

## Phone Conversation - Test 1

### Inglés para Turismo Internacional Pre-Intermedio

#### 1. Hotel Services and Facilities

Answer your tutor's questions.

2. A tourist is requesting some information about the following places to visit in Chile. **Describe and compare the places using superlative and comparative forms. Then, recommend one to visit and explain why.**

Santiago



Puerto Varas



Easter Island



#### 3. Checking in guests – Role Play

**Situation:** You are a **receptionist** at the Southern Hotel. Help your tutor to check in, following the step below. Ask the corresponding questions and provide the necessary information. You can take some time to read the card.

- Confirm that the guest's reservation is a double room for three nights.
- Breakfast is included in the reservation. Breakfast time is from 7.30 am. To 9.30 am. in the ground floor restaurant.
- The guest's room is on the fifth floor.

#### 4. Dealing with complaints.

**Situation:**

You are a receptionist at a five-star hotel. Some guest rooms need renovating. It is the hotel's policy to offer these rooms at 75% discount until the renovation work begins.

Listen to the guest and try to deal with their complaint.