

1 Label the nouns countable (C) or uncountable (U).

- | | |
|--------------------|-------------------|
| 1 Advice ...U..... | 6 Terrace |
| 2 Cutlery | 7 Time |
| 3 Delay | 8 Traveller |
| 4 Need | 9 Work |
| 5 Paper | 10 Ring |

2 Complete the text with the words from the box.

- dirty
- eye contact
- noisy
- patient
- polite
- smile
- taxi
- terrace
- wake-up call

CUSTOMER CARE

Carla, a hotel receptionist, tells us about her job.

“ We receive many requests from guests and I have to respond to them all. Some guests call the reception and ask for room service, or want me to book them a *taxi*.....¹. Most guests just want a². Others ask me to reserve a table in the restaurant or on the³ for them and their friends or family.

I have to be professional and⁴ to every guest. I always maintain⁵ and⁶. It's important to be very⁷ with guests too, even when they are angry. We sometimes receive complaints from guests on the first floor. They say it is too⁸ and ask to move to a quieter part of the hotel. I also heard one guest say that his⁹ towels were not changed for clean ones. It is my job to solve these problems. ”

3 Put the words in the correct order to make responses to these requests.

- 1 Could I have some more wine, please?
right away / you some / Yes / I'll get *Yes, I'll get you some right away.*.....
- 2 I'd like another table on the terrace.
if there's / I'll see / free / another
- 3 Do you have any disabled rooms free?
moment / for you / I'll check / One
- 4 This glass is dirty.
bring / I'll / you / another
- 5 Can I have some clean towels, please?
housekeeping / right away / up / I'll send
- 6 Could I have some more bread, please?
more now / Yes sir / you some / I'll get
- 7 My plate is dirty.
get / another / I'll
- 8 We'd like some soup, please.
now / you some / I'll get / Of course