

Reading Lesson

A1 Services: We Aim to Please

Summary: The reading lists ways a hotel manager makes sure the guests are happy.

Time: Approximately 30 minutes

Skills: Reading, Writing / Speaking

Language focus: Vocabulary

Materials needed: One worksheet per student

Reading

Have students read the text and explain the most important responsibility for a hotel manager.

Key:

Make sure the guests are happy.

Vocabulary

Key:

1 a 2 c 3 b 4 b 5 c

Comprehension

Key:

1 True 2 False 3 False 4 False 5 True

Thinking

Have students respond to the question in small group discussion or in writing.

Extension

Ask students to notice the way we write direct speech in English. Ask them to comment on whether it is similar to or different from how they write direct speech in their first language.

Ask students to talk about the different things that have to be done at a hotel to make sure guests are satisfied.