



WORD CARDS

UNIT 1: LESSON 1 Supplies and linens on the housekeeper's cart



garbage bag

soap

brown sugar

white sugar

conditioner



shampoo

body lotion

clean

dirty

pen



toilet paper

tea bag

coffee

Coffee-Mate

face cloth



hand towel

bath towel

bath mat

kleenex

sweetener



mending kit

straws

laundry bag

notepad

pillow case



duvet cover

fitted sheet

top sheet

bedspread

cart



cookies

mints

WORD CARDS
UNIT 1: LESSON 2 Prepositions



on

in

under

next to

beside



between

near

far

WORD CARDS
UNIT 1: LESSON 2 Bedroom



cardkey

keycard

passkey

mirror

alarm clock



drawers

curtains

telephone

phone book

coffee maker



garbage

recycling

bed

king size

queen size



headboard

bed spread

bed pad

bed skirt

pillow



mattress

box spring

lamp

lampshade

night table



carpet

floor

ceiling

wall

hanger



closet

iron

ironing board

luggage rack

laundry bag



laundry form

television

TV

TV remote

thermostat



bureau

chest of drawers

outlet

switch

coffee table



sofa

sofa bed

chair

cushion

mini bar



fridge

microwave

sign

table

desk



picture

empty

full



WORD CARDS
UNIT 1: LESSON 3 Bathroom 1



sink

drain

hot water tap

cold water tap

towel stand



towel rack

bath

rubber mat

tiles

shower head



shower curtain

shower rail

shower lever

shower cap

drain



toilet

hair dryer

garbage

curtain hook



WORD CARDS
UNIT 1: LESSON 3 Bathroom 2



bathroom tray

toilet paper holder

ice bucket

glasses

toilet lid



toilet seat

toilet bowl

toilet tank

toilet tank lid

toilet handle



toilet base

counter

extra towels

toothbrush

toothpaste

SENTENCE CARDS
UNIT 2: LESSON 2



Can I check for you?

**What is your room
number?**



**I will get someone
to...**

**There is a problem
with _____.**



**Do you need anything
for the room?**



WORD CARDS
UNIT 2: LESSON 3 Problems



dirt in the closet

**fingerprints on the
window**

garbage is full

**wet bathroom
floor**



**dust on the night
table**

**soap scum in the
bathtub**

**crumbs on the
chair**

hair on the pillow

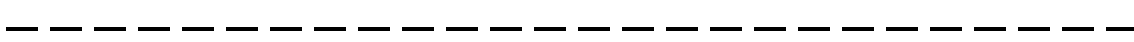


**empty bottles on
the floor**

**room doesn't
smell good**

sink is dirty

POOL & FITNESS AREA
Hours of Operation
5 am—11 pm
Your Room Key will allow
you access



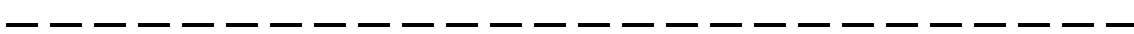
Main Lobby →
← Lounge
← Restaurant
Strathmore Room ↘
Fitness Centre/Pool ↘

**Sky Harbour
Dining Lounge
Mon-Fri
3 pm-Midnight
Sat., Sun. and Holidays
3pm-10pm
Minors Permitted**



**Employee Entrance
No Access
11:30 pm to 5 am**

Ella's Hair Salon
Services available
by appointment
from 9 am to 5 pm
403-291-0333



Arthur's Bar and
Lounge
12 noon—11pm
No Minors

SENTENCE CARDS Fire Procedure
UNIT 3: LESSON 2



**Go to the basement
to get your purse.**

Pull the fire alarm.



**Leave the floor
using the fire exit.**

**Try to put out the
fire.**



**Move your cart to an
empty room.**

**Make sure fire doors
are closed.**



**Direct guests to the
fire exit .**

Tell your supervisor.



Knock on doors and shout “Fire” .

Phone front desk by dialing 0.

WORD CARDS
UNIT 4: LESSON 7 Complaints and Requests



**Cancel a reservation
for next week**

More towels

My toilet is overflowing

**My keycard doesn't
work**



**Make a restaurant
reservation**

Toothbrush

I left my coat yesterday

**Help with my heavy
bags**



Room service

**Change my booking for
a function next week**