl.
- 4 Stew the raspberries in the sugar for a few minutes.
- 5 Add the fruit and some of the juice to the pudding bowl.
- 6 Cover the fruit with more bread strips.
- 7 Pour over the remaining juice.
- 8 Put a weight on top of the bowl and place it in the refrigerator.

**4 Rewrite the Passive sentences as instructions for how to lay a place setting.**

- 1 A clean tablecloth is put on the table.  
*Put a clean tablecloth on the table.*
- 2 A knife and fork are put in the plate position.
- 3 A napkin is folded and placed on a side plate.
- 4 A dessert spoon and fork are brought with the dessert menu.
- 5 A wine glass is placed above the soup spoon position.
- 6 Salt and pepper are put in the centre of the table.
- 7 A flower arrangement and a candle are placed by the salt and pepper.



**5 Use the clues to find the missing wine, perfect with seafood.**

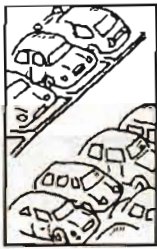
1		S									
2	F										
3	L										
4	H										
5			S								
6		S									
7		F									
8	K										
9	M										

- 1 A shellfish starter. (8)
- 2 The waiter brings this and removes the meat fork. (4,4)
- 3 This large shellfish changes colour when cooked. (7)
- 4 A good light sauce for fish. (11)
- 5,6 This fish dish is usually served as a starter. (6,6)
- 7 Another piece of cutlery for eating fish. (4,5)
- 8 A popular *royal* shellfish for starters and main courses. (4,5)
- 9 A sauce often served with cod. (6)

# 14 Dealing with complaints

1 Match the pictures with the adjectives.

- |              |               |
|--------------|---------------|
| a empty      | e corked      |
| b torn       | f off         |
| c overcooked | g undercooked |
| d full       | h flat        |



1  d



2



3



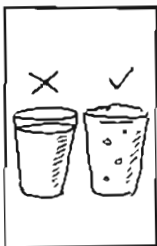
4



5



6



7



8

2 Complete the complaints with the best answer.

- You've given us the *wrong* rooms. We asked for adjoining doubles.  
a bad      b right      c *wrong*      d good
- Sorry, this bread is really .....  
a stale      b fresh      c good      d flat
- This is room 409. Our bathroom is absolutely .....  
a unmade      b filthy      c dirty      d dusty
- These vegetables are really ..... They have no taste at all.  
a new      b vinegary      c cold      d tasteless
- Excuse me. I can't eat this soup – it's too .....  
a warm      b tasteless      c salty      d flat
- Are you the reception manager? One of your staff was very ..... to me today.  
a rude      b friendly      c bad      d dirty
- The TV in our room is .....  
a dusty      b full      c broken      d torn
- This meat is so ..... that it's difficult to cut.  
a tasteless      b tough      c cold      d stale
- Our room is very ..... because of the street traffic. We can't sleep.  
a full      b dirty      c hot      d noisy
- This wine tastes ..... I think it's corked.  
a vinegary      b salty      c tasteless      d flat

3 Match responses a–j with the complaints in exercise 2.

- |   |                                       |   |
|---|---------------------------------------|---|
| a | <input checked="" type="checkbox"/> 3 | I'm very sorry. I'll speak to housekeeping straight away.             |
| b | <input type="checkbox"/>              | I'm sorry. I'll speak to the wine waiter who will replace it for you. |
| c | <input type="checkbox"/>              | I'm sorry. Can I get you a salad instead?                             |
| d | <input type="checkbox"/>              | I'm sorry. I'll change them straightaway.                             |
| e | <input type="checkbox"/>              | I'll ask maintenance to sort it out for you immediately.              |
| f | <input type="checkbox"/>              | I'm sorry. Would you like to choose another soup?                     |
| g | <input type="checkbox"/>              | I'm sorry. I'll get you some fresh bread.                             |
| h | <input type="checkbox"/>              | I can move you to a room at the back of the hotel.                    |
| i | <input type="checkbox"/>              | I do apologize. I'll speak to the person concerned.                   |
| j | <input type="checkbox"/>              | I'm sorry. I'll speak to the chef. Would you like something else?     |

**4** Complete the sentences with the verbs in the Past Simple tense.

- 1 They ..... *ordered* ..... (order) a bottle of red wine.
- 2 The waitress ..... (open) the bottle of champagne.
- 3 The waiter ..... (take) their order.
- 4 The guests ..... (arrive) at 10 p.m.
- 5 The restaurant manager ..... (speak) to the chef about the complaint.
- 6 The manager ..... (look into) the complaint about his staff.
- 7 The receptionist ..... (smile) at the new guests.
- 8 The guests ..... (leave) after breakfast.
- 9 The guest ..... (give) the waiter her key card.
- 10 They ..... (reserve) a table for dinner at 8 p.m.
- 11 They ..... (meet) their friends after work.
- 12 The bar server ..... (shake) the cocktail shaker.

**5** Complete the letter with the verbs in the Past Simple tense.

give	receive	not be	not want
book	be	wait	speak
take	arrive	make	complain

Dear Sir/Madam

I would like to complain about the recent poor service which I ..... *received* ..... <sup>1</sup> at your hotel.

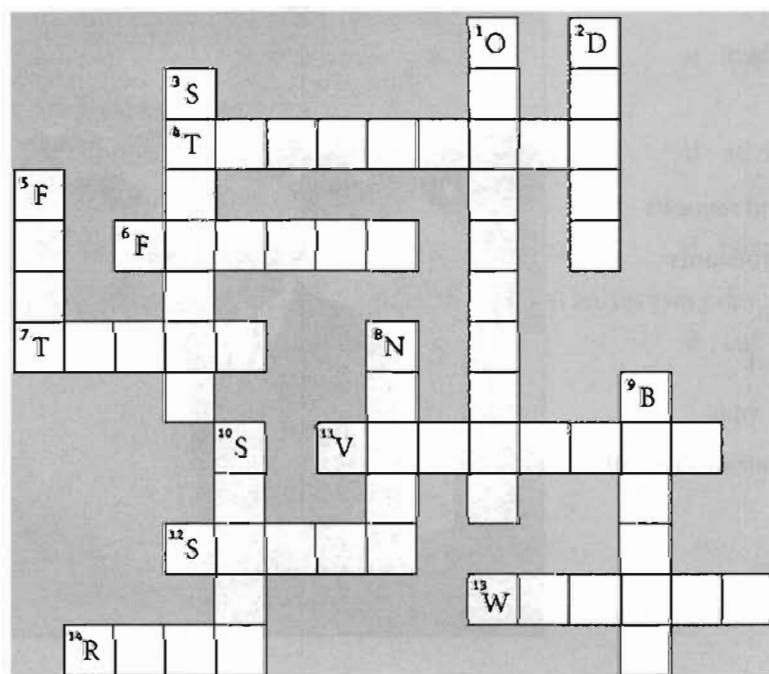
When we ..... <sup>2</sup> on Saturday afternoon, our room ..... <sup>3</sup> ready for us. Then the receptionist ..... <sup>4</sup> us the wrong room without a balcony or shower. She ..... <sup>5</sup> to change the room for us but I insisted.

I ..... <sup>6</sup> a table for dinner when I ..... <sup>7</sup> our room reservation but we ..... <sup>8</sup> more than half an hour for a table. The waiter ..... <sup>9</sup> our order and we then waited another thirty minutes for our food. The food was not good. The meat ..... <sup>10</sup> tough and the vegetables watery and overcooked. I ..... <sup>11</sup> to the waiter and then I ..... <sup>12</sup> with the restaurant manager, who was unsympathetic.

I remain an unhappy customer.

Yours faithfully

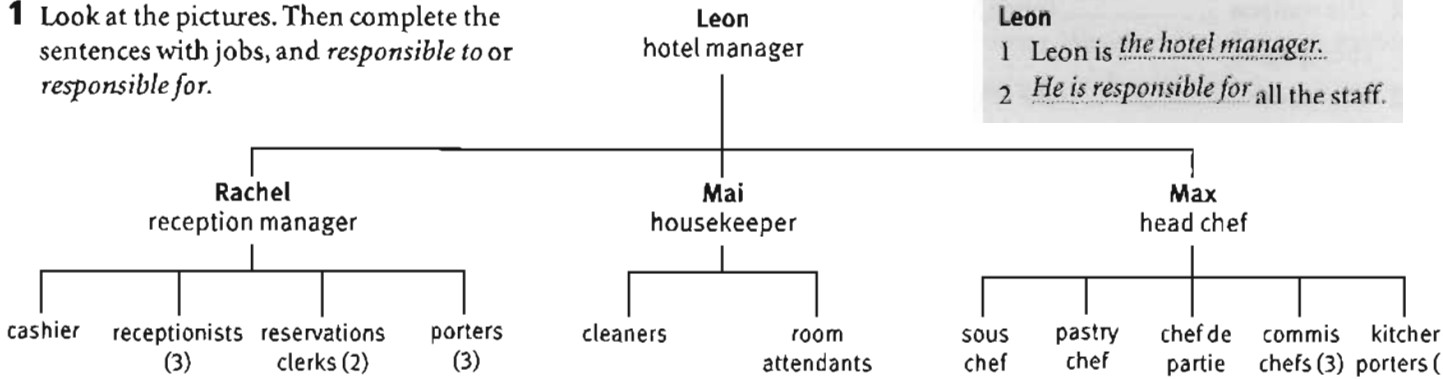
**6** Complete the crossword using the clues below.



- ACROSS
- 4 No taste at all. (9)
  - 6 Really dirty. (6)
  - 7 Meat that is difficult to eat. (5)
  - 11 Wine that is too old. (8)
  - 12 Too much salt. (5)
  - 13 Too much H<sub>2</sub>O. (6)
  - 14 The opposite of *polite*. (4)
- DOWN
- 1 Cooked for too long. (10)
  - 2 Covered in dust. (5)
  - 3 Green beans can be like this. (7)
  - 5 Champagne with no sparkle. (4)
  - 8 Another word for *loud*. (5)
  - 9 Not working. (6)
  - 10 Certainly not fresh. (5)

# 15 Jobs and workplaces

1 Look at the pictures. Then complete the sentences with jobs, and *responsible to* or *responsible for*.



**Leon**  
1 Leon is the hotel manager.  
2 He is responsible for all the staff.

**Rachel**  
3 Rachel is .....  
4 She is responsible to .....  
5 ..... the front office staff.  
6 They are a cashier, three ....., two ....., and three .....

**Mai**  
7 Mai is .....  
8 ..... the hotel manager.  
9 ..... the housekeeping staff.  
10 They are ..... and room .....

**Max**  
11 Max is .....  
12 ..... the kitchen staff.  
13 ..... the head chef.  
14 They are the sous ....., the ....., chef, the chef de partie, three ....., chefs, and two kitchen .....

2 Match the jobs with the responsibilities.

JOB	RESPONSIBILITY
1 <input checked="" type="checkbox"/> c reception manager	a menus and the kitchen
2 <input type="checkbox"/> restaurant manager	b luggage
3 <input type="checkbox"/> housekeeper	c front office
4 <input type="checkbox"/> head chef	d guests' questions and requests
5 <input type="checkbox"/> cashier	e baking bread and croissants
6 <input type="checkbox"/> receptionist	f bedrooms and linen
7 <input type="checkbox"/> reservations clerk	g helping the sous chef
8 <input type="checkbox"/> porter	h the restaurant staff rotas
9 <input type="checkbox"/> room attendants	i reservations by phones and email
10 <input type="checkbox"/> pastry chef	j money and bills
11 <input type="checkbox"/> commis chef	k preparing vegetables
12 <input type="checkbox"/> kitchen porter	l cleaning rooms and making beds





**3** Complete the sentences with *this/that* or *these/those*.

- 1 Right. *This* ..... menu here is today's menu.
- 2 Look at this menu. .... are the dishes I want you to prepare.
- 3 ..... 's tomorrow's menu over on the board.
- 4 ..... are tomorrow's dishes over there.
- 5 ..... desserts here are ready for the dining room.
- 6 Those on ..... worktop aren't finished yet.
- 7 Could you pass me ..... bottle? The one on the shelf.
- 8 I'll serve ..... dishes here if you take .....
- 9 Here you are, sir. .... is today's lunch menu.
- 10 Excuse me. Who are ..... people over there?



**4** Complete the sentences with the best answer.

- 1 Put the dirty plates into the *dishwasher* .  
a cupboard    b bin            c blender            d *dishwasher*
- 2 You use a ..... to make meringue.  
a blender    b whisk            c knife            d sieve
- 3 When you make a tart you cook it in the ..... .  
a deep fryer    b grill            c oven            d frying pan
- 4 Eggs are boiled on the ..... .  
a grill            b oven            c hob            d saucepan
- 5 French fries are cooked in the ..... .  
a oven            b frying pan    c deep fat fryer    d food processor
- 6 We make soup using the liquid in the ..... .  
a stockpot    b blender            c refrigerator    d saucepan
- 7 Food is kept warm under the ..... .  
a oven            b heat lamps    c grill            d hob
- 8 Each chef has their own ..... .  
a cupboard    b oven            c worktop            d work station
- 9 The waiters make toast in the ..... .  
a grill            b toaster            c heat lamp            d blender
- 10 The kitchen porters ..... the kitchen knives every day.  
a sharpen    b wash            c clean            d cut

**5** Find nine more pieces of kitchen equipment or kitchenware in the puzzle. You can read some from left to right (→), some from top to bottom (↓), and some diagonally (↘).

