

## Unit 1.1 Customer information

1. Match a word in each box to make a new noun.

business	car
currency	gift
hair	internet
shuttle	taxi
tourist	airport
bus	parking

stop	salon
access	space
bus	attraction
centre	exchange
transfer	shop
rental	rank

*Business centre*

.....	.....
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....

2. Which service or facility in exercise 1 are these customers enquiring about?

- How can I get from the airport to the hotel? *Shuttle bus*
- I'd like to hire a minibus for the week. .... .
- Where can I put my car? ..... .
- Can I send emails from my room? ..... .
- I'd like to use a printer and a fax machine. .... .
- What is there to do in the city? ..... .
- Will the tour company arrange transport to the resort? ..... .
- Where can I buy a present for my wife? ..... .

## Unit 1.2 Explaining how things work in the hotel room

enter	switch on	key in	insert
set	press	turn	point

1. Close the door and enter any 3-digit code, using the buttons on the door.
2. .... the same four digits to open the box.
3. .... the card into the slot with the arrow pointing down.
4. Take the card out and ..... the door handle to open the door.
5. Don't ..... the knob before you ..... the same code again.
6. Use the remote control to ..... the air conditioning.
7. .... the plus or minus button to ..... the temperature.
8. .... the remote control at the TV and ..... the on/off button.