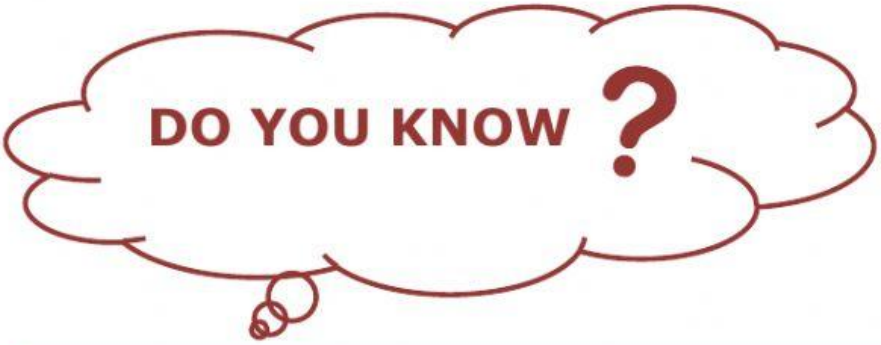
CHAPTER 1: Hotel Hospitality Industry

LESSON 1: Booking A Room

Listening Skill Focus	: Listening to the language expression of booking a room in hotel
Writing Skill Focus	: Completing blanks space and making a short dialogue for booking a room
Vocabulary	: Working with unfamiliar words
Tenses (Simple Present)	: Doing correction in a dialogue conversation for booking a room



Book a room means to reseve a room at a hotel

Language Expressions

- I'd like to book a room for...
- Do you have any rooms available?
- Would you have a room for tonight, please?
- Is there a reduction for children?
- Can I reserve a room over the phone, please?
- How much is... a single/double room?
- I'd be grateful if you would confirm this reservation

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EXERCISES FOR INDIVIDUAL WORK

BEFORE DOING THE EXERCISES, PLEASE FILL YOUR IDENTYTY FIRST!

NAME : _____

NO : _____

CLASS : _____

LISTENING

Please listen to the converstion between the guest and the receptionist of booking a room in a hotel through video provided below!

Video will be embaded here.

Credit Link: https://youtu.be/Ni0Z0eWcl20

Now please answer these following questions based on the video you have watched above!

1. Do they prefer to reserve a hotel near the mountains for spending their summer vacation?

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Now please answer these following questions based on the video you have watched above!

2 **What is the name of the hotel where they reserve a room for summer vacation?**

3 **Can you find a language expression for booking a room in the video? Please write it down!**

4 **Can you write the language expression used by the receptionist for asking about kind of the room to the guest in the video?**

5 **Based on the video, why is the price of the sea view room will be higher?**

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WRITING

Please complete the blank parts of the conversation by dragging one of the appropriate phrases/sentences provided below!

Receptionist : Good morning, Sir. Welcome to Singasari Hotel. **1.**_____?

Guest : Good morning. **2.**_____ for tonight.

Receptionist : What kind of room would you like, Sir?

Guest : **3.**_____.

Receptionist : Let me check first because I'm afraid that single room is not available since many guests booked single rooms recently.

Guest :I'll stay only for a night.

Receptionist : Okay, lucky you. There's still a single room available.

Guest : Good.**4.** _____?

Receptionist : You'll get free wifi, breakfast, and all facilities in the sport center including swimming pool, Sir.

Guest : Great. I like swimming. By the way, what time is the breakfast served?

Receptionist : The breakfast is served from 6.30 a.m. to 10.00 a.m. in the hotel restaurant on the second floor.

Guest : Okay. So, **5.**_____?

Receptionist : The single room is Rp. 580.000 per night, Sir.

Guest : Okay, I take it.

Receptionist : Could you give me your ID card so I can make your reservation?

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Guest : Here. And where is my room?

Receptionist : This is your key. 6._____._____. _____. Our staff will bring your bags up.

Guest : Thank you. But it's okay. I can bring my bags by myself. It's not that much.

Receptionist : Very well. Enjoy your stay, Sir.

Guest : Thank you.