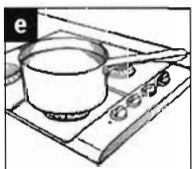
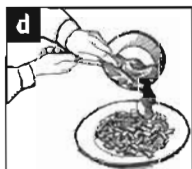
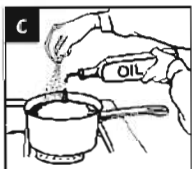
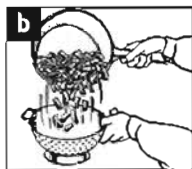
R (S T O C K P O T) N O X  
 E X S A U C E P A N X K  
 F I H X R T X P M O I D  
 R S O L X T G E N X B I  
 I X B L E N D E R D A S  
 G R X K I X V E L X O H  
 E X A Y X O R V X M E W  
 R E R X B C X Q U I X A  
 A F B A K I N G T I N S  
 T X A M O X K I L X C H  
 O W H X O L X S T O X E  
 R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

# 16 Explaining and instructing

## 1 Complete the sentences with the correct verb.

- 1 We have to julienne the carrots and ..... *chop* ..... the onions.  
a cut      b prepare      c *chop*      d break
- 2 The kitchen porters ..... the potatoes before boiling them.  
a slice      b strain      c beat      d pour
- 3 You have to ..... the broccoli and cauliflower into florets before boiling.  
a prepare      b fold      c stir      d break
- 4 ..... the egg whites together to make meringue.  
a whisk      b cut      c blend      d stir
- 5 ..... the sauce to stop it sticking to the pan.  
a whip      b stir      c break      d beat
- 6 ..... the cream to make a topping for the desserts.  
a beat      b blend      c whip      d stir
- 7 ..... the fruit and chop it into pieces to make a fruit salad.  
a scrape      b peel      c slice      d cut
- 8 ..... the meat thinly and put it on the plates.  
a whip      b prepare      c scrape      d slice
- 9 The kitchen staff always ..... their hands in the hand basin.  
a clean      b wash      c dry      d sweep
- 10 The kitchen porters ..... and wash the floors every day.  
a sweep      b make      c dust      d prepare

## 2 Match the instructions with the pictures.



- 1  *b* Strain the pasta into a colander.
- 2  Boil a large pan of water.
- 3  Add the sauce and serve immediately.
- 4  Boil for 7 or 8 minutes until the pasta is al dente.
- 5  Add salt and a dash of oil to the water.
- 6  Put the pasta in the boiling water.

## 3 Now put the instructions in the correct order.

2

## 4 Use each verb once to complete the room attendant's instructions.

empty	clean	strip
replace	open	check
put	make	
take	clean and dust	

- 1 ..... *Open* ..... the windows.
- 2 ..... the beds.
- 3 ..... the dirty linen in the laundry bag.
- 4 ..... clean sheets and pillow cases from the trolley.
- 5 ..... the beds.
- 6 ..... the room.
- 7 ..... the bathroom.
- 8 ..... all the bins.
- 9 ..... the toiletries in the bathroom.
- 10 ..... the minibar, lights, and electrical equipment.

**5** Make sentences with *mustn't* or *don't/doesn't have to*.

- 1 Guests / pay for the car park  
*Guests don't have to pay for the car park.*
- 2 You / overcook the vegetables  
.....
- 3 Guests / check out until 12 noon  
.....
- 4 Akiko / work on Thursdays. It's her day off.  
.....
- 5 Staff / wash their hands in the food preparation sinks  
.....
- 6 Room attendants / change the towels every day  
.....
- 7 Staff / smoke in the kitchen  
.....
- 8 Staff / be rude to customers  
.....
- 9 The kitchen porters / scrape the new potatoes  
.....
- 10 Reception staff / keep guests waiting  
.....

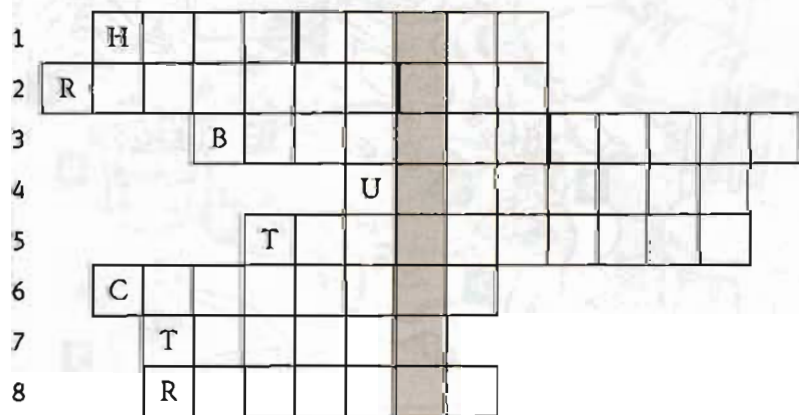
**6** Complete the text with *must* or *have to*.

**R**OBBBIE AND DIRK work in the kitchen. They *have to* <sup>1</sup> prepare the vegetables for lunch every morning. Also, they <sup>2</sup> chop onions and peel carrots. They <sup>3</sup> wash their hands in the hand basin before touching food. They <sup>4</sup> wash the kitchen floors every day and they <sup>5</sup> clean the bins regularly. They <sup>6</sup> remember to put the rubbish in the correct bins for food or general rubbish.

**L**YN AND PETRA are room attendants. They <sup>7</sup> make the beds and clean the rooms every day. They <sup>8</sup> replace the bathroom toiletries and they <sup>9</sup> check the minibar and the light bulbs. They <sup>10</sup> make sure that everything in the bathroom is very clean.

**7** Use the clues to find out how clean the kitchens and bathrooms must be.

- 1 Kitchen staff must always wash their hands in this. (4,5)
- 2 The pastry chef uses this to roll out pastry. (7, 3)
- 3 Useful for making meringue. (7, 5)
- 4 Another word for kitchen *tools*. (8)
- 5 Shampoo, shower gel, soap, and toothpaste are ..... (10)
- 6 Strain your vegetables in this. (8)
- 7 Guests sometimes leave these on the bathroom floor. (6)
- 8 Kitchen porters put this in the bins. (7)



# 17 Taking telephone requests

1 Match a phrase in each column to make room service requests.

- |   |                                       |                           |   |                          |
|---|---------------------------------------|---------------------------|---|--------------------------|
| 1 | <input checked="" type="checkbox"/> g | Coffee and cheese         | a | pillows for room 34.     |
| 2 | <input type="checkbox"/>              | A continental             | b | and three wine glasses.  |
| 3 | <input type="checkbox"/>              | A taxi                    | c | and some pastries.       |
| 4 | <input type="checkbox"/>              | Two beefburgers           | d | for the bathroom in 167. |
| 5 | <input type="checkbox"/>              | A bottle of French Merlot | e | for 6 p.m.               |
| 6 | <input type="checkbox"/>              | A pot of tea for three    | f | and some French fries.   |
| 7 | <input type="checkbox"/>              | Some fresh towels         | g | sandwiches for two.      |
| 8 | <input type="checkbox"/>              | Two more                  | h | breakfast for one.       |



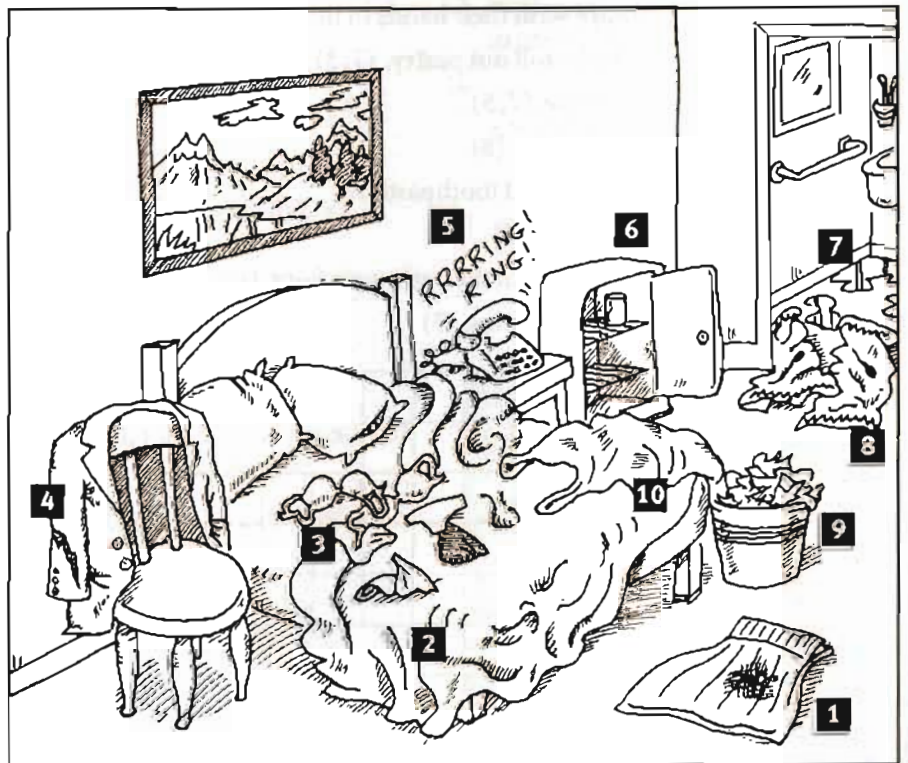
2 Complete the sentences with the correct form of need.

- Housekeeping ..... *needs to* ..... service all the rooms.
- Mr Delporte ..... a parking space.
- He ..... park his car in the car park.
- Room 34 ..... two more pillows.
- The duty manager ..... follow up the complaint.
- The guests ..... a taxi for 6 p.m.
- Reception ..... order the taxi for room 721.
- The hotel ..... confirm the booking.
- The little boy ..... a doctor.
- Tables 6 and 8 ..... a bottle of sparkling mineral water.

3 Look at the picture. Then use the verbs to make sentences about what needs doing.

- |           |        |            |
|-----------|--------|------------|
| refill    | wash   | make       |
| repair    | clean  | iron/press |
| change    | answer | empty      |
| dry clean |        |            |

- The skirt needs dry cleaning.* .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....



**4** Make responses to the requests.

- |  |  |
|--|--|
| <p>1 Where can I get a haircut?<br/>• hair salon / opposite reception<br/><i>There's a hair salon opposite reception.</i></p> <p>2 What time does the salon close?<br/>• close / 5 p.m.</p> <p>3 Where can I change some money?<br/>• exchange bureau / ground floor</p> <p>4 Where can I change my flight?<br/>• travel agency / next door to hotel</p> | <p>5 I need my suit cleaned.<br/>• send housekeeping / your room</p> <p>6 Where can I get theatre tickets?<br/>• ask / doorman / theatre-booking service</p> <p>7 My wife is feeling ill. She needs a doctor.<br/>• call one / immediately</p> <p>8 Can you get me a taxi to the airport?<br/>• order one / straightaway</p> |
|--|--|

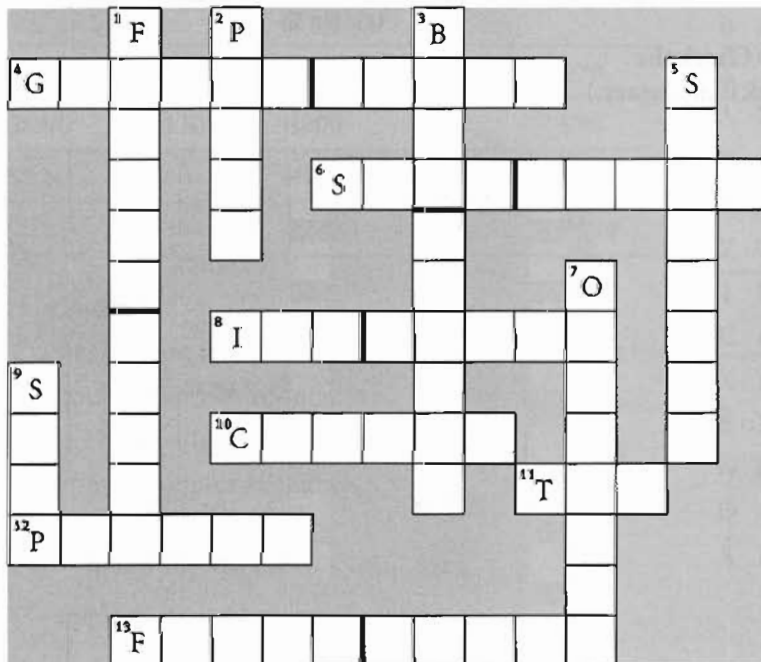
**5** Complete the crossword using the clues below.

ACROSS

- 4 A tasty bread starter. (6,5)  
6 Non-alcoholic drink. (4,5)  
8 This is good to eat on hot day. (3, 5)  
10 Espresso, latte, or cappuccino. (6)  
11 China, Indian, herb, or fruit. (3)  
12 A nice snack for a sweet tooth. (6)  
13 A drink made with fresh fruit. (5,5)

DOWN

- 1 Deep-fried potato sticks. (6, 5)  
2 Many restaurants specialize in this Italian dish. (5)  
3 A popular US fast food. (4, 6)  
5 Two pieces of bread with food between them. (8)  
7 A meal made from eggs. (8)  
9 A liquid dish. (4)



# 18 Taking difficult phone calls

## 1 Underline the correct verb.

- 1 Do you speak / talk English?
- 2 I didn't spell / catch your name.
- 3 Did you say / tell K for Kilo?
- 4 Could you speak up / talk down, please?
- 5 I'm sorry, I can't listen / hear you.
- 6 We get / have a very bad line.
- 7 Can you say / spell that for me, please?
- 8 Could you repeat / speak that, please?
- 9 Can you speak / say more slowly?
- 10 Can you speak / say those dates again?

