

### 42.1 Underline the correct word in italics.

- I'll be waiting in the *hall* / *lobby*, just in front of the reception desk.
- Please fill in this registration form and *sign* / *signature* at the bottom where I have marked with a cross.
- You are paying a special *charge* / *rate* for your room. It does not include breakfast.
- Can you make sure I get my *fidelity* / *loyalty* points for this stay?
- Can I have a *get-up* / *wake-up* call in the morning?
- I have some clothes that need washing. Do you have a *laundry* / *laundering* service?
- Please help yourself to a morning newspaper – it's *complimentary* / *a complement*.
- Is there an airport *transfer* / *transportation*? When do they leave?
- I would definitely recommend the hotel. It had very good *conditions* / *facilities*.
- I'm sorry, my room is *incompatible* / *unsuitable* – it's right next to a noisy elevator.

### 42.2 Fill in the missing letters.

- Is it possible to upgrade my room to one that has a v\_ \_ \_ of the sea?
- This price is not the price I was qu\_ \_ ed when I called you last week.
- The word 'elevator' is international, but in the UK you can also hear the word 'l\_ \_ \_'.
- I'll be down in half an hour – I just need to unp\_ \_ k my things and fr\_ \_ \_ en up.
- Can I change my euros into the local curr\_ \_ \_ \_ ?
- Can I have an ir\_ \_ and ir\_ \_ ing boa\_ \_ sent up to my room, please?
- I'm sorry, but my room has not been cl\_ \_ \_ ed. The sh\_ \_ ts and tow\_ \_ s are dirty.
- It's cold and I might need a sp\_ \_ e blanket tonight. I can't see one in the room.
- There is an unpleasant sm\_ \_ \_ in the bathroom – I think it's the drains. I would like to change rooms, please.
- My room is cold. I tried to adjust the controls on the he\_ \_ er but they don't work.
- My pi\_ \_ ow is too high. Do you have another one – if possible one with feathers?

### 42.3 Can you remember the missing prepositions?

- (you answer a call from the lobby) I'll be \_ \_ \_ \_ in a few minutes – I just need to freshen \_ \_ . Are we going \_ \_ \_ for dinner or eating in the restaurant here?
- (you call room service) Can I have a coffee and a croissant sent \_ \_ to my room, please?
- (you are complaining) Can't I just use a shower in another room? I'm \_ \_ a hurry.

### 42.4 Each sentence below contains one mistake (it might just be word order). Find it and correct it.

- Can I ~~to~~ have a wake-up call in the morning?
- How distance is the Expo Centre from here?
- Can I walk or would I take a taxi?
- What time do you stop to serve breakfast?
- I can have an iron sent up to my room, please?
- I need it so soon as possible.
- Could you tell to the housekeeping staff not to clean m room in the morning?
- Is it possibility to have breakfast sent up to my room?

### 42.5 Match the beginnings and endings of the phrases. Then use them to complete the dialogue between a receptionist (R) and a guest (G).

I'd like	someone to help me ...
Can you	if you could ...
Can you get	to check in
Could I just	of you
I'd be grateful	give me ...
That's	ask you ...
That's very kind	to follow the porter, ...
If you'd like	right

R: Good morning, madam.

G: Good morning. <sup>1</sup> *I'd like to check in* . I have a reservation in the name of Fiona Wilson, just one night.

R: One moment. Right, I have it here. We've put you on the fourth floor, overlooking the hotel gardens.

G: That sounds fine.

R: And the rate you were quoted is €150 a night.

G: <sup>2</sup> \_\_\_\_\_ .

R: <sup>3</sup> \_\_\_\_\_ to fill in this registration form?

G: Sure. Also, I have some heavy luggage in the lobby over there. <sup>4</sup> \_\_\_\_\_ with it?

R: Yes of course. I'll get the porter to take it up for you. Was there anything else?

G: Yes. <sup>5</sup> \_\_\_\_\_ a wake-up call tomorrow morning?

R: Certainly. What time would you like?

G: It needs to be 5.45am. My flight leaves at 8.00.

R: No problem.

G: <sup>6</sup> \_\_\_\_\_ book a taxi for me as well. I guess I need to leave around 6.30am to get to the airport for check-in at 7.00.

R: Yes, 6.30 should be fine. At that time in the morning there's very little traffic. And I can ask room service to bring you a coffee and a croissant at 6 if you'd like.

G: Oh, thank you very much. <sup>7</sup> \_\_\_\_\_ .

R: I'll book the taxi right now. Here's your key card. <sup>8</sup> \_\_\_\_\_ he'll take you to your room.