At the Hotel

At the hotel

1 Work with a partner. Look at the photos. Which of these things do you see in them?

breakfast conference room credit card guest
receptionist registration card restaurant room key

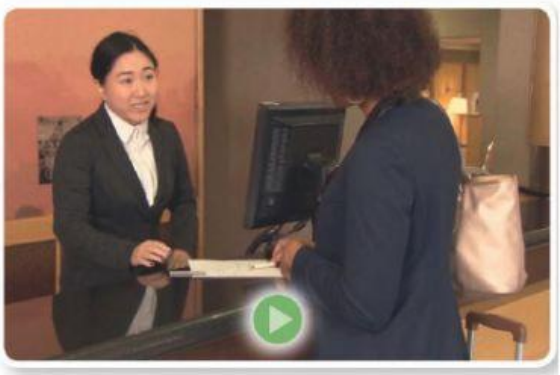
2 Watch the video and circle the correct option.

1 Leila is from *Hong Kong* / *London*.
2 The hotel is in *Hong Kong* / *London*.
3 Richard is from *the USA* / *England*.
4 Richard is *on holiday* / *on business*.
5 Fabienne is from *France* / *Canada*.
6 Fabienne is *on holiday* / *on business*.
7 Breakfast is in the *conference room* / *restaurant*.

3 Watch the video again and complete the registration cards.

First name	Richard
Last name	1 _____
Address	11 Stanley 2 _____ Tunbridge Wells England
Number of nights	3 _____

First name	Fabienne
Last name	4 _____
Address	12 rue Pasteur Bordeaux 5 _____
Number of nights	6 _____



4a TASK Work with a partner. Who says these things? Is it the receptionist (R) or the guest (G)?

- Is check-in here?
- I'm here on holiday.
- Are you here on business?
- What's your address?
- Here's my credit card.
- Where's breakfast?
- Here's your room key.
- The restaurant is over there.
- What's your name?
- See you later.
- I'm from France.
- How do you spell that?
- Sign here, please.
- How are you?

b Take turns to be a receptionist and a guest. Act out a conversation in a hotel. Use the questions and answers in exercise **4a** to help you.

LIVEWORKSHEETS

1.5 Video

At a hotel

Presenter Leila is a receptionist in a hotel.
Leila Hi, I'm Leila. I'm from Hong Kong, but I'm in England to study. On Saturdays and Sundays, I'm a receptionist in a hotel.
Presenter The hotel is in London and it's very busy.
Leila Yes, yes … thank you. Goodbye. I'm sorry, sir. How can I help you?
Richard I'm here for the conference. My name's Turville.
Leila And how do you spell that?
Richard T-U-R-V-I-L-L-E.
Leila And what's your first name?
Richard Richard.
Leila Ah, yes. The conference and a room for one night?
Richard That's right. Here's my credit card.
Leila Great. Thank you. And are you from England?
Richard Yes.
Leila And what's your address, please?
Richard It's number 11, Stanley Park, Tunbridge Wells.
Leila Great. Thank you. And are you here on business?
Richard Yes, I'm here for the conference.
Leila Yes, of course. I'm sorry. Great. Here is your room key and the conference is just over there.
Richard Thanks. Bye.
Leila Some guests are here on business. They're usually very busy. But some guests are here on holiday.
Fabienne Hi! Is check-in here?
Leila Yes. What's your name, please?
Fabienne It's Fabienne Leclercq.
Leila Sorry, what's your surname?
Fabienne Leclercq.
Leila And how do you spell that?
Fabienne It's L-E-C-L-E-R-C-Q.
Leila Er, where are you from Ms. Leclercq?
Fabienne I'm from France. My home address is 12 Rue Pasteur, Bordeaux, France.
Leila Great. That's one room for three nights?
Fabienne That's right. Here's my credit card.
Leila Thank you. Are you here on business?

Fabienne Oh no! I'm here on holiday!
Leila Great. Sign here, please, and here's your room key.
Fabienne Thanks. See you later.
Leila Goodbye.
Richard Morning!
Leila Good morning, sir.
Richard Here's my key.
Leila Thank you.
Richard I'm late again! And thank you, too.
Leila That's OK, sir. Goodbye!
Fabienne Good morning!
Leila Good morning.
Fabienne How are you?
Leila I'm fine thank you. And you?
Fabienne Great. It's very nice here. Now, where's breakfast?
Leila It's in the restaurant. Just over there.
Fabienne Excellent! See you later.
Leila Have a nice day.
Fabienne You, too!

LIVEWORKSHEETS

The room has got:

LIVEWORKSHEETS