

Language Points



Points	Receptionist	Guest
Asking for a reservation	- Do you have a reservation?	- Yes. I have a reservation. - The name's
Asking for the booking	- Who's the booking for, please? - Can I have your name, please? - Can you spell that, please?	- The name's - My name is - That.....-.....-.....-.....
Telling guests about their rooms	- It's room on the.....floor.	- I see. - Thank you.

Points	Porter	Guest
Helping guests with their luggage	- Can I help you with your luggage, Madam? - I'll put it on the bell cart.	- Yes, please. - Thank you. - No, thanks. I'm fine.
Escorting guests to their room	- This way, please. - The elevator is just over there. - Here you room - I'll open the door and see if the room is ready.	- Thank you.
Showing facilities in the room	- If you draw the curtains, you will have a beautiful view of the city. - Your mini bar is in the cabinet over there with a pricelist inside a drawer. - Your complimentary drinking water is on the counter. - Let me show you how to use the security locks on your door.	- Please show me where everything is. - Do you have a safe? - Where is the mini bar? - I see. - How does this work?
Giving tips	- It's my pleasure to be of service. - I hope you enjoy your stay.	- Here's something for you.

Exercise

Exercise 1

Mr. Cooper is checking in at the hotel. Write G for Guest and R for Receptionist in the blanks and rearrange the sentences in the correct order. The first one has been done for you. 

R

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Good afternoon, sir. Can I help you?

Sure.

Could you spell that, please?

Could you just sign here, please?

Of course, with a balcony and the view of the sea, if possible.

Thank you, sir. Here's your key. It's room 484 on the fourth floor. Would you like a porter?

Good afternoon. I have a reservation. My name is Cooper.

Thank you.

I'll just call him. Please wait here for a moment. I hope you have a good time staying with us.

Thank you. Mr. Cooper. Yes, that's a single room with a bath and a balcony for three nights.

Yes, Cooper. It's C-O-O-P-E-R.

Yes, please.

Another guest is checking in at the hotel. Choose these words to complete the dialog.

single room

registration form

availability

reservation

breakfast

may

take

tonight

How much

Receptionist : Good morning, Madam ①..... I help you?

Guest : Good evening. I'm afraid I don't have a ②.....
Do you have a single room for ③.....?

Receptionist : Just a moment, madam. I'll check the ④..... Yes, we have a
⑤.....with a shower.

Guest : ⑥..... is it?

Receptionist : 85 dollars, including ⑦.....and tax.

Guest : That's great. I'll ⑧.....it.

Receptionist : Could you just sign on this ⑨....., please?

Guest : OK.



Many hotels keep records of their guests' information on cards called **registration card**.