

3. (A) maid (A) (B) made
4. (A) front desk (A) (B) office desk
5. (A) customer service (A) (B) room service

CONTEXT Find these words and phrases, and guess their meanings on this form.

6. room service (A) (B)
 (A) fixing broken things in a hotel room
 (B) delivering meals to a hotel room
7. stay (A) (B)
 (A) a visit to a hotel
 (B) remain in one place

READING FAST

Read the letter as fast as you can. How long did it take?

_____ minutes _____ seconds

READING COMPREHENSION Mark the best answer.

8. Where would you see this form? (A) (B) (C) (D)
 (A) At a restaurant
 (B) At an office
 (C) At a furniture store
 (D) At a hotel
9. What should you do with this form? (A) (B) (C) (D)
 (A) Leave it in your room
 (B) Put it on the front desk
 (C) Give it to the maid
 (D) Send it by mail
10. What is one thing that is not asked about? (A) (B) (C) (D)
 (A) Menu selection
 (B) Comfort of beds
 (C) Cleanliness of front desk
 (D) Speed of room service
11. The word "selection" in line 9 is closest in meaning to (A) (B) (C) (D)
 (A) collection
 (B) mixture
 (C) selectivity
 (D) choice