**Hotel Services**

- Room service
- Minibar
- Internet connection
- Photocopying
- Laundry
- Shoe shine
- Airport shuttle
- Wake-up service
- Babysitting
- Bell service
- Smoking
- Non-smoking

**Room Features**

- A single room
- A double room
- A suite
- A twin bed
- A queen-size bed
- A king-size bed
- A rollaway bed

Performed by: Alexandra Jiménez
Facilities

- **Fitness center**
  - Hours: 6 a.m. to 9 p.m.

- **Sauna**
  - Hours: 11 a.m. to 8 p.m.

- **Pool**
  - Hours: 6 a.m. to 10 p.m.

- **Business center**
  - Hours: 9 a.m. to 5 p.m.

- **Gift shop**
  - Hours: 8:00 to 21:00

Room Amenities & Services

WE NEED...

- Extra towels
- Extra hangers
- Skirt hangers
- An iron
- A hair dryer

COULD SOMEONE...

- Make up the room?
- Turn down the beds?
- Pick up the laundry?
- Bring up a newspaper?
- Take away the dishes?
Exercise 1: Unscramble the words to find the different hotel services.
1. lebl / scrive ⇒ ___________ 6. uplhgoesten ⇒ ___________
2. mere / creseive ⇒ ___________ 7. hose / nishe ⇒ ___________
3. kuwepa / virocesc ⇒ ___________ 8. pariter / tuthiec ⇒ ___________
4. ydailrun ⇒ ___________ 9. binarim ⇒ ___________
5. trentine /teneceninc ⇒ ___________ 10. yatnigbibst ⇒ ___________

Exercise 2: Find the words from the list in the next word search puzzle. They may be hidden in any direction; horizontally, vertically, diagonally, and forwards or backwards.

a double room
a king-size bed
a queen-size bed
a rollaway bed
a single room
a suite
twin bed
non-smoking
smoking

Exercise 3: Look at the pictures. Then complete the conversations.

1. A: Guest services. May I help you?
   B: Yes, please. Could you bring up some ___________
   A: Certainly.
   B: And I could use a ___________, too. My hair is wet, and I don't see one in the bathroom.
   A: Sure. Right away, sir. Anything else?
   B: Oh, yes, I have a lot of dirty clothes. Could someone please ____________?
   A: Yes, of course.
   B: I think that's all. Thanks!

2. A: Front Desk. May I help you?
   B: Yes, I'd like to go for a swim. Is the ________ still open?
   A: No, I'm sorry, it closed at 9:00.
   B: Oh, well, maybe a workout. How about the ________?
   A: No, it also just closed.
   B: Oh, no. Well, I guess I'll have to do some work then. Is the ________ still open?
   A: No, I'm sorry, it closed at 6:30. But you do have high-speed Internet access in your room.
   B: Oh, OK. Thanks.