

Hotels and accommodation

Focus: hotel and accommodation words: reception, check in, double room, key card, hostel, included, complain

reception receptionist check in check out double room single room twin room
key card guest accommodation hostel campsite tent bed and breakfast included
Wi-Fi air conditioning lift towel pillow blanket room service complain complaint
comfortable

1 Choose the correct word.

Example: You get your key card at _____. (reception / the campsite / the lift) → reception

- 1. Good evening. I'd like to _____, please. I've got a reservation for two nights. (check in / check out / complain)
- 2. A _____ room has two single beds, not one big bed. (double / twin / single)
- 3. The _____ at the desk gave us a city map and our key cards. (guest / passenger / receptionist)
- 4. Breakfast is _____ in the price, so you don't pay extra for it. (included / comfortable / delayed)
- 5. It's too hot in this room. Does the _____ work? (blanket / air conditioning / pillow)
- 6. We slept in a _____ at the campsite. It was cold at night. (hostel / lift / tent)
- 7. I'm going to _____ about the noise. I didn't sleep at all. (complain / check out / book)
- 8. We stayed in a cheap _____ with six beds in one room. (double room / hostel / key card)
- 9. The _____ was broken, so we carried our bags up four floors. (lift / tent / towel)

2 Put the words in the correct column.

Example: manager → People

hostel pillow guest campsite blanket receptionist bed and breakfast towel
passenger hotel air conditioning tourist

Places to stay	Things in the room	People
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

ANSWER KEY

1 1 check in, 2 twin, 3 receptionist, 4 included, 5 air conditioning, 6 tent, 7 complain, 8 hostel, 9 lift 2 Places to stay: hostel, campsite, bed and breakfast, hotel | Things in the room: pillow, blanket, towel, air conditioning | People: guest, receptionist, passenger, tourist