Practice

Grammar revision

Using the Passive Voice

Note that we can use a Passive form to inform guests about services or things that can be done in the hotel. We often use *can* *=* *may* *=* *should* *before a passive verb.*

*Writing paper is provided in a special folder in the dressing table drawer.*

*Newspapers may be ordered from Reception and will be delivered to your room in the morning.*

*Direct dial calls can be dialled directly from your room. Dial 9 for a line.*

*Long-distance calls may be ordered through the Switchboard.*

*Room keys should be left at the Reception.*

Compare:

Please deposit valuables at Reception.

Valuable *should* *=* *can* *=* *may* be deposited at reception.

Note that the object of active verb becomes the subject of the passive sentence.

1. Use *should* *=* *can* *=* *may* + *be* + *past participle of the main verb* to write passive sentences for the following examples. Use the object of the active verb as a subject of the passive sentence.
   1. You may *order* newspapers at the reception desk.
   2. You may *park* your car in our underground garage.
   3. You may *obtain* a free public transportation pass at the front desk.
   4. You should *leave* your room key at Reception.
   5. You may *exchange* foreign currency at the exchange office on the ground floor.
   6. You may *rent* a car at the travel agency.
   7. We *serve* coffee and cocktails in the foyer, too.
   8. Please *use* our car parking area.
   9. Please *inform* front desk agent if you check out late.
   10. You can *taste* traditional local dishes at our Restaurant.
2. Complete these sentences using the verbs *‘can’* *=* *‘can’t’* or *‘have’* *=* *‘has’ =‘hasn’t’.*

1. he got the key? | No, he

2. you got a fax machine? | Yes, we

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|  |  |  |  |  |  |  |  |  |  |  |  |
| 3. |  |  |  | she use the fitness centre now? | Yes, she | | | | |  |  |  |
| 4. |  |  |  | you do it by tonight? | No, I’m afraid I | | | |  | |  | |
| 5. | Can we | |  |  | breakfast in the room? | Yes, of course you | | | | | | |
|  |  |  | |  | |  |  | | | | |
| 6. | I’d like to know if the hotel | | | | |  | a banqueting room. | | | | |

3. Complete the following sentences using these words.

we use / you can / can arrange / Have you / got / has / not / have / Can / arrange

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | | Has the hotel | | | | | | | |  |  |  |  |  |  |  |  |  | an express laundry service? | |
|  | | Yes, madam, it | | | | | | | | |  |  |  |  |  |  |  |  | | . |
| 2. | | |  |  |  |  |  |  |  |  |  | we use the business centre now? | | | | | | | | |
|  | | Yes, sir, | | | |  |  |  |  | |  |  |  |  |  | . It’s open until 8 p.m. | | | | |
| 3. | | |  |  |  |  |  |  |  |  |  | got everything? | | | | | | | | |
|  | | Yes, I think I | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |
| 4. | | Can you | | | | |  |  | | |  |  |  |  |  | for secretarial services? | | | | |
|  | | Yes, we | | |  | | |  | | |  |  |  |  |  | everything. | | | | |
| 5. | | Can | |  | | | |  | | |  |  | the sauna now? | | | | | | | |
|  | | I’m afraid, | | | | | |  | | |  |  |  |  |  |  | , sir, the sauna is closed already. | | | |

1. Complete the sentences using the verbs from the box in the proper form.

provide / refer / follow up / handle / meets / record / contact / arrange / make

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | I tried to |  | him at his office, but he wasn’t in. | | | | |
| 2. | We haven’t yet been able to find a house that | | | |  |  | our |
|  | needs/requirements. | |  |  |  |  |  |
| 3. | The duty of a front desk agent is to | | |  |  | all complaints and | |
|  | requests for service in a special book. | | | |  |  |  |

1. The guest asked for additional coat hangers and the front desk agent the request to the housekeeping department.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. | Front desk agents are obliged to | | |  |  |  | on every guest request | |
|  | recorded at the front desk to be sure that the request is satisfied. | | | | | | | |
| 6. | The duty of a concierge is to | |  |  |  | guest requests. | | |
| 7. | A concierge would normally |  | |  | reservations for dining, | | |  |

for theatre tickets and for transportation, and information on cultural events and local attractions.

5. Join the words to get names of hotel services

|  |  |  |
| --- | --- | --- |
| 1. | wake-up | a translation |
| 2. | newspaper | b rental |
| 3. | transportation | c pick-up service |
| 4. | entertainment | d parking |
| 5. | airport | e arrangements |
| 6. | banquet | f reservations |
| 7. | language | g calls |
| 8. | complimentary | h delivery |
| 9. | valet | i meal service |
| 10. car | | j morning coffee |

1. Read the definition of the word on the right and write the word on the left (based on Text B).

|  |  |  |
| --- | --- | --- |
| a |  | an amount of something that is available for use |
| b |  | something which is part of a list or group of things |
| c |  | an act of borrowing or lending something |
| d |  | a piece of paper which proves that money, goods or |
|  |  | information have been received |
| e |  | the land and buildings owned by someone, espe- |
|  |  | cially by a company or organization |
| f |  | the things needed for writing, such as paper, pens, |
|  |  | pencils and envelopes |
| g |  | a piece of plastic or cardboard folded down the mid- |
|  |  | dle and used for keeping loose papers in |
| h |  | a small book giving information or advertising |
|  |  | something |
| i |  | a strong box in a bank where you can keep money |
|  |  | or valuable things |

1. Use the words from the previous exercise to complete the following sentences.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | There is no writing paper in the | | | |  |  |  | . Can you send | |
|  | someone to bring some? | | |  |  |  |  |  |  |
| 2. | An electric iron and ironing board are available on | | | | | |  |  | . |
| 3. | Our bar has a good | |  |  |  | of drinks. | |  |  |
| 4. | There is no smoking allowed anywhere on the hotel | | | | | |  |  | . |
| 5. | The guests can learn about the local attractions and entertainment from | | | | | | | | |
|  | a tourist |  | | . |  |  |  |  |  |

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| --- | --- | --- |
| 6. The hotel advises guests to keep a valuable |  | in a |
| safe deposit box. |  |  |

* 1. When you leave your valuables in a deposit, you get a signed by the front desk agent.

1. Complete the passages from a hotel brochure using the suggested words.

internet / secretarial / translation service / computer / audio-visual / conference / exercise / sauna / tour guide / beauty / health and fltness / indoor pool

Business and leisure facilities

We have a fully equipped business centre, including 1

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | rooms with all the latest | | | | 2 |  |  |  | equipment. Our | |
| range of hi-tech | | | 3 |  | | services includes full | | | | 4 |
|  |  |  | access. We can arrange a full | | | | | 5 | | |
| service, plus a full | | | | 6 | |  | in several languages. Enjoy | | | |

the wonderful panoramic views over the mountains, as you work out in our

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7 |  |  | club, with all the latest | | | 8 |  |  |  |
| equipment. Visit the | | 9 |  | salon. Relax in the | | | | 10 |  |
|  | , or go for a swim in the heated | | | | 11 | |  | | . |
| If you would like to go sightseeing, we can arrange for a | | | | | | | 12 | |  |
| to show you the sights. | | |  |  |  |  |  |  |  |

equipped / private / available / cuisine / wear / elegant / capacity / banqueting / lounge / pastry / choice

Food And Beverage Service And Dining Facilities

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Our hotel has a good | | | 1 | |  |  | of dining facilities. Besides | | |
| the restaurant with a bar, there is a | | | | | | 2 |  |  | shop, a cocktail |
| 3 |  | and a | | 4 |  | |  | room. The Restaurant is | |
| spacious and | 5 |  |  |  | It is on the ground °oor. The restaurant | | | | |
| 6 |  | is 120 covers. It is open for breakfast, lunch and dinner | | | | | | | |

seven days a week. Breakfast is served from 7.00 to 10.30. Guests must

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 7 |  | jacket and tie after 6.00 p.m. The restaurant is famous | | | | | |
| for its flne | 8 |  | It serves classical French and British dishes. | | | | |
| A traditional English breakfast is | | | | 9 |  | in the morning. Our | |
| 10 |  | dining and meeting rooms are suitable for meetings, | | | | | |
| receptions, cocktail parties. They are | | | | | 11 |  | with business |
| and presentation facilities. | | | | | |  |  |

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1. Here’s a lea°et of the hotel and conference centre Winter Palace. Write a short passage about the services and facilities the hotel provides in addition to conference facilities.
   * + Parking (100 cars capacity)
     + Souvenir, gift shop
     + Hairdressing salon
     + Fitness centre with a swimming pool and sauna
     + Playground for children
     + Business centre, secretarial service
     + Audiovisual equipment
     + 2 restaurants with international and local cuisine, cocktail bar and lounge
     + Room service 24h
2. Complete the dialogue: write complete questions of the guest and the employee’s replies.
   1. Guest: (Ask if the fltness centre is open in the evening.) Employee
   2. Guest: (Ask when the bar opens.) Employee
   3. Guest: (Ask if you can use the pool at any time.) Employee
   4. Guest: (Ask what the check-in and check-out times are.) Employee
   5. Guest: (Ask if room service is open now, at midnight.)

Employee

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* 1. Guest: (Ask if the car park is locked at night.) Employee
  2. Guest: (Ask if the sauna is open now, at 11 pm.) Employee

1. Hotel guidebooks use difierent symbols for hotel services. Here are some of them. What items of the \Welcome Information Notes" can they denote? Suggest your own symbols for the rest of the items.

