

Hospitality Bridge Curriculum

Language Arts Resources

Outcome #1

LEGOLAND® California Resort

Video Worksheet

In what city is Legoland® California Resort located?	
What items are in the lobby?	
How much does breakfast cost?	
Describe the elevator.	
What are the five room themes guests can choose?	
List at least two amenities mentioned for kids.	
What theme room does the video host choose?	
How is this hotel different from other hotels? How is it the same?	

Outcome 1

LEGOLAND® California Resort

Video Worksheet **Answer Key**

In What city is LEGOLAND® California Resort located?	San Diego
What items are in the lobby?	Baby dragon, castle, pirate ship
How much is breakfast?	Free
Describe the elevator.	Elevator Dance Party. Flashing strobe light
What are the five room themes guest can choose?	Lego® Friends Lego® Ninjago® Adventure Kingdom Pirate
List at least two aspects of the hotel mentioned for kids.	Building with Legos® Kid size buffet Own sleeping area with bunkbeds
What theme room does the video host choose?	Pirate Theme

Outcome 1

Theme Hotels

A theme hotel is a hotel that is designed around a special idea or theme. The theme can be history, movies, nature, or different cultures. Everything in the hotel matches the theme. This includes the rooms, decorations, food, and even the staff uniforms. Theme hotels give guests a unique experience, not just a place to sleep.

One famous example of a theme hotel is Disney's Art of Animation Resort in Florida. This hotel is based on popular animated movies. Each section of the hotel represents a different movie, such as Finding Nemo, Cars, and The Little Mermaid. The buildings are bright and colorful. Guests can see large statues of movie characters like Ariel or Lightning McQueen. In the rooms, the walls have pictures from the movies, and the furniture is designed to match the story. For example, in a Finding Nemo room, you might see ocean colors like blue and orange, and decorations that look like coral and sea creatures. This makes guests feel like they are inside the movie.

Another example is the Venetian Hotel in Las Vegas. This hotel's theme is Venice, a famous city in Italy. Inside the hotel, there are small canals with water, just like in Venice. Guests can ride in boats called gondolas. The ceilings are painted to look like the sky, with clouds and soft colors. The buildings inside the hotel look like old Italian architecture, with arches and stone details. There are also shops and restaurants that feel like a European street. Guests can feel like they are visiting Italy without leaving the United States.

A very different theme hotel is the Icehotel in Sweden. This hotel is made completely of ice and snow. The walls, beds, chairs, and even glasses are made from ice. Artists create beautiful ice sculptures in each room. The rooms are very cold, but guests sleep in special warm sleeping bags. The hotel is rebuilt every winter, so it looks different each year. This hotel gives guests a chance to experience a winter environment in a creative and exciting way.

Theme hotels are popular because they offer more than just a place to stay. They create memories and fun experiences. Guests can explore a new world, learn about different cultures, or feel like they are part of a story. For many people, staying in a theme hotel is an adventure.

Outcome 1

Theme Hotels – Comprehension Worksheet

A. Multiple Choice Questions

1. What is a theme hotel?
 - a) A hotel only for children
 - b) A hotel designed around a special idea or theme
 - c) A hotel that is very small
 - d) A hotel with no decorations
2. What can be part of a hotel's theme?
 - a) Rooms
 - b) Decorations
 - c) Staff uniforms
 - d) All of the above
3. Disney's Art of Animation Resort is based on:
 - a) Sports
 - b) History
 - c) Animated movies
 - d) Space travel
4. Which movie is mentioned as part of the Disney hotel?
 - a) Frozen
 - b) Cars
 - c) Avatar
 - d) Titanic
5. What can guests see at The Venetian Hotel?
 - a) Snow mountains
 - b) Animals walking around
 - c) Canals and gondolas
 - d) Space rockets
6. What country's culture inspires The Venetian Hotel?
 - a) France
 - b) Italy
 - c) Japan
 - d) Canada

7. What is the Icehotel made of?
- a) Wood
 - b) Sand
 - c) Ice and snow
 - d) Glass
8. Why is the Icehotel different every year?
- a) It is rebuilt each winter
 - b) It changes owners
 - c) It moves to a new place
 - d) It closes in summer

B. Short Answer Questions

1. What is the purpose of a theme hotel?

2. Name two movies featured in Disney's Art of Animation Resort.

3. How do the rooms at Disney's hotel match the theme?

4. What activities can guests do at The Venetian Hotel?

5. How do guests stay warm at the Icehotel?

6. Why do people enjoy staying in theme hotels?

C. Opinion Questions

1. Which theme hotel described in the passage would you most like to visit? Why?

2. Do you think theme hotels are better than regular hotels? Explain your opinion.

3. If you could design your own theme hotel, what would the theme be? What would it look like?

4. Do you think theme hotels are worth the extra cost? Why or why not?

Theme Hotels Comprehension Worksheet **Answer Key**

Multiple Choice:

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

Short Answer (sample responses):

1. To give guests a unique themed experience.
2. Finding Nemo, Cars (or The Lion King).
3. With themed decorations, colors, and furniture based on the movies.
4. Ride gondolas and explore shops/restaurants.
5. By using special warm sleeping bags.
6. Because they offer fun, adventure, and unique experiences.

Outcome 2

Comicx Video Worksheet

In what city and state is Comicx located?	
In what country is the Comicx headquarters located?	
What is the theme of Comicx?	
What characters are mentioned in the video?	
What characters do you see in the video?	
What specific memorabilia or decorations did you see in the video?	
What types of food are served at Comicx?	
How is this restaurant different from other restaurants? How is it the same?	
Would you like to eat at Comicx? Why or why not?	

Outcome 2

Comicx Video

Answer Key

In what city and state is Comicx located?	Scottsdale, Arizona
In what country is the Comicx headquarters located?	Mexico
What is the theme of Comicx?	Comic books, comic book heroes and villains
What characters are mentioned in the video?	Star Wars characters, Marvel characters
What characters do you see in the video?	Iron Man, Thor, Yoda, C3PO, The Joker, Captain America, Spider Man, Darth Vader, Wonder Woman, Simpsons, Rocket Raccoon (Guardians of the Galaxy)
What specific memorabilia or decorations did you see in the video?	Joker's suit
What types of food are served at Comicx?	Pub Grub: Burgers & wings South of the Border inspired food Pizza Pasta
How is this restaurant different from other restaurants? How is it the same?	
Would you like to eat at Comicx? Why or why not?	

Outcome 2

Theme Restaurants

Theme restaurants are places to eat where the design, food, and service follow a special idea or theme. When people visit these restaurants, they do more than eat. They also enjoy a fun experience. The theme can be about movies, history, nature, or different cultures.

One famous theme restaurant is the Hard Rock Café. This restaurant focuses on music, especially rock and roll. The walls are covered with guitars, costumes, and photos from famous musicians. Guests can listen to popular songs while they eat burgers, salads, and sandwiches. Many people like to visit Hard Rock Café because they feel surrounded by music history.