Choose one of the appropriate phrases/sentences provided to complete those blanks space above. Drag the alphabet only!

A. Your room is on the third floor. You can take the elevator. Your room is exactly on the right side of elevator.

B. How much should I pay?

C. What facilities will I get?

D. How can I help you?

E. I'd like a single room, please.

F. I would like to book a room

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VOCABULARY

Match out the meaning of some unfamiliar words in language expressions for booking a room at the dialogue conversation in writing skill above by matching them with arrows!

EXAMPLE

Check-in → To arrive at a hotel and get access to your room.

Check-out → To leave a hotel and stop using the room.

1	Booking	☐	To secure a room to stay in a hotel
2	Single room	☐	Able to be used or obtained
3	Reservation	☐	To detect the presence of something
4	Facilities	☐	The person who greats guests and takes bookings
5	Check	☐	People employed by a hotel
6	Guest	☐	The areas and items that are provided for use
7	Elevator	☐	A person who is staying in a hotel
8	Receptionist	☐	A room with one bed that one person can sleep on
9	Staff	☐	A card bearing identifying data about the individual whose name appears thereon
10	Available	☐	A way of going up/down in an enclosed box driven by electricity.
11	ID Card		

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TENSES

In booking a room, we usually use simple present tense in our conversation. If you found any innapropriate tenses used, please do the correction in the dialogue conversation below by writing the correction in the slot provided!

EXAMPLE

Receptionist : Good morning, Sir. Welcome to Rudal Hotel. How can I have been helping you?
Guest : Good morning. I would like to booked a room for tonight.
Receptionist : What kind of room would you like, Sir?
Guest : I'd like a single room, please.
Receptionist : Let me check first because I was afraid that single room is not available since many guests booked single rooms recently.
Guest :I was staying only for a night.

Correction:
1) Can I have been helping need to be replaced into Can I help you?
2) Etc.

Please do the correction of the colored phrases and write the correction in the slot provided below!

Receptionist: — Good afternoon, San Felice Hotel. May I help you?
Mrs Ryefield: — Yes. I´d like to book a room for three nights, please.
Receptionist: — Certainly. When for, madam?
Mrs Ryefield: — March the 23rd.
Receptionist: — What kind of room would you like, madam?
Mrs Ryefield: — Double with bath. I´d appreciate it if you could given me a room with a view over the lake.
Receptionist: — Certainly, madam. I was just checking what we have available. (several seconds). Yes, we have a room on the 4th floor with a really splendid view.
Mrs Ryefield: — Fine. How much was the charge per night?
Receptionist: — Would you like breakfast?
Mrs Ryefield: — No, thanks.

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Receptionist: — It´s eighty four euro per night excluding VAT.

Mrs Ryefield: — That´s fine.

Receptionist: — Who´s the booking for, please, madam?

Mrs Ryefield: — Mr and Mrs Ryefield, that´s R-Y-E-F-I-E-L-D.

Receptionist: — Okay, let me made sure I got that: Mr and Mrs Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct?

Mrs Ryefield: — Yes it is. Thank you.

Receptionist: — Let me gave you your confirmation number. It´s: 7576385. I´ll repeat that: 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.

Mrs Ryefield: — Goodbye.

CORRECTIONS:

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EXERCISES FOR PAIR WORK

After completing the conversation in the writing part above, you finally have a prior knowledge on how to make a simple conversation for booking a room in hotel. Now, please find your own pair. Write a short dialogue conversation in a Ms.Word between a receptionist and a guest for booking a room in hotel by choosing one of the themes below!
Please representative of the pair work submit the dialogue in Google Classroom. Good Luck!

Hotel Name: Galaxy Frozen Hotel.

Situation: a guest want to book a single room, but there is no single room available.

Hotel Name: Starla Dream Hotel.

Situation: a guest want to book a room with a sea view and the price will be higer to pay.

Additional Skill: SPEAKING

Please practice your dialogue conversation that you have made by recording it. Upload it in your YouTube Channel and representative of the pair work send the link in the GC!

GOOD LUCK!

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