

Text Booklet

Linguaskill SAMPLE TEST

Reading

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Cambridge Assessment English

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Alverton Hotel: customer review

I booked a room for myself on the hotel website. The website had lots of useful information about the hotel and was easy to use. I wanted to ask for a quiet room but there was nowhere to leave a message about this on the booking form. I had to spend a long time waiting on the phone to tell the receptionist what I wanted.

I arrived quite late at night. The car park wasn't very big and I was worried it would be full with other guests' cars. But the porter came out, said 'Good evening, madam' and showed me where to park, before helping me with my suitcase. It was quite dark in the car park, with only two lights by the entrance, so it was hard to see where I was going.

But at the check-in desk I received a warm welcome, and had a nice long conversation with two people on duty who told me lots of useful things about the town and what you can see and do there.

I was very satisfied when I saw my room. It was nicely decorated with antique furniture and traditional wallpaper. Although the bed looked old, the mattress was not too soft or too hard and I slept very well. The bathroom was enormous but the shower was quite small.

Next morning, when I went to breakfast, there was no-one greeting guests as they arrived in the dining room, which I didn't think was very good. I had to find my own table but a waiter quickly arrived and politely apologised. He then explained very clearly about the breakfast service and passed me a menu for cooked food. The quality of the food was excellent.

Check-out was very simple. I only stayed one night and there were no extra charges that needed explaining on the bill but I did notice one thing. The receptionist didn't check if I had been happy with everything, although she did say thank you for staying at the Alverton and said they hoped to see me again.

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