At the hotel
Lesson code: JMJC-RKDB-822L-4

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
2. chambermaid
3. porter
4. chef
5. waiter/waitress
6. general manager

a. cleaning and tidying bedrooms
b. cooking meals in the restaurant
c. helping guests at the hotel entrance and with their luggage
d. running the hotel
e. serving meals in the restaurant
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 ___________ 1 you?
Guest: Good morning, I’d like to ___________ 2 a single room for two nights please.
Receptionist: When ___________ 3 , sir?
Guest: Next Monday, April 3rd.
Receptionist: Let me just ___________ 4 ...Yes we have one single room ___________ 5.
Guest: Great. How much is the ___________ 6 per night?
Receptionist: Seventy euros, sir.
Guest: OK, that’s fine.
Receptionist: Can I ___________ 7 your name, please?
Guest: Yes, it’s Caulson. Robert Caulson. That’s C-A-U-L-S-O-N
Receptionist: OK, I’ve ___________ 8 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 ___________ 9 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 ___________ 10 booked on Saturday and Sunday. Would you like to ___________ 11 a room for Friday?

Dialogue 4
Receptionist: Here is your key. Your room number is 302. Just take the ___________ 12 over there to the third floor.
Guest: Thank you. What time do I have to ___________ 13 out by tomorrow?
Receptionist: Checkout time is 12pm.
Guest: And can you tell me what time breakfast is ___________ 14 ?
Receptionist: Breakfast is served from 8 to 11am.
At the hotel

Dialogue 5

Guest: I’d like to check out, please. My name is Caulson, room 302. Here’s the ____________.

Receptionist: Just a moment, sir...Here’s your ____________.

Guest: Can you tell me what this ____________ 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 ____________ my bags somewhere till then?

Receptionist: Certainly. You can leave them in the ____________ 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 and enter Lesson code: JMJC-RKDB-822L-4

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