

More multi-word verbs...

break down = if a machine or vehicle breaks down, it stops working.

drop off sth. / s.o. = to take someone or something, esp. by car, to a particular place

fill in = to write or type information on a document in spaces that are provided for it

find (sth.) out = to get information about something because you want to know more about it, or to learn a fact or piece of information for the first time

get on = to board



More multi-word verbs...

get on with s.b. = to have a pleasant relationship with someone; to be friends with someone

get through = to be connected to a place by telephone

get through sth. = to succeed in an exam or competition

hang about = to waste time

hold up = cause a delay

pick s.b./sth. up = to collect, or to go and get, someone or something

More multi-word verbs...

put s.o. up = to provide someone with a place to stay temporarily

set off = begin a journey / start on a trip

take off = If an aircraft, bird, or insect takes off, it leaves the ground and begins to fly

turn up = arrive

stop over = to stay somewhere for a short time during a long journey

look forward to (sth.) = to feel pleased and excited about something that is going to happen

run out of = to finish, use, or sell all of something, so that there is none left



Exercise 4 page 19

Complete the conversation with the correct form of verbs in the box.



Correct form of verbs in the box

E: We set off really early for the airport – at about 5.30 in the morning – so I would have plenty of time. But, of course, there were long delays on the motorway. A lorry had broken down and blocked an exit, so we were held up for more than an hour. Anyway, we got there in the end. My husband dropped me off outside the terminal just after eight but by that time my flight has already taken off.

EB: Oh no! So what happened?



Correct form of verbs in the box

E: Well, I went to find out what time the next flight for Prague was departing. The helpdesk were very helpful, but I had to hang about for ages while they tried to get me on another flight. I tried to phone the Prague office but the line was bad and I couldn't get through. Anyway, I managed to get on another flight to Prague a bit later that morning. Of course, there was no one to pick me up when I arrived at the airport. But I got a taxi to the city centre and finally turned up for the first part of the visit at lunchtime!



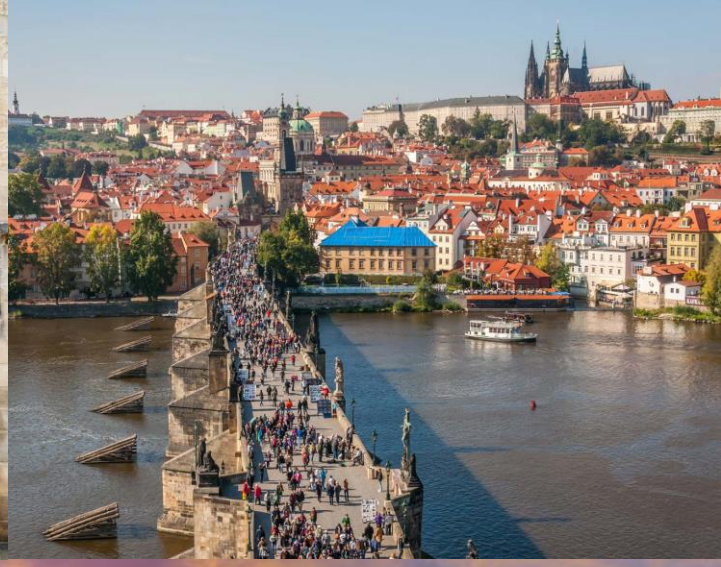
Correct form of verbs in the box

EB: So, after all those problems, was the trip a success in your opinion?

E: Oh, very much so. They put me up in a really hotel and

I got on really well with the people I met. I've filled in the site visit checklist you gave me and it's all very positive.





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Unit 3

Accommodation



+

+

+

What type of accommodation do you usually stay in when you go on holiday?

hotels



Catered
accommodation

B&B



home stays /
guest house



+

+

+

+

What type of accommodation do you usually stay in when you go on holiday?

log cabins



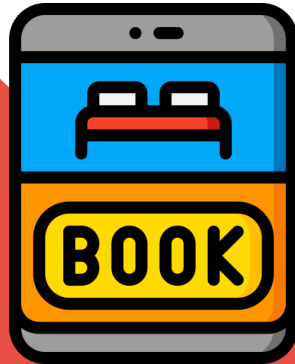
Self-catered accommodation



caravans / camping (tents)

Accommodation in Spain

Where to stay..



