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MODULE: Desarrollo de Procesos de Comunicación en inglés a Nivel Intermedio

LEARNING UNIT # 2



Vocabulary

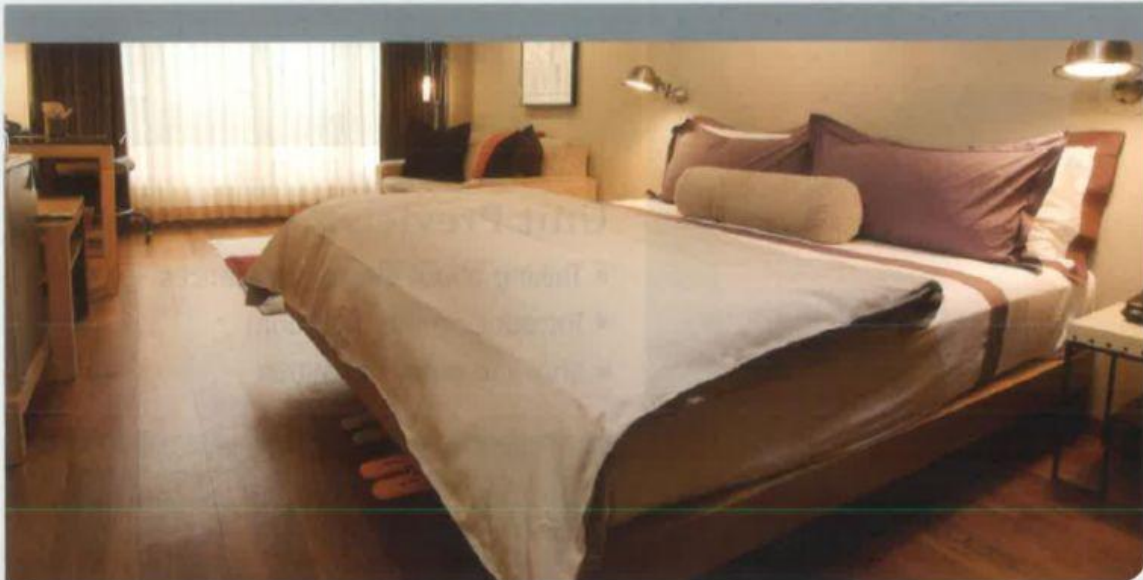
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Track 10

Picture
Dictionary

Hotel Accommodation

Room Types



1. single ['sɪŋɡl] *n.*
2. double ['dʌbl] *n.*
3. twin [twin] *n.*
4. triple ['trɪpl] *n.*
5. family ['fæməli] *n.* / quad [kwəd] *n.*
6. suite [swit] *n.*
7. presidential suite
[ˌprezəˈdenʃəl] [swit] *n.*
8. honeymoon suite
[ˈhʌni.mun] [swit] *n.*
9. business / executive suite
['biznɪs] / [ɪgˈzekjʊtɪv] [swit] *n.*



I'd Like to Make a Reservation

Caller

Front Desk Clerk



F: Sheraton Berlin. May I help you?

C: I want to **book**¹ a **double**² room.
We'll be in Berlin on February 2nd,
but I'm not sure how long we'll stay.

F: OK. But we can only **confirm**³ a room
for you from the 2nd to the 8th. After that,
we'll be **fully**⁴ booked.

C: Fully booked? Why's that?

F: The Berlin International Film Festival will be getting under
way.*

C: What if we want to stay past the 8th?

F: I'm afraid we won't have any rooms available, but we can
always try to find another hotel for you.



C: Thanks. And could you tell me how much you **charge**⁵ per night?

F: €120 for a double.

C: Does the room **come with*** a **complimentary**⁶ breakfast?

F: Yes. A free breakfast buffet is included in the room rate.

C: All right. I want to make a reservation.

F: May I ask who the booking is for, please?

C: Robert and Julia Smith.

F: And how can we **contact**⁷ you?

C: You can reach me at (031) 4586-6531.

F: OK. We're **looking forward to*** your visit on February 2nd, Mrs. Smith.



Oral Task / Instructions: Review the following vocabulary and then use it on the **ORAL TASK TASK**.

Vocabulary

Talking about Room Vacancies

Are there any rooms available on June 16th?

You can also ask . . .

- Do you have a room for tonight?
- Are there any vacancies?
- Do you have any vacancies?
- Are there any vacant single rooms?
- Do you have a suite available for three nights?

vacancy

/ˈveɪ.kən.si/

Yes, we still have some rooms available.

You can also answer . . .

- I'm afraid we're full.
- I'm sorry, but we're out of rooms.
- It's not too late to reserve a room.
- Yes, we have a couple of vacancies.



Helping Guests Find the Hotel

- Where are you coming from?
- What mode of transportation are you taking?
- Are you familiar with the city?
- You might want to take a taxi.
- We'll arrange for airport pickup.



Sentence Patterns

A

S. looks forward to + N. / V-ing

- I'm looking forward to your reply.
- Sheraton Berlin is looking forward to your visit.
- We look forward to seeing you next week.
- We'll be looking forward to serving you in the future.
- KHC Hotel is looking forward to having you as our guest.
- The hotel is looking forward to hosting this conference.

Useful Expressions

B

Taking Room Reservations

- You've reached the Sheraton Berlin.
How may I help you?
- How do you spell Loughery?
- How many nights is it for?
- What kind of room would you like,
smoking or nonsmoking?
- What time will you be arriving?
- How will you be paying for the room?



Talking about Room Amenities



The room rate includes _____

- a complimentary breakfast
- a newspaper
- use of the fitness center
- free airport pickup
- a high-speed Internet connection



INSTRUCTIONS: TAKE TURNS
BOOKING A HOTEL ROOM BY
USING THE INFORMATION
PROVIDED. MAKE SURE YOU
USE THE VOCABULARY
STUDIED ON THIS SECTION.

ORAL TASK



BOOK A HOTEL ROOM / STUDENT A
Guest Name: (Your name)
Phone: 2589-6320 e-mail: kindl96@gmail.com
Roo type: Honeymoon Suite
No. of Guests: 2
Arrival Date: Oct. 5 th
Departure Date: Oct. 8 th
Requests: Room facing the beach

BOOK A HOTEL ROOM / STUDENT B
Guest Name: (Your name)
Phone: 2999-4310 e-mail: smart67@gmail.com
Roo type: Business Suite
No. of Guests: 2
Arrival Date: Oct. 10 th
Departure Date: Oct. 14 th
Requests: Room facing the pool

LISTENING. TASK #1 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