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

- a  RECEPTION: Brett. Could you spell that for me, please?
- b  WOMAN: It's 0041 962 4035.
- c  RECEPTION: Yes, madam. When is it for?
- d  WOMAN: Hello. I'd like to make a reservation.
- e  RECEPTION: I'm sorry, could you repeat the date please?
- f  WOMAN: No, I didn't. I said B. B for Bravo.
- g  RECEPTION: Thank you. Your reservation is made. Would you please confirm in writing by fax or email?
- h  WOMAN: B-R-E-T-T.
- i  RECEPTION: OK. Thank you. So, the 18th to the 23rd of August, a family room. What name is it, please?
- j  WOMAN: It's Brett. Mr and Mrs Brett, and our child.
- k  RECEPTION: Good morning, Coral Beach Hotel. Can I help you?
- l  WOMAN: I said from the 18th of August.
- m  RECEPTION: Sorry, did you say P-R ... ?
- n  WOMAN: It's for five nights from the 18th of August. A family room, please.
- o  RECEPTION: B for Bravo. I see. And could I have a contact number?

## 3 Use letters 1–15 to complete the correct phone code. (Check the Telephone alphabet on page 110 of the Student's Book if necessary.) Then practise saying them.

1 B	2 P	3 D	4 T
5 E	6 I	7 G	8 J
9 M	10 N	11 S	12 F
13 A	14 H	15 R	

... for ...

7	G...olf	<input type="checkbox"/>	.....apa
<input type="checkbox"/>	.....ndia	<input type="checkbox"/>	.....uliet
<input type="checkbox"/>	.....ike	<input type="checkbox"/>	.....ango
<input type="checkbox"/>	.....cho	<input type="checkbox"/>	.....ierra
<input type="checkbox"/>	.....omeo	<input type="checkbox"/>	.....otel
<input type="checkbox"/>	.....lpha	<input type="checkbox"/>	.....ovember
<input type="checkbox"/>	.....ravo	<input type="checkbox"/>	.....oxtrot
<input type="checkbox"/>	.....elta		

**4** Make questions and short answers.

- 1 Mrs Brett / reservation / by email? (No)  
*Did Mrs Brett make a reservation by email?*  
*No, she didn't.*
- 2 Mrs Brett / leave / contact number? (Yes)
- 3 Mrs Brett / reserve / single room? (No)
- 4 the Ronaldos / order / breakfast for two? (Yes)
- 5 they / book / table for 12.30? (No)
- 6 Valerie / offer / a discount? (Yes)

**5** Rewrite the sentences in the negative.

- 1 They arrived last night.  
*They didn't arrive last night.*
- 2 He confirmed his reservation in writing.
- 3 Reception gave room 501 the message.
- 4 Room 222 paid their bill last night.
- 5 The hotel included breakfast in the special offer.
- 6 She spoke to the duty manager.
- 7 The head chef made all the main courses and deserts.
- 8 He reserved a parking space with his booking.

**6** Use the table to calculate the answers to the questions.

room type	Tariff per room per night			
	1 night	Sat/Sun (2 nights)	3-6 nights	7 nights + (2 nights)
Double	€100	€160	€80	€70
Family	€130	€200	€90	€80
Single	€80	€130	€70	€65
Suite	€180	€280	€150	€140

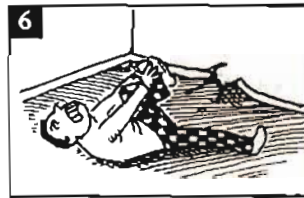
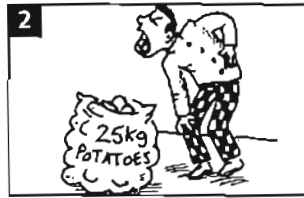
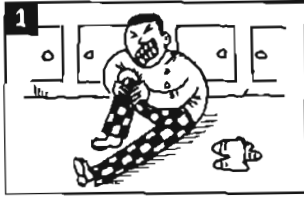
- How much is ...
- 1 a single room for 3 nights? ..... €210
  - 2 a double room for Monday and Tuesday night? .....
  - 3 a suite for Saturday and Sunday night? .....
  - 4 a family room for 10 nights? .....
  - 5 a suite for 3 nights? .....
  - 6 a double room for Friday to Sunday night? .....
  - 7 a single room for 1 night? .....
  - 8 a family room for Saturday to Monday night? .....

**7** Find ten more telephone terms in the puzzle. You can read some from left to right (→), some from top to bottom (⇓), and some diagonally (↘).

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

# 19 Health and safety at work

1 Look at the pictures and complete the sentences about Bruno's bad day.



- 1 When Bruno arrived at work this morning he fell on the slippery *floor* and hurt his .....
- 2 He picked up a ..... bag of potatoes and strained his .....
- 3 He took salt from the ..... and found it was caustic soda.
- 4 He ..... his ..... on the food slicer.
- 5 He ran for the ..... when the ..... went off, and fell over some boxes.
- 6 He ..... in the restaurant and injured his .....
- 7 He got a nasty electric ..... from a faulty ..... Poor old Bruno went home!

2 Match the health and safety regulations a–g with the pictures in exercise 1.

- a  2 When lifting heavy objects, bend your knees and don't strain your back.
- b  Always put the guard in place before using the food slicer.
- c  Clean kitchen floors regularly.
- d  Replace damaged carpets.
- e  Keep fire exits clear at all times.
- f  Replace old and faulty equipment.
- g  Don't store cleaning products with food.

3 Complete the table of adjectives and adverbs.

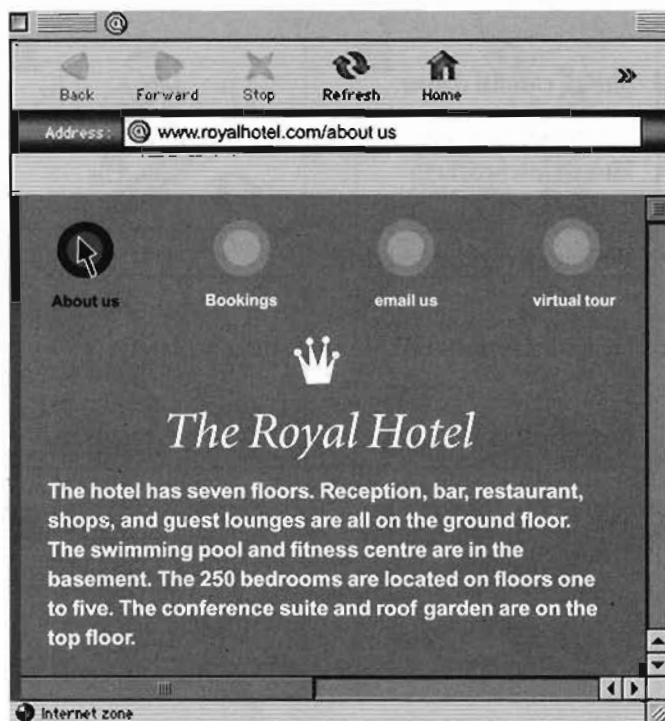
Adjectives	Adverbs
1 careful	<i>carefully</i>
2	clearly
3	early
4 fast	
5	freshly
6 good	
7	hard
8 immediate	
9	late
10 patient	
11	politely
12 quick	
13	quietly
14 regular	
15	seriously
16 slow	





# 20 Giving directions indoors

1 Read the text and answer the questions.



- 1 Where's the restaurant?  
*It's on the ground floor.*
- 2 What's on the top floor?  
.....
- 3 Which floor is the bar on?  
.....
- 4 Where's the conference suite?  
.....
- 5 Where are the guest lounges?  
.....
- 6 What's in the basement?  
.....
- 7 Which floors are the bedrooms on?  
.....
- 8 Where's the fitness centre?  
.....

2 Read the directions and underline the correct word or phrase in italics.

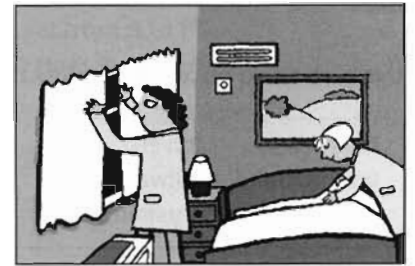
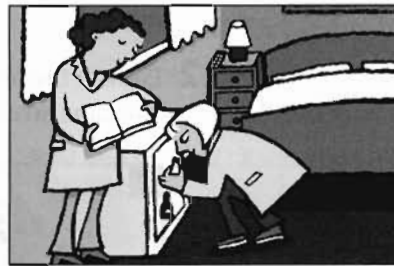
- Take the lift *to / for*<sup>1</sup> the top floor. *Walk / Turn*<sup>2</sup> right out of the lift and the conference suite is *on / in*<sup>3</sup> your right.
- Go *across / down*<sup>4</sup> the lobby. Go *under / through*<sup>5</sup> the door. *Take / Turn*<sup>6</sup> left and go *up / down*<sup>7</sup> the stairs to the basement.
- It's *in / on*<sup>8</sup> the ground floor *opposite / inside*<sup>9</sup> the lift.
- *Take / Go*<sup>10</sup> the lift to the fourth floor. When you go *into / come out of*<sup>11</sup> the lift, *turn / take*<sup>12</sup> right and room 420 is *at / on*<sup>13</sup> your left.
- Walk *past / along*<sup>14</sup> the corridor, turn right *at the end / at the top*<sup>15</sup> of the corridor. Go *across / past*<sup>16</sup> the stairs and the lifts are in front of you.

3 Complete the sentences with the correct item.

light bulbs	drawers	hangers
<i>bedding</i>	welcome folder	trouser press
shaver point	pillows	shelf

- 1 If guests are cold at night there is spare *bedding* in the wardrobe.
- 2 There are ..... in the wardrobe for guests to put their clothes on.
- 3 There's a spare blanket on the ..... in the wardrobe.
- 4 There are also two spare ..... in the wardrobe.
- 5 The room attendant checks all the ..... in the cabinet.
- 6 They also check the ..... in the bedside lamps.
- 7 The ..... has information about the hotel and the surrounding area.
- 8 Some rooms have a ..... for guests' trousers.
- 9 There's a ..... in the bathroom for electric shavers.

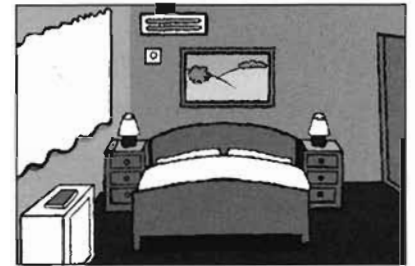
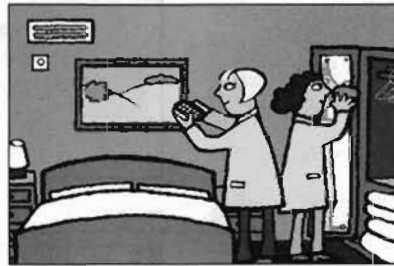
**4** Look at the pictures of Lyn and Petra checking the room and complete the sentences.



- 1 Lyn is checking the *hangers* .....  
in the wardrobe.  
2 Petra is checking the .....  
in the bedside lamps.

- 5 Lyn is checking the welcome  
.....  
6 Petra is checking the  
.....

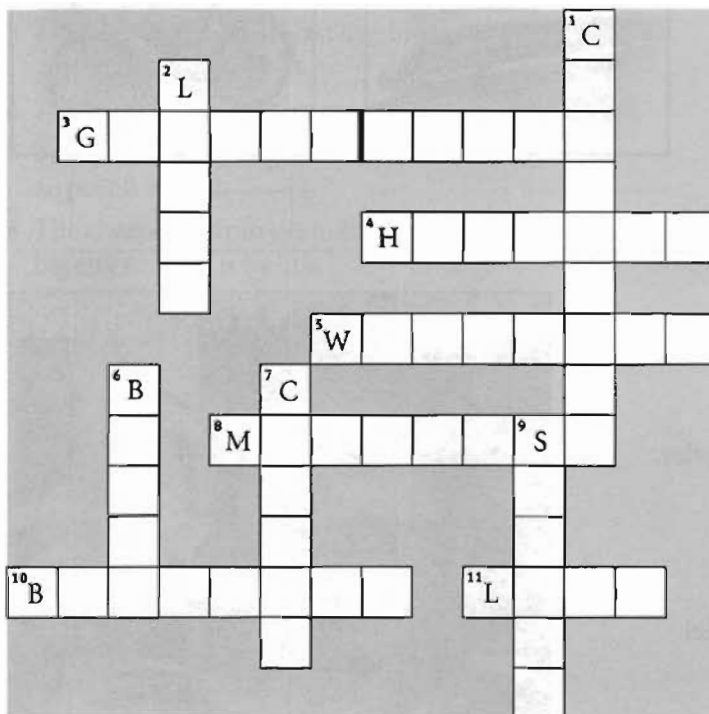
- 9 For the turn-down service, Petra is  
folding back the .....  
10 Lyn is closing the .....



- 3 Petra is checking the spare  
bedding on the wardrobe  
.....  
4 Lyn is looking in the .....  
of the cabinet.

- 7 Petra is setting the .....  
8 Lyn is polishing the .....

