HANDOUT 3
UNIT 3: HOTEL RESERVATIONS AND CHECK-IN

I. VOCABULARY

Task 1: Match the words (1 -6) with the definitions (A-F)

1._____ double

2._____ non-smoking

3._____ single

4. _____ smoking

5. _____ vacancy

6. _____ assign

A to give a guest a room

B a room with a bed for one person

C a room with beds for two people

D a room where smoking is not okay

E a room where smoking is okay

F an available room

Task 2: Fill in the blanks with the correct words.

reservation number, registration form, walk-in, room key, damage deposit, reservation

1. The hotel does not accept _____ guests when there are no rooms available.
2. Mr. Formiga makes a(n) _____ to stay at a room at the Roya Point Hotel.
3. Penny uses a _____ to open the door of her hotel room.
4. The guests left a stain on the carpet. The hotel used the _____ to pay for the cost of replacing the carpet.
5. Ms. Johnson tells the front desk clerk her _____. Then the front desk clerk finds the details of Ms. Johnson's stay.
6. James wrote home address and phone number on the _____.

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Task 3: Fill ONE word in each gap to complete sentences. Use the first letter as a suggestion.

1. Last week, I went away on a ski vacation and was sharing a room with three other people. However, we only had one r_ _ _ k _ _.
2. We offer a s_ _ _ _ _ r_ _ _ with private facilities (en suite) and with shared facilities, which is located directly behind the main building.
3. A s_ _ _ _ _ _ r_ _ _ is a room which is specifically provided and furnished for smoking, generally in buildings where smoking is otherwise prohibited.
4. You can find your r_ _ _ _ _ _ _ _ _ _ n _ _ _ _ _ in the itinerary email you received at the time of booking.
5. C_ _ _ refers to money in the physical form of currency, such as banknotes and coins.
6. The deluxe rooms in our hotel are equipped with wall-to-wall c_ _ _ _ _ _ throughout.
7. They would like to r_ _ _ _ _ _ a family room which is near the shopping mall.
8. The customers f_ _ _ _ _ _ agreed to stay in our hotel.
9. We will r_ _ _ _ _ _ this carpet for you immediately.
10. Many w_ _ _ -_ _ customers enjoy to book rooms in our hotel because of good services.

II. GRAMMAR

Task 1: Complete the sentences with prepositions of time "*on, at, in, from … to*".

1. Is the bar open _____ Sunday?
2. I work _____ 7.00 a.m _____ 4.00 p.m.
3. The swimming pool closes _____ the evening.
4. We serve breakfast _____ 8.00 a.m _____ 9.30 a.m _____ the weekend.
5. The new hotel will open _____ the next two months.
6. The autumn season starts _____ September.
7. I'd like to book a table for three _____ 3rd January.
8. Do you close _____ Christmas?

Task 2: Look at the short dialogs and fill in the blanks with the information below.

here's your key	Certainly
is that correct	may I help you
how would you like	we have
just one moment	thank you
enjoy your stay	would you prefer

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I. A: Good afternoon. **1** _____, ma'am?
B: Yes. I'd like to check in, please.
A: **2** _____, ma'am. Do you have a reservation?
B: Yes, I do. The last name is Taylor.
A: T-A-Y-L-O-R? Brenda Taylor?
B: Yes, that's right.

II. A: All right, Ms. Taylor. You're staying with us for three nights, checking out on the 28th. **3**_____?
B: Yes, that's right.
A: And we have you booked in a single room, with a king size bed.
B: Yes.

III. B: Is that a non-smoking room?
A: No, ma'am. I'm sorry, it isn't. **4** _____ a non-smoking room?
B: Yes, I would, please.
A: I'll check for you. **5** _____, please… Yes, **6** _____ some non-smoking rooms available.
B: Great.

IV. A: OK, then, **7** _____ to pay for your stay? By cash or credit card,
Ms. Taylor?
B: Oh, I'll pay by credit card.
A: May I have your card, please?
B: Sure. Here it is.
A: **8** _____. Just one moment, please.

V. A: Here's your card, Ms. Taylor.
B: Thank you.
A: And **9** _____. You're in room 1708, on the 17th floor. The elevator is over there, around the corner.
B: All right.

