

# At a hotel

## Conversation builder

## arriving at a hotel

### Hotel receptionist:

Welcome to the ... Hotel.

(Are you) Checking in?

Could you spell your last name, please?

Could/Can I have your identification/ID/credit card, please?

Can you sign this form, please?

Here's your room key/passport/credit card.



### Hotel guest:

I reserved a room under/in the name of ...

I have a reservation under/in the name of ...

Which floor did you say?

What's the WiFi password?

**A** Read the Conversation builder. Order the sentences from 1–9 to make a conversation.

- a  Here you are. Here's my passport.
- b  Sure.
- c  OK. Here's your room key. Room number 1203, on the twelfth floor.
- d  Thank you. Could I have your ID, please?
- e  Thanks. Which floor did you say? The tenth?
- f  Great. Can I have your credit card, please?
- g  Yes. I reserved a room under the name of Lucía Espinosa.
- h  No, the twelfth floor.
- i  Welcome to Park Road Hotel. Checking in?

## Skill checking information

If you aren't sure if information is correct, you can check it with the person who said it.

**Formal:**

You're going on May 11. Is that correct? He's over eighteen. Is that correct?

**Neutral:**

Did you say one room for one night? Did you say the fourth floor?

**Informal:**

That's with the discount, right? Breakfast is at seven, right?



- 1 **A** I'd like to reserve a double room for two nights.  
**B** You want a double room. \_\_\_\_\_?
- 2 **A** I'd like a standard room for three nights. Arriving on April 19th.  
**B** \_\_\_\_\_ two nights from April 19th?
- 3 **A** The price for a deluxe room is \$100 a night.  
**B** The price includes breakfast, \_\_\_\_\_?
- 4 **A** There's a 20 percent discount for advance reservations.  
**B** \_\_\_\_\_ a 20 percent discount?