**5** Complete the crossword using the clues below.



**ACROSS**

- 3 Hotel reception is on the  
..... (6,5)  
4 This is essential in winter. (7)  
5 A tall cupboard for clothes. (8)  
8 The soft part of the bed. (8)  
10 This floor is under the ground floor. (8)  
11 Go up or down in this. (4)


**DOWN**

- 1 Walk along these to the rooms (9)  
2 Guests check in at reception in the  
..... (5)  
6 The room attendants check all the light  
..... (5)  
7 A floor-covering. (6)  
9 Walk up and down these. (6)

# 21 Giving directions outside

1 Use each word once to complete the text.

theatres	travel	gallery
underground	railway station	bus station
cinema	museums	outside

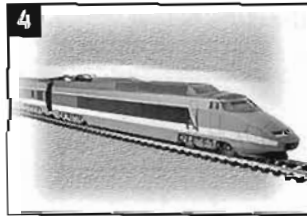
 **getting around**

To travel <sup>1</sup> around the city and to visit places <sup>2</sup> the city, you can take a bus from the <sup>3</sup>. The <sup>4</sup> is really quick for city centre travel. The <sup>5</sup> has trains to all parts of the country as well as international services. In the evenings you can see the latest films at the <sup>6</sup>, and if you prefer a play or a show there are three or four <sup>7</sup>. There are a lot of interesting <sup>8</sup> which explain our history, and if you like art there is a wonderful <sup>9</sup> which has pictures by Matisse, Picasso, and the French impressionists.

2 Look at the pictures and write the different ways you can travel.



by taxi

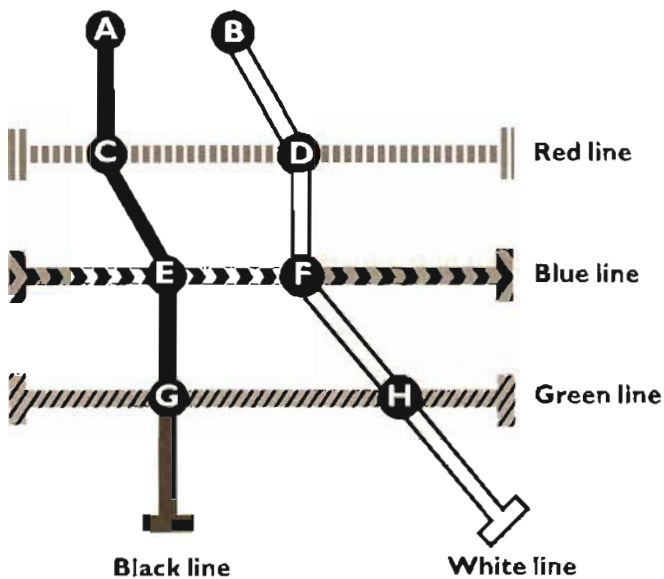


3 Underline the correct prepositions.

- 1 Take the bridge over / across the motorway.
- 2 You can park directly inside / outside the hotel.
- 3 Get on / in the train at Kings Cross and get to / off at Waverley.
- 4 Don't turn left or right. Go straight on / right on.
- 5 Walk down the street next to / towards the museum.
- 6 Go up / along the hill and turn right at the top.
- 7 The cinema is just across / opposite the road from the hotel.
- 8 The bus station is in / on the other side of the square.



4 Use the underground map to give the directions.



1 Excuse me. How do I get from A to F?  
 Take the Black line two stops south to E.  
 Change onto the Blue line and go one stop east.

2 Excuse me. How do I get from B to G?

3 Excuse me. How do I get from C to H?

4 Excuse me. How do I get from A to B?

5 Excuse me. How do I get from H to A?

5 Read sentences 1–8. Then underline true or false for the town or city where you are studying.

- 1 There's an underground train system. true/false
- 2 There's a square outside the busiest railway station. true/false
- 3 There's a theatre near your school or college. true/false
- 4 The largest hotel is in the centre. true/false
- 5 There's a river, and at least one bridge you can go over on foot. true/false
- 6 There are more than five museums. true/false
- 7 The quickest way to get to the airport is by taxi. true/false
- 8 The cheapest way to get to the next big city or town is by bus. true/false

6 Find nine more London tube stations in the puzzle. You can read some from left to right (→), some from top to bottom (↓), and some diagonally (↗).

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

# 22 Facilities for the business traveller

1 Make two lists of the services and facilities for A (Business travellers), and B (All travellers).

printer	satellite TV	room service
fax	babysitting	pay-per-view films
email	photocopier	video conferencing
broadband	swimming pool	multi-line phones
laundry	car hire	

A BUSINESS TRAVELLERS

B ALL TRAVELLERS

<i>printer</i>	<i>satellite TV</i>
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....

2 Match requests 1–8 and offers a–h.

- 1  c I'd like some shirts washed.
- 2  I want to send a fax.
- 3  I need to make a copy of a document.
- 4  We'd like our children looked after this evening.
- 5  I need to print out some documents from my laptop.
- 6  Where can I get Internet access?
- 7  Can I get something to eat in the middle of the night?
- 8  I need to check my email quickly.

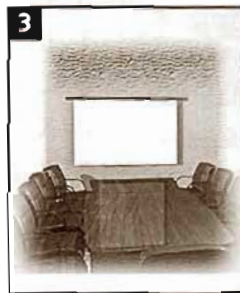
- a Yes. We have 24-hour room service.
- b There's TV Internet access in your room.
- c I'll send the laundry service to your room.
- d The photocopier is in the business centre on the ground floor.
- e I'll ask our babysitting service to contact you.
- f The fax machine is in the business centre behind reception.
- g Come and use broadband in the business centre.
- h There's a printer in our business centre.

3 Use each word once to label the equipment.

- printer
- digital projector
- laptop
- screen
- microphone
- photocopier
- flip chart
- TV/monitor



1 flip chart



3



5



7



2



4



6



8

**4** Match the phrases to make sentences.

- 1  c The hotel is fully booked at the weekend so
- 2  The fire alarm went off at 7 a.m. but
- 3  The conference delegates arrive at 6 p.m. so
- 4  Both the fitness centre
- 5  They wanted to book the meeting rooms but
- 6  You can send emails from your room but
- 7  Both the large meeting room
- 8  The customer requested information about our conference centre

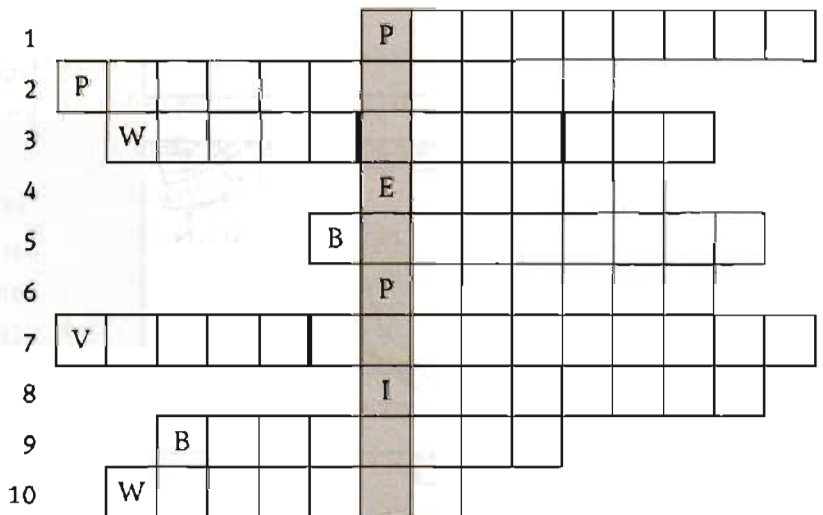
- a it was only a test drill.
- b the printer and copier are in the business centre.
- c we can't take any more bookings.
- d everything must be ready by then.
- e they didn't want accommodation.
- f so we sent her an information pack.
- g and the swimming pool close at 10 p.m.
- h and the banqueting room hold 500 people.

**5** Underline the correct words in italics to complete the email.



**6** Use the clues to find an important business presentation facility.

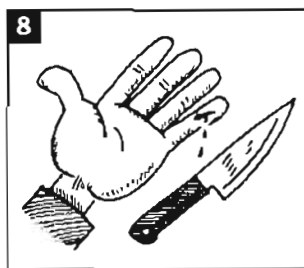
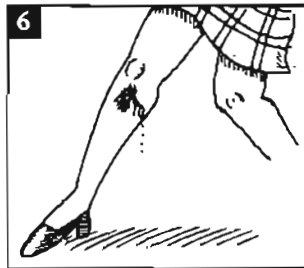
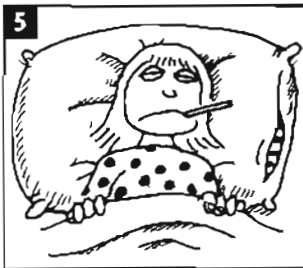
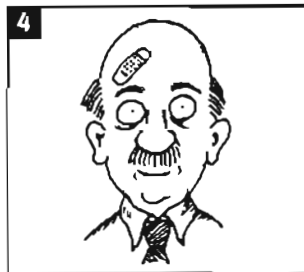
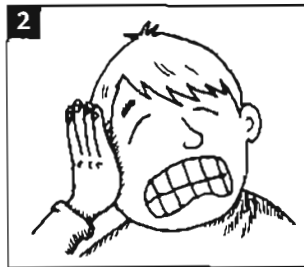
- 1 You use this to put information onto a large screen. (9)
- 2 You can make copies of paper documents with this machine. (11)
- 3 What does *www* stand for? (5,4,3)
- 4 Messages that are sent via the Internet. (6)
- 5 High-speed data lines use ..... connections. (9)
- 6 To print out a document you need a ..... (7)
- 7 Face-to-face meeting via the Internet. (5,10)
- 8 We access the World Wide Web via the ..... (8)
- 9 Printers, copiers, and fax machines are in the hotel ..... centre. (8)
- 10 You can find information about the hotel on its ..... (7)



# 23 Offering help and advice

## 1 Match the sentences with the pictures.

- a  2 The little boy has earache.
- b  The kitchen porter has cut his finger on a knife.
- c  The room attendant has hurt her ankle on the stairs.
- d  The man has a bad stomach ache.
- e  The girl has a temperature.
- f  Joanne has filled in an accident report form.
- g  The woman has injured her leg.
- h  The first aider has put a plaster on the cut.



## 2 Complete the sentences with the Present Perfect tense of the verbs in brackets. Use short forms if appropriate.

- 1 The group from Japan have just arrived. (arrive)
- 2 Lyn and Petra just finished servicing the rooms. (finish)
- 3 The chef has worked here for about ten years. (work)
- 4 I have lived in the city all my life. (live)
- 5 The group from Germany has not checked in yet. (not check in)
- 6 Has anybody seen my pen? (see)
- 7 The guest in room 442 has not paid his bill yet. (not pay)
- 8 Mr Lee from 209 has fallen down just fallen the stairs! (fall down)
- 9 The new guests have not given their passports to reception yet. (not give)
- 10 She has cut just cut her hand on the slicer! (cut)

## 3 Underline the correct form of the verb.

- 1 He started / has started work at ten o'clock.
- 2 Did you eat / Have you eaten anything yet today?
- 3 After he fainted, she gave / has given him a glass of water.
- 4 Yesterday one of the kitchen porters cut / has cut his hand badly.
- 5 Last week he burnt / has burnt his arm on the hob.
- 6 Mary, come quickly! Mr Becks fell / has fallen over in his room.
- 7 Did you call / Have you called an ambulance yet?
- 8 I called / have called a doctor five minutes ago.
- 9 I fell / have fallen off my bike on Tuesday.
- 10 I didn't see / haven't seen the nurse yet.



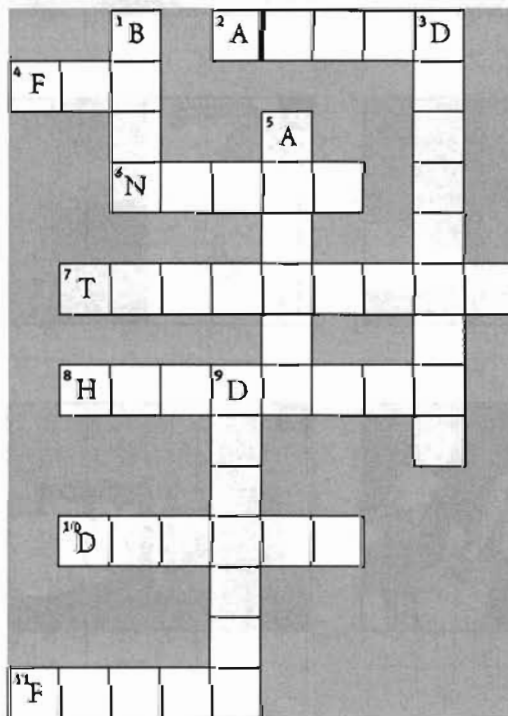
**4** Match sentences 1–8 with the advice in a–h.

- |   |                                   |   |   |  |
|---|-----------------------------------|---|---|--|
| 1 | <input type="checkbox"/> <b>b</b> | I think I have flu. I feel terrible.        | a | We should call the fire brigade. It looks serious. |
| 2 | <input type="checkbox"/>          | Someone has stolen my handbag.              | b | You should spend the day in bed.                   |
| 3 | <input type="checkbox"/>          | There's smoke coming out of that building.  | c | You should buy her some flowers.                   |
| 4 | <input type="checkbox"/>          | He has really bad toothache.                | d | He should see a dentist.                           |
| 5 | <input type="checkbox"/>          | Do you think it's going to rain?            | e | You should go to the police station.               |
| 6 | <input type="checkbox"/>          | I feel faint.                               | f | You should arrive on time tomorrow.                |
| 7 | <input type="checkbox"/>          | I was late for work today.                  | g | You should sit down for a minute.                  |
| 8 | <input type="checkbox"/>          | What can I give my mother for her birthday? | h | Yes, I do. You should take an umbrella.            |

**5** Put the sentences in the dialogue in the correct order.

- a  CHEF: One of the waitresses has burnt her hand on the coffee machine.
- b  MARY: Yes. I'll get my first aid kit.
- c  CHEF: Yes, of course. I've just come off duty so I have time to take her.
- d  MARY: Let me look at it first. Can you take her to the hospital if it's a bad burn?
- e  CHEF: Mary, you're the first aider. We need you in the kitchen.
- f  MARY: Right. Tell her to put her hand in cold water.
- g  CHEF: Do you think she needs a doctor?
- h  MARY: Why? What's happened?
- i  CHEF: OK. I'll tell her. Can you come now?

