



# Unit 1.1

## Customer Information (2)

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# Content of unit 1.1



- Give information to customer
- Talk about hotel facilities and services
- Tell customers where facilities are





**Give information  
to customer**

## Listening 2.1.1

airport transfer

fitness centre

hotel restaurant

business centre

car park

car rental desk

restaurant recommendation

Internet access



## Listening 2.1.2

1. How do you get from the airport to the Grand Marina?
2. There's a shuttle bus from the airport direct to the hotel.
3. Where does it leave from?
4. And how long does it take?



## Listening 2.1.2 (Cont.)

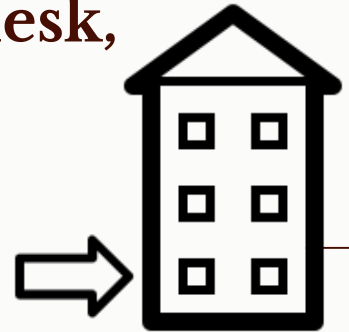
5. Great. Um **What about** business services?

**Is there** a business centre?

6. It's **on the** ground floor, opposite reception.

7. I'd like to **hire** a car for a few days.

8. Just **come to** the **car rental** desk,  
next to reception.



## Expressions to give information

- There's a shuttle bus from ... direct to ...
- The bus stop is just outside the ..., opposite the...
- We offer a free airport transfer to all our guests.
- It's on the ground floor, opposite ...
- It's open 24 hours.
- We'll arrange that for you.
- I can recommend Gino's ... It's very good.



The image features a central text block surrounded by decorative floral illustrations. On the left, a pink flower and a seed pod are shown. On the right, a large pink and white flower with green leaves is depicted. The text is centered within a light pink circle, which is itself inside a thin black rectangular border.

**Talk about hotel  
facilities and  
services**



# Talk about hotel facilities and services

**Is there...? / Are there...?**

Is there a transfer from the airport?

**There is ... / There are ...**

Yes, there is a free bus.

**There isn't ... / There aren't ...**

No, there isn't a bus to the hotel.

\*\*\*Remember to use correct form of verb to be\*\*\*



# Try yourself.

Make a question about parking spaces.

Are there parking spaces in front of the hotel?

Answer the above question with “Yes”.

Yes, there are (some) parking spaces in front of the hotel.

Answer the question with “No”.

No, there aren't (any) parking spaces in front of the hotel.



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# Services and Facilities

# Lists of facilities and services

1. near city centre
2. near indoor shopping mall
3. near main tourist attractions
4. 24-hour front desk
5. express checkout
6. airport shuttle service
7. free parking
8. business centre
9. currency exchange
10. car rental desk

11. tour desk
12. lifts
13. wheelchair access
14. air conditioning
15. high-speed Internet access
16. pay-per-view movies
17. separate tub and shower
18. exercise gym and sauna

# 1. Services in a hotel are...

1. near city centre
2. near indoor shopping mall
3. near main tourist attractions
4. 24-hour front desk
5. express checkout
6. airport shuttle service
7. free parking
8. business centre
9. currency exchange
10. car rental desk

11. tour desk
12. lifts
13. wheelchair access
14. air conditioning
15. high-speed Internet access
16. pay-per-view movies
17. separate tub and shower
18. exercise gym and sauna

## 2. Room facilities are...

1. near city centre
2. near indoor shopping mall
3. near main tourist attractions
4. 24-hour front desk
5. express checkout
6. airport shuttle service
7. free parking
8. business centre
9. currency exchange
10. car rental desk
11. tour desk
12. lifts
13. wheelchair access
14. air conditioning
15. high-speed Internet access
16. pay-per-view movies
17. separate tub and shower
18. exercise gym and sauna

### 3. Locations are...

1. near city centre
2. near indoor shopping mall
3. near main tourist attractions
4. 24-hour front desk
5. express checkout
6. airport shuttle service
7. free parking
8. business centre
9. currency exchange
10. car rental desk

