|  |  |
| --- | --- |
| **Types of Hotel**\*B&B (Bed and Breakfast)guesthousehotel (from one-star to five-star hotels)luxury hotelmotelhostel/youth hostelhall of residence (dormitory – *Am*.)\*\*resort\*\*\*inncampground, camping site**Rooms**suitede-luxe rooma bedroom with a private bathroom= with en-suite bathrooma single room: for one person with a single beda double room: for two people with a one large double bed (king-size) or queen-sizea twin room: for two people with two single bedsconnecting room**Services/facilities and amenities**accommodationroom serviceroom ratesfull board: breakfast, lunch and dinnerhalf board: breakfast and dinnerB&B: just the room and breakfastreception / reception deskat receptionreceptionistlobbyloungeguestsporter / 24 hour porteragevalet / 24 hour valetbell-boy / lift-boychambermaidlift (*Br*.) / elevator (*Am*)handicapped facilitiesindoor / outdoor heated poolrestaurantconference and banqueting facilitiesnews stallcurrency exchangegym / fitness centregolf course / tennis court**Verbs**arrive **at** the hotelstay **in/at** the hotelbook / reserve a room in advancemake a reservationbe fully bookedcancel a reservationcheck in / sign incheck out / sign output in smth on one’s billpay the bill / settle the billbe paid on departurecall the front deskorder continental breakfast order room servicetip the porterserve **by** requestfor freefor extra chargeto tip / to give a tip20% gratuityservice fee**Equipment in the Rooms**hair-drier in the bathroomTV set/ cable TVremote controlBroadband Internet connectivityWi-Fitelephoneclimate control / air conditioningwriting paperelectric trouser presshot tubsink with mixer taps / washstandkitchen / kitchenettemini-barrefrigeratormicrowavecoffee-maker tea bags, sachets with instant coffee, sugarmirrorsitting areasofa / couchrollaway bedbunk bed | **Види готелів**B & B (Номер в готелі зі сніданком)Гостьовий будинокготель (від одно- до п'ятизіркового)готель класу люксмотель (придорожній готель)гуртожиток / молодіжний хостелстудентський гуртожитоккурорт, готель для відпочинкуготель, постоялий двір (зараз вживається, головним чином, в назвах готелів)кемпінг**Номери**номер люксномер де-люкс (найдорожчий)спальня з ванною кімнатоюодномісний номер: для однієї людини з одним ліжкомдвомісний номер: для двох чоловік з одним великим двоспальним ліжком (кінг-сайз) або полуторнимдвомісний номер: для двох чоловік з двома односпальними ліжкамисуміжний номер**Послуги / оснащення та зручності**житло, проживання, поселенняобслуговування номерівціни на номериповний пансіон: сніданок, обід і вечерянапівпансіон: сніданок і вечеряB & B: номер зі сніданкомрецепція/ стійка адміністраторавнизу біля стійки адміністратораадміністратор готелюлобі, фойєлаундж, зона в фойє з диванамигості, постояльці готелюшвейцар / цілодобовий консьєржкамердинер / цілодобовий камердинерпосильний / ліфтерпокоївкаліфт послуги/зручності для інвалідівкритий / відкритий басейн з підігрівомресторанконференц-зал і банкетний залгазетний кіоскобмін валютитренажерний зал / фітнес клубмайданчик для гольфу / тенісний корт**Дієслова**прибути до готелюпроживати в готелізамовити номер заздалегідьзабронювативсі номери заброньовановідмінити бронюваннязареєструватись при поселеннівиписатись перед виїздомзаписати (суму) на свій рахункуоплатити рахунокоплачується при виїздізателефонувати на стійку реєстраціїзамовити континентальний сніданокзамовити обслуговування номерудати чайові швейцару/ портьєобслуговувати за проханнямбезкоштовноза додаткову платудавати чайові20% на чайовіплата за послугу**Устаткування в номерах**фен у ванній кімнатіТелевізор / кабельне телебачення пульт дистанційного управлінняпідключення широкосмугового доступу в ІнтернетWi-Fi (безпровідний зв’язок)телефонклімат-контроль / кондиціонерчистий папірелектр. праска для прасування штанів джакузіраковина зі змішувачами / умивальниккухня / кухонний куточокміні-бархолодильникмікрохвильова пічкавоваркачайні пакетики, саше з розчин. кавоюцукордзеркалозона відпочинкудиванрозкладне ліжкодвох'ярусна ліжко |

NOTES

\*A **bed and breakfast** (B&B) is a small [lodging](https://en.wikipedia.org/wiki/Lodging) establishment that offers overnight accommodation and [breakfast](https://en.wikipedia.org/wiki/Breakfast). B&Bs are often private family homes and typically have between four and eleven rooms, with six being the average.

