

HOSPITALITY matters

Supported by:



ANSWER SHEET

A. Heads & Tails

1. i 2. k 3. e 4. a 5. h 6. b
7. c 8. l 9. g 10. f 11. d 12. j

B. Code Breaker

1. drug, body 2. shown, label
3. safe, units 4. breath
5. police 6. harm, child
7. damage, body

C. Good Employee?

1. Effort 2. Neat 3. Trust
4. Helpful 5. Under 6. Smile
7. Imaginative 8. Ambitious 9. Sense
10. Training 11. Interested 12. Careful

Word down: ENTHUSIASTIC

D. Fill The Blanks

1. alcohol addiction 2. heart attacks
3. liver failure 4. depression
5. traffic accident 6. crime & violence
7. money problems

E. Find The Words

Many possible answers

F. How Much Do You Know?

1. True 2. False 3. False 4. True 5. True
6. True 7. True 8. False 9. False 10. True
11. True 12. True 13. False 14. True 15. True

G. Which Job?

1. Employee 1: hotel, pay, best, training.
Employee 2: range, press, young, education.
Employee 3: meals, menu, course, enjoy.
Employee 4: work, lose, prepare, staff.
Employee 5: tourism, centre, happy, trained.
2. Ben: Restaurant Manager
Linda: Licensee
Ali: Waiter
Alice: HR Manager
Marie: Marketing Manager.
3. He must make diners feel relaxed, take their order and give them information about the menu & wine.
4. There are very strict laws about the sale of alcohol and she could lose her license and livelihood if she does not obey them.
5. Many possible answers.

H. Family Quiz

- | | | |
|------------|----------------|-----------|
| Alarm | Breakfast | Champagne |
| Driving | Eighteen | Families |
| Government | Hygiene | Interval |
| Juice | Karaoke | Licence |
| Millions | Night | Opera |
| Proof | Qualifications | Recruit |
| Strange | Theatre | Unwanted |
| Volume | Waiter | X-rays |
| Young | Zero | |