11. tour desk
12. lifts
13. wheelchair access
14. air conditioning
15. high-speed Internet access
16. pay-per-view movies
17. separate tub and shower
18. exercise gym and sauna

## 4. Hotel facilities are...

1. near city centre
2. near indoor shopping mall
3. near main tourist attractions
4. 24-hour front desk
5. express checkout
6. airport shuttle service
7. free parking
8. business centre
9. currency exchange
10. car rental desk

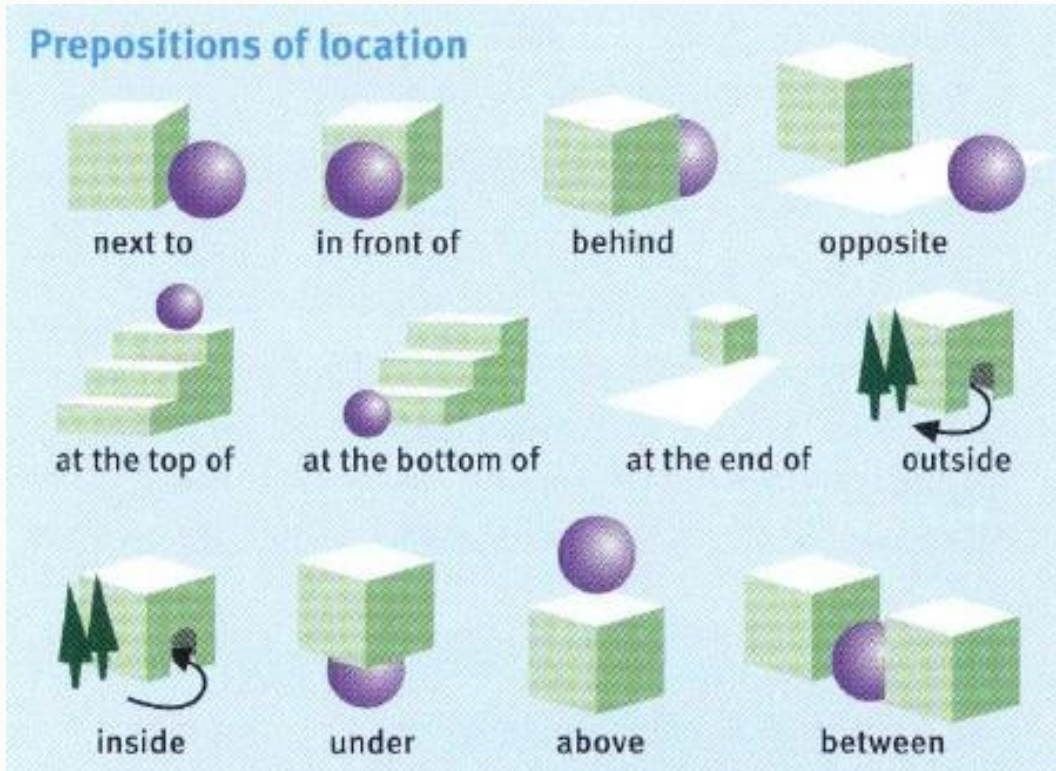
11. tour desk
12. lifts
13. wheelchair access
14. air conditioning
15. high-speed Internet access
16. pay-per-view movies
17. separate tub and shower
18. exercise gym and sauna



