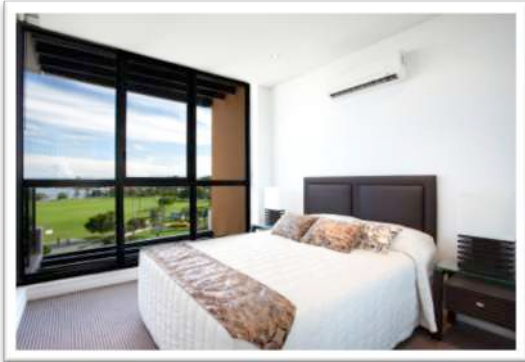


# Hotel Reviews

**1 Warm Up**      **Work with a partner.**

- When did you last stay in a hotel?

**2 Reading**      **Read the text and fill in the spaces with a word from the list below.**



## THE HOTEL ROYALE

Ranked #127 of 438 hotels in London

Average Customer Review: 7/10

|          |            |    |
|----------|------------|----|
| Reviews: | Excellent: | 97 |
|          | Good:      | 67 |
|          | Average:   | 21 |
|          | Terrible:  | 11 |

**Nicola Carver**      **"A Fantastic Stay"**      **9/10**

We stayed at the Royale for three nights, and were pleasantly surprised by everything. The man who <sup>1</sup>..... us in was attentive and efficient - and we got a free upgrade to a superior room!

Some people might think the rooms are on the small side, but I think it's fairly typical for London. The mini-bar had lots of complimentary <sup>2</sup>..... drinks (you have to pay for the alcohol), but that was fine because we were there with the kids.

We didn't use any of the hotel amenities - when we're on holiday, we don't go to the gym! However, full marks for the buffet breakfast! There's a chef who makes omelettes or scrambled eggs to order.

The location is excellent - just five minutes from the nearest tube station. Highly recommended!

**Mike Hitchcock**      **"Disappointing"**      **4/10**

Some friends had recommended the Hotel Royale, but we were disappointed. The room was smallish, although I liked the amenities in the bathroom. But where was the dressing gown? Also, the air conditioner seemed to only have two settings: boiling or freezing. I <sup>3</sup>..... at the front desk, but they didn't seem to care.

The breakfast was overpriced - it's cheaper to go to a nearby cafe. And why wasn't the Wi-Fi free?

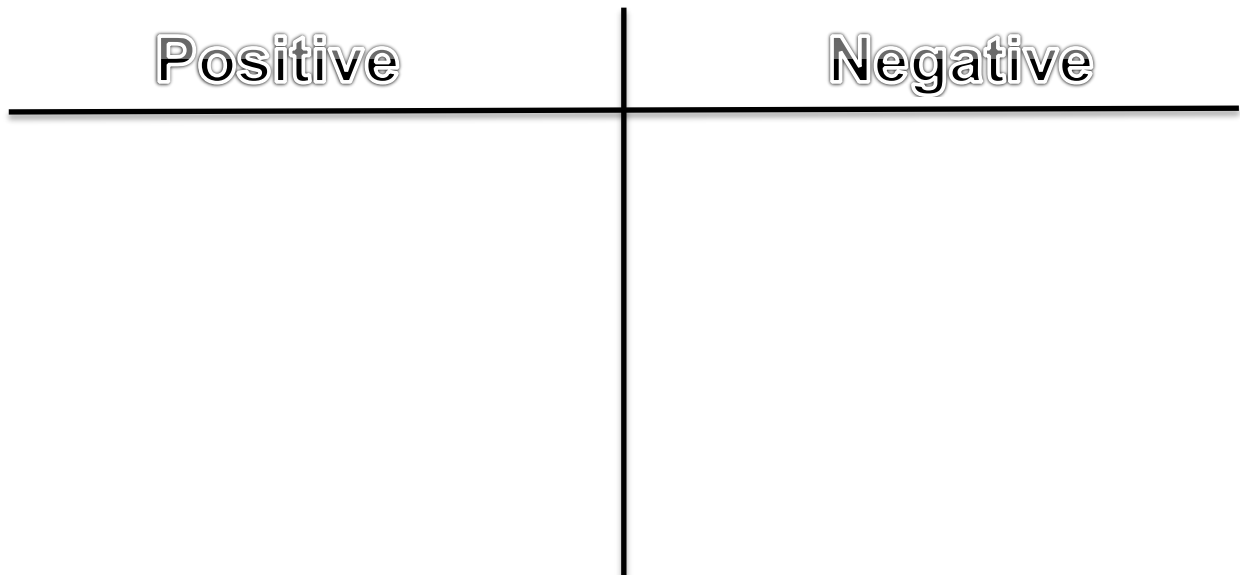
I've stayed in a lot of hotels in London both on business and for <sup>4</sup>..... . Although it's not particularly expensive, I'd give this one a miss - you can find better.