**6** Complete the crossword using the clues below.



ACROSS

- 2 You often get this common illness in winter. (1, 4)
- 4 With this illness you feel hot, cold, and full of aches and pains. (3)
- 6 This person looks after you in hospital. (5)
- 7 A pain in one of your teeth. (9)
- 8 A pain in your head. (8)
- 10 If you have a health problem, you need to see this person. (6)
- 11 Heat, illness, or pain may make you do this. (5)

DOWN

- 1 You get a ..... when you touch something very hot. (4)
- 3 With this illness you need to visit the toilet regularly. (9)
- 5 A common illness where breathing is difficult. (6)
- 9 This person checks your teeth. (7)

# 24 Dealing with problems

1 Complete the sentences with the correct form of the verb.

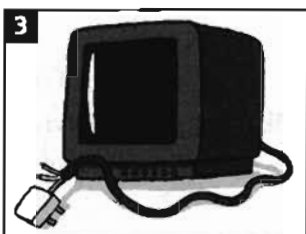
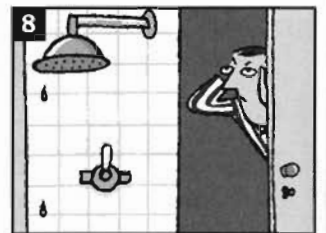
- 1 The floor in room 452 *hasn't been cleaned* .  
 a isn't cleaned      b hasn't clean      c *hasn't been cleaned*
- 2 The bed .....  
 a isn't done      b hasn't been made      c hasn't made
- 3 The towels .....  
 a haven't been changed   b haven't changed      c aren't changed
- 4 Room 261's shirts ..... yet from the laundry.  
 a hasn't arrived back   b haven't arrived back      c aren't arrived back
- 5 The shower .....  
 a haven't been fixed      b hasn't fixed      c hasn't been fixed
- 6 The bedside lamp bulbs .....  
 a hasn't replaced      b haven't been replaced      c hasn't been replaced
- 7 The air-conditioning in room 306 .....  
 a hasn't been fixed      b hasn't fixed      c haven't fixed
- 8 The waste bin .....  
 a isn't emptied      b hasn't emptied      c hasn't been emptied

2 Write which member of staff is responsible for solving problems 1–9.

- room attendant
  - porter
  - maintenance man
  - housekeeper
  - service engineer



1 *maintenance man*



**3** Rewrite the sentences in the Passive.

- 1 The room attendant should have cleaned the room.
- 2 The porter should have taken up the luggage.
- 3 The receptionist should have passed on the message.
- 4 The laundry should have sent back the shirts.
- 5 Maintenance should have fixed the shower.
- 6 Housekeeping should have replaced the toiletries.
- 7 The service engineer should have repaired the TV.
- 8 Reception should have given him a non-smoking room.

*The room should have been cleaned this morning.*

.....

.....

.....

.....

.....

.....

.....

**4** Match problems 1–8 with solutions a–h.

- 1  **b** My room smells of smoke.
- 2  I can't sleep with the traffic noise.
- 3  My room hasn't been serviced today.
- 4  I didn't receive my wake-up call.
- 5  The toilet in our bathroom is blocked.
- 6  Our wet towels haven't been changed.
- 7  Our luggage hasn't arrived in our room yet.
- 8  The bedside lights aren't working.

- a I'll ask the porter to bring it up straightaway.
- b I'll move you to a non-smoking room immediately.
- c I'll ask housekeeping to bring you some fresh ones.
- d I'm sorry. I'll look into it for you.
- e Would you like to move to a quieter room at the back of the hotel?
- f I'll send someone up with new light bulbs.
- g I'll ask the maintenance man to come up straightaway.
- h I'll inform housekeeping and ask them to attend to it immediately.

**5** Find nine more items usually found in hotel rooms in the puzzle. You can read some from left to right (→), some from top to bottom (↑), and some diagonally (↗).

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



# 25 Paying bills

**1** Use each phrase once to complete the sentences.

cash	receipt
visa	payment
credit card	VAT
debit card	company
vouchers	Mastercard
traveller's cheques	

- 1 Most hotels accept *payment* ..... by credit card.
- 2 ..... customers have up to fifty days to pay their card company.
- 3 ..... payments are taken directly from the customer's bank account.
- 4 ..... and ..... are two of the most widely-used credit cards.
- 5 People don't usually carry large amounts of ..... on holiday.
- 6 ..... can soon be replaced if they are lost or stolen.
- 7 In business travel, the ..... usually pays for the room and meals.
- 8 Business travellers need a ..... for their accounts department.
- 9 ..... is usually included in hotel bills.
- 10 Travellers sometimes have pre-paid ..... for their accommodation.

**2** Underline the correct form of the verb.

- 1 Mary *works* / *is working* as a receptionist.  
At the moment she *checks in* / *is checking in* some new guests.
- 2 Mrs de Canio *leaves* / *is leaving* for the airport.  
She always *pays* / *is paying* her bill by credit card.
- 3 Business travellers usually *pay* / *are paying* with their company credit card.
- 4 The bus for the airport *leaves* / *is leaving* every 20 minutes.
- 5 The chef *prepares* / *is preparing* the main courses for today's lunch.  
The sous chef *helps* / *is helping* him.
- 6 The German group *leaves* / *is leaving* now.  
Guests usually *check out* / *are checking out* before 10 a.m.
- 7 First, the guest *signs* / *is signing* the Visa slip, and then the cashier *gives* / *is giving* her a copy of the bill.
- 8 The restaurant *serves* / *is serving* lobster today.  
They usually *serve* / *are serving* it once a week.

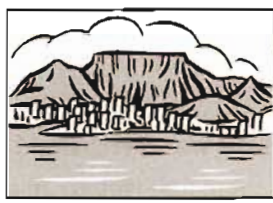
**3** Replace the words in italics with object pronouns.

- a Sylvie gave *the man* ..... *him* .....<sup>1</sup> his bill and he gave Sylvie .....<sup>2</sup> his credit card.  
She handed *the man* .....<sup>3</sup> the Visa slip and asked *the man* .....<sup>4</sup> to sign *the slip* .....<sup>5</sup>.  
He thanked Sylvie .....<sup>6</sup> for an enjoyable stay.
- b The kitchen porters peeled the potatoes and put *the potatoes* .....<sup>7</sup> in the saucepan.  
Then they filled *the saucepan* .....<sup>8</sup> with water and put *the saucepan* .....<sup>9</sup> on the hob.  
Next, the chef asked *the kitchen porters* .....<sup>10</sup> to prepare the green beans.
- c The hotel apologized to *my wife and I* .....<sup>11</sup> for the mistake.  
They said *the mistake* .....<sup>12</sup> was because of a computer fault.  
They gave *my wife and I* .....<sup>13</sup> a bottle of champagne and some flowers and offered *my wife and I* .....<sup>14</sup> a discount on our bill.

4 Write the names of the countries represented in the pictures. Then match them with the currencies.

- Australia
- China
- India
- Japan
- Mexico
- Russia
- South Africa
- Thailand
- The UK

- a yen
- b pounds
- c dollars
- d roubles
- e rand
- f yuan renminbi
- g rupee
- h baht
- i peso



1  e ..... South Africa .....



4  .....



7  .....



2  .....



5  .....



8  .....



3  .....



6  .....



9  .....

5 Put the sentences in the correct order to make a dialogue between a waiter and a customer.

WAITER:

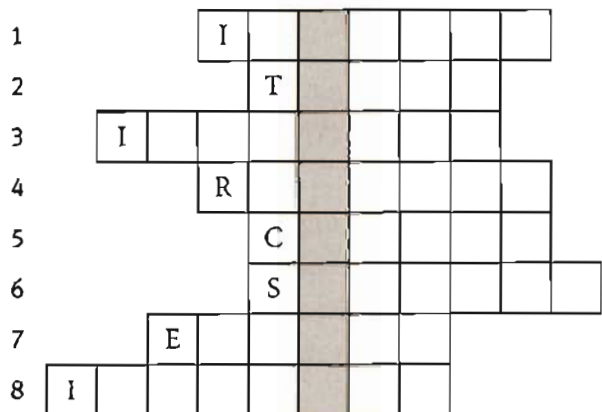
- a  I Here's your bill, sir.
- b  Here's your credit card receipt and your VAT receipt. Thank you very much.
- c  Yes. The total shows a 10% service charge.
- d  Certainly, sir. Could you sign here, please?
- e  Yes. Mastercard is fine.
- f  Thank you. Good evening. We hope to see you again.

CUSTOMER:

- g  Right. Could I have a VAT receipt, please?
- h  Thank you very much. We really enjoyed our meal. This is for you.
- i  Is service included in the bill?
- j  OK. I have a pen, thank you.
- k  Thank you. Do you take Mastercard?

6 Use the clues to find the missing form of payment.

- 1 Another word for a *bill*. (7)
- 2 Add everything up to get a ..... (5)
- 3 You don't pay more for these items. They are ..... in the bill. (8)
- 4 You get this after you pay a bill. (7)
- 5 You get this back when you pay more than the exact cash payment. (6)
- 6 Restaurants often charge 10% or more for this. (7)
- 7 Items not included in the price. (6)
- 8 If the bill is ....., it shows every item. (8)



# 26 Payment queries

1 Read the text and study the bill. Then find six more items Mr King was overcharged for.

Mr King arrived at the hotel on the afternoon of 10 September. He stayed two nights. He had breakfast both mornings and ate in the restaurant on the first night. He used the car park both days. He made some telephone calls on the first evening and also sent his wife some flowers for her birthday.

Mr King was overcharged for:

- 1 Room charge on 09/09
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....
- 7 .....

Billing Mr King Room 207					
Arrival 10/09/05 Departing 12/09/05 Persons 1 Rate Code RACK Balance 804.00					
	Department	Date	Amount	Price	Quantity
100	Room Charge	09/09/05	144	144	1
200	Restaurant	09/09/05	46	46	1
100	Room Charge	10/09/05	144	144	1
120	Breakfast	10/09/05	20	20	1
500	Telephone	10/09/05	10	10	1
500	Telephone	10/09/05	8	8	1
500	Telephone	10/09/05	23	23	1
320	Flowers	10/09/05	30	30	1
200	Restaurant	10/09/05	60	60	1
400	Car park	10/09/05	10	10	1
150	Minibar	10/09/05	18	18	1
100	Room Charge	11/09/05	144	144	1
120	Breakfast	11/09/05	20	20	1
180	Laundry	11/09/05	22	22	1
500	Telephone	11/09/05	15	15	1
400	Car park	11/09/05	10	10	1
200	Restaurant	11/09/05	60	60	1
120	Breakfast	12/09/05	20	20	1

2 Calculate what Mr King's correct bill total should have been.

His correct bill total should have been: .....

3 Find the ten incorrect sentences and correct them using *much*, *many*, or *a lot of*. Tick (✓) the correct sentences.

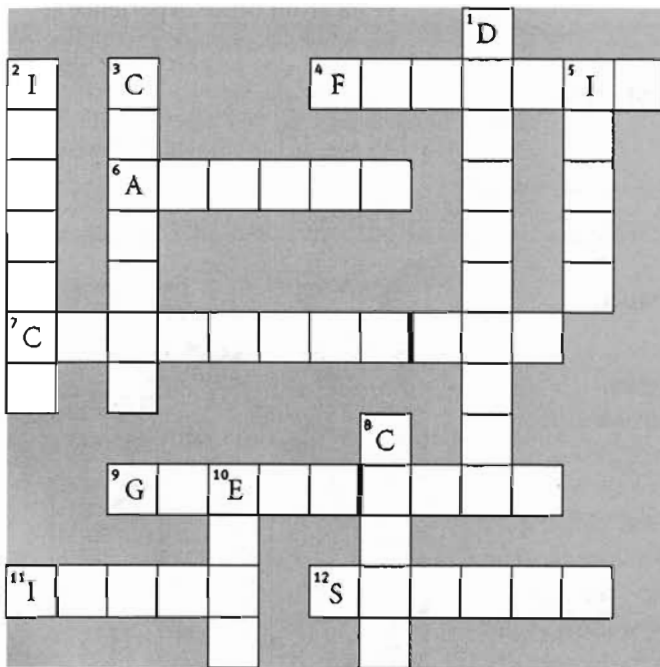
- 1 There aren't ~~much~~ people in the restaurant tonight. *many/a lot of* .....
- 2 How many is a double room for the weekend? .....
- 3 We haven't had many guests from the US this year. ....
- 4 We don't have much rooms left at the weekend. ....
- 5 Do they need many equipment for the conference? .....
- 6 Chef has put much pasta dishes on the menu today. ....
- 7 She takes a lot of money in tips in her job. ....
- 8 There isn't many wine left in the bottle. ....
- 9 Much staff take their holidays in low season. ....
- 10 We don't have much people from South America staying. ....
- 11 There aren't much different wines on the wine list. ....
- 12 We don't have many time to service all the rooms. ....