Another example is the Rainforest Café. This restaurant looks like a tropical jungle. Inside, there are large trees, waterfalls, and animal figures that move and make sounds. Sometimes, there are rainstorms with flashing lights and thunder. The menu includes foods like chicken, seafood, and pasta. Families enjoy this restaurant because it feels like an adventure in a rainforest.

A different kind of theme restaurant is Medieval Times Dinner & Tournament. This restaurant is like a castle from the Middle Ages. Guests watch knights ride horses and compete in games while they eat. The meal often includes foods like roasted chicken, corn, and bread. People eat without forks or knives to match the medieval theme. This restaurant is popular for celebrations and group events.

The Planet Hollywood restaurant is also well known. Its theme is movies and Hollywood stars. The walls show costumes and props from famous films. Visitors can see items used by movie actors. The menu offers American-style food such as burgers, ribs, and desserts. Customers feel like they are part of the movie world.

Theme restaurants are popular because they offer both food and entertainment. People go there to celebrate birthdays, spend time with family, or try something new. These restaurants help guests escape their everyday life and enjoy a special atmosphere.

Outcome 2

Theme Restaurants Worksheet

A. Vocabulary Match

Match the word with its meaning. Write the correct letter.

1. Theme _____
2. Experience _____
3. Decorations _____
4. Adventure _____
5. Atmosphere _____

- a. The feeling of a place
- b. Something exciting or different
- c. The main idea or topic
- d. Things used to make a place look nice
- e. Something you do or feel

B. True or False

Write T (True) or F (False).

1. Theme restaurants only focus on food. _____
2. Hard Rock Café is about music. _____
3. Rainforest Café looks like a desert. _____
4. At Medieval Times, people use forks and knives. _____
5. Planet Hollywood is about movies. _____

C. Multiple Choice

Circle the correct answer.

1. What is special about theme restaurants?
 - a) They are very expensive
 - b) They follow a special idea or theme
 - c) They only serve fast food

2. What can you hear at Hard Rock Café?
 - a) Animal sounds
 - b) Rock music
 - c) Silence
3. What happens at Rainforest Café?
 - a) Snowstorms
 - b) Rainstorms with lights and sound
 - c) Fireworks
4. What do people watch at Medieval Times?
 - a) Movies
 - b) Sports on TV
 - c) Knights on horses
5. What is Planet Hollywood about?
 - a) Nature
 - b) History
 - c) Movies

D. Short Answer Questions

Write 1–2 sentences.

1. What is a theme restaurant?
2. Name one thing you can see at Hard Rock Café.
3. Why do families like Rainforest Café?
4. What kind of food do people eat at Medieval Times?

5. Why do people enjoy theme restaurants?

E. Fill in the Blanks

Use words from the box: music, jungle, knights, movies, fun

1. Hard Rock Café is about _____.
2. Rainforest Café looks like a _____.
3. At Medieval Times, people watch _____.
4. Planet Hollywood is about _____.
5. Theme restaurants are _____ to visit.

F. Discussion / Speaking

1. Have you ever been to a theme restaurant? Describe it.

2. Which theme restaurant do you like best? Why?

3. What kind of theme restaurant would you like to visit?

Outcome 2

Theme Restaurants Worksheet - Answer Key

A. Vocabulary Match

1. c
2. e
3. d
4. b
5. a

B. True or False

1. F
2. T
3. F
4. F
5. T

C. Multiple Choice

1. b
2. b
3. b
4. c
5. c

D. Short Answer (Sample Answers)

1. A theme restaurant is a place where the food, design, and service follow a special idea.
2. You can see guitars, costumes, or photos of musicians.
3. Families like it because it feels like a fun jungle adventure.
4. They eat foods like roasted chicken, corn, and bread.
5. People enjoy theme restaurants because they are fun and different.

E. Fill in the Blanks

1. music
2. jungle
3. knights
4. movies
5. fun

F. Discussion / Speaking

Answers will vary.

Outcome 3

Marriott Customer Service Video

Instructions: **Watch** the video and take notes about what you observe and hear. Describe the staff. Describe the guests. What are adjectives that could describe the guests and staff? How does the hotel and its staff want the guests to feel?

Hotel Staff	Guest

Outcome 3

Customer Service in Hotels and Restaurants

Customer service is very important in the hospitality industry. The hospitality industry includes hotels and restaurants. Workers in these places help guests feel welcome, comfortable, and satisfied.

In a hotel, customer service begins when a guest arrives. The front desk worker greets the guest with a smile. They check the guest in and give information about the room. Good hotel workers listen carefully and answer questions clearly. For example, a guest may ask about breakfast, Wi-Fi, or local places to visit.

In a restaurant, customer service starts when customers walk in. A host or server greets them and shows them to a table. Servers take orders, bring food, and check if everything is okay. It is important to be polite and patient. Customers may have special requests, such as food allergies or vegetarian meals.

Good communication is a key part of customer service. Workers should speak clearly and use simple language when needed. They should also listen carefully and show respect. Even if there is a problem, workers should stay calm and try to find a solution.

For example, if a guest receives the wrong food, the server should apologize and fix the mistake quickly. In a hotel, if a guest has a problem with the room, staff should respond as soon as possible.

Positive customer service helps businesses succeed. Happy customers are more likely to return and recommend the hotel or restaurant to others. This is why customer service skills are very important in the hospitality industry.

Outcome 3

Customer Service in Hotels & Restaurants Vocabulary Worksheet

Part 1: Match the words with their meanings

1. Guest _____

2. Server _____

3. Front desk _____

4. Request _____

5. Apologize _____

6. Comfortable _____

7. Polite _____

8. Problem _____

a. A person who eats in a restaurant

b. A place in a hotel where guests check in

c. To say sorry

d. A person staying at a hotel

e. A difficulty or issue

f. Kind and respectful

g. Feeling relaxed and at ease

h. To ask for something

Part 2: Fill in the blank

1. The _____ greets guests at the hotel.

2. A server takes your _____ in a restaurant.

3. Workers should be _____ and friendly.
4. If there is a problem, workers should _____.
5. Guests want to feel _____ in their room.

Part 3: Write the word

1. A person who stays in a hotel: _____
2. To say sorry: _____
3. A place to check in at a hotel: _____
4. A person who serves food: _____

Generated by CoPilot AI, 6/14/26

Outcome 3

Customer Service in Hospitality Vocabulary Worksheet Answers

Part 1: Match the words with their meanings

1. Guest - d. A person staying at a hotel
2. Server - a. A person who eats in a restaurant
3. Front desk - b. A place in a hotel where guests check in
4. Request - h. To ask for something
5. Apologize - c. To say sorry
6. Comfortable - g. Feeling relaxed and at ease
7. Polite - f. Kind and respectful
8. Problem - e. A difficulty or issue

Part 2: Fill in the blank

1. The front desk greets guests at the hotel.
2. A server takes your order in a restaurant.
3. Workers should be polite and friendly.
4. If there is a problem, workers should apologize.
5. Guests want to feel comfortable in their room.

