1. Vocabulary practice

Match the words with their definitions.

Word	Definition
reception	a place where guests register
single room	a room for one person
double room	a room for two people
check-in	registration at the hotel
reservation	booking a room in advance
key card	electronic card for opening the room
lobby	public area near reception
housekeeping	cleaning service in a hotel

2. Fill in the gaps

Use the words: reservation, receptionist, lobby, check-in, guest

1. The hotel _____ welcomed the tourists.
2. We have a room _____ for two nights.
3. The tourists are waiting in the _____.
4. Check-in starts at 2 p.m.
5. The hotel _____ asked for the passport.

3. Reading task

Read the text “Hotel Services” and answer the questions:

1. What services does the hotel offer?
2. What documents are necessary during check-in?
3. What facilities are available in the hotel?
4. Why is customer service important in hospitality?
5. What problems can guests have during check-in?

4. Dialogue completion

Complete the dialogue.

Receptionist: Good evening. Welcome to our hotel.
Guest: _____
Receptionist: Do you have a reservation?
Guest: _____
Receptionist: May I see your passport, please?
Guest: _____

5. Speaking activity

Role-play: “Checking into a hotel”.

Student A — receptionist.
Student B — guest.

Use:

- greeting;
- asking about reservation;
- room type;
- payment;
- hotel facilities.

6. Hotel facilities task

Match the facilities with their Ukrainian equivalents.

English	**Ukrainian**
swimming pool	
conference room	
restaurant	
gym	
Wi-Fi	
parking lot	
elevator	
room service	

7. Grammar focus

Choose the correct option.

1. The guest (have/has) a reservation.
2. We (is/are) ready for check-in.
3. The receptionist (help/helps) tourists.
4. Guests usually (arrive/arrives) in the evening.

8. Professional communication task

Write polite hotel phrases:

1. попросити паспорт
2. запропонувати допомогу
3. пояснити час сніданку
4. повідомити номер кімнати
5. побажати приємного перебування