

Hotels



Hotels always provide _____s for guests.

towel



When you arrive the first place you go is _____.

reception



Hotels usually use white _____.

bed sheets



Before going to your room you have to _____.

check in



You put your head on a _____ when you sleep.

pillow



Before leaving you have to _____.

check out



We usually step out of the shower onto a bath mat.

bath mat



In a big hotel reception is usually located in the _____.

lobby



You can put a do not _____ sign on the door if you don't want staff to enter your room.

disturb



Most hotels give you a _____ for your room nowadays.

key card



You can use _____ to order food directly to your room.

room service



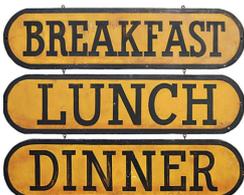
If you have _____ you get breakfast and an evening meal.

half board



Often there is a small fridge with drinks in your room - it's called a _____.

mini bar



If you have _____ you get all your meals.

full board



Things that make guests more comfortable, like air conditioning, wifi, room service, lifts are _____.

amenities



There should be a _____ in your room.

hairdryer



A room with two single beds is called a _____.

twin



A room with one single bed is called a _____.

single



Some hotels provide guests with a _____ to wear in their rooms.

bathrobe



A room with one double bed is called a _____.

double



Many hotels provide complimentary _____.

toiletries



A room for three people is called a _____.

triple



If it's too hot in your room you can turn on the _____.

air conditioning



A very large hotel room or apartment is called a _____.

suite



It is polite to leave a _____ for the staff when you leave your room.

tip



This room _____s the pool.

overlook



If there is something that you don't like you can make a _____.

complaint



This room has a _____.

sea view



If you decide not stay somewhere you can _____ your booking.

cancel



A _____ service washes your clothes for you.

laundry



If your stay is _____ then you don't have to pay for your food or drinks.

all inclusive



_____ is when clothes are cleaned without water.

dry cleaning



Things that allow guests to do different activities, like a gym, a pool or a spa, are called _____.

facilities



If something is _____, you don't have to pay for it.

complimentary