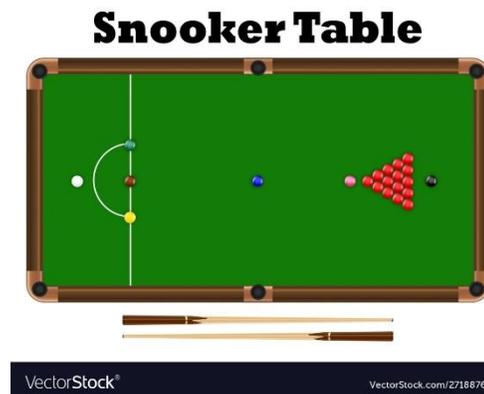


# Hotel Facilities and Services

Part 2

**READ THE PASSAGE FROM A HOTEL BROCHURE AND TICK (✓) THOSE FACILITIES THAT THE HOTEL OFFERS. SAY WHICH FACILITIES FROM THE LIST ARE NOT OFFERED IN THE HOTEL.**

- Facilities for kids
- Cots and pushchairs
- High chair
- Cartoon TV Channels
- Children's menu for meals and snacks
- Board games and snooker table
- Playgrounds
- Children pool with a water slide
- Tennis lessons for beginners
- Game room
- Organized activities



## Families with children

- Our hotel is child-friendly, and we offer facilities and services that make travelling with children pleasant and easy. The parents can relax at our hotel and the children can have fun. We welcome children of all ages, including babies, and provide such baby facilities as cots and pushchairs, bottle warming and baby listening service. We also offer babysitting services. Kid amenities include children's menu for meals and snacks.
- There is a game room for older children. Young children can play at our indoor and outdoor playgrounds. Children can play with toys while the mothers go shopping. We organize visits to the Zoo and the near-by aqua park. A treasure hunt is organized at the hotel with a mascot and the winner is awarded with an exclusive hotel gift.

Cots and pushchairs  
Cartoon TV Channels  
Children's menu for meals and snacks  
Board games and snooker table  
Playgrounds  
Children pool with a water slide  
Tennis lessons for beginners  
Game room  
Organized activities

Fill in the  
blanks:  
massages,  
indoor, gym,  
outdoor,  
trainers,  
workout,  
beauty, tennis  
court

## RECREATIONAL FACILITIES AND SPA

- On the ground floor, there is a well-equipped Health and Fitness Centre. There our guests can enjoy swimming in the heated \_\_\_\_\_ swimming pool. They can also relax in the sauna or steam bath.
- If you would like to take some physical exercise, we offer a spacious \_\_\_\_\_. It is equipped with all kinds of cardio equipment, such as rowing machines, exercise bikes, and treadmills. There is also a \_\_\_ area, with free weights and exercise machines. Exercise classes and personal \_\_\_\_\_ are at our guests' disposal. Our hotel provides a range of spa and \_\_\_\_\_ treatments as well as \_\_\_\_\_. Complimentary towels are also available. Our \_\_\_\_\_ recreational facilities include a \_\_\_\_\_ and a golf course.
- The Health and Fitness Centre opens at 6 a.m. and closes at 11 p.m.

1. What types of recreational facilities does the hotel offer?
2. What cardio equipment is at the guests' disposal?
3. Is there a workout area?
4. What other services and amenities are available to the hotel guests?
5. What are the working hours?

WHO WORKS  
WHERE?  
MATCH THE  
JOBS WITH THE  
HOTEL  
FACILITIES.  
THERE CAN BE  
MORE THAN  
ONE MATCH.

- fitness trainer
- waiter, chef
- concierge
- massage therapist
- secretary, translator
- DJ
- bartender
- receptionist
- Spa
- Restaurant
- Bar
- Recreational facilities
- Business center
- Entertainment facilities
- Gym
- Front office

# Dealing with enquires

(questions)

## How to ask about the hotel facilities?

- **Present Simple (to be)**
- **Is** the bar open?
- **Where is** the hotel located?
  
- **Present Simple (other verbs)**
- Does the hotel **offer** safes?
- **When do** we **get** to the restaurant?

- Opening hours
- Location of facilities
- Location of a post office, bank, supermarket etc.

How to  
answer  
guest's  
questions  
about  
opening and  
closing times

Opening hours:

- The restaurant **is open** from 7 a.m. to 11 p.m.
- The gym **closes** at 10 p.m.
- Room service **is available** 24 hours a day.