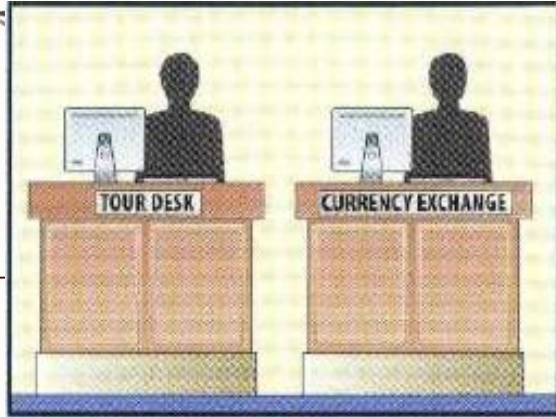


**Tell customers  
where facilities are**

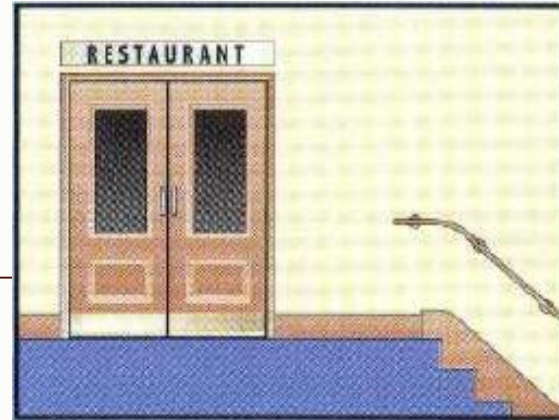
# Prepositions of location



# Try Yourself.

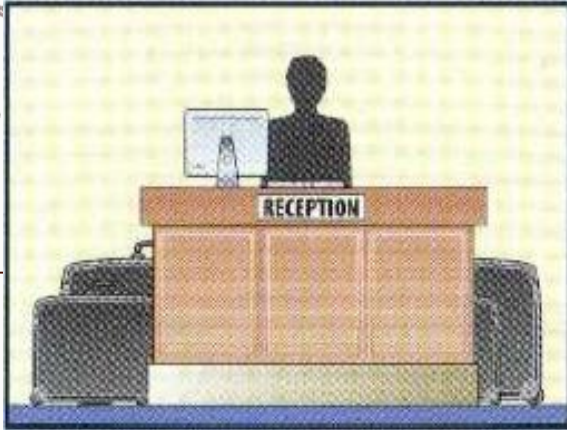


1. The tour desk is next to the  
currency exchange.

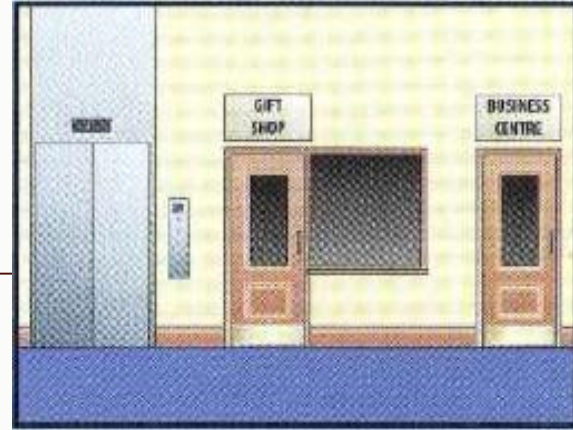


2. The restaurant is at the top of the  
stairs.

# Try Yourself.



3. The luggage is behind the reception desk.

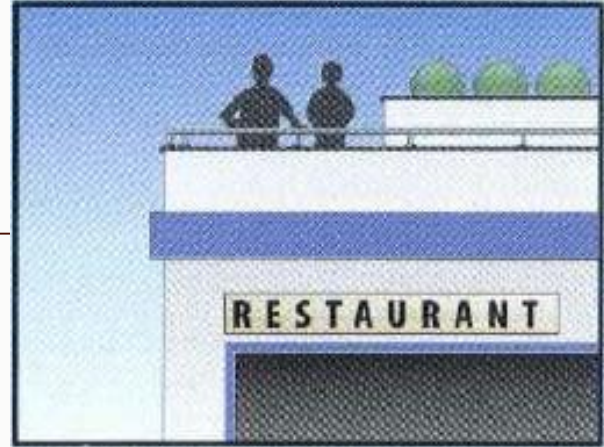


4. The gift shop is between the business centre and the lift.

# Try Yourself.



5. The woman is inside the lift.



6. The roof terrace is above the restaurant.



# Quick review: new word

Business centre

Car rental

Client

Direct

Facilities

Gift shop

Hire

Main

On site

Roof terrace

Separate

Service

Shuttle bus

Taxi rank

Tourist attraction

Transfer

Wheelchair access





To be  
continue...



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