

Exercise 1: Which word is different?

Circle the word that doesn't belong in each group. Think about why it's different.

1. keycard | digital key | room number
2. QR code | passport | mobile app
3. virtual tour | photo ID | selfie
4. express checkout | late check-out | early check-in
5. contactless payment | cash deposit | digital signature
6. room upgrade | loyalty points | room service
7. booking confirmation | credit card | reservation number
8. Wi-Fi password | room preferences | minibar access

Exercise 2: Benefits vs. Challenges

Categorize each term into one of the following groups based on its relation to online hotel check-in:

time-saving | technical glitches | contactless | data privacy | queue avoidance
personalization | internet dependency | 24/7 availability
user error | flexibility | system downtime | reduced staff interaction
mobile device requirement | automated room assignment | language barriers

