

ANSWER KEY

3A Hospitality English - Book 1

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Chapter 1

1.2 Comprehension check

1. experience the culture
2. internalize
3. site-see

1.2 Exercise: Countries & Peoples

Africa → African

Asia → Asian

Europe → European

North America → North American

Japan → Japanese

Morocco → Moroccan

Vietnam → Vietnamese

Angola → Angolan

Singapore → Singaporean

England → English (British)

India → Indian

Philippines → Filipino

Egypt → Egyptian

Germany → German

Thailand → Thai

Canada → Canadian

Malaysia → Malaysian

Mongolia → Mongolian

United States → American

Mexico → Mexican

1.3 Comprehension check

1. a
2. c
3. b

1.5 Counting Syllables

PHILippines → C 3

vietnamESE → P 4

BRITish → P 2

THAI → C 1

GERmany → C 3

amMERican → P 4

monGOLian → P 4

SINGapore → C 3

maLAYsia → C 3

RUSsia → C 2

1.7 Comprehension check

1. a
2. b
3. resort

1.9 Comprehension check

1. c
2. b
3. c

1.9 Exercise: Hotel room vocabulary

1. KING-size (2)
2. QUEEN-size (2)
3. FULL-size (2)
4. as-SIS-tant (3)
5. So-fa bed (3)
6. ARM-chair (2)
7. CUR-tains (2)
8. kit-chen-ETTE (3)
9. hos-PI-ta-ble (4)
10. LOB-by (2)
11. re-CEP-tion (3)
12. RES-tau-rant (3, although when spoken most say it quickly and use 2: RES-trant)
13. HALL-way (2)
14. REST-room (2)
15. BUSI-ness cen-tre (4)

1.9 Exercise: Room Items

1. double bed
2. double sinks
3. Jacuzzi tub
4. bathroom
5. kitchenette
6. mini-fridge
7. entertainment centre
8. pull-out couch
9. armchair
10. drapes

Chapter 2

2.2 Comprehension check

1. valid
2. judgement
3. good attitude

2.2 Discussion: First thoughts

3. She is the former President of a European country, and is at the hotel for a human rights conference.

2.2 Exercise: Choose the best answer

1. F
2. F
3. F
4. V
5. V
6. F
7. F
8. F
9. V
10. V

2.2 Exercise: Match

1. e
2. f
3. d
4. g
5. c
6. b
7. a

2.3 Comprehension check

1. function words
2. verbs, adjectives
3. function words

2.3 Exercise: Find the word stress

1. Would you like a room?
2. Would you like a room with a view?
3. Would you like a room with a view of the pool?
4. Would you like a room with a view of the pool and the o-cean?

5. Would you like a room with a view of the pool and the o-cean on the pent-house floor?
6. Would you like a room with a view of the pool and the o-cean on the pent-house floor for to-night?
7. How may I help you?
8. Break-fast is served from se-ven o-clock.
9. Where are the wash-rooms?
10. Would you like to see our din-ner me-nu?
11. What time does the shut-tle to the air-port leave?
12. Would you like to make a re-ser-va-tion for to-night?
13. How ma-ny peo-ple in your par-ty?
14. The el-e-va-tors are near the gift shop.
15. How was your din-ner?

2.5 Comprehension check

1. intervals / content
2. quickly
3. emphasis (stress)

2.5 Exercise: Common phrases

EXAMPLE:

A: How did you enjoy the movie?

B: Could you please speak slowly? I'm still learning English

2.6 Exercise: Prepositions

1. There are some brochures in the main entrance.
2. The elevators are in the lobby.
3. [A] Where is the business center? [B] It's on the third floor.
4. You can keep your luggage in the luggage room at the reception desk.
5. [A] Where are the washrooms? [B] They're in the restaurant.
6. There will be a conference for German Expats in a week on the 24th in the main ballroom.
7. The pool opens at 7am and closes at 10pm. in the Winter it closes at 7.
8. You need to be at the airport in Paris by 11am on May 15th. Any later and you may miss your flight.
9. The hotel was originally built in the 1900s and was renovated in 2006.