Choose from:      **pleasure**      **checked**      **soft**      **complained**

**3 Vocabulary #1 Match the two halves of the expressions.**

- |                     |             |
|---------------------|-------------|
| 1) be pleasantly    | a miss      |
| 2) get a free       | recommended |
| 3) on the small     | upgrade     |
| 4) hotel            | side        |
| 5) highly           | surprised   |
| 6) give [something] | amenities   |

**4 Summarising What are the positive and negative aspects to the Hotel Royale?**



**5 Discussion Ask your partner(s) these questions. Ask follow-up questions!**

- When you are choosing a hotel, which factors are important? Rank the following from 1 (most important) to 8 (least important):
  - size of the rooms
  - quality of the restaurants
  - price
  - free Wi-Fi
  - location
  - bathroom amenities
  - the gym
  - swimming pool
- What is the best / worst hotel you have stayed in?
- Have you ever researched a hotel online? Do you trust other people's reviews?
- Your ideas!

# Hotel Reviews: Teaching Notes

|                          |  |
|--------------------------|--|
| <b>Target Structure:</b> | Reading, Vocabulary Building, Discussion |
| <b>Vocabulary:</b>       | General                                  |
| <b>Level:</b>            | Upper-Intermediate +                     |
| <b>Time:</b>             | 60 minutes, depending on discussion      |
| <b>Preparation:</b>      | None                                     |

## Suggested Teaching Method:

There are many review sites on the Internet. This worksheet looks at hotel reviews, and gives your students the opportunity to examine two very different reviews of the same hotel.

- 1 Give out one worksheet to each student. Assign pairs, and have students ask and answer the opening question. Don't spend too long here: the main discussion questions are at the end of the worksheet.
- 2 Explain that this reading is from a hotel review website. Direct your students' attention to the four spaces in the text, and the words below.  
  
Have students read the text at a brisk pace, and fill in the spaces.  
  
After pair checking, go through the answers to the reading task.
- 3 Students can work alone and then check in pairs. Go through the answers with the group.
- 4 Students can work in pairs for this exercise. They need only write notes in the two columns. Elicit an example before beginning.
- 5 Leave plenty of time for class discussion. To maximise student talking time, it's best to put students in pairs, or small groups. Try to have students working with people they haven't spoken to in the other exercises.  
  
Students should read all the questions first, before beginning the discussion. Answer any vocabulary questions.  
  
Encourage eye contact and follow-up questions.  
  
While the students are speaking, monitor the conversations, but try not to interrupt. When the discussion comes to a close, ask a few of the questions yourself, and go through any points of English you made a note of while monitoring.

Idea For homework, your students could follow this lesson up by writing a review of a hotel they have stayed in.

## Answer Key (Other answers may be possible.)

- |   |   |
|---|---|
| <p>2</p> <p>1) checked<br/>2) soft<br/>3) complained<br/>4) pleasure</p>  | <p>3</p> <p>1) be pleasantly surprised<br/>2) get a free upgrade<br/>3) on the small side<br/>4) hotel amenities<br/>5) highly recommended<br/>6) give [something] a miss</p> |
| <p>4</p> <p><b>Positive</b><br/>attentive and efficient check in staff<br/>free upgrades<br/>complimentary soft drinks in mini bar<br/>tasty buffet breakfast<br/>good location</p> | <p><b>Negative</b><br/>small rooms<br/>no dressing gown in rooms<br/>problems with air-conditioning<br/>breakfast is expensive</p>  |