VI. A: Would you like me to have someone bring up your bags, ma'am?
B: That would be great. Thank you.
A: Certainly, ma'am. I hope you **10** _____ here. Please call if there is anything else we can do to make your stay more enjoyable.
B: Thanks.

Task 3: Identify and correct the mistakes in the following sentences

1. Everyone (A) in the neighbourhood is (B) looking forward to the opening (C) of the new hotel on (D) autumn.
2. Can (A) you note (B) in the registration (C) form and then (D) sign here, please?

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3. In (A) reply with (B) your fax received, I am happy to confirm (C) reservation of a double room for two nights starting on (D) November 9th.
4. There is (A) an international event in (B) the conference room on (C) the top floor of our hotel in (D) Tuesday morning.
5. When people celebrate the holidays with their (A) family, hotel staff (B) still have (C) to work, even in (D) Christmas.
6. I would like booking (A) a room for (B) two nights from (C) Monday to (D)Wednesday morning.
7. Could (A) you fill at (B) this form for (C)me, please, and (D)sign here?
8. The porter will help (A) the customers carry (B) his (C) luggage to (D) the hotel's room.
9. Mr John said to (A) the receptionist he wants to book (B) a room for (C) three nights between (D) 14th to 16th.
10. The (A) dance club in our hotel only opens (B) from 7p.m to (C) 10p.m in (D) Sunday.

III. LISTENING

Task 1: Listen to the phone call James makes to the hotel and choose T (true) of (false).

1. James booked the room from the 3rd to 6th of April.
2. The receptionist confirmed the reservation by phone.
3. James would like to book a double room for a colleague.
4. James couldn't book on the 4th of April.
5. James will change into the Hotel Europa.

Task 2: Listen and then answer the questions with A, B or C.

1. What is the first problem with the man's reservation?
   A. The hotel confused him with another guest.
   B. Rooms are overbooked for that evening.
   C. There are no more rooms available for five people.
   D. The price for the room is more than he expected.
2. For what day did Mr. Nelson make a hotel reservation?
   A. The eighteenth
   B. The nineteenth
   C. The twentieth
   D. The twenty-first

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3. What is taking place in the city that makes getting another room almost impossible?
   A. a marathon
   B. an outdoor music festival
   C. a conference
   D. building renovation
4. How much is the initial discount on the honeymoon suite after Mr. Nelson complains about the hotel service?
   A. $10
   B. $15
   C. $20
   D. $25
5. How does Mr. Nelson feel about the hotel?
   A. He really likes it.
   B. He is quietly interested in living in the hotel.
   C. He hates living in this hotel.
   D. He might not visit again.

IV. READING

Task 1: The following text is from an online travel agency. Read the text carefully and answer the questions.

The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning.

Each room has two single beds. Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or request more information, simply complete the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required).

If for any reason you need to cancel your booking, we would ask you to do so as early as possible by e-mailing our travel staff.

1. What is TRUE about the shower?
   A. There are no showers in the Cottages.
   B. There is a shower in every room.
   C. Only the Cottages have showers.
2. What is TRUE about air conditioning?
   A. There's no air conditioning available in the Cottages.
   B. Air conditioning is available in every room.
   C. Air conditioning is only available in the Cottages.

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3. Except for the Family rooms, all rooms are …
   A. double rooms.
   B. twin-bedded rooms.
   C. single rooms.
4. To book a room, guests just need to …
   A. respond in one working day.
   B. send a fax.
   C. fill in a form.
5. Everyone who makes a reservation will receive a confirmation via
   A. phone call
   B. e-mail
   C. letter

Task 2: For most hotels, fax reservations are the most common. Read this example of a fax reservation and complete the chart below with NO MORE THAN THREE WORDS AND ONE NUMBER.

COMFORT TOURS LONDON	Date: 13th March 2016
FAX MESSAGE	From: Kate James
	To: Melissa Hotel
Attention: Reservation	No. of pages: 1

Could you please reserve a double room with private bath for Mr and Mrs Charles Davies? They will be arriving on 18th April and staying for 3 nights (departing on the morning of 21st April).

It is their 25th wedding anniversary, so could you arrange for champagne and flowers to be placed in the room?

Look forward to receiving your confirmation, with exact cost, by return.

Regards

1. Name of guest(s): _____
2. Number of guests: _____
3. Room(s) required: _____
4. Dates: _____
5. Special request: _____

LIVEWORKSHEETS