10. I used to live in Russia but I just moved here on the weekend.

2.6 Fill in the blanks

1. on
2. in
3. on
4. between
5. on
6. in
7. behind
8. in front of
9. between
10. at

2.6 Complete the table

IN

February, three days, ten minutes, the summer, 2020, the morning, six months, the nineties, a moment

AT

the end of the month, lunchtime, midnight, night, 10 o'clock, Christmas

ON

New Year's Day, the weekend, Tuesday morning, Easter, my birthday, July 20th, Saturday

NO PREPOSITION

yesterday, today, last Winter, tomorrow, this afternoon, next week

2.6 Place and movement: Check in!

1. c
2. c
3. c
4. a
5. b
6. b
7. c
8. b
9. c
10. a
11. b
12. b
13. c

14. a

2.6 Comprehension check

1. at
2. on
3. in

2.6 Prepositions floorpan

1. There are [a bank] of [elevators] in the [foyer].
2. There are more [elevators] in the [lobby].
3. The [stairwell] is beside/ next to/ near/ by the [elevators].
4. The [Reception] desk is in front of the [office].
5. The [luggage] room is behind the [Concierge] desk.
6. The [Business] centre is beside/ next to/ near/ by the [restaurant].
7. The [Conference] room is beside/ next to/ near/ by the [restaurant].

Chapter 3

3.1 Exercise: Security guard scramble

1. Good morning, sir. May I help you find something?
2. Excuse me! You are not allowed to be here.
3. Are you lost?
4. Hello. May I be of assistance?
5. Good afternoon! Get out of here.
6. Hi. Can I help you with something?
7. Sorry ma'am. This area is for employees only.
8. Hi there. Sorry, this area is closed for repairs.
9. Good morning. Could you please go away?
10. Hello. Goodbye.

NOT APPROPRIATE

3, 5, 9, 10

3.2 Exercise: Special department phrases

English for the Engineering Department

1. out of service
2. Watch your step
3. fixing
4. installing
5. defective
6. complete
7. turn on
8. out of order / clogged
9. damaged
10. ask

3.2 Exercise: Special department phrases

English for the Spa

1. included
2. relax / physical
3. beginners
4. extracts
5. moisturizer
6. ointment
7. acupuncture
8. weight room
9. those

10. work out / certainly / great / located / cost / use / locked

3.3 Comprehension check

1. b
2. a
3. b

3.3 Exercise: Greetings Quiz

1. c
2. c
3. c
4. a
5. a
6. a
7. b
8. b

3.3 Exercise: Prepositions of time

1. in
2. at
3. in
4. at
5. at
6. in
7. at
8. in
9. at
10. at

3.3 Fill in the blanks

1. I'm going to bed. Good night!
2. Thanks for joining us for dinner! Enjoy the rest of your evening.
3. Have a good day/ night/ morning/ afternoon/ evening!
4. I'm off to work. I'll see you later.
5. (12:30 pm) Have a nice afternoon! It's gorgeous out today.
6. (9:45 am) Thanks for spending the morning with us at the Zen Spa. We hope you enjoyed yourself.

3.3 Complete the list

1. Good afternoon
2. Good morning

3. Good afternoon
4. Good evening
5. Good morning
6. Good afternoon
7. Good morning
8. Good evening
9. Good afternoon
10. Good morning

3.4 Comprehension check

1. c
2. from behind
3. Sincerity

3.4 Exercise: 10 foot 5 foot practice

10 feet

Smile / Nod / Make friendly eye contact

5 feet

EXAMPLE GREETINGS: Hello, Hi there, Good morning / afternoon / evening

Chapter 4

4.2 Comprehension check

1. confident
2. stronger
3. enhances

4.7 Comprehension check

1. up-down
2. introduced
3. not use
4. lean in
5. inappropriate

4.8 Exercise: Kitchen words

1. d
2. e
3. b
4. h
5. g
6. c
7. a
8. f

4.8 Cooking verbs - Complete the table

1. added
2. baked
3. barbecuing
4. beat
5. blended
6. waiting
7. broiled
8. carving
9. chop
10. combine
11. cooked
12. crush
13. cutting
14. drained
15. fried
16. grated
17. grease
18. grilled
19. kneading
20. melting
21. microwave

