# At the hotel

Complete with the words from the box

**LIFT / ELEVATOR – RECEPTIONIST - DOUBLE ROOM (WITH A DOUBLE BED) - SINGLE ROOM (WITH A SINGLE BED) – KEY – PILLOW - MINI-BAR – COT- TWIN ROOM (WITH TWO SINGLE BEDS) - PORTER / BELLBOY - KEY CARD - SAFETY-DEPOSIT BOX / SAFE**

LIVEWORKSHEETS

# USEFUL EXPRESSIONS

| What you say… | What you hear… |
|---|---|
| ✓ I'd like a room for two nights, please.<br>✓ I'd like a single room, please.<br>✓ I have a reservation under the name of Smith.<br>✓ Does the hotel have a swimming pool?<br>✓ Is breakfast included?<br>✓ We need a cot for the baby, please.<br>✓ Could I have a wake-up call at 6am, please?<br>✓ What time do we have to check out? | ✓ What name was the reservation made under?<br>✓ Here's your key. It's room 458.<br>✓ It's on the fourth floor.<br>✓ The lift is just over there.<br>✓ Would you like someone to help you with your bags?<br>✓ Breakfast is served between 7 and 11.<br>✓ Check-out is at midday.<br>✓ Shall I call a taxi for you? |

LIVEWORKSHEETS

Match the word/phrase with its definition

1. Reception / front desk ◯ the large area near the entrance just when you walk into a hotel.
2. Guest ◯ if a hotel has "room service", it will bring food / drinks to your room.
3. Lobby ◯ the person in charge of the hotel and the staff who work there.
4. Room service ◯ a machine that produces cold air.
5. Suite ◯ a machine that produces warm air.
6. Bill ◯ a person who is staying in a hotel
7. Air-conditioning ◯ the area in the hotel entrance where you can book rooms or ask questions. The receptionist is usually behind a long table.
8. Hotel manager ◯ a piece of paper with information about how much you have to pay for the hotel room.
9. Wake-up call ◯ when you "check out", you go to the front desk and tell them that you're leaving. You often pay at this point.
10. Heating ◯ what you can see from the hotel window: the land, sea, mountains, etc.
11. Balcony ◯ if you make a "reservation", you telephone the hotel and arrange to have a room on a particular day.
12. View ◯ the second "floor" of a building (for example) refers to the second level of that building with all the rooms on it.
13. Floor ◯ when you "check in" to a hotel, you go to the front desk and tell them that you've arrived.
14. Check in ◯ an area on the outside of a room with a railing (a guard or barrier) around it.
15. Check out ◯ a telephone call from the hotel that will wake you up at a certain time.
16. Reservation ◯ the most luxurious room in a hotel

LIVEWORKSHEETS

**Dialogue: Checking in**

*Melissa has just arrived at the hotel where she's staying. She's at the front desk.*

Receptionist: Hi, can I help you?

Melissa: Yes, I made a reservation a couple of weeks ago.

Receptionist: What name did you make it under, please?

Melissa: Simmonds, Melissa Simmonds.

Receptionist: Ah, yes, a single **(1)** _____ for two nights.

Melissa: Actually, it was a double room for three nights.

Receptionist: Oh, I'm sorry about that. I'll just change the **(2)** _____. Right, so that's a double room for three nights.

Melissa: Yes, I'll be checking **(3)** _____ on Monday morning.

Receptionist: Could I have your credit card and **(4)** _____, please?

Melissa: Yes, here you are.

Receptionist: Thanks. You're in room 625, which is on the sixth floor. Here's your key card, and the **(5)** _____ is just over there.

Melissa: Great. What time is the restaurant open for **(6)** _____, please?

Receptionist: Between 7am and 10am.

Melissa: OK, and is there a swimming pool here?

Receptionist: Yes, just down those stairs over there on the right. We've got some pool (7) _____ if you need one.

Melissa: Perfect.

Receptionist: And let me know if there's anything else you need. Enjoy your stay.

Melissa: Thanks.

LIVEWORKSHEETS