1. What is a **bellboy**?
2. A boy who sounds like a bell
3. Someone who carries your bags to your hotel room
4. Someone who opens the door
5. A boy who serves you food.
6. What is another name for a **concierge**?
7. Receptionist
8. Conserje
9. Doorman
10. Porter
11. What is the opposite of **check in**?
12. Check out
13. Check off
14. Check it out
15. Check on
16. Another name for **two single beds** is \_\_\_
17. Bunk beds
18. Twin beds
19. Two beds
20. Bad beds
21. If you want to **make a reservation**, you should call\_\_\_
22. The doorman
23. The bartender
24. The receptionist
25. The police
26. The selection of **beverages** in your hotel room is called?
27. The mini bar
28. The mini bottles
29. The mini booze
30. The mini drinks
31. When you make a reservation you usually need to leave a \_\_\_
32. Bond
33. Deposit
34. Invoice
35. Balance
36. If you want a meal from the hotel delivered to your room, you ask for \_\_\_
37. The chef
38. Food center
39. The kitchen
40. Room service

1. If you are not ready to check out early in the morning, you can request a \_\_\_
2. Late check-out
3. Later check-out
4. Long check-out
5. Extended check-out
6. A standard breakfast, consisting usually of cereal and toast with jam is refered to as \_\_\_
7. A continental breakfast
8. A buffet breakfast
9. An English breakfast
10. An American breakfast
11. Sometimes hotels offer a **transportation service** to and from the airport. This is called\_\_\_
12. Taxi service
13. Van service
14. Shuttle service
15. Aero service
16. The **main entrance hall** at the hotel is called\_\_\_
17. The pool
18. The lobby
19. The restaurant
20. The sauna
21. The people who **clean the room** are called\_\_\_
22. Tidiers
23. Nannys
24. Maids
25. Dirt technicians
26. Some more up-market hotels offer **a car-parking service**. This is called\_\_\_
27. Parking service
28. Car porters
29. Car stowing
30. Valet parking
31. In some circumstances, the hotel **offers you a more expensive room for the same price as a standard room**. This is called \_\_\_
32. An up-grade
33. An elevation
34. An extension
35. A raise
36. In many countries, porters expect a \_\_\_ when they serve you.
37. Tip
38. Pat on the back
39. Smack
40. Smile
41. What is an example of a **tip**?
42. Turn the light off
43. Three dollars
44. A business card
45. Five hours
46. If you specifically request **a room where no smoking is permitted**, you ask for a \_\_\_ room.
47. Anti-smoking
48. Contra-smoking
49. Stop-smoking
50. Non-smoking
51. Many hotels **take a copy of** your \_\_\_ details when you check in.
52. Personification
53. Credit card
54. Waist size
55. Shoe
56. You can usually **store your valuable items** in the hotel\_\_\_
57. Register
58. Cloakroom
59. Safe
60. Mattress
61. Accommodation that is also a home that offers a place to stay and a place to eat is called \_\_\_
62. Home and breakfast
63. Home and Bed
64. Breakfast in bed
65. Bed and breakfast
66. I'm afraid the hotel is **fully booked** tonight. This means \_\_\_
67. No more food in the hotel
68. No more parking space in the hotel
69. No more rooms in the hotel
70. No more bell-boys in the hotel
71. All of our rooms have **\_\_\_\_\_** soap, shampoo, and coffee. They are free of charge.
72. Compromise
73. Cooperation
74. Complete
75. Complementary
76. We are located downtown, so we are close to all of the **amenities. What does ‘amenities’ mean?**
77. Local security center and police offices.
78. Local facilities such as stores and restaurants.
79. Local public parks and recreational places
80. **Taxi stands and bus terminals**