

21.1

Write one word in each gap. The first letter has been given to help you.

Example:

Hello, I have a *reservation*.

Yes, a (1) *s*..... room for two nights.

Do you need any help with your bags?

No thanks, I can (2) *m*.....

Can I have (3) *b*..... in my room at six o'clock?

Certainly. Would you like a (4) *w*..... up call?

Yes, please, at five thirty.

I have a (5) *p*..... with the shower. There's no hot water.

I'll send somebody to fix it. What's your room

(6) *n*.....?

Good morning. Can I (7) *c*..... out please?

Of course, sir. Anything from the (8) *m*.....?

No, nothing.

OK, here's your (9) *b*.....

21.2

Fill the gaps with the best alternative.

Example:

I'm afraid I've lost my room*key*.....
(key/lock)

1 Can you a good place to eat?
(recommend/say)

2 I'd like to book a room for one night.
(duplex/double)

3 There are no clean in my room.
(laundry/towels)

4 Can you me to room 345, please?
(connect/join)

5 Can I my room please? It's very noisy.
(exchange/change)

6 Sorry, but I have to my reservation.
(cancel/postpone)

7 The fitness room is down this
(corridor/hall)

8 The room is very
(dirty/dirt)

9 The lights don't
(work/on)

10 It's too to read.
(dark/black)

11 The TV is broken. The is terrible.
(picture/screen)

Test mark /20