22. mincing
23. mixing
24. open
25. pour
26. roasting
27. sautéed
28. scrambled
29. sifted
30. slicing
31. sprinkled
32. squeezed
33. steamed
34. stirring
35. tenderized
36. wash
37. weigh
38. whisk

4.8 Exercise: Kitchen terms quiz

1. Executive Chef / Sous Chef
2. Pastry Chef / line cooks
3. salt and pepper / spicy
4. soup / boil / pot / stove
5. Ketchup / mustard / cook / grill

4.8 Exercise: Identify foods

1. roast: roasted, grilled, seared
2. bread: baked, (toasted)
3. egg: fried, poached, (scrambled)
4. chicken: roasted, grilled, fried, poached, braised, seared, boiled
5. sandwich: toasted, uncooked
6. french fries: fried, baked
7. fish (salmon): roasted, fried, braised, raw, grilled, poached, sautéed, seared
8. lobster: boiled, braised, poached, grilled
9. onion: raw, baked, fried, sautéed
10. lettuce (salad): raw, grilled, braised
11. vegetables: roasted, fried, boiled, braised, raw, grilled, poached, sautéed, baked
12. steak: fried, roasted, seared

Chapter 5

5.1 Exercise: Rooms vocabulary

Guest Room

BLAN-kets (2)

FLAT sheet (2)

FIT-ted sheet (3)

ICE buck-et (3)

I-ron (2)

PIL-low case (3)

COAT hang-er (3)

COF-fee fil-ters (4)

COF-fee grounds (3)

I-ron-ing board (4)

COF-fee ma-chine (4)

PIL-low (2)

Bathroom

TOOTH-brush (2)

HAND soap (2)

con-DI-tion-er (4)

sham-POO (2)

TOW-el (2)

HAND tow-el (3)

MIR-ror (2)

BOD-y soap (3)

TOOTH-paste (2)

TOI-le-tries (3)

FACE cloth (2)

HAIR dry-er (3)

SINK (1)

Cleaning Supplies

BLEACH (1)

de-TER-gent (3)

5.1 Vocabulary match

1. h

2. m

3. g

4. f

5. l

6. o

7. b

8. k

9. i

10. j

11. e

12. m

13. d

14. c

15. a

5.2 Exercise: Effective communication

A. Sender

B. Receiver

1. Sends message

2. Hears & responds

3. Clarifies

4. Confirms

5.2 Comprehension check

1. c

2. c

3. b

4. b

5. a

6. b

5.4 Discussion: Active listening case study EXAMPLES

1. By re-phrasing the issue and checking for understanding, the guest could have confirmed to the front desk agent that the understood the issue.
2. "Just to confirm, you would like to have a cup of coffee delivered to your room?"
"I'm sorry there was no coffee pot this morning, we will get one sent up right away"
3. "Would you like a cup of coffee, a pot of coffee, or new packets for your machine?"
4. When the guest was trying to explain, the housekeeper could have used critical thinking skills to find the root of the problem. The guest obviously did not need a coffee pot... what were they after? Perhaps looking at the coffee station to see if it was properly stocked would have solved the problem sooner.

