

1 Complete the text with the words from the box.

luggage	dry cleaning	in-room services	payments
printer	refrigerator	<i>travel arrangements</i>	room attendants

Let me introduce you

Sabina, the manager of a busy hotel, introduces her team.

'Our hotel has a lot of staff who are all responsible to me. This is one of our receptionists. She's called Maria. Her job is very demanding because she handles everything from arrivals to departures. She also helps guests book plane tickets and make other *travel arrangements* 1.

Our newest member of staff is Federico, who is the cashier. He is responsible for handling all the guest 2. He keeps all the data on the computer and when guests check out he uses the 3 to give them a bill.

As well as front office, we have other staff like Tom, the porter. He is responsible for taking the guests' 4 to their rooms. Diana is the housekeeper, who is responsible for all the 5. She manages our team of cleaners and 6, and makes sure rooms are clean and there are drinks and snacks in each 7. Diana is the person who guests contact when they want to use our laundry or 8 services.'

2 Underline the correct word in italics to complete the sentences.

- 1 *Here's* / *There's* the receptionist. Go and ask her about your dry cleaning.
- 2 *Here's* / *There's* the head chef's work station and this is his equipment.
- 3 *Here's* / *There's* my workstation. I do all my food preparation there.
- 4 *Here's* / *There's* the restaurant manager, talking to two guests at their table.
- 5 *Here's* / *There's* the pastry I'm making.
- 6 *Here's* / *There's* the front office, and next to it you can see the hotel manager's office.
- 7 *Here's* / *There's* the guest's luggage. I am taking it to her room.

3 Match phrases 1–6 with a–f to make sentences.

- | | |
|--|-----------------------------------|
| 1 <input checked="" type="checkbox"/> Those guests checked | a our chef de partie, Bella. |
| 2 <input type="checkbox"/> These pans are | b in this morning. |
| 3 <input type="checkbox"/> The barman gave | c dirty and need washing. |
| 4 <input type="checkbox"/> This is | d this tart dish. |
| 5 <input type="checkbox"/> Adena prepares | e those guests two drinks. |
| 6 <input type="checkbox"/> Leon always uses | f the vegetables at that station. |