**4** Rewrite the two jumbled conversations in the correct order.

Straightaway, sir. Here it is.  
 No sir, it isn't included.  
*Could I have my bill, please?*  
 Twenty euros. Thank you very much, sir. Just sign here.  
 Certainly, madam. I'll just print it out for you.  
 How would you like to pay?  
 Do you take Mastercard?  
 Actually madam, the room service was for dry cleaning  
 and pressing on Tuesday.  
*I'd like to settle my bill, please. Room 432.*  
 The extras are for the car park, minibar, and room service.  
 By Visa.  
 Visa is fine, madam. Here we are. Three nights, accommodation  
 with breakfast.  
 Please add 20 euros to my Mastercard payment.  
 Yes. Mastercard is fine, sir.  
 Right. And the extras?  
 But I didn't use room service.  
 Oh, yes! I forgot. That's right then.  
 Is service included in the bill?  
 OK. Thank you. It was a very good meal.

1 WOMAN: *I'd like to settle my bill, please. Room 432*  
 CASHIER: .....  
 WOMAN: .....  
 CASHIER: .....  
 WOMAN: .....  
 CASHIER: .....  
 WOMAN: .....  
 CASHIER: .....  
 WOMAN: .....  
 MAN: *Could I have my bill, please?*  
 WAITER: .....  
 MAN: .....  
 WAITER: .....  
 MAN: .....  
 WAITER: .....  
 MAN: .....  
 WAITER: .....  
 MAN: .....

**5** Complete the crossword using the clues below.



- ACROSS
- 4 The ..... system processes guests. (7)
  - 6 When you click on a name, the bill will ..... on screen. (6)
  - 7 Reception is busy with this in the morning. (8, 3)
  - 9 Fidelio's record of guests is the ..... (5, 4)
  - 11 *Room charge, breakfast, and laundry* are all ..... on the bill. (5)
  - 12 Just click to change computer ..... (6)
- DOWN
- 1 To see who's checking out, click on ..... (10)
  - 2 Another word for *bill*. (7)
  - 3 The bill shows the ..... for all the items. (7)
  - 5 When the payment is processed, the computer will ..... an invoice. (5)
  - 8 ..... on icons with the mouse. (5)
  - 10 The opposite of *difficult*. (4)

# 27 Applying for a job

1 Complete the CV using the information on the right.

CURRICULUM VITAE	
1 Surname	..... <i>Dupont</i> .....
2 First names	.....
3 Address	.....
4 Telephone number	.....
5 Mobile number	.....
6 email address	.....
7 Date of birth	.....
Education	<ul style="list-style-type: none"> <li>• Lycée St. Denis</li> <li>• School of Business Administration, Clichy</li> </ul>
8 Qualifications	<ul style="list-style-type: none"> <li>• .....</li> <li>• .....</li> </ul>
9 Work experience	<ul style="list-style-type: none"> <li>• .....</li> <li>• .....</li> </ul>
Skills	Word processing, bookkeeping, intermediate English language
10 Personal qualities	.....
References	<ul style="list-style-type: none"> <li>• The Principal, Lycée St. Denis</li> <li>• Head of Dept of Business Administration, Clichy College</li> </ul>



- a +33 141 35 67 90
- b 23 August 1985
- c *Dupont*
- d danieldupont@yahoo.com
- e Baccalaureate Professionale; BEP certificate in Tourism and Hospitality
- f Hardworking, well organized, sociable, and friendly
- g +33 77973846392
- h Porter and doorman student holiday jobs at the Sofitel; Two years' front office experience at the Meridien in Paris
- i Daniel Guy
- j 25 rue de Bonaparte, St. Denis, Paris 95360 1

2 Use the information below to write Ulrika's CV on a piece of paper, or in your notebook.

My name's Ulrika Mansky. I live in Düsseldorf at 18 Mozartstrasse. I'm 19 years old. My date of birth is 3 April 1986. My email address is umansky@wanadoo.com and my mobile phone number in Germany is +49 7631 24 38 65. I attended high school in Düsseldorf until I passed my international baccalaureate in 2004. I've just finished a one-year training course in tourism and hospitality and now I have a diploma in hotel reception work. My word processing skills are excellent and I'm familiar with the Fidelio and Galileo systems. I speak and write English at a good intermediate level. I've worked for the last three summers at the family-run Mozarts Hotel near my home. I've worked on reception and as a waitress. The owner's name is Frau Margrit Becker. I'm friendly and hard-working. I like responsibility.





**3** Answer the questions about writing letters.

1 How would you begin a letter to a woman whose name you don't know?

Dear *Madam*

2 How would you end it?

.....

3 How would you begin a letter to a Mr Pons?

Dear .....

4 How would you end it?

.....

5 How would you begin a letter to Mr Pons' wife?

Dear .....

6 How would you begin a letter to their daughter?

You don't know if she is married or single.

Dear .....

7 How would you begin a letter asking for a job application form? You don't know the name of the person responsible.

Dear .....

8 How would you ask for confirmation of a reservation in writing?

Would you ..... ?

9 How would you begin a letter responding to a job advertisement?

With .....

10 How would you begin a letter applying for a job?

I would .....

**4** Complete the covering letter using the notes below.

Had three years' experience under a great chef. Learnt a lot. Now looking for new challenges, new menus. Hardworking professional. Like responsibility. Good teamworker. Have always been interested in travel and other countries. Would be good to have the opportunity of using and improving English language skills. Clean driving licence.

Dear Sir/Madam

RE: JOB APPLICATION FOR SOUS CHEF

I enclose my completed application form for the post of sous chef at your hotel in Ireland. I am currently working at the Metropole as a commis chef under Monsieur Blanc.

He is a *great chef* <sup>1</sup> and I have ..... <sup>2</sup> working under him. I now feel it is time to look for ..... <sup>3</sup> and to master ..... <sup>4</sup>.

I am a ..... <sup>5</sup> and would enjoy the ..... <sup>6</sup> that your post offers. I have always been interested in ..... <sup>7</sup>, and this would also be a good opportunity to ..... <sup>8</sup> and ..... <sup>9</sup> my language skills. I have had a clean ..... <sup>10</sup> for three years.

I look forward to hearing from you.

Yours faithfully

**5** Find ten more job application words in the puzzle. You can read some from left to right (→), some from top to bottom (↑), and some diagonally (↗).

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

# 28 The interview

1 Make two lists of the words and phrases, matching the opposites.

smile	not well-informed	relaxed
look unhappy	positive attitude	
tense	speak clearly	nervous
smart	don't concentrate	
confident	avoid eye contact	well-prepared
speak quietly	well-informed	
listen	badly dressed	negative attitude
unprepared	make eye contact	

Good interview techniques

*listen*  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

How NOT to be

*don't concentrate*  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

2 Complete the letter with the verbs in brackets in the correct future form: Present Simple, -ing, going to, or will. Use short forms if appropriate.

Dear Markus

How are you?

I ..... *finish* .....<sup>1</sup> (finish) college next month.

First, I .....<sup>2</sup> (have) a holiday, then

I .....<sup>3</sup> (look for) a job. My sister and

I .....<sup>4</sup> (visit) our grandparents in Italy. We

.....<sup>5</sup> (return) on 31 August and

I .....<sup>6</sup> (have to) find a job.

I .....<sup>7</sup> (go) to our local employment office

and I .....<sup>8</sup> (check) all the internet job sites.

I hope I .....<sup>9</sup> (find) something in one of the

big hotels. After I find a job, I .....<sup>10</sup>

(look for) an apartment near my work.

What ..... you .....<sup>11</sup> (do) in

September? ..... you .....<sup>12</sup>

(come) to France? I .....<sup>13</sup> (send) you my

new address and you can visit me.

Best wishes

*Toni*

3 Use each word once to complete the job interview.

stayed	leave
spend	hotel chain
taught	study
useful	old
moved	staff
all over	improve
course	push
found	skills
taking	joining
dealing	opportunities

INTERVIEWER: So, Carmen, would you like to tell me something about yourself?

CARMEN: Yes, of course. I'm 22 years ..... *old* .....<sup>1</sup>. I was born in Pamplona and .....<sup>2</sup> to Madrid four years ago to do a .....<sup>3</sup> at the tourism college.

INTERVIEWER: What course did you take?

CARMEN: I took a two year course in tourism and hotel management and got my reception manager's diploma.

INTERVIEWER: Did you .....<sup>4</sup> English on the course?

CARMEN: Oh, yes. We had four lessons a week with our English teacher. She .....<sup>5</sup> us a lot of .....<sup>6</sup> language for .....<sup>7</sup> reservations on the phone and .....<sup>8</sup> with guests at reception, as well as emails.

INTERVIEWER: So, what did you do after college?  
 CARMEN: My first job was in a small family-run hotel in Pamplona.  
 INTERVIEWER: I see you only .....<sup>9</sup> there six months. Why did you .....<sup>10</sup>?  
 CARMEN: Well, to be honest, I felt I wasn't using my .....<sup>11</sup>. I felt I needed to give my career a .....<sup>12</sup> or I wouldn't get much experience in large hotels.  
 INTERVIEWER: So you .....<sup>13</sup> a job at the Ramada here in Barcelona.  
 CARMEN: Yes. I thought that by .....<sup>14</sup> a big .....<sup>15</sup> like Ramada there would be a lot more .....<sup>16</sup> for me in terms of work and travel.  
 INTERVIEWER: Well, you're right. We do have opportunities for bright young .....<sup>17</sup> in our sister hotels .....<sup>18</sup> the world. Where are you hoping to travel?  
 CARMEN: First, I would like to .....<sup>19</sup> at least two years in the UK to .....<sup>20</sup> my English, and after that maybe South America ...

**4** Read the text about the family and answer the questions.

My aunt Vivienne is married to Henry. Her parents-in-law live in Switzerland near her brother, Robert. Uncle Robert has two sons, Charles and Peter. Charles and Peter have just one cousin, Charlotte (that's me). Last summer I visited my uncle Henry's parents and met Charles, Peter, and their stepsister, Karen. Next year we're all going to stay with aunt Vivienne in Brittany. She loves it when her nephews and nieces come to stay.

- 1 Who is aunt Vivienne's husband?  
.....*Henry*.....
- 2 Where do aunt Vivienne's in-laws live? .....
- 3 Who is uncle Robert?  
.....
- 4 Who are Karen's stepbrothers?  
.....
- 5 What relation are Charles, Peter, and Karen to Charlotte?  
.....
- 6 What relation are they to aunt Vivienne? .....

**5** Use the clues to find one of Jamie Oliver's personal qualities.

- 1 Another word for your *working life*. (6)
- 2 *I was pleased to be a ..... for a second interview.* (9)
- 3 *The personnel officer made a ..... of candidates.* (9)
- 4 Jamie Oliver is famous. He has made several of these. (2,6)
- 5 Interviewers always ask about your previous job ..... (10)
- 6 If you work well in a team, you're a good ..... (10)
- 7 Several hotels in the same management group are called a ..... (5,5)
- 8 With a well-written CV, you have a good chance of an ..... (9)
- 9 Jamie Oliver studied for his chef's ..... in London. (11)

# Answer key

## Unit 1

- 1 1 parking space 2 double room  
3 message 4 computer screen  
5 printer 6 reserve  
7 keyboard 8 connect  
9 credit card 10 reception  
11 number

missing word: reservation

- 2 2 reserve/book 3 speak 4 connect  
5 take 6 make 7 tell  
8 book/reserve 9 have

- 3 2 Could I 3 I'd like 4 Could I  
5 Can I 6 I'd like 7 Could I  
8 I'd like 9 I'd like 10 Could I

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

- 5 2 Good morning, Dr Obeda.  
3 Good afternoon, Mrs Obeda.  
4 Good evening, Dr Obeda.  
5 Good evening, Miss Obeda.  
6 Goodnight. 7 Goodbye.

## Unit 2

- 1 car park exchange bureau  
Internet access air-conditioning  
international cuisine swimming pool  
cocktail bar satellite TV  
à la carte menu information desk  
disabled facilities cloakroom
- 2 2 true 3 true 4 false 5 true  
6 false 7 true 8 false
- 3 2 there are 3 there are 4 Is there  
5 there's 6 Is there 7 there is  
8 are there 9 there are
- 4 2 g 3 a 4 b 5 h 6 i  
7 f 8 j 9 c 10 d
- 5 2 in 3 is 4 There 5 's  
6 bar 7 menu 8 cuisine 9 are 10 car park
- 6 thirty 30 thirteen 13 fourteen 14  
forty 40 twelve 12 twenty 20  
fifty 15 fifty 50 eighty 80  
eighteen 18 two hundred 200  
seventeen 17 seventy 70 sixteen 16  
sixty 60 ninety 90 nineteen 19

## Unit 3

- 1 2 sauna 3 guest 4 departure  
5 reservation 6 September 7 tonight  
8 arrive
- 2 2 Do, don't 3 Does, doesn't 4 Does, does  
5 Do, don't 6 Do, do
- 3 2 Do you have a double room for Saturday night?  
3 Do you have a parking space?  
4 Does the bathroom have a shower and a bath?  
5 Do you have a twin room for tonight?  
6 Does the hotel have a swimming pool?  
7 Does the hotel have an exchange bureau?  
8 Does the hotel have a garden?

- 4 2 to 3 at 4 from 5 to  
6 In 7 at 8 at 9 In  
10 in 11 at 12 on 13 In  
14 from 15 to 16 on

- 5 Dear Mrs Fong  
Regarding your request for six double rooms in August.

Please confirm in writing with dates as soon as possible.

