



# At the hotel

Lesson code: JMJC-RKDB-822L-4

INTERMEDIATE

## 1 Warm-up

How important are the following hotel facilities and features to you? Can you think of any others?

*an en-suite bathroom      wireless Internet access      comfortable beds      air conditioning  
room service      a health centre      warm and friendly staff      cable/satellite TV*

## 2 Hotel vocabulary

Explain the differences between the following terms:

1. a **key** and a **keycard**?
2. a **lift** and an **elevator**?
3. **checking in** and **checking out**?
4. a **bill** and a **receipt**?
5. a **double room** and a **twin-bedded room**?
6. **full board** and **half board**?

What are the following people responsible for in a hotel? Match the job titles with the responsibilities:

- |                    |  |
|--------------------|--|
| 1. receptionist    | a. cleaning and tidying bedrooms                               |
| 2. chambermaid     | b. cooking meals in the restaurant                             |
| 3. porter          | c. helping guests at the hotel entrance and with their luggage |
| 4. chef            | d. running the hotel   |
| 5. waiter/waitress | e. serving meals in the restaurant                             |
| 6. general manager | f. welcoming and helping guests                                |

## 3 Listening

Listen to five dialogues. Put the correct number next to the following dialogue topics:

Checking in: .....

Booking: .....

Checking out: .....



**4 Booking, checking in, checking out**

Listen again and complete the dialogues below:

**Dialogue 1**

**Receptionist:** Hello, Plaza Hotel. May I \_\_\_\_\_ <sup>1</sup> you?  
**Guest:** Good morning, I'd like to \_\_\_\_\_ <sup>2</sup> a single room for two nights please.  
**Receptionist:** When \_\_\_\_\_ <sup>3</sup>, sir?  
**Guest:** Next Monday, April 3rd.  
**Receptionist:** Let me just \_\_\_\_\_ <sup>4</sup> ...Yes we have one single room \_\_\_\_\_ <sup>5</sup>.  
**Guest:** Great. How much is the \_\_\_\_\_ <sup>6</sup> per night?  
**Receptionist:** Seventy euros, sir.  
**Guest:** OK, that's fine.  
**Receptionist:** Can I \_\_\_\_\_ <sup>7</sup> your name, please?  
**Guest:** Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N  
**Receptionist:** OK, I've \_\_\_\_\_ <sup>8</sup> that. What time will you be arriving?  
**Guest:** Around 8pm.  
**Receptionist:** Thank you and have a nice day.

**Dialogue 2**

**Receptionist:** Good morning sir, how may I help you?  
**Guest:** Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.  
**Receptionist:** Yes, sir. Could you \_\_\_\_\_ <sup>9</sup> in this form, please?

**Dialogue 3**

**Receptionist:** Hello, Plaza Hotel.  
**Guest:** Hello, I'd like to book a single room for this Friday to Sunday, please.  
**Receptionist:** I'm afraid the hotel is \_\_\_\_\_ <sup>10</sup> booked on Saturday and Sunday. Would you like to \_\_\_\_\_ <sup>11</sup> a room for Friday?

**Dialogue 4**

**Receptionist:** Here is your key. Your room number is 302. Just take the \_\_\_\_\_ <sup>12</sup> over there to the third floor.  
**Guest:** Thank you. What time do I have to \_\_\_\_\_ <sup>13</sup> out by tomorrow?  
**Receptionist:** checkout time is 12pm.  
**Guest:** And can you tell me what time breakfast is \_\_\_\_\_ <sup>14</sup> ?  
**Receptionist:** Breakfast is served from 8 to 11am.



## Dialogue 5

**Guest:** I'd like to check out, please. My name is Caulson, room 302. Here's the \_\_\_\_\_ <sup>15</sup>.

**Receptionist:** Just a moment, sir...Here's your \_\_\_\_\_ <sup>16</sup>.

**Guest:** Can you tell me what this \_\_\_\_\_ <sup>17</sup> is for?

**Receptionist:** That's for the drinks you ordered last night.

**Guest:** OK. Can I pay by credit card?

**Receptionist:** Yes, of course.

**Guest:** One more thing. I have a train to catch in a few hours. Can I \_\_\_\_\_ <sup>18</sup> my bags somewhere till then?

**Receptionist:** Certainly. You can leave them in the \_\_\_\_\_ <sup>19</sup> over there.

**Guest:** Thank you. Goodbye.

**5 Role play**

**Work with a partner. Practise the following role plays using expressions from this lesson. Take turns to be receptionist and caller/guest.**

**Role play 1 Caller:** Call a hotel to book a single room for a date of your choice. Ask about the price, give your name and time of arrival.

**Receptionist:** Rooms are available. Ask for the caller's name and time of arrival.

**Role play 2 Caller:** Call a hotel to book a double room for a date of your choice.

**Receptionist:** Inform the caller that there are no available rooms.

**Role play 3 Guest:** Check into a hotel. Give your name, collect your key.

**Receptionist:** Welcome the guest. Give the guest his/her key, room number and directions to his/her room.

**Role play 4 Guest:** Check out of a hotel. Give back your key and pay for your stay.

**Receptionist:** Give the guest his/her bill.

**6 Flashcard review**

**Don't forget the words and phrases from today's lesson! Go to [www.linguahouse.com/ex](http://www.linguahouse.com/ex) and enter Lesson code: JMJC-RKDB-822L-4**

**Use Expemo often if you want to remember all the new language from your lessons.**

