

**1** Match questions 1–7 with responses a–g to complete the dialogue.

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| 1 <input checked="" type="checkbox"/> e | Did you check that the air conditioning is working? | a | I have. The drawers are empty.                            |
| 2 <input type="checkbox"/>              | And the wardrobe. Did you check there are hangers?  | b | I checked it and it works fine.                           |
| 3 <input type="checkbox"/>              | Good. So, now the bathroom. Is it clean?            | c | Yes, it is, but there aren't any shower caps.             |
| 4 <input type="checkbox"/>              | What about the minibar? See if it's full.           | d | Yes, I did. They all work fine.                           |
| 5 <input type="checkbox"/>              | We must check the cabinet as well.                  | e | Yes, I did. It's working normally and I set it correctly. |
| 6 <input type="checkbox"/>              | Did you check that the light bulbs work?            | f | Yes. There are plenty.                                    |
| 7 <input type="checkbox"/>              | What about the shaver point?                        | g | It's fine. All the drinks and snacks are there.           |

**2** Read the manager's description of housekeeping at the Plaza Hotel, and answer the questions.

'All our rooms are checked and cleaned by our housekeeper before the next guest arrives. First of all, she goes into the bathroom and changes the large bath mat because it gets dirty and wet. Then she replaces the complimentary shower cap and cleans the bath and the wash basin. Our hotel was updated in 2010, so most rooms no longer have a bidet. In the bedroom, the housekeeper changes all the bedding such as the sheets. In winter, she puts a big duvet on the bed, because it is cold. For the rest of the year, it is kept in the wardrobe with some spare towels and hangers. Before she leaves, the housekeeper always makes sure the welcome folder is on the table. It has all the information guests need about the hotel, and a map of the city. She normally puts it next to the table lamp, so guests can read it at night.'

- 1 What does the housekeeper change? *The large bath mat* .....
- 2 What does the housekeeper clean after the bath? .....
- 3 What is no longer in each room? .....
- 4 What is changed in the bedroom? .....
- 5 What does the housekeeper put on the bed in winter? .....
- 6 Where are the spare towels kept? .....
- 7 What is kept on the table? .....
- 8 What do guests use to read at night? .....

**3** Complete the dialogues with the words from the box.

across    along    bottom    front    next    out    *past*    through

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| <p>1 VISITOR: Excuse me. Where's the sauna?<br/>RECEPTION: It's on the ground floor. Go ...<i>past</i>.....<sup>1</sup><br/>the fitness centre. Turn right and the sauna's at the<br/>.....<sup>2</sup> of the corridor.</p> <p>2 VISITOR: Excuse me, how do I find room 285?<br/>RECEPTION: Take the lift to the second floor. Turn right<br/>when you come .....<sup>3</sup> of the lift. Walk<br/>.....<sup>4</sup> the corridor. Go past the bar and lounge<br/>to get to room 285.</p> | <p>3 VISITOR: Where's the cloakroom, please?<br/>RECEPTION: From the reception, walk .....<sup>5</sup><br/>the lobby, continue past the hair salon, turn left and<br/>the cloakroom is in .....<sup>6</sup> of you.</p> <p>4 VISITOR: I'm looking for the roof garden.<br/>RECEPTION: Yes, sir. The roof garden is on the top<br/>floor. Take the lift to the 14th floor. When you come<br/>out of the lift, walk .....<sup>7</sup> the open doors<br/>then turn immediately left. Continue walking and<br/>you will see the entrance .....<sup>8</sup> to the stairs.</p> |
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