

## 1. Practice (U3L1.mp3)

1-1 Complete the phrases by dragging the correct words from the bank below to the appropriate column.

A	B
(1) video	_____
(2) executive	_____
(3) budget	_____
(4) conference	_____
(5) cancellation	_____

(a) approval	(b) conference	(c) call
(d) fee	(e) suite	

1-2 Choose the correct answer.

Where does the man work?

- Ⓐ In a business center
- Ⓑ At a hotel reception desk
- Ⓒ In a hotel executive lounge
- Ⓓ At a travel agency

1-3 Choose the correct answer.

Why is the woman calling?

- Ⓐ To change a hotel room reservation
- Ⓑ To book a conference at the hotel
- Ⓒ To inquire about the hotel facilities
- Ⓓ To thank the hotel for her recent stay

1-4 What is true about guests staying in executive rooms?

Select all that apply.

- ☐ They receive a free breakfast.
- ☐ They can visit an all-day business center.
- ☐ They get free access to the hotel pool.
- ☐ They don't have to pay cancellation fees.

1-5 Choose the correct answer.

Will the woman book the executive room?

- Ⓐ Yes
- Ⓑ No
- Ⓒ It is unclear.

2. Quiz (U3L1.mp3)

2-1. Why does the woman want to change the reservation?

- Ⓐ She cannot pay in advance.
- Ⓑ She wants to upgrade a room.
- Ⓒ She read a bad review of the hotel.
- Ⓓ She chose the wrong dates.

2-2. What does the man offer the woman?

- Ⓐ A more expensive room than she had requested
- Ⓑ Accommodation at a different hotel
- Ⓒ A free meal at a local restaurant
- Ⓓ A discount on her next stay at Palm Meadows Hotel

2-3. How much does the executive room cost?

- Ⓐ Fifty dollars
- Ⓑ One hundred dollars
- Ⓒ One hundred and fifty dollars
- Ⓓ Two hundred and fifty dollars

2-4. According to the man, why is there no cancellation fee?

- Ⓐ The woman called 24 hours ahead of time.
- Ⓑ There is no charge for executive room guests.
- Ⓒ The hotel never charges for cancellations.
- Ⓓ Ms. Adams is a frequent guest at the hotel.

2-5. What most likely will the woman do next?

- Ⓐ Ask for permission to increase her budget
- Ⓑ Book a room at a different hotel
- Ⓒ File a complaint with the staff
- Ⓓ Cancel the reservation