Days of the week and a specific period of time:

- It **is open** 7 days a week.
- It **is open from Monday to Friday.**
- The outdoor swimming pool **is open only in summer.**

How to  
describe  
location of  
facilities  
prepositions  
of place

- **in, out, on, in front of, behind, opposite, inside, next to . . .**
- The conference halls are **on** the second floor.
- The reception is **opposite** the front door.
- The sauna is **on the top floor, next to** the gym.
- The parking is **behind** the hotel.
- The cocktail bar is **inside** the restaurant.



## How to give directions to facilities

- go straight ahead, turn left/right, go across, walk along/ across/past/through, take the lift to ...
- When you **get out of** the lift, **go straight ahead** and you will see the restaurant.
- **Turn left** at the end of the corridor.
- **Walk along** this hall and the gym is on your right.
- **Go across** the lobby and the concierge is next to the reception.
- **Take the lift to** the top floor, the bar is on the roof.
- As you **come out of** the lift, **turn right** and you will see the gym next to the sauna.

what, by, does,  
is, available,  
open, close,  
late

1. What time \_\_\_\_\_ the gym close?
2. \_\_\_\_\_ is the latest check-in time, please?
3. Is dry-cleaning \_\_\_\_\_? I need this jacket \_\_\_\_\_ tonight.
4. Is the bar \_\_\_\_\_? I'd like to have a drink.
5. When does the restaurant \_\_\_\_\_? I know it's a bit \_\_\_\_\_.
6. \_\_\_\_\_ the garage locked at night?

closes  
latest  
24-hour  
is  
closed  
same-day  
room service

1. The \_\_\_\_\_ check-in is at 5 p.m.
2. It \_\_\_ at 11 p.m.
3. Yes, sir, and there is a \_\_\_\_\_ valet parking service.
4. Yes, sir, the bar \_\_\_ open until 1 a.m.
5. Sorry, madam the restaurant is now \_\_\_\_\_.  
But the \_
6. is available.
7. Yes, madam, there is a \_\_\_\_\_ dry-cleaning.

Excuse me, sir,  
how can I get  
to the...  
restaurant/gy  
m/bar/  
business  
center/car  
park...

- Excuse me, sir, how can I get to the restaurant?
- I'm sorry, sir, could you tell me where the gym is?
- Hello, could you tell me where the bar is, please?
- Where is the business center?
- I would like to go to the business center
- Where can I park my car?

Dear Sir or Madam,

From your brochure we learned that you host wedding celebrations. We are very interested in organizing our wedding at your hotel. Could you please tell us more about your dining facilities?

Please include information about the number of covers, menu, prices, décor of the banqueting room, etc.

We are looking forward to your prompt response.

Kind regards,  
The Andersons

Dear Mr and Mrs Anderson,

Thank you for your inquiry...

We are pleased to inform you that ...

Yours sincerely,

Reservations manager/agent

John Smith

Mr./Mrs./Miss./Ms.

*Dear Sir / Madam,*

.....

*Yours faithfully*

Dear Mr. Smith,

.....

*Yours sincerely*

note: a less formal way to end a letter or e-mail is *Best wishes.*

practice

# THE PASSIVE VOICE

## Present Simple

to be + past participle

**Active:** She **makes** cakes.

**Passive:** Cakes **are** made (by her)

## Future Simple

will be + past participle

**Active:** She **will make** cakes.

**Passive:** Cakes **will be** made

The past  
simple tense  
(active)

+ I **worked** yesterday.

+ He **gave** me the keys.

- He **didn't give** me the keys.

? **Did** he **give** you the keys?

past simple (passive)

to be (was, were, wasn't, weren't + past participle)

A: She **made** **cakes**. →

P: **Cakes** **were** **made**

? Did he make **a speech** last night? →

**Was a speech** **made** by him last night

+ He **gave** **me** the keys. →

object 1 - **I** **was** given the keys

object 2 - **The keys** **were** given (to me)

- He **didn't** bring **the book**. →

**The book** **wasn't** brought.

Present  
simple, past  
simple or  
future simple  
passive?

1. All shops \_\_\_\_\_ (decorate) for Christmas.

Are decorated

2. We \_\_\_\_\_ (not invite) to the party last week.

Were not invited

3. The rooms \_\_\_\_\_ (clean) tomorrow.

Will be cleaned

4. \_\_\_\_\_ (the office/use) yesterday?

Was the office used

5. -When \_\_\_\_\_ (you/pay)? – Next month.

When will you be paid?

6. -When \_\_\_\_\_ (rooms/clean)? – Two hours ago.

When were the rooms cleaned?

## Past Simple Passive

1. The police didn't question him very closely.
2. The wild animals killed two men yesterday.
3. The children rang the bell a few minutes ago.
4. Who wrote this book?