

Reading Lesson

A1 Services: We Aim to Please

Reading

Read the text about a hotel. What is the most important thing for a hotel manager?

We Aim to Please

The Majestic Hotel is a busy hotel in the downtown area of a large city. The staff members come from all over the city. They all wear a uniform, so it's easy to see who works at the hotel. The manager is Noah Riley. He runs the hotel, and his assistant managers help him. "The guests are very important to me," Noah says. "Without the guests, there is no hotel. I try to welcome the guests when I can. I can't say hello to everyone because I work in different parts of the hotel. We have staff at reception to give the room keys to the guests and tell them which floor their room is on. We also have staff to show the guests to the elevator and take them to their room. Everyone has his or her job and I check everything runs okay. I want people to leave our hotel with a smile on their faces."



Vocabulary

Choose the correct option.

- The ... work at the hotel helping guests.

a staff members	b guests	c floors
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- When you wear a/an ..., people can see you are at work.

a reception	b job	c uniform
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- The ... stay at the hotel.

a managers	b guests	c keys
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- The reception staff will tell you what ... your room is on.

a keys	b floor	c reception
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- You can take the ... up to your room.

a uniform	b assistant	c elevator
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Reading Lesson

Comprehension

Choose *True* or *False*.

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| 1. The hotel workers live in different parts of the city. | True / False |
| 2. Noah Riley helps the assistant managers. | True / False |
| 3. Noah works in only one part of the hotel. | True / False |
| 4. Noah takes guests to their room. | True / False |
| 5. Noah wants the guests to be happy. | True / False |

Thinking

Is it easy or hard to work in a hotel? Why?