

1 Read the text and complete it with the words in the box.

baggage	book	check in	check out
reception desk	reservation	tip	travel agency

What to expect in an American hotel

You usually have to make a (a) _____ before you stay at a hotel. This can be done online or by phone. Give details about your booking, for example, the arrival and departure dates, how many people will be staying in the room, your preferred size of beds, and whether you would like a smoking or non-smoking room. You might get a better deal if you (b) _____ online instead of via a (c) _____.

When you arrive, you need to (d) _____ at the front desk. The staff will ask if you need help carrying your (e) _____ to your room. If a porter helps you with your bags, you will probably be expected to give them a (f) _____ of about one or two dollars per bag. If you stay in a hotel for more than one night, it is a nice idea to give the cleaning staff a couple of dollars a day (just leave it on the bed or nightstand). The time to (g) _____ is usually 10 or 11 a.m. If you are late leaving, you might have to pay a fee when you return your keys at the (h) _____.

2 Complete the sentences with the words in the box.

comfortable	guests	housekeeping	lobby
luxurious	room service	suite	view

- a The room was spacious, but the beds weren't very _____.
- b Let's meet in the _____ of the hotel and then go out for dinner.
- c You can expect someone from _____ to come by in the afternoon to clean up your room.
- d A regular room costs \$180 a night, but a _____ costs \$300.
- e For our honeymoon, let's spend some extra money and stay in a _____ hotel!
- f The best thing about the hotel was the great _____ of the ocean.
- g Should we have _____ bring us something to eat?
- h Our hotel has a health club which is open to our _____ 24 hours a day.