

Review

1 Fill in *for* or *since*. Compare your results with a partner.

- 1 He has been a receptionist [] 2010.
- 2 I have not seen you [] a week.
- 3 I have been waiting for the train [] 12:30.
- 4 I have lived here [] six years.
- 5 He has lived in this apartment [] 2010.
- 6 [] the teacher came in I have been very nervous.
- 7 The couple has been married [] ten years.
- 8 I have been living in Vienna [] one year.
- 9 I have been studying [] three hours now.
- 10 I have loved you [] the first time I saw you.

2 Make up sentences / questions in the present perfect tense simple. The first one (0) has been done for you. Compare your results with a partner.

0 you / ever / be / to / the USA / ?

Have you ever been to the USA?

1 you / ever / go / skateboarding / ?

2 you / finish / your homework / yet / ?

3 she / just / talk to / the hotel manager / .

4 you / already / meet / a famous person / ?

5 you / ever / write / a poem / ?

6 I / never / go / bungee-jumping / .

7 I / not / be / on TV / so far / .

8 the tourists / book / sightseeing tour / not / yet / .

9 at a boutique hotel / you / ever / stay / ?

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3 Complete the sentences (1–10). Use the words from the box. Compare your results with a partner.

half board ■ boutique hotel ■ bunk beds ■ cloakroom ■ registration form ■ holidaymakers ■ spa treatments ■ lobby ■ twin beds ■ backpackers

- 1 After arriving at the hotel, the tourists had to fill in the _____.
- 2 Thailand is a popular destination for _____.
- 3 In our massage and beauty area you can enjoy _____.
- 4 We booked _____ at a well-known beach resort in Mauritius.
- 5 The hotel offers accommodation for families with children, couples and single _____.
- 6 The building company has been working really hard to renovate the _____ in the last few months.
- 7 When going on holiday, Tom and his wife prefer sleeping in _____.
- 8 The apartment is furnished with two single _____.
- 9 The guests have been waiting in the hotel _____ for their taxi for about ten minutes.
- 10 In most hotels guests can store their luggage in the _____ if they check out early and fly later in the day.



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You have been working as a receptionist at a four-star hotel for a year now and have been asked to give a presentation for future interns.

ON
THE JOB

In your presentation you should

- talk about how to greet guests appropriately at a hotel
- explain necessary steps when doing a group check-in
- inform about what to keep in mind when doing a check-out.

Use the phrases from the LanguageBox. Create a poster and write down the most important information. Speak for about four minutes. Then give your presentation in class.

LanguageBox

Welcome to my presentation, it's a pleasure to welcome you all at our hotel.
 I have been asked to inform you about my tasks and duties as a receptionist.
 When greeting guests it is important to ...
 Furthermore, you should ...
 When doing a group check-in you have to keep in mind that ...
 What's more, doing / checking / asking for / explaining ...
 Another important point is to ...
 Another essential step in the check-in process is ...
 Please do not forget to ...
 You also have to keep in mind to ...
 When it comes to checking out guests, it is necessary to ...
 Moreover, you should ...
 Finally, I recommend ... (*verb + -ing*)
 If you have any further questions, feel free to ask.



Read the e-mail you have just received from Nicoletta, your Italian penfriend. Then write a reply e-mail to Nicoletta. In your e-mail you should

- tell her about your life at the moment
- inform her how you personally deal with unhappy guests
- give her some useful advice (*on dealing with complaints, unsatisfied guests, ...*).



Use the tips on how to deal with complaining customers on page 55. Write about 120 words.

Send	To...	nicoletta.parsini@bestshots-resort.it
	Cc...	
	Bcc...	
Subject:		Customer complaints
<p>Hi</p> <p>How are you doing?</p> <p>As you know, I started working at a family resort in my hometown. I quite like it, however, I sometimes have to deal with customers who complain a lot. This has really been one of the biggest challenges for me so far. I simply don't know what to do sometimes.</p> <p>How do you deal with unhappy customers?</p> <p>Could you give me some useful pieces of advice? Can't wait to hear from you!</p> <p>All the best</p> <p>Nicoletta</p>		



You work at a five-star hotel in Vienna, which is reopening in two weeks. You have been asked by the hotel manager to write the FAQs. Write down six questions and the answers.

ON THE JOB

- FAQ 1
- FAQ 2
- FAQ 3
- FAQ 4
- FAQ 5
- FAQ 6