Which type of accommodation would you recommend for a traveller to Spain who...

a. ... wants to live in a palace? **Paradores**

Paradores is suites of rooms in once-royal palaces and luxury accommodation, usually located in a converted historic building such as castles, fortresses, monasteries, or hunting lodge.

Some modern one have been purposed-built in a traditional style, and located in areas of outstanding beauty or in town of historic interests.

Paradores



Which type of accommodation would you recommend for a traveller to Spain who...

b. ... is a serious mountaineer? youth hostels, b&b, country cottage, guest houses, camp sites, refuges



Which type of accommodation would you recommend for a traveller to Spain who...

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Which type of accommodation would you recommend for a traveller to Spain who...

b. ... is a serious mountaineer? **youth hostels, b&b, country cottage, guest houses, camp sites, refuges**



Which type of accommodation would you recommend for a traveller to Spain who...

c. ... wants peace and quite in a country side?

farms, self-catered houses



Which type of accommodation would you recommend for a traveller to Spain who...

c. ...who wants peace and quite in a country side:
farms, self-catered houses



Which type of accommodation would you recommend for a traveller to Spain who...

d. ...who is looking for serious luxury: villas,
luxury accommodation (castles and fortress)



Which type of accommodation would you recommend for a traveller to Spain who...

d. ...who is looking for serious luxury: **villas**,
luxury accommodation (castles and fortress)



Which type of accommodation would you recommend for a traveller to Spain who...

d. ...who is looking for serious luxury: **villas,**
luxury accommodation (castles and fortress)



Which type of accommodation would you recommend for a traveller to Spain who...

e. ...who wants to stay in their own place but doesn't want to cook every night: **aparthotel** (apartment hotel)





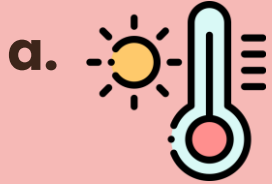
aparthotel (apartment hotel)



Hotel Facilities + and Services



Hotel Facilities and Services



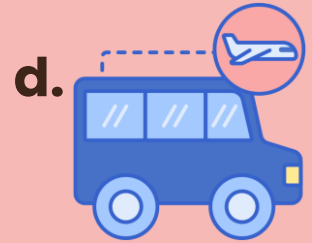
**Air
conditioning**



**High-speed
Wi-Fi access**



**Laundry and
ironing**



**Airport
shuttle**



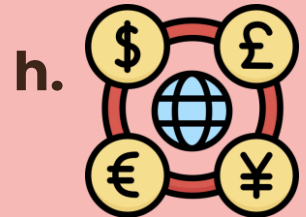
Sattellite TV



**Baby-sitting
service**

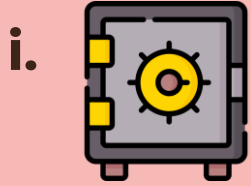


**Pets
admitted**



**Currency
exchange**

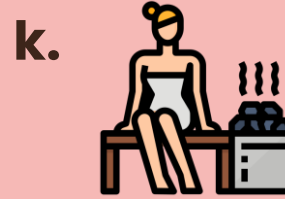
Hotel Facilities and Services



**Safe-deposit
box**



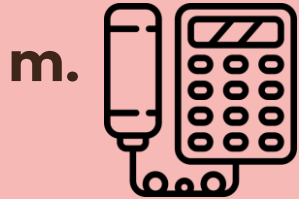
Hairdryer



Sauna



**Fitness
centre**



**Direct line
telephone**



**Wheelchair
access**

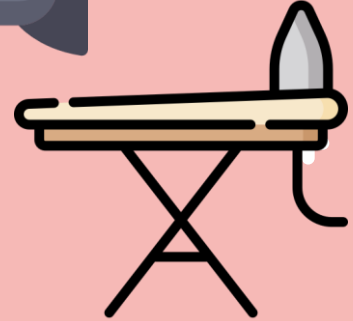
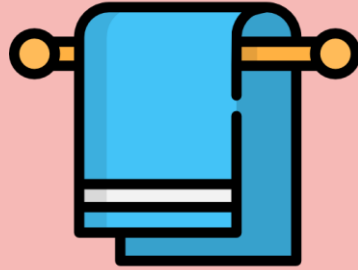
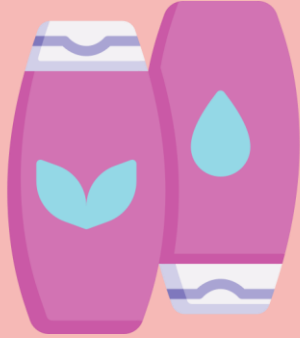


**In-room
minibar**



Restaurant

Hotel Amenities





Choosing a hotel

Traveller's needs



Complete the extracts



security

CCTV cameras

spa and therapy rooms

secretarial and translation

laundry

children's play area

babysitting



Complete the extracts



1. My biggest worry is always security, so I always choose a hotel that uses smartcards to limit access to executive suites and has CCTV cameras installed. The family particularly request limousine service, 24-hour room service and exclusive uses of the spa and therapy rooms.