Regards

Roberto Gil

Reservations Manager

Telephone: 0034 193 762 51

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

## Unit 4

- 1 2 e 3 g 4 f 5 h 6 a 7 b 8 d
- 2 2 When does the restaurant open?  
It opens from Tuesday to Sunday.  
3 What time does the restaurant open for lunch?  
It opens at 12.00.  
4 What time does Steve start work?  
He starts work at 10.30.  
5 When does the restaurant close?  
It closes at midnight.  
6 When do the waiters finish work?  
They finish work at two in the morning.
- 3 2 on the 25th of June 3 on the 28th of June  
4 on the 9th of July 5 on the 16th of July  
6 on the 18th of July 7 on the 20th of July  
8 on Friday the 24th of July
- 4 1 March 2 Saturday 3 November  
4 December 5 Wednesday 6 April  
7 July 8 Tuesday 9 Thursday  
10 Friday 11 October 12 January

missing word: cancellation

- 5 2 rarely 3 never  
4 always 5 often  
6 rarely 7 sometimes, sometimes  
8 always 9 often
- 6 2 never 3 holiday 4 opens  
5 fully booked 6 customer 7 serve  
8 cancellation 9 family 10 reservation

## Unit 5

- 1 2 d 3 c 4 a 5 b 6 h 7 c 8 f
- 2 2 d I'm afraid Nadine's on holiday.  
3 g I'm sorry, the manager's in a meeting.  
4 c I'm sorry, we're fully booked tonight.  
5 f Unfortunately, the restaurant closes at 9.00.  
6 e I'm afraid the car park's full today.  
7 b I'm afraid the swimming pool closes at 10.00.

- 3 2 we're 3 she's 4 they're  
5 he isn't 6 you aren't 7 here's  
8 there's 9 there isn't 10 there aren't  
11 we can't 12 I can't 13 they don't  
14 he doesn't 15 we don't

- 4 2 doesn't 3 don't 4 can  
5 isn't 6 're 7 can't  
8 aren't

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

## 6 Across

- 1 mobile phone 3 lunch  
5 unable to 6 accept  
7 weekend 9 single room  
10 answer 11 bath  
12 anything

## Down

- 1 mid-afternoon 2 refuse  
4 closed 6 adjoining  
8 regret

## Unit 6

- 1 2 i 3 g 4 a/e 5 h  
6 a/c 7 c 8 f 9 b
- 2 2 your 3 her 4 their 5 Their  
6 His 7 your 8 Your 9 my  
10 my/our 11 our
- 3 2 a 3 f 4 d 5 b  
6 h 7 g 8 c
- 4 2 name 3 checks  
4 registration card 5 fills in  
6 receptionist 7 key card  
8 porter
- 5 2 true 3 false 4 false 5 true  
6 true 7 true 8 false 9 true  
10 false

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

## Unit 7

- 1 2 Can I have 3 Shall I  
4 Can I have 5 Would you like  
6 Could I have 7 Would you like  
8 Can we have
- 2 2 e 3 a 4 g 5 f 6 h 7 c 8 b
- 3 1 sweet, medium dry, white, red, sparkling  
2 large, small, draught, bottled  
3 large, small, single, double  
4 still, sparkling
- 4 2 cocktail 3 beer 4 gin  
5 wine 6 Bacardi 7 Margarita  
8 sparkling

- 5 2 ice and lemon  
3 Fifteen  
4 A glass of white wine and a whisky  
5 dry or medium dry wine  
6 a large or a small whisky  
7 Thirteen  
8 An apple juice, a mineral water, and a brandy  
9 still or sparkling mineral water  
10 double or a single brandy  
11 Fourteen

- 6 1 vermouth 2 cocktail 3 orange juice  
4 tequila 5 beer 6 vodka  
7 ginger ale 8 white wine 9 lemonade  
10 tonic 11 sherry

missing word: mineral water

## Unit 8

- 1 2 spoon 3 shaker 4 cubes  
5 olive 6 ice 7 lemon  
8 sauce 9 sugar
- 2 2 a 3 f 4 c 5 b 6 e
- 3 2 Squeeze 3 Strain 4 Fill 5 Add  
6 Pour 7 Serve 8 Stir 9 Shake  
10 Garnish
- 4 2 f 3 e 4 a 5 c 6 b 7 d
- 5 2 Next, add three measures of light rum.  
3 Then squeeze the juice of half a lemon.  
4 Add the lemon juice and a teaspoon of caster sugar.  
5 Next, shake well.  
6 Then strain into a cocktail glass.  
7 Finally, garnish with a slice of lemon.

### 6 Across

- 4 crushed ice 6 garnish  
7 Cuba Libre 9 bar spoon  
10 Manhattan 11 lime juice

### Down

- 1 glass 2 Americano  
3 cocktail shaker 5 Margarita  
8 bitters

## Unit 9

- 1 2 onion 3 mushroom 4 duck's  
5 moules 6 salad
- 2 2 d toast 3 h tea  
4 j egg and bacon 5 e salad  
6 g sandwich 7 b soup  
8 e salad 9 b soup  
10 a steak and chips 11 f mussels  
12 i lamb cutlets
- 3 2 ✓ 3 ✓ 4 a table  
5 the soup of the day 6 ✓  
7 the wine list 8 a pot of tea 9 half a bottle  
10 ✓
- 4 C: glass of wine, double whisky, starter, aperitif, bottle of water, cocktail, taxi, parking space  
U: water, toast, money, milk, luggage, ice, time, help  
C/U: tea, coffee, fish

- 5 2 Would you like an aperitif?  
Yes, please. A gin and tonic.  
3 Can I change some money here?  
Yes. There's an exchange bureau in the lobby.  
4 Could we have some mineral water?  
Would you like a large bottle or a small bottle?  
5 Could I have a sandwich and an orange juice, please?  
Would you like some ice in your orange juice?  
6 Could you call a taxi?  
Certainly.  
Would you like some help with your luggage?

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

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

## Unit 10

- 1 2 h 3 g 4 e 5 d  
6 c 7 b 8 a
- 2 2 false 3 false 4 true  
5 true 6 false 7 false  
8 true 9 true 10 false
- 3 1 The United States 2 Brazil 3 Morocco  
4 Portugal 5 Spain 6 Britain  
7 France 8 Germany 9 Italy  
10 Japan
- 4
- | Country           | Nationality | Language   |
|-------------------|-------------|------------|
| Brazil            | Brazilian   | Portuguese |
| Britain           | British     | English    |
| France            | French      | French     |
| Germany           | German      | German     |
| Italy             | Italian     | Italian    |
| Japan             | Japanese    | Japanese   |
| Morocco           | Moroccan    | Arabic     |
| Portugal          | Portuguese  | Portuguese |
| Spain             | Spanish     | Spanish    |
| The United States | American    | English    |
- 5 2 some 3 any 4 any 5 some  
6 some 7 some 8 any
- 6 1 blackcurrant 2 Danish blue  
3 Manchego 4 vanilla  
5 raspberry 6 apple pie  
7 Camembert 8 Mozzarella  
9 fruit salad 10 ice cream

missing word: chocolate mousse

## Unit 11

- 1 2 g 3 h 4 f 5 c  
6 e 7 b 8 a
- 2 2 Pinot Grigio is a dry white wine.  
3 Champagne and Cava are sparkling wines.  
4 Riesling is a non-sparkling wine.  
5 Port is a fortified wine from Portugal.

- 6 Merlot is a full-bodied red wine.  
7 St. Emilion is a smooth Bordeaux wine.  
8 Riesling is a German white wine.

3

Adjective	Comparative
cheap	cheaper
expensive	more expensive
dry	drier
sweet	sweeter
smooth	smoother
rough	rougher
good	better
bad	worse
full-bodied	more full-bodied
light	lighter
famous	more famous

- 4 2 Champagne is more famous than Cava and Sekt.  
3 Sauvignon Blanc is sweeter than Pinot Grigio.  
4 St. Emilion is smoother than a cheap Bordeaux wine.  
5 Sauvignon Blanc is drier than Chardonnay.  
6 Chardonnay is not as light as Frascati.  
7 Other sparkling wines are not as expensive as Champagne.  
8 A Bordeaux wine is more full-bodied than a young Beaujolais.  
9 A good claret is better than a cheap red wine.

### 5 Model answers

- 2 Sherry is produced in southern Spain.  
3 The Rioja region is north-east of Madrid.  
4 Bordeaux is produced in the south-west of France.  
5 Beaujolais comes from the east of France.  
6 The Burgundy wine region is in eastern France.  
7 Champagne is produced east of Paris.  
8 Riesling comes from western Germany.  
9 The Chianti region is south of Florence.  
10 Frascati is produced south-east of Rome.

### 6 Across

- 2 wine list 4 corked 5 Bordeaux  
7 Italy 8 Champagne 9 dry

### Down

- 1 full-bodied 3 smooth 6 label  
10 room

## Unit 12

- 1 2 GUEST: Could I have a glass of red wine?  
STAFF: Certainly. I'll bring you one.  
3 GUEST: Could I/we have some cheese?  
STAFF: Of course. I'll get you some.  
4 GUEST: Could we have some menus, please?  
STAFF: Yes. I'll get you some.  
5 GUEST: Could I/we have a map of the city?  
STAFF: Yes. I'll just get you one.  
6 GUEST: Could I/we have some fresh towels, please?  
STAFF: Certainly. I'll send some up.  
7 GUEST: Could we have a table for two?  
STAFF: One moment. I'll see if there's one free.  
8 GUEST: Could I/we have some more water, please?  
STAFF: I'll get you some.
- 2 2 I'll get some. 3 I'll get another.  
4 I'll get some. 5 I'll get some.  
6 I'll get another. 7 I'll get some more.  
8 I'll get one. 9 I'll get some more.  
10 I'll get one.

- 3 2 j 3 g 4 h 5 a 6 f  
7 c 8 d 9 i 10 b
- 4 2 Answer 3 Apologize 4 polite  
5 friendly 6 name 7 special  
8 patient 9 helpful 10 waiting  
11 Smile

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

### Unit 13

- 1 2 g 3 f 4 e 5 d 6 a 7 c
- 2 2 It consists of fruit juice, croissant or bread, jam, butter, and coffee.  
3 It contains lobster, prawns, scallops, and mussels.  
4 It consists of tequila, triple sec, lime and lemon juice, and ice.  
5 It's made from bread strips, raspberries, and sugar.  
6 It contains aubergines, tomatoes, onions, broccoli, and mushrooms.  
7 They're made from eggs, milk, and flour.  
8 It consists of green salad, tuna, olives, and tomatoes.  
9 It's made from olive oil, wine vinegar, and mustard.  
10 It consists of pasta, chilli, tomatoes, garlic, basil, and pine nuts.
- 3 2 Each slice is cut into three or four pieces.  
3 Some of the bread strips are put around a pudding bowl.  
4 The raspberries are stewed in the sugar for a few minutes.  
5 The fruit and some of the juice are added to the pudding bowl.  
6 The fruit is covered with more bread strips.  
7 The remaining juice is poured over.  
8 A weight is put on top of the bowl and it is placed in the refrigerator.
- 4 2 Put a knife and fork in the plate position.  
3 Fold a napkin and place it on a side plate.  
4 Bring a dessert spoon and fork with the dessert menu.  
5 Place a wine glass above the soup spoon position.  
6 Put the salt and pepper in the centre of the table.  
7 Place a flower arrangement and a candle by the salt and pepper.
- 5 1 scallops 2 fish fork 3 lobster  
4 hollandaise 5 smoked 6 salmon  
7 fish knife 8 king prawn 9 mornay

missing word: chardonnay

### Unit 14

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

- 3 b 10 c 4 d 1 e 7 f 5  
g 2 h 9 i 6 j 8
- 4 2 opened 3 took 4 arrived  
5 spoke 6 looked into 7 smiled  
8 left 9 gave 10 reserved  
11 met 12 shook

- 5 2 arrived 3 was not 4 gave  
5 did not want 6 booked 7 made  
8 waited 9 took 10 was  
11 complained 12 spoke

- 6 Across  
4 tasteless 6 filthy 7 tough  
11 vinegary 12 salty 13 watery  
14 rude

#### Down

- 1 overcooked 2 dusty 3 stringy  
5 flat 8 noisy 9 broken  
10 stale

### Unit 15

- 1 3 the reception manager  
4 the hotel manager  
5 She is responsible for  
6 receptionists, reservations, porters  
7 the housekeeper  
8 She is responsible to  
9 She is responsible for  
10 the cleaners, attendants  
11 the head chef  
12 He is responsible for  
13 They are responsible to  
14 chef, pastry, commis, porters
- 2 2 h 3 f 4 a 5 j  
6 d 7 i 8 b 9 l  
10 e 11 g 12 k
- 3 2 These 3 That 4 Those  
5 These 6 that 7 that  
8 these/those 9 This 10 those
- 4 2 b 3 c 4 c 5 c 6 a  
7 b 8 d 9 b 10 a

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

### Unit 16

- 1 2 a 3 d 4 a 5 b 6 c  
7 b 8 d 9 b 10 a
- 2 2 e 3 d 4 f 5 c 6 a
- 3 5, 6, 4, 1, 3
- 4 2 Strip 3 Put 4 Take  
5 Make 6 Clean and dust 7 Clean  
8 Empty 9 Replace 10 Check
- 5 2 You *mustn't* overcook the vegetables.  
3 Guests *don't have to* check out until 12 noon.  
4 Akiko *doesn't have to* work on Thursdays. It's her day off.

- 5 Staff *mustn't* wash their hands in the food preparation sinks.  
6 Room attendants *don't have to* change the towels every day.  
7 Staff *mustn't* smoke in the kitchen.  
8 Staff *mustn't* be rude to customers.  
9 The kitchen porters *don't have to* scrape the new potatoes.  
10 Reception staff *mustn't* keep guests waiting.