Part 3: Write the word

1. Guest
2. Apologize
3. Front desk
4. Server

Generated by CoPilot AI, 6/14/26

Outcome 3

Comprehension Questions: Customer Service in Hotels & Restaurants

Part 1: Main Idea

1. What is the main idea of the reading?
2. Why is customer service important in hotels and restaurants?

Part 2: Details

3. What does a front desk worker do when a guest arrives?
4. Name two things a hotel guest might ask about.
5. What does a server do in a restaurant?
6. What are two examples of special requests customers may have?

Part 3: True or False

7. _____ Customer service is not important in hospitality jobs.
8. _____ Workers should listen carefully to guests.
9. _____ It is okay to be rude if there is a problem.
10. _____ Happy customers may return to a business.

Part 4: Short Answer

11. What should a worker do if there is a problem?
12. How can workers communicate clearly with customers?
13. Why do you think customers return to a hotel or restaurant?
14. Give one example of good customer service.

Generated by CoPilot AI, 6/14/26

Outcome 3

Comprehension Questions: Customer Service in Hotels & Restaurants **Answer Key**

1. The main idea is that customer service is very important in hotels and restaurants.
2. Customer service is important because it helps guests feel welcome and satisfied, and makes them want to return.
3. A front desk worker greets the guest, checks them in, and gives information about the room.
4. Guests may ask about breakfast, Wi-Fi, or local places to visit. (Any two)
5. A server takes orders, brings food, and checks if everything is okay.
6. Examples include food allergies or vegetarian meals.
7. False
8. True
9. False
10. True
11. A worker should stay calm, apologize, and try to solve the problem.
12. Workers can communicate clearly by speaking simply, listening carefully, and being respectful.
13. Customers return because they are happy with the service and feel valued.
14. Answers will vary. Example: A worker quickly fixes a mistake and is polite to the customer.

Outcome 3

Customer Services Skills for Hospitality Employees

Instructions: Discuss with your classmates the customer service skills hotel and restaurant employees need. Write the unique skills employees in each sector need. Write skills that can be utilized in both hospitality areas.

Hotel Employees	Restaurant Employees	Hotel & Restaurant Employees

Outcome 4

Hotel Guest Services Vocabulary

Instructions: Watch the slide presentation about Hotel Guest Services and take notes.

Service	Describe the Service	Equipment Involved	Would You Use This Service? Why or Why Not?

Outcome 4

Hotel Information & Services

Welcome, and enjoy your stay with us. We are happy to have you here and hope you feel comfortable from the moment you arrive. Our hotel offers many services to make your visit easy and relaxing.

Spa

You can start your day at our spa on the second floor. It is a quiet place where you can enjoy relaxing treatments such as massages, facials, body wraps, and aromatherapy sessions. Professional staff are available to help you choose the best service for your needs. The spa is open from 9:00 AM to 7:00 PM on weekdays, and from 10:00 AM to 6:00 PM on weekends. To make an appointment, dial 555 on your room phone.

Pool

Our indoor heated pool is on the ground floor. The pool area includes comfortable lounge chairs, clean towels, and a seating area to relax before or after your swim. It is open every day from 6:00 AM to 10:00 PM.

Fitness Center

The fitness center is on the first floor and includes treadmills, bikes, free weights, and strength machines. Towels and water stations are available. It is open 24 hours a day and can be accessed with your key card.

Business Center

Located on the lobby level, the business center offers computers, internet access, and printers. It is open daily from 7:00 AM to 9:00 PM.

Dining

Breakfast is served from 6:30 to 10:30 AM and includes hot food, fruit, and pastries. Lunch is available from 11:30 AM to 2:30 PM with salads and sandwiches. Dinner is served from 5:00 PM to 10:00 PM with a full menu of meals and desserts.

Room Service

Room service offers meals, snacks, and drinks delivered to your room from 6:30 AM to 11:00 PM.

Bar and Lounge

The bar and lounge serves drinks and light snacks in a relaxing setting. It is open from 4:00 PM to 11:00 PM Sunday through Thursday, and until midnight on Friday and Saturday. Happy hour is Monday through Friday from 4:00 PM to 6:00 PM.

Laundry

Valet laundry service is available from 8:00 AM to 6:00 PM, and same-day service is offered if items are submitted before 10:00 AM. A **self-service laundry room** is located on the third floor with washers, dryers, and supplies. It is open 24 hours.

Shuttle Service

The shuttle runs daily from 5:00 AM to 11:00 PM and can take guests to nearby locations. Reservations can be made at the front desk.

Guest Services

For help at any time, dial 0. Staff can assist with requests, directions, and other needs during your stay.

Adapted from *Hotel English*, Pui Tak Center, Chicago, IL

Outcome 4

Hotel Guest Services Questions

General Information

1. Where is the spa located?
2. What number do guests dial to make a spa appointment?
3. What time does the pool open each day?
4. Which facility is open 24 hours?
5. Where is the business center located?
6. What time is breakfast served?
7. Until what time is room service available?
8. On which days does the bar stay open until midnight?
9. Where is the self-service laundry room located?
10. What number should you dial to reach guest services?

Details & Services

11. What types of treatments are available at the spa?

12. What items are provided at the pool?

13. What equipment can you find in the fitness center?

14. What services are offered in the business center?

15. What types of food are served at breakfast, lunch, and dinner?

16. What can you order through room service?

17. What can guests enjoy at the bar and lounge?

18. What services are included in valet laundry?

19. What machines and supplies are available in the self-service laundry room?

20. Where can the shuttle service take guests?

True or False

21. The spa is open 24 hours a day. _____

22. Towels are available at the pool. _____

23. Guests need a key card to enter the fitness center. _____

24. Lunch is served until 3:30 PM. _____

25. The business center is open all night. _____

26. Happy hour is every day of the week. _____

27. You can pay for self-service laundry with a phone. _____

28. The shuttle service runs only on weekdays. _____

Short Answer

29. Which service would you use if you need to print a document?

30. If you want to relax after a long day, which two places could you go?

31. What should you do if you need help during your stay?

32. If you want to work out late at night, where can you go?

33. Why might someone choose valet laundry instead of self-service?

Outcome 4

Answer Key: Hotel Reading Comprehension Questions

1. On the second floor.
2. 555.
3. 6:00 AM.
4. The fitness center (also self-service laundry).
5. On the lobby level.
6. 6:30–10:30 AM.
7. 11:00 PM.
8. Friday and Saturday.
9. On the third floor.
10. Dial 0.
11. Massages, facials, body wraps, aromatherapy.
12. Towels, lounge chairs, seating area.
13. Treadmills, bikes, free weights, machines.
14. Computers, internet, printers.
15. Breakfast: hot food, fruit, pastries; Lunch: salads, sandwiches; Dinner: full meals, desserts.
16. Meals, snacks, drinks.
17. Drinks and light snacks in a relaxing setting.
18. Washing, drying, folding/pressing.
19. Washers, dryers, detergent/supplies.
20. Nearby locations like shops, restaurants, transport hubs.