*Bed and breakfast* is also used to describe the level of catering included in a hotel's room prices, as opposed to room only, half-board or full-board.

\*\*A **resort** (North American English) is a self-contained commercial establishment that endeavors to provide most of a vacationer's wants, such as food, drink, [lodging](https://en.wikipedia.org/wiki/Lodging), [sports](https://en.wikipedia.org/wiki/Sport), [entertainment](https://en.wikipedia.org/wiki/Entertainment), and [shopping](https://en.wikipedia.org/wiki/Shopping), on the premises. The term *resort* may be used for a [hotel](https://en.wikipedia.org/wiki/Hotel) property that provides an array of amenities, typically including entertainment and recreational activities. A hotel is frequently a central feature of a resort, such as the [Grand Hotel](https://en.wikipedia.org/wiki/Grand_Hotel_%28Mackinac_Island%29) at [Mackinac Island, Michigan](https://en.wikipedia.org/wiki/Mackinac_Island%2C_Michigan). Some resorts are also timeshare or fractionally owned, or wholly owned condominium complexes. A resort is not always a commercial establishment operated by a single company, although in the late twentieth century this sort of facility became more common.

\*\*\*The term "**inn**" historically characterized a rural hotel which provided lodging, food and refreshments, and accommodations for travelers' horses. To capitalize on this nostalgic image many typically lower end and middling modern motor hotel operators seek to distance themselves from similar [motels](https://en.wikipedia.org/wiki/Motel) by styling themselves "inns", regardless of services and accommodations provided. Examples are [Premier Inn](https://en.wikipedia.org/wiki/Premier_Inn), Holiday Inn, [Comfort Inn](https://en.wikipedia.org/wiki/Comfort_Inn).

**Dialogues**

1. **Travel choices – Hotels**

As fun as it is to travel and see new places, it can also be stressful. Finding the perfect hotel is one way to cut down on the stress. It’s nice to have a comfortable room to come home to at the end of a long day of sightseeing.

But the perfect hotel often doesn’t come at the perfect price. In fact, paying for a place to sleep can destroy your travel budget if you aren’t careful. Find out what Mason and Jason look for in a hotel.

**Mason:**You travel every now and again, right, for your band, right, Jason?

**Jason:**Yeah, and other things. English, baby!, etc.

**Mason:**Where do you find you stay most of the time?

**Jason:**It’s really random. Sometimes I stay in the cheapest place, like if it’s in a major city, especially, I’ll end up staying, like in Los Angeles, in some out-of-the-way neighborhood.

**Mason:**So I’ve done things both ways, like I’ve gotten to go on business travel where I stay at super nice places ‘cause I’m not paying for it. But then if I’m traveling, we stay in hostels, still. But we want the private room, you know, it’s not like total $15 for a bunk bed kind of thing.

**Jason:**Shared bathroom?

**Mason:**Shared bathroom, for sure. But it’s also like, I’m not paying to go on vacation to stay in my hotel. I’m paying to just be somewhere.

**Jason:**Right. Although occasionally you do find a hotel on vacation that might be worth paying for. Like there was this hotel in Spain that was in this old house, and I was like, “Let’s stay there.” And it was totally worth it, just to feel like you were in the 19th century in the Spanish countryside.

**Mason:**Yeah. So what other things do you think are worth splurging on when it comes to your hotels?

**Jason:**Possibly location. It might be worth it to stay in the middle of town. And you can’t have a bed that’s too bad. Recently, staying at a hotel made me realize I need a new bed at my house. I was just like, “This is more comfortable than home!”

**Discussion**

Mason asks Jason where he likes to stay when he travels. Jason says that he stays in different places depending on where he goes. When he visits big cities like Los Angeles, he typically stays in the cheapest place he can find, because big cities are often expensive.

When Mason travels for business, he gets to stay in nice hotels. But when he travels on his own, he typically stays in a cheap hotel or hostel. He likes to get a private room, but he doesn’t mind sharing a bathroom. He thinks that it doesn’t matter very much where he stays, because he doesn’t spend a lot of time in his hotel room when he is on vacation.

Jason says that the most important thing to him when looking for a hotel is its location. He also likes hotels with historic atmosphere.

1. **At the Hotel**

**Guest**: Good morning. I'd like to book a room in t h e hotel, please, f o r next month.

**Receptionist**: For next month? Um, for what date is it?

**Guest**: I think March 15 and 16.

**Receptionist**: One moment, please. I'll just check the availability.

**Guest**: Thank you. It's for one person.

**Receptionist**: For one person ... OK, that's no problem. We have plenty of rooms on that evening. Um, what type of room are you looking for?

**Guest**: Er, well, (a) single room, but with a double bed, rather than two twin beds.

**Receptionist**: Oh, that's fine. We have a single de-luxe room which has a big double bed in. Our tariff for a single de luxe room would be £145, that's for one evening. That includes just, um, the room for one evening, that includes service charge and VAT.

**Guest**: And then breakfast is on top, is it?

**Receptionist**: Yes, breakfast is on top of that charge. English breakfast is served at £9.25 and continental breakfast is £6.25.

**Guest**: Fine. What time can I check in on the evening of the 15th?

**Receptionist**: Evening of the 15th, check-in time is after 12 o'clock obviously, midday, yes.

**Guest**: And check out the following day - well, two days later - what time is check out?

**Receptionist**: Check out time is before 12 o'clock, ensuring that we can have the rooms in the afternoon for the guests arriving.

**Guest**: And you can accept all credit cards?

**Receptionist**: Yes, we accept all kinds of credit cards. How would you be paying?

**Guest**: It will be on Visa.

**Receptionist**: It will be on Visa. Can I guarantee this booking by Visa?

**Guest**: Yes, I'll give you my card now if you like.

**Receptionist**: OK. Thank you very much. Can I have the number?

**Guest**: Here you go.

**Receptionist**: OK, thank you. I'll just take an imprint of this. One moment please ...Thank you very much. Your reservation number is 15069, if you'd like to take that as a reference number for your reservation.

**Guest**: That is definitely guaranteed now?

**Receptionist**: That is guaranteed by your Visa card, yes.

**Guest**: Thank you very much. See you on the 15th.

**Receptionist**: OK, thank you very much.

**Study the information about the hotel and give your opinion in writing.**

**Green Village Langkawi Resort**

Nestled within angsana and bamboo trees, the eco-friendly Green Village Resort offers rooms with private terraces that open up onto tropical landscapes. It boasts an outdoor pool, massage services and free Wi-Fi.

|  |  |  |
| --- | --- | --- |
| **General*** Bar
* Front desk deposit box
* Air conditioning
* Free Wi-Fi in designated areas
* Restaurant
* Non-smoking floor
* Hot water (24 hours)
* Car rental
* Bicycle rental
 | **Services*** Currency exchange
* Ticketing service
* Laundry service
* Room service
* Children's play area
* Luggage storage
* Concierge service
* Dry cleaning
* Fax/copying service
* Ironing service
* Express check-in/checkout
 | **Activities*** Billiards
* Gym
* Massage
* Outdoor swimming pool
* Spa
* Barbecue
* Fishing
* Library
 |

**The Guests’ Reviews**

* We booked this hotel under the impression that we were going to get what we paid for (which isn't much) and it really didn't disappoint. The beach at the lighthouse is about a ten minute walk. The breakfast is simple but nice. Worth my budget. Looking at the size it is much suitable for a deluxe/standard size room setting.
* It's actually about a 15 minute walk to the public beach area. Room is spacious as we choose the Juniour suite room. I sought solace just by sitting on the wooden chairs outside my room as it was very windy and quiet. Green Village is a great little place tucked away off the street.
* Walking distance to nearby Pantai Tengah beach, but it is a long walking distance that might take up to 20 mins. Safe to say we will be eating breakfast out as the idea of being poisoned isn't too appealing. Pm and is clean. We got a nice upgrade for no extra charge.

**Read the letter of complaint and do the task: *True or False*.**

Dear Sir/Madam,

I am writing to express my strong dissatisfaction with the holiday my wife and I had at your hotel in June.

Having paid for your all-inclusive package, we were upset, to say the least, when your coach did not come on time to take us to the hotel. However, to make matters worse, our room did not have a nice view at all. In fact, there was only a small window, which looked out onto filthy rubbish bins at the back of the hotel.

In addition, the food was tasteless and the service extremely slow, what is more, the noise from the bar kept us awake until 6am every morning, as the bar did not close at two, as stated in the advertisement. The last straw was when my wife went down for a swim on our second day, only to find that she could not swim as the pool was being cleaned. It remained closed for the rest of our holiday.

We feel that we should be fully compensated for our great disappointment with this holiday. We look forward to a reply at your earliest convenience.

Yours faithfully,

Alan Parker

1. The writer wants the manager of the hotel to apologize to him and his wife.

2. They came to the hotel by coach

3. The bar closed at 6 a.m.

4. The window looked out onto the cars at the entrance of the hotel.

5. The writer’s wife could not swim because the pool was closed.

6. The room did not have a nice view because it had a small window.