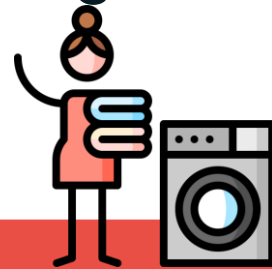


Complete the extracts



2. High speed access is a must, and if there's a business centre offering secretarial and translation services and business support, that's a plus.

Oh, I also need a rapid laundry service as I travel fairly light and don't always have enough with me.





Complete the extracts



3. ... the best hotel is one where there a children's play area where the children can go. We stayed in a place recently where the kids have bunk beds with individual television sets in them. We could get the latest PlayStation games and consoles from reception. And if we wanted to go out in the evening, just the two of us, there was a great babysitting service as well.





Complete the extracts



children's play area

hotel nanny
(babysitting)



bunk beds with TV sets



game times



Hotel Grading



HOTEL



How the hotel are graded and what the number of stars actually mean in Europe and Spain?



- The number of stars in one country doesn't necessarily mean the same as in another.
- In France, Germany, and the United Kingdom, the criteria for classification are all handled at the national level.



How the hotel are graded and what the number of stars actually mean in Europe and Spain?



- In France, this is authorised by the French Accreditation Committee Cofrac.
- In the UK, it's done by the Quality Tourism, which falls under the control of the “Visit England” tourism organisation (this system also applies to Scotland, Wales and Northern Ireland).



How the hotels are graded and what the number of stars actually mean in Europe and Spain?



- In Germany and several other European countries, this is done by a European Hospitality Quality Scheme, so called **HotelStars Union** under the umbrella of HOTREC (trade association for hotels, restaurants and cafés in Europe).



What is different the grading system that hotels in most Europe use VS Spain?



- **HotelStars Union** has a list of criteria relating to 270 possible features and services a hotel can offer.





HOTELSTARS.EU



HOTELSTARS UNION



Austria
Belgium
Czech Republic
Denmark
Estonia
Germany
Greece
Hungary
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Switzerland
Sweden

150 million potential clients
more, than **18.000** classified hotels



HOTELSTARS.EU



HOTEL

ILLÉS HOTEL

SZEGED

HAS OFFICIALLY BEEN CLASSIFIED AS A

THREE STAR

HOTEL

BASED ON THE CRITERIA

ESTABLISHED BY THE HOTELSTARS UNION.

THIS DOCUMENT ENTITLES THE HOTEL TO DISPLAY THE LABEL
FROM 31 MARCH, 2021 TO 30 MARCH, 2024.

BUDAPEST, 31 MARCH, 2021

HHRA
HUNGARIAN
HOTEL & RESTAURANT
ASSOCIATION



What is different the grading system that hotels in most Europe use VS Spain?



One-star rating (tourists) includes:

- 100% of the rooms with shower/WC or bath tub/WC
- Daily room cleaning
- 100% of the rooms with color-TV together with remote control
- Table and chair
- Soap or body wash
- Reception service
- Publicly available telephone for guests
- Extended breakfast
- Beverage offer in the hotel
- Deposit possibility





Wien (Vienna), Austria





What is different the grading system that hotels in most Europe use VS Spain?



Five-star rating (luxury) includes:

- Reception opened 24 hours, multilingual staff
- Doorman-service or valet parking
- Concierge, page boy
- Spacious reception hall with several seats and beverage service
- Personalized greeting for each guest with fresh flowers or a present in the room
 - Minibar and food and beverage offer via room service during 24 hours
- Ironing service (return within 1 hour)
- Turndown service in the evening



DEHOGA
GÜLTIG BIS
2012

- ★★★★★ Luxus
- ★★★★ First Class
- ★★★ Komfort
- ★★ Standard
- ★ Tourist

Deutsche Hotelklassifizierung

Kempinski Hotel Berchtesgaden, Bavaria In Germany









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THANK YOU



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