

1 Underline the correct words to complete the sentences.

- 1 Thank you for helping with *your* / *our* luggage.
- 2 I think I left *my* / *your* passport in the bar.
- 3 Here's *its* / *your* key card, Mrs Sawella.
- 4 My son will arrive later. *His* / *Her* name's Juan.
- 5 My friend booked a room. Do you have *my* / *his* reservation?
- 6 Mrs Kempsky is meeting *her* / *their* friend in the bar.
- 7 Mr and Mrs Johnson would like to have dinner in *their* / *its* room.
- 8 Can you tell us where to park *your* / *our* car, please?

2 Rearrange the words to complete the responses.

- 1 Excuse me, where's the café?
the shop / *It's* / *to* / *next* *It's next to the shop.*
- 2 Could you tell me where the changing rooms are?
they're / *fitness centre* / *the* / *in* / *Yes*
- 3 Excuse me, is this the way to the hair salon?
it is / *behind* / *Yes* / *the lobby* / *It's* / *over there*
- 4 Where's Bob?
conference room / *the* / *for* / *He's* / *waiting* / *us* / *outside*
- 5 I would like to use the boardroom. How do I get there?
business centre / *It's on* / *second floor* / *in the* / *the*
- 6 Excuse me, could you tell me where the sun beds are?
they're / *sauna* / *opposite* / *the* / *Yes*
- 7 Excuse me, where are the telephones?
first floor / *They're* / *reception* / *on the* / *next to*

3 Read the text and answer the questions.

My name is Christina Goldsmith and I'm a receptionist. I work at the Fairfield Hotel in Brighton, England. I welcome guests at the reception desk when they arrive and help them check in. Our hotel is busy in the summer because we always have a lot of guests. We are less busy in autumn and winter. We are closed at Christmas but we are open on New Year's Day and all other public holidays. Our hotel is popular because we have many facilities. Guests like our large swimming pool and three restaurants. We also have a new lounge which is open at night.

- 1 What is Christina's job title? *Receptionist*
- 2 Where does she work?
- 3 Where does she welcome guests?
- 4 When is the hotel busy?
- 5 When is the hotel closed?
- 6 Why is the hotel popular?
- 7 What do guests like?
- 8 When is the lounge open?