

You are going to listen to an interview with the hotel doorman of a 4-star luxury hotel. First you will have 45 seconds to study the task below, then you will hear the recording twice. While listening, complete the sentences (1-9) using a maximum of 4 words. Write your answers in the spaces provided on the answer sheet. The first one (0) has been done for you.

After the second listening, you will have 45 seconds to check your answers.



## The hotel doorman

0	Working front of house, it is Nathan who ____.
1	In the first few moments with a client it is crucial to ____.
2	From check-in to check-out, it is Nathan who ____.
3	If clients want anything unusual, Nathan ____.
4	The name of the section Nathan is employed in ____.
5	To help identify guests, the booking office will ____.
6	Nathan greets first-time clients and then he ____.
7	Wealthy clients may expect Nathan to ____. (Give <u>one</u> answer.)
8	The clients feel relaxed because Nathan ____.
9	Unlike management, front of house staff ____.

## The hotel doorman

0	<i>sees the guests arriving</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	

Von der  
Lehrperson  
auszufüllen

richtig falsch

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