5.5 Exercise: Critical thinking skills challenge

1. Continents

2. They fly

3. You can drink them

4. Cold
5. They live in the ocean
6. Modes of transportation
7. Use them for sleeping
8. Hotel jobs
9. Use them for cleaning

5.5 Exercise: Critical thinking skills challenge 2

1. Sitting: Sitting is not exercising
2. Lion: A lion doesn't live in the ocean
3. Ice cream: Ice cream is usually served AFTER a meal, not before (dessert)
4. Penguin: Penguins cannot fly
5. Tuesday: Tuesday is not a month
6. Stove: Ingredients go in a pot or pan, not directly on a stove
7. Housekeeper: Housekeeper is not in the Food & Beverage division
8. Pillow case: A pillow case is found in the hotel room, not the bathroom
9. Armchair: An armchair is for sitting, a cot and bed are for sleeping

5.5 Exercise: Complete the dialogue 1

1. order
2. free
3. allergy
4. healthier
5. vegetarian
6. recommend
7. appetizer

5.5 Exercise: Complete the dialogue 2

1. reservation
2. sorted out
3. business centre
4. snacks
5. spa

5.6 Comprehension check

1. hallways
2. communication
3. Writing it down

5.6 Discussion: Housekeeping case study

EXAMPLES

1. (1) told her when towels were conveniently located, solving the immediate problem (2) More convenient, don't need to bring them down (3) Less hassle, by leaving towels in the change rooms, there will not be extra towels in the room
2. A service flag is a clue that some sort of service could be provided. It could be visual (such as a child needing a highchair) or spoken (such as a deeper meaning to a guest request)
3. The guest had asked for towels a second time. She predicted that the towels were not simply for showers in the room.

5.6 Exercise: Housekeeping knowledge

Answers may vary.

1. Quietly leave the room
2. "What time would you like the room serviced?"
3. For safety. The door stays open to be able to monitor your cart, and not get trapped inside a room with someone. You block the door so people cannot easily come into the room.
4. People may feel uncomfortable with someone at their door, as many will immediately fear there is a problem, danger or simply that the person knocking is a stranger. Announcing yourself lets them know that you are here for a purpose, are staff at the hotel, and that there is no issue the guest has to be worried about.
5. If a guest returns while you are cleaning, having them verify that they are registered to the room is important to prevent theft of guest belongings or damages to the room. Have them show you their card or swipe it in the door to confirm they are registered to that room.

5.6 Exercise: Housekeeping- guest interactions

1. Greet the guest
2. Listen to the request
3. Acknowledge the request, clarify if needed
4. Respond to the request

Chapter 6

6.2 Comprehension check

1. supervision
2. a
3. maximize

6.2 Exercise: Banquet set up

1. Banquet Round Style
2. Classroom Style Setup
3. Theatre Style Setup
4. Conference Style Setup
5. Classic Banquet Style

6.3 Comprehension check

1. unacceptable
2. waiting for something
3. safe

6.3 Exercise: Small talk

1. Don't talk
2. Talk
3. Don't talk... they are across the lobby and too far away to engage in small talk.
4. Talk
5. Don't talk
6. Talk
7. Talk
8. Talk
9. Talk
10. Talk

6.4 Exercise: Qualifiers

EXAMPLES

1. I didn't quite understand you well.
2. There will be a slight delay with your room service.
3. Do you mind showing your passport to check in to a room.?
4. There is a little problem with your credit card.
5. Your dinner is not quite ready.

6.4 Exercise: Complete the table

1. A

2. P
3. A
4. P
5. A
6. P
7. A
8. A
9. A
10. P

6.4 Exercise: Sentence creation

EXAMPLES

1. The buffet was set up by Jason.
2. The tables are being arranged by Tom.
3. The appetizers were forgotten
4. Checkout time is at 12:00PM
5. A credit card is required

6.4 Exercise: Modifiers

1. hope
2. took the liberty of having
3. certainly
4. required
5. might / slightly
6. think / quite
7. most / always
8. usually / think
9. a little bit
10. partially
11. definitely
12. really
13. usually / could / very / rather
14. major
15. have to

6.4 Exercise: The passive voice

1. is
2. is being
3. was
4. was being
5. has been
6. had been
7. will be
8. will have been
9. would be
10. would not have been
11. is to be