- 6 2 have to 3 must 4 have to  
5 have to 6 must 7 have to  
8 have to 9 have to 10 must
- 7 1 hand basin 2 rolling pin 3 balloon whisk  
4 utensils 5 toiletries 6 colander  
7 towels 8 rubbish

missing word: spotless

### Unit 17

- 1 2 h 3 e 4 f 5 b  
6 c 7 d 8 a
- 2 2 needs 3 needs to 4 needs  
5 needs to 6 need 7 needs to  
8 needs to 9 needs 10 need
- 3 2 The bed needs making.  
3 The underwear needs washing.  
4 The dinner jacket needs repairing.  
5 The phone needs answering.  
6 The minibar needs refilling.  
7 The bathroom floor needs cleaning.  
8 The towels need changing.  
9 The bin needs emptying.  
10 The dress needs ironing/pressing.
- 4 2 It closes at 5 p.m.  
3 There's an exchange bureau on the ground floor.  
4 There's a travel agency next door to the hotel.  
5 I'll send housekeeping up to your room.  
6 Ask the doorman about the theatre-booking service.  
7 I'll call one immediately.  
8 I'll order one straightaway.
- 5 Across  
4 garlic bread 6 soft drink 8 ice cream  
10 coffee 11 tea 12 pastry  
13 fruit juice
- Down  
1 french fries 2 pizza 3 beef burger  
5 sandwich 7 omelette 9 soup

### Unit 18

- 1 2 catch 3 say 4 speak up  
5 hear 6 have 7 spell  
8 repeat 9 speak 10 say
- 2 d c n e l i j a h m f o b g
- 3 1 Bravo 2 Papa 3 Delta  
4 Tango 5 Echo 6 India  
7 Golf 8 Juliet 9 Mike  
10 November 11 Sierra 12 Foxtrot  
13 Alpha 14 Hotel 15 Romeo
- 4 2 Did Mrs Brett leave a contact number? Yes, she did.  
3 Did Mrs Brett reserve a single room? No, she didn't.  
4 Did the Ronaldos order breakfast for two? Yes, they did.

- 5 Did they book a table for 12.30?  
No, they didn't.
- 6 Did Valerie offer a discount?  
Yes, she did.
- 5 2 He didn't confirm his reservation in writing.  
3 Reception didn't give room 501 the message.  
4 Room 222 didn't pay their bill last night.  
5 The hotel didn't include breakfast in the special offer.  
6 She didn't speak to the duty manager.  
7 The head chef didn't make all the main courses and desserts.  
8 He didn't reserve a parking space with his booking.
- 6 2 €200 3 €280 4 €800 5 €450  
6 €260 7 €80 8 €330

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

### Unit 19

- 1 1 knee 2 heavy, back  
3 cupboard 4 cut, finger  
5 fire exit, fire alarm 6 tripped, foot  
7 shock, toaster
- 2 b 4 c 1 d 6 e 5 f 7 g 3
- 3 2 clear 3 early 4 fast  
5 fresh 6 well 7 hard  
8 immediately 9 late 10 patiently  
11 polite 12 quickly 13 quiet  
14 regularly 15 serious 16 slowly
- 4 2 immediately 3 fresh 4 hard  
5 good 6 fast 7 politely  
8 patient 9 carefully 10 regularly
- 5 2 He cooks well.  
3 She drives carefully.  
4 He works slowly.  
5 We regularly have a test drill.  
6 He talked seriously about health and safety.  
7 Reception staff always answer guests politely.  
8 The cashier asked the man to pay immediately.
- 6 1 fire axe 2 fire exit 3 fire alarm  
4 extinguisher 5 fire blanket 6 fire brigade  
7 test drill 8 fire doors 9 sand bucket  
10 water sprinkler

missing word: first aider

### Unit 20

- 1 2 The conference suite and roof garden.  
3 It's on the ground floor.  
4 It's on the top floor.  
5 They're on the ground floor.  
6 The swimming pool and fitness centre.  
7 They're on floors one to five.  
8 It's in the basement.

- 2 2 Turn 3 on 4 across  
5 through 6 Turn 7 down  
8 on 9 opposite 10 Take  
11 come out of 12 turn 13 on  
14 along 15 at the end 16 past
- 3 2 hangers 3 shelf  
4 pillows 5 drawers  
6 light bulbs 7 welcome folder  
8 trouser press 9 shaver point
- 4 2 light bulbs 3 shelf  
4 drawers 5 folder  
6 minibar 7 air-conditioning  
8 mirror 9 bedspread  
10 curtains
- 5 Across  
3 ground floor 4 heating  
5 wardrobe 8 mattress  
10 basement 11 lift
- Down  
1 corridors 2 lobby  
6 bulbs 7 carpet  
9 stairs

### Unit 21

- 1 2 outside 3 bus station  
4 underground 5 railway station  
6 cinema 7 theatres  
8 museums 9 gallery
- 2 2 by boat 3 by plane/air  
4 by train 5 by bus  
6 by car 7 on foot  
8 by bike
- 3 2 outside 3 on, off 4 straight on  
5 towards 6 up 7 across  
8 on
- 4 Model answers  
2 Take the White line three stops south to H. Change onto the Green line and go one stop west.  
3 Take the Red line one stop east to D. Change onto the White line and go two stops south.  
4 Take the Black line one stop south to C. Change onto the Red line and go one stop east to D. Change onto the White line and go one stop north.  
5 Take the Green line one stop west to G. Change onto the Black line and go three stops north.
- 5 Answers depend on town or city.

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

### Unit 22

- 1 A fax, email, photocopier, multi-line phones, broadband, video conferencing  
B room service, babysitting, pay-per-view film car hire, swimming pool, laundry
- 2 2 f 3 d 4 e 5 h 6 b 7 a 8 g
- 3 2 TV/monitor 3 screen  
4 photocopier 5 printer  
6 digital projector 7 microphone  
8 laptop
- 4 2 a 3 d 4 g 5 c 6 b 7 h 8 f
- 5 2 planning 3 conference 4 require  
5 single 6 delegates 7 advise  
8 conference
- 6 1 projector 2 photocopier  
3 World Wide Web 4 emails  
5 broadband 6 printer  
7 video conference 8 Internet  
9 business 10 website
- missing word: PowerPoint

### Unit 23

- 1 b 8 c 1 d 7 e 5 f 3 g 6 h 4
- 2 2 have, finished 3 has worked  
4 have lived 5 hasn't checked in  
6 Has, seen 7 hasn't paid  
8 has, fallen down 9 haven't given  
10 has, cut
- 3 2 Have you eaten 3 gave  
4 cut 5 burnt  
6 has fallen 7 Have you called  
8 called 9 fell  
10 haven't seen
- 4 2 e 3 a 4 d 5 h 6 g 7 f 8 c
- 5 2 h 3 a 4 f 5 i  
6 b 7 g 8 d 9 c
- 6 Across  
2 a cold 4 flu 6 nurse  
7 toothache 8 headache 10 doctor  
11 faint
- Down  
1 burn 3 diarrhoea 5 asthma  
9 dentist

### Unit 24

- 1 2 b 3 a 4 b 5 c 6 b 7 a
- 2 2 porter 3 service engineer  
4 housekeeper 5 room attendant  
6 service engineer 7 room attendant  
8 maintenance man 9 room attendant
- 3 2 The luggage should have been taken up.  
3 The message should have been passed on.  
4 The shirts should have been sent back.  
5 The shower should have been fixed.  
6 The toiletries should have been replaced.  
7 The TV should have been repaired.  
8 He should have been given a non-smoking room.

Answer key

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

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

## Unit 25

- 1 2 Credit card 3 Debit card  
 4 Visa, Mastercard 5 cash  
 6 Traveller's cheques 7 company  
 8 receipt 9 VAT  
 10 vouchers

- 2 2 is leaving, pays  
 3 pay  
 4 leaves  
 5 is preparing, is helping  
 6 is leaving, check out  
 7 signs, gives  
 8 is serving, serve

- 3 a 2 her 3 him 4 him 5 it 6 her  
 b 7 them 8 it 9 it 10 them  
 c 11 us 12 it 13 us 14 us

- 4 2 c Australia 3 f China  
 4 b The UK 5 h Thailand  
 6 d Russia 7 g India  
 8 a Japan 9 i Mexico

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

- 6 1 invoice 2 total 3 included  
 4 receipt 5 change 6 service  
 7 extras 8 itemized

missing word: vouchers

## Unit 26

- 1 2 Restaurant on 09/09 3 Breakfast on 10/9  
 4 Minibar on 10/09 5 Laundry on 11/09  
 6 Telephone on 11/09 7 Restaurant on 11/09

2 479.00

- 3 2 much 3 ✓  
 4 many/a lot of 5 much/a lot of  
 6 a lot of 7 ✓  
 8 much/a lot of 9 a lot of  
 10 many/a lot of 11 many/a lot of  
 12 much/a lot of

- 4 1 CASHIER: Certainly, madam.  
 I'll just print it out for you.  
 How would you like to pay?

WOMAN: By Visa.  
 CASHIER: Visa is fine, madam. Here we are.  
 Three nights, accommodation  
 with breakfast.

WOMAN: Right. And the extras?  
 CASHIER: The extras are for the car park,  
 minibar, and room service.

WOMAN: But I didn't use room service.  
 CASHIER: Actually madam, the room service  
 was for dry cleaning and pressing  
 on Tuesday.

WOMAN: Oh, yes. I forgot. That's right then.

- 2 WAITER: Straightaway, sir. Here it is.  
 MAN: Do you take Mastercard?  
 WAITER: Yes, Mastercard is fine, sir.  
 MAN: Is service included in the bill?  
 WAITER: No sir, it isn't included.  
 MAN: Please add twenty euros to my  
 Mastercard payment.  
 WAITER: Twenty euros. Thank you very  
 much, sir. Just sign here.  
 MAN: OK. Thank you.  
 It was a very good meal.

## 5 Across

- 4 Fidelio 6 appear  
 7 checking out 9 guest list  
 11 items 12 screen

## Down

- 1 departures 2 invoice  
 3 charges 5 issue  
 8 click 10 easy

## Unit 27

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

## 2 Curriculum vitae

Surname Mansky  
 First name Ulrika  
 Address Mozartstrasse 18, Düsseldorf,  
 Germany 10938  
 Mobile number +49 7631 24 38 65  
 Email address umansky@wanadoo.com  
 Date of birth 3 April 1986  
 Education High School in Düsseldorf  
 Hotel receptionist training  
 in Central College

Qualifications 2004 International  
 Baccalaureate  
 2004–2005 Diploma in  
 Hotel Reception skills

Work experience 3 years' summer work  
 as receptionist and waitress  
 at Mozarts Hotel

Skills Excellent word processing,  
 Fidelio-trained, spoken and  
 written English at  
 intermediate level

Personal qualities Friendly and hard-working.  
 I like responsibility.

References Frau Margrit Becker,  
 Mozarts Hotel,  
 Mozartstrasse, Düsseldorf

- 3 2 Yours faithfully 3 Dear Mr Pons  
 4 Yours sincerely 5 Dear Mrs Pons  
 6 Dear Ms Pons 7 Dear Sir/Madam  
 8 Would you please send confirmation of  
 your reservation in writing?  
 9 With reference to your advertisement in the ...  
 10 I would like to apply for ...

- 4 2 learnt a lot 3 new challenges  
 4 new menus 5 hardworking professional  
 6 responsibility 7 travel and other countries  
 8 use 9 improve  
 10 driving licence

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

## Unit 28

- 1 Good interview techniques How NOT to be  
 smile look unhappy  
 relaxed tense  
 positive attitude negative attitude  
 speak clearly speak quietly  
 smart badly dressed  
 confident nervous  
 well-prepared unprepared  
 well-informed not well-informed  
 make eye contact avoid eye contact

- 2 2 'm going to have 3 'm going to look for  
 4 are visiting 5 return  
 6 'm going to have to 7 'll go  
 8 'll check 9 'll find  
 10 'm going to look for 11 are, doing  
 12 Are, coming 13 'll send

- 3 2 moved 3 course 4 study  
 5 taught 6 useful 7 taking  
 8 dealing 9 stayed 10 leave  
 11 skills 12 push 13 found  
 14 joining 15 hotel chain 16 opportunities  
 17 staff 18 all over 19 spend  
 20 improve

- 4 2 in Switzerland 3 aunt Vivienne's brother  
 4 Charles and Peter 5 cousins  
 6 nephews and niece

- 5 1 career 2 candidate 3 shortlist  
 4 TV series 5 experience 6 teamworker  
 7 hotel chain 8 interview 9 certificate

missing word: enthusiastic



NEW EDITION

# Highly Recommended

English for the hotel and  
catering industry

*Highly Recommended* is a popular elementary-level course for younger adult learners on hotel and catering courses in schools and colleges, or people training for a career in the hospitality sector. It provides the English needed for dealing with customers and colleagues in a variety of hotel and restaurant situations, such as:

- taking bookings
- checking guests in and out
- dealing with enquiries and complaints
- explaining dishes
- taking payments

*Highly Recommended* New Edition has been extensively revised and updated to take account of changing practices and new technologies such as computerized reservation systems.

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

*Highly Recommended* New Edition also includes:

Student's Book  
Teacher's Book  
Audio CD or Class Cassette

**OXFORD**  
UNIVERSITY PRESS

[www.oup.com/elt](http://www.oup.com/elt)

OXFORD ENGLISH  
ISBN 978-0-19-457465-5



9 780194 574655