- 21. False
- 22. True
- 23. True
- 24. False
- 25. False
- 26. False
- 27. True
- 28. False
- 29. The business center.
- 30. Answers may vary (e.g., spa, pool, bar/lounge).
- 31. Dial 0 for guest services.
- 32. The fitness center.
- 33. Convenience, time-saving, professional service (answers may vary).

Generated by CoPilot AI, 6/20/26

Outcome 4

Hotel Services Role-Play Script #1

Roles:

Guest

Front Desk Employee

Scene: Hotel Front Desk (Guest has just checked in)

Guest: Hi, I just checked in and wanted to learn more about the hotel's services.

Front Desk Employee: Welcome! I'd be happy to walk you through everything we offer.

Guest: Do you have a spa?

Front Desk Employee: Yes, our spa is located on the second floor. It's open Monday through Friday from 9:00 AM to 7:00 PM, and weekends from 10:00 AM to 6:00 PM. You can make a reservation by dialing 555.

Guest: Is there a swimming pool?

Front Desk Employee: Yes, we have an indoor heated pool on the ground floor. It's open daily from 6:00 AM to 10:00 PM, and towels are provided.

Guest: Is there a fitness center available?

Front Desk Employee: Absolutely. Our fitness center is open 24 hours with key card access and is located on the first floor.

Guest: Do you have a business center?

Front Desk Employee: Yes, it is on the lobby level and open daily from 7:00 AM to 9:00 PM with computers, printing, and copying services.

Guest: What dining options are available?

Front Desk Employee: Our restaurant serves breakfast, lunch, and dinner, and room service is available from 6:30 AM to 11:00 PM.

Guest: Is there a bar?

Front Desk Employee: Yes, the bar and lounge is on the lobby level. It is open Sunday through Thursday from 4:00 PM to 11:00 PM, and until midnight on weekends. Happy hour is weekdays from 4:00 to 6:00 PM.

Guest: What about laundry services?

Front Desk Employee: We offer valet laundry daily from 8:00 AM to 6:00 PM with same-day service available. We also have a self-service laundry room open 24 hours on the third floor with washers, dryers, and card payment options.

Guest: Do you provide shuttle service?

Front Desk Employee: Yes, our shuttle runs daily from 5:00 AM to 11:00 PM and goes to the airport and local attractions. Reservations are required.

Guest: Thank you for the information!

Front Desk Employee: You're welcome! Dial 0 if you need anything during your stay.

Adapted from *Hotel English*, Pui Tak Center, Chicago, IL

Adaptation generated by CoPilot AI, 6/18/26.

Outcome 4

Hotel Services Role-Play Script #2

Jenny(Front Desk Attendant): Hello. How can I help you?

Guest: Hi, I'd like to know more about the services offered at your hotel.

Jenny: Well, we have great options for everyone in your family. Our swimming pool is open every day from 6 am to 9 pm. It has a large indoor pool and a hot tub.

Guest: Is there a sauna?

Jenny: No. But we do have a fabulous spa. There, you can get a massage, a facial, and a manicure or pedicure. It's open from 10 am to 7 pm every day.

Guest: Hmm. That sounds good. How about food? Do you have a restaurant?

Jenny: We don't have a restaurant, but we do have room service available 24/7.

Guest: 24/7?

Jenny: Yes, it's available all day every day.

Guest: Wow, that's great.

Jenny: Yes. And let us know if you have any dirty laundry—we'll clean it for you right away. Our laundry service is available from 8 am to 10 pm every day.

Guest: Okay, thank you very much.

Jenny: My pleasure. Have a nice day.

From *Hotel English*, p. 89. Pui Tak Center, Chicago, Illinois

Dialogue 2

Mrs. Jones: Excuse me, do you have laundry service?

Jenny: Yes. Leave your laundry in your room with a note, and we'll wash it for you.

Mrs. Jones: Great! Also, I'd like to hear more about your spa.

Jenny: Well, the spa is open every day from 8 am to 9 pm. But if you want a massage, you need to call ahead of time to make an appointment.

Mrs. Jones: How about for facials?

Jenny: I'm sorry. We don't offer facials.

Mrs. Jones: Okay, that's fine. When is the pool open?

Jenny: It's open every day from 6 am to 10 pm.

Mrs. Jones: Great! Thank you.

From *Hotel English*, p. 92. Pui Tak Center, Chicago, Illinois

Outcome 4

Hotel Guest Service Role Play Scenarios

Scenario 1: Spa Reservation Request

Friday at 3:00 PM, a guest asks about spa availability.

Spa hours: Monday–Sunday, 9:00 AM – 8:00 PM

Last appointment slot: 7:00 PM

Available services: massages, facials, body treatments

Current availability: 5:30 PM Friday, Saturday 10:00 AM–12:00 PM

Staff Response: Offer booking options, confirm appointment, and explain cancellation policy.

Scenario 2: Pool Access Inquiry

Saturday at 11:00 AM, a family asks about pool use.

Pool hours: Daily, 7:00 AM – 10:00 PM

Lifeguard: 10:00 AM – 6:00 PM (weekends)

Towels available poolside

Children under 12 must be supervised

Staff Response: Provide towels, explain safety rules, suggest quieter times.

Scenario 3: Dining Options & Reservations

Thursday at 6:15 PM, a couple wants dinner plans.

Breakfast: 6:30 AM – 10:30 AM daily

Lunch: 11:30 AM – 2:00 PM Mon–Fri

Dinner: 5:00 PM – 10:00 PM daily

Bar: 4:00 PM – 11:00 PM

Wait time: 20 minutes

Staff Response: Offer reservations or waitlist and suggest bar seating.

Scenario 4: Shuttle Service Coordination

Sunday at 8:00 PM, a guest needs airport transportation.

Shuttle hours: Daily, 5:00 AM – 11:00 PM

Runs every 30 minutes

Reservation required 1 hour in advance

Staff Response: Book 6:00 AM shuttle, confirm details and pickup location.

Scenario 5: Laundry & Business Center

Tuesday at 7:30 PM, a guest needs laundry and business services.

Laundry drop-off: Before 9:00 AM for same-day 6:00 PM return (Mon–Sat)

Express service: 4-hour until 3:00 PM

Self-service laundry: 24 hours

Business center: 24 hours

Staff Response: Direct to self-service laundry and assist with business center needs.

Generated by CoPilot AI, 6/16/26

Outcome 4

Hotel Guest Services Role Plays
(Observation Notes)

Scenario	Actors	Information Guest Wants	Customer Service Skills Observed	Give a “Glow” (strength)	Give a “Grow” (area for improvement)

Outcome 5

Hotel Guest Greeting Video Note Sheet

What does the receptionist say?	What does the receptionist do?	Does she offer good customer service? Why or Why not?

Outcome 5

Hotel Greetings - Practice 1

Front Desk Receptionist Greeting New Guest Checking In

Jenny: Hello, welcome to the Triple Tree Hotel.

Guest: Thank you.

Jenny: We're glad to have you here. Would you like to check in?

Guest: Yes, please. My name is Frank Miller.

Jenny: All right, Mr. Miller. It's nice to meet you.

Guest: Thank you.

Bellhop Welcomes a New Guest

John: Excuse me, ma'am. Can I take your luggage?

Guest: Yes, that would be great.

John: You can check in at the front desk. I'll bring your bags up to your room.

Guest: Thank you so much.

Greeting a Guest You Already Know

Amy: Hello, Mr. Jones. How are you?

Guest: I'm very good, thank you. How about you?

Amy: I'm good. Are you enjoying your stay in Chicago?

Guest: Yes, very much. I love the city. There are so many great places to go.

Amy: Yes. Well, have a good day!

Guest: You, too!

Outcome 5

Hotel Greetings - Practice 2

- Valet:*** Welcome to the Triple Tree Hotel! How was your trip?
- Mrs. Jones:*** It was fine, thanks! My flight was five hours, but I'm not too tired. Are you a valet?
- Valet:*** Yes, I am. Let me park your car. John can help you with your luggage.
- John:*** Hello. My name is John. I'm the bellhop. Let me take your luggage up to your room.
- Mrs. Jones:*** Great! Thank you! Where is the receptionist?
- John:*** In the lobby. Follow me.
- Mrs. Jones:*** John, my neck hurts after that long flight. Does this hotel have a masseuse?
- John:*** Yes, we do. You can make an appointment with the receptionist. We also have a travel agent if you'd like to book a sight-seeing tour of the city.
- Mrs. Jones:*** Sounds wonderful! Thanks a lot.
- John:*** You're welcome.

From *Hotel English*, p. 15. Pui Tak Center, Chicago, Illinois

Outcome 5

Hotel Greetings Role Play Scenarios

Scenario 1: Front Desk Check-In (Business Guest)

Roles: Receptionist, Business Guest

Setting: Hotel front desk during afternoon check-in

Situation: A business traveler arrives after a long flight and needs a quick check-in.

Objectives:

- Receptionist: Provide fast, professional service
- Guest: Ask about Wi-Fi, breakfast, room location

Prompts:

- Greeting
- Verify reservation
- Provide key info quickly
- Handle request for speed

Scenario 2: Bellhop Assisting a Family

Roles: Bellhop, Parent, Child

Setting: Hotel lobby and elevator

Situation: Family arrives with luggage and excited child.

Objectives:

- Bellhop: Friendly, helpful service
- Parent: Ask about amenities
- Child: Ask fun questions

Prompts:

- Offer luggage help
- Small talk
- Explain amenities

- Respond to child

Scenario 3: Valet Parking Interaction

Roles: Valet, Guest Driver

Setting: Hotel entrance

Situation: Guest unfamiliar with valet service.

Objectives:

- Valet: Explain process clearly
- Guest: Ask about cost and timing

Prompts:

- Greeting
- Explain system
- Answer questions
- Close politely

Scenario 4: Concierge Helping Tourists

Roles: Concierge, Two Guests

Setting: Concierge desk

Situation: Guests want help planning evening activities.

Objectives:

- Concierge: Recommend options
- Guests: Share preferences

Prompts:

- Ask questions
- Recommend places
- Offer reservations
- Give directions

Scenario 5: Warm Late-Night Welcome

Roles: Night Receptionist, Guest

Setting: Front desk late at night

Situation: Tired guest arrives and has a smooth, welcoming check-in.

Objectives:

- Staff: Provide calm, friendly service
- Guest: Ask questions

Prompts:

- Warm greeting
- Quick check-in
- Provide helpful info
- Offer extra hospitality

Generated by CoPilot AI, 6/23/26

Outcome 5

Hotel Greetings Role Plays - Notes

Scenario	Roles & Actors	Information and/or Help Provided	Customer Service Skills Observed	Give a “Glow” (strength)	Give a “Grow” (area for improvement)

Outcome 6

Making Reservations - Dialogues

Dialogue 1: A Guest Calls to Make a Reservation

Jenny: Hello, Thank you for calling Triple Tree Hotel. How may I help you?

Guest: Hi, I'd like to book a room for May 19th through the 22nd.

Jenny: Do you need a single or a double room?

Guest: Double, please. With two beds.

Jenny: Okay. We have a room available for you. It will be \$298 per night. Would you like to reserve it?

Guest: Yes, please.

Jenny: May I have your name please?

Guest: Carol Smith. C-A-R-O-L. Smith.

Jenny: Thank you very much, Mrs. Smith. We look forward to seeing you on May 19th.

Guest: Thank you. Bye.

Jenny: Goodbye.

Dialogue 2: Making a Reservation Over the Phone

Jenny: Hello, thank you for calling Triple Tree Hotel. How may I help you?

Mrs. Jones: Do you have any available rooms from Friday, June 21st to Sunday, the 23rd? I would like to book a single room.

Jenny: Let me check...Yes, we have a single room available. It is \$229 per night. Would you like to book it?

Mrs. Jones: Yes, please. My name is Nikita Jones.

Jenny: Alright. Could you please spell your name, Mrs. Jones?

Mrs. Jones: My first name is spelled N-I-K-I-T-A, and my last name is J-O-N-E-S.

Jenny: How will you be paying?

Mrs. Jones: Can I use VISA?

Jenny: Sure. What's your card number?

Mrs. Jones: 3211-8891-2213-5585

Jenny: Okay. We look forward to seeing you on Friday, June 21st. You may check in any time after 2 pm. If you need to change your reservation, please notify us at least 7 days in advance.

Mrs. Jones: Thank you!

Adapted from *Hotel English*, p. 71-72. Pui Tak Center, Chicago, Illinois

Outcome 6

Hotel Reservation - Phone Call Practice

Scenario 1: Simple One-Night Booking

Receptionist: Hello, Green Hotel. How can I help you?

Guest: Hi, I want to make a reservation.

Receptionist: Sure. What date?

Guest: July 10, one night.

Receptionist: One night, July 10. How many people?

Guest: Two adults.

Receptionist: We have a double room. It is \$120 per night.

Guest: That is fine.

Receptionist: Can I have your name?

Guest: Maria Lopez.

Receptionist: Thank you, Ms. Lopez. Your reservation is confirmed.

Useful Language:

- I want to make a reservation.
- For one night.
- How much is the room?
- That is fine.

Scenario 2: Asking Questions Before Booking

Receptionist: Good afternoon, City Center Hotel.

Guest: Hello, I'd like to book a room.

Receptionist: What dates?

Guest: August 5 to August 7.

Receptionist: Two nights. One or two people?

Guest: One person. How much is the room?

Receptionist: It is \$95 per night. Breakfast is included.

Guest: Is there free Wi-Fi?

Receptionist: Yes, free Wi-Fi and parking.

Guest: Great. I will take it.

Receptionist: May I have your name, please?

Guest: David Kim.

Receptionist: Thank you. Your room is reserved.

Useful Language:

- I'd like to book a room.
- How much is the room?
- Is breakfast included?
- I will take it.

Scenario 3: Special Request

Receptionist: Hello, Sunshine Hotel.

Guest: Hi, I need a room for September 12.

Receptionist: One night?

Guest: Yes, one night. I want a quiet room.

Receptionist: Okay. We have a quiet room on a high floor.

Guest: That's good. Can I check in early?

Receptionist: Early check-in is at 1:00 PM.

Guest: That works.

Receptionist: May I have your name?

Guest: Ana Garcia.

Receptionist: Thank you, Ms. Garcia. See you on September 12.

Useful Language:

- I need a room for (date).
- I want a quiet room.
- Can I check in early?
- That works.

Generated by CoPilot AI, 6/26/26

Outcome 6

Hotel Reservation Conversations - Discussion Questions

General Questions (All Scenarios)

1. What polite phrases do you hear?
2. Which words or sentences are new or difficult for you?
3. What is important in a hotel (price, quiet, location)?

Scenario 1: Simple Booking

1. What date does the guest want?
2. How many people are staying?
3. What type of room do they choose?
4. How much is the room?
5. What is the guest's name?

6. Is the conversation easy or difficult? Why?

7. What else could the receptionist ask?

Scenario 2: Asking Questions

1. How many nights is the stay?

2. How much is the room per night?

3. What is included in the price?

4. What questions does the guest ask?

5. Why does the guest decide to book?

6. What other questions can you ask a hotel?

Scenario 3: Special Requests

1. What date does the guest want?

2. What type of room does the guest want?

3. What special request does the guest make?

4. What time is early check-in?

5. Does the hotel agree to the request?

6. What other special requests can guests ask for?

Generated by CoPilot AI, 6/26/26

Outcome 6

Hotel Reservation - Role Play Cards

Instructions: Work with a partner. Student A = Receptionist, Student B = Guest.

Role Play 1: Weekend Stay

Student A (Receptionist):

Answer the phone. Ask for dates and number of people. Give a price. Ask for the guest's name.

Student B (Guest):

Call the hotel. Book a room for 2 nights. Say dates and number of people. Ask about price. Give your name.

Role Play 2: Asking Questions

Student A (Receptionist):

Answer the phone. Ask for date and number of guests. Answer questions about price and services.

Student B (Guest):

Call the hotel. Ask about price and one service (Wi-Fi, breakfast, parking). Decide to book.

Role Play 3: Special Requests

Student A (Receptionist):

Answer the phone. Ask about date. Respond to a special request (quiet room, non-smoking, late check-in).

Student B (Guest):

Call the hotel. Book for one night. Ask for a special request. Agree and give your name.

Outcome 6

Hotel Reservations Role Plays - Notes

Scenario	Hotel Name	No. of People for Reservation	No. of Nights & Dates	Price	Special Requests	Customer Service Skills
Weekend Stay						
Asking Questions						
Special Requests						

Outcome 6

Reservation Confirmation in Writing

Dear Mr. and Mrs. Jones,

Thank you for choosing Triple Tree Hotel. We look forward to your visit. Below is your confirmation. Please review and contact us if you need to make any changes.

	TTH12345
Confirmation Number:	Nikita Jones
Guest Name:	June 20, 2026
Arrival Date:	June 24, 2026
Departure Date:	Double
Room Type:	\$220.00
Nightly Room Rate:	Face massage at the spa (6/22 @ 2pm)
Additional Services Requested:	2
Number of Guests:	Visa XXXX-XXXX-1234
Credit Card:	June 6, 2028
Cancel By (or \$55 fine):	

Instructions: Fill in the blanks with information from the reservation above.

Mrs. _____ will come to the hotel on _____, 2026, and leave on _____. She is staying in a _____ room. It is \$_____ per night. If she can't stay at the _____ Hotel, she must

cancel her reservation by _____ or pay a \$_____ fine. On June 22, Mrs. Jones has a _____ at the _____ at _____ pm. The receptionist's name is _____. This letter is a _____.

From *Hotel English*, p. 34. Pui Tak Center, Chicago, Illinois

Outcome 6

Business Traveler Hotel Reservation Confirmation

Reservation Number: CHI-4827391

Guest Name: Michael Jones

Check-in Date: [October 12, 2026]

Check-out Date: [October 14, 2026]

Number of Nights: 2

Hotel Details

Hotel Name: Lakeside Conference Hotel Chicago

Address: 123 Conference Center Drive, Chicago, IL 60601

Phone: (312) 555-0198

Room Information

Room Type: Standard Room

Guests: 1 Adult

Amenities Included

- Complimentary high-speed Wi-Fi
- Business workspace (desk & ergonomic chair)
- Access to business center
- Quiet room preference (based on availability)

Payment Information

Payment Method: Corporate Credit Card

Total Cost: _\$277.00_____ (includes taxes & fees)

Payment Status: Confirmed

Important Notes

Check-in time: 3:00 PM

Check-out time: 11:00 AM

A digital receipt has been sent to your email for expense reporting.

Thank you for choosing Lakeside Conference Hotel Chicago. We wish you a productive and comfortable stay!

Generated by CoPilot AI, 6/26/26

Outcome 6

Business Traveler Reservation Worksheet

Part 1: Key Details (Short Answer)

1. What is the reservation number?

2. Who is the reservation for?

3. When is the check-in date?

4. When is the check-out date?

5. How many nights is the stay?

Part 2: Hotel Information

6. What is the name of the hotel?

7. Where is the hotel located?

8. What phone number can guests call?

Part 3: Room & Amenities (Multiple Choice)

9. What type of room is booked?

- a) Deluxe Suite
- b) Standard Room
- c) Double Room
- d) Executive Suite

10. How many people are staying?

- a) 2 Adults
- b) 1 Adult
- c) 1 Adult and 1 Child
- d) 3 Adults

11. Which of the following is NOT listed as an amenity?

- a) Free Wi-Fi
- b) Swimming pool access
- c) Business workspace
- d) Business center access

Part 4: Payment & Policies

12. What payment method was used?

13. What is the payment status?

14. What time is check-in?

15. What time is check-out?

Part 5: Critical Thinking

16. Why might a "quiet room preference" be important for this guest?

17. What amenities make this hotel suitable for business travelers?

Part 6: Vocabulary

Match the term with the correct meaning:

- | | |
|----------------|-------------------------------|
| A. Reservation | 1. Payment proof |
| B. Amenities | 2. Booking in advance |
| C. Receipt | 3. Extra features or services |

Answers:

A = _____ B = _____ C = _____

Generated by CoPilot AI, 6/26/26

Outcome 6

Hotel Reservation Comprehension Worksheet **Answer Key**

Part 1: Key Details

1. CHI-4827391
2. Michael Jones
3. October 12, 2026
4. October 14, 2026
5. 2 nights

Part 2: Hotel Information

6. Lakeside Conference Hotel Chicago
7. 123 Conference Center Drive, Chicago, IL 60601
8. (312) 555-0198

Part 3: Room & Amenities

9. b) Standard Room
10. b) 1 Adult
11. b) Swimming pool access

Part 4: Payment & Policies

12. Corporate Credit Card
13. Confirmed
14. 3:00 PM
15. 11:00 AM

Part 5: Critical Thinking (Sample Answers)

16. A quiet room helps the guest rest or work without distractions.

17. Amenities like Wi-Fi, workspace, and business center support work needs.

Part 6: Vocabulary

A = 2

B = 3

C = 1

Generated by CoPilot AI, 6/226/26

Outcome 6

Business Traveler Booking Information Gap

Instructions:

Work in pairs (Student A and Student B). Do NOT show your work to your partner. Ask and answer questions to complete the missing information.

Student A

Category	Information
Traveler Name	Michael
Destination City	_____
Purpose of Trip	Conference
Length of Stay	Two nights
Hotel Priority 1	Location near _____
Hotel Priority 2	Free Wi-Fi
Hotel Priority 3	_____
Booking Method	_____
Payment Method	Corporate credit card
Room Type	Standard room
Outcome	Instant confirmation email

Student B

Category	Information
Traveler Name	_____
Destination City	Chicago
Purpose of Trip	_____
Length of Stay	_____
Hotel Priority 1	Location near conference center
Hotel Priority 2	_____
Hotel Priority 3	Quiet room
Booking Method	Online platform
Payment Method	_____
Room Type	_____
Outcome	Digital receipt

Outcome 6

Information Gap Activity - Business Traveler Booking

Answer Key

Student A Answers

Category	Answer
Destination City	Chicago
Hotel Priority 1	Location near conference center
Hotel Priority 3	Quiet room
Booking Method	Online platform

Student B Answers

Category	Answer
Traveler Name	Michael
Purpose of Trip	Conference
Length of Stay	Two nights
Hotel Priority 2	Free Wi-Fi
Payment Method	Corporate credit card
Room Type	Standard room

Outcome 6

Online Tourist Travel Confirmation

Online Booking Confirmation

Subject: Travel Package Confirmation – New York City Trip

Dear Akira,

Thank you for booking your international travel package with Sakura Travel Agency. We are pleased to confirm your trip to New York City, USA.

Traveler Information

Name: Akira Tanaka

Destination: New York City, USA

Language Preference: Japanese support requested

Hotel Accommodation

Hotel: Midtown Grand Hotel

Check-in: October 12, 2026

Check-out: October 18, 2026

Room: Single Deluxe Room

Special Services: Japanese-speaking staff, 24-hour front desk, secure property

Transportation Services

Private airport transfers (arrival and departure)

Additional Services

Local Japanese-language support hotline, safety guidance, city information package

Payment Summary

All-inclusive package (hotel, transport, support services) – Paid through Sakura Travel Agency

Generated by CoPilot AI, 6/26/26

Outcome 6

Online Tourist Travel Confirmation Comprehension Activity

Part A: Multiple Choice

1. Why did Akira choose a travel agent?
 - a) To save money only
 - b) For convenience and support
 - c) To travel with friends
 - d) To book a flight only
2. What special service does the hotel provide?
 - a) Free meals
 - b) Swimming pool access
 - c) Japanese-speaking staff
 - d) Airport tickets
3. What type of package did Akira book?
 - a) Flight-only
 - b) Hotel-only
 - c) All-inclusive bundle
 - d) Tour guide only

Part B: Short Answer

4. Who arranged Akira's travel plans?
5. What transportation service is included?
6. Why is language support important for Akira?

Part C: True or False

7. Akira has traveled abroad many times before. _____

8. The booking includes airport transfers. _____
9. Akira booked everything independently online. _____

Part D: Discussion

10. What are the advantages of booking through a travel agent instead of online?
11. What challenges might a first-time international traveler face without support?

Generated by CoPilot AI, 6/26/26

Outcome 6

Online Tourist Travel Confirmation Comprehension Activity - **Answer Key**

Part A: Multiple Choice

1. b) For convenience and support
2. c) Japanese-speaking staff
3. c) All-inclusive bundle

Part B: Short Answer (Sample Answers)

4. A travel agent from Sakura Travel Agency
5. Private airport transfers (arrival and departure)
6. Because he may not speak English fluently; language support helps him communicate and feel comfortable

Part C: True or False

7. False
8. True
9. False

Part D: Discussion (Suggested Responses)

10. Advantages: convenience, language support, organized planning, help in emergencies
11. Challenges: language barriers, transportation difficulties, safety concerns, trouble finding services

Outcome 6

Travel Confirmation Information Gap

Student A

Category	Information
Traveler Name	Akira Tanaka
Destination	_____
Check-in Date	October 12, 2026
Check-out Date	_____
Hotel Name	_____
Room Type	Single Deluxe Room
Special Services	_____
Transportation	Private airport transfers
Payment Status	_____

Student B

Category	Information
Traveler Name	_____
Destination	New York City, USA
Check-in Date	_____
Check-out Date	October 18, 2026
Hotel Name	Midtown Grand Hotel
Room Type	_____
Special Services	Japanese-speaking staff
Transportation	_____
Payment Status	Fully paid

Generated CoPilot AI, 6/26/26

Outcome 6

Information Gap Answer Key

Category	Correct Answer
Traveler Name	Akira Tanaka
Destination	New York City, USA
Check-in Date	October 12, 2026
Check-out Date	October 18, 2026
Hotel Name	Midtown Grand Hotel
Room Type	Single Deluxe Room
Special Services	Japanese-speaking staff
Transportation	Private airport transfers
Payment Status	Fully paid

Outcome 7

Julia Child Video Notes

Questions	Answers
What did Time Magazine call Julia Child?	
What type of cooking was Julia Child known for?	
How tall was Julia Child?	
After W.W. II, where did Julia Child live?	
What is the title of the French cookbook Julia Child co-authored?	
What was the name of Julia Child's cooking show?	
Julia Child was the first woman inducted into what Hall of Fame?	
Where is Julia Child's kitchen?	
Do you agree with Julia Child's philosophy that the process of cooking should be a joy and not a chore? Why or why not?	
What is your impression of Julia Child?	

Outcome 7

Julia Child

Julia Child was not always a great cook. In fact, when she was young, she could barely boil water. But one day, she tasted French food for the first time, and her whole life changed. Does that surprise you? It surprises many people.

Julia was born in Pasadena, California, in 1912. She was tall and full of energy. As a young woman, she worked in advertising and even for the government during World War II. Cooking was not part of her plan at all.

Everything changed when she moved to Paris, France, in 1948 with her husband, Paul. On her very first day in the city, she ate a lunch that she never forgot. The food was simple - fish, bread, and butter - but it tasted amazing to her. She later said that meal changed her life. After that, she wanted to learn everything about French cooking.

Julia went to the famous Le Cordon Bleu cooking school in Paris. It was not easy. The classes were hard, and most of the other students were professional male chefs. But Julia worked harder than anyone. She practiced every dish again and again until she got it right.

After years of learning and cooking, Julia wrote a cookbook called *Mastering the Art of French Cooking*. It came out in 1961. The book was written for regular American home cooks, not for professionals. It explained French recipes in simple, clear steps. People loved it. It became one of the most famous cookbooks in American history.

Then came television. Julia started a cooking show called *The French Chef* in 1963. She cooked on camera with a big smile and a loud, cheerful voice. She made mistakes sometimes, and she laughed about them. Viewers loved her honesty and warmth. She showed people that cooking could be fun, even when things go wrong.

Julia Child taught millions of Americans to enjoy cooking. She proved that it is never too late to find something you love — and then share it with the world.

Julia Child Reading Comprehension Worksheet

Vocabulary Matching

Directions: Match each word with its correct meaning. Write the correct letter on the line.

- _____ 1. advertising
- _____ 2. professional
- _____ 3. practiced
- _____ 4. recipes
- _____ 5. viewers
- _____ 6. honesty
- _____ 7. warmth
- _____ 8. proved

Definitions

- A. showed that something is true
- B. work that promotes products or services
- C. instructions for preparing food
- D. a person who watches a television show
- E. truthfulness and being genuine
- F. done as a job; skilled in a career
- G. kindness and friendliness

Multiple Choice

Directions: Circle the best answer for each question.

1. What was Julia Child like as a young cook?

- A. She was a professional chef.
- B. She could barely boil water.
- C. She owned a restaurant.
- D. She taught cooking classes.

2. What event changed Julia Child's life?

- A. Winning a cooking contest
- B. Moving to New York
- C. Tasting French food for the first time
- D. Opening a bakery

3. Where did Julia Child study cooking?

- A. Harvard University
- B. Le Cordon Bleu in Paris
- C. California Cooking School
- D. The French Chef Academy

4. Why was *Mastering the Art of French Cooking* so popular?

- A. It was written only for professional chefs.
- B. It had many pictures.
- C. It explained French recipes in simple, clear steps.
- D. It was the first cookbook ever published.

5. Why did viewers enjoy watching *The French Chef*?

- A. Julia never made mistakes.
- B. She cooked expensive meals only.
- C. She was honest, cheerful, and showed that cooking could be fun.
- D. The show was very short.

6. What is the main idea of the passage?

- A. French food is better than American food.
- B. Julia Child became a famous cook through hard work and inspired others to enjoy

cooking.

C. Cooking school is easy for everyone.

D. Television is the best way to learn cooking.

Short Answer

Directions: Answer each question in complete sentences.

1. Where and when was Julia Child born?

2. What jobs did Julia have before becoming interested in cooking?

3. What meal in Paris inspired Julia to learn French cooking?

4. Why was Le Cordon Bleu challenging for Julia?

5. Who was *Mastering the Art of French Cooking* written for?

6. What made Julia Child's television show different from other cooking shows?

7. What lesson does Julia Child's life teach readers?

Personal Questions

1. If you had a cooking show, what type of food would you cook and why?
2. What would be the first dish you prepared on your show and why would you choose that dish?

Generated by Chat GPT, 7/6/26

Outcome 8

Food and Memories Vocabulary Words

[illegible]

Outcome 8

Vocabulary Matching Activity: Food and Memories

Match each word to its meaning. Write the correct letter next to the number.

1. Ingredients

2. Grill

3. Dough

4. Spices

5. Vendor

6. Recipe

7. Boil

8. Chop

9. Mix

10. Taste

A. To cut food into small pieces

B. The items used to make a dish

C. A person who sells food

D. Instructions for cooking food

E. To heat water until it bubbles

F. To combine foods together

G. A cooking surface for outdoor food

H. The flavor of food

I. Powdered flavorings like pepper or cinnamon

J. A soft mixture used to make bread or pie

Outcome 8

Food and Memories Vocabulary Answer Key

1. Ingredients - B
2. Grill - G
3. Dough - J
4. Spices - I
5. Vendor - C
6. Recipe - D
7. Boil - E
8. Chop - A
9. Mix - F
10. Taste – H

Outcome 8

Food and Memories

Grandma's Soup

When I was young, my grandmother made soup every Sunday. The smell filled the house. It was warm and comforting.

She used fresh vegetables like carrots, potatoes, onions, and celery. She also added chicken, salt, and herbs. I remember cutting carrots beside her while she stirred the pot.

Now my grandmother is gone, but I still make her soup. When I smell it cooking, I feel close to her again.

My First Cookout

My favorite food memory is a summer cookout with my family. It was a sunny day in July. Everyone was outside.

My uncle grilled burgers and hot dogs. We had buns, ketchup, mustard, cheese, and pickles. The smell of the grill made me hungry, and we laughed and listened to music.

That day was special because everyone was together. Every time I eat grilled food, I remember that happy day.

Learning to Cook Rice

I learned to cook rice when I moved into my first apartment. At first, I made many mistakes. The rice was too hard or too soft.

I used simple ingredients: rice, water, and a little salt. My mother gave me instructions over the phone. She said, 'Be patient and measure carefully.'

Now I cook rice all the time. It reminds me of becoming independent and learning new skills.

Holiday Pie

Every year, my family makes a pie for the holidays. We take turns helping in the kitchen.

We use flour, butter, sugar, and fruit like apples or berries. I like rolling the dough and adding the filling. Sometimes it gets messy, but we always laugh.

Eating the pie together is the best part. It reminds me of love, family, and tradition.

Street Food Memory

One of my favorite memories is eating street food in my hometown. The smells were strong and delicious.

I bought a small snack made with bread, meat, spices, and vegetables. It was cheap, but it tasted amazing.

Even now, I remember the busy street and the friendly people. That food reminds me of where I came from.

Outcome 8

Food and Memories - Class Writings

Student: _____

Memory:

Title	
Food	
Ingredients	
Senses (taste, smell, touch, sight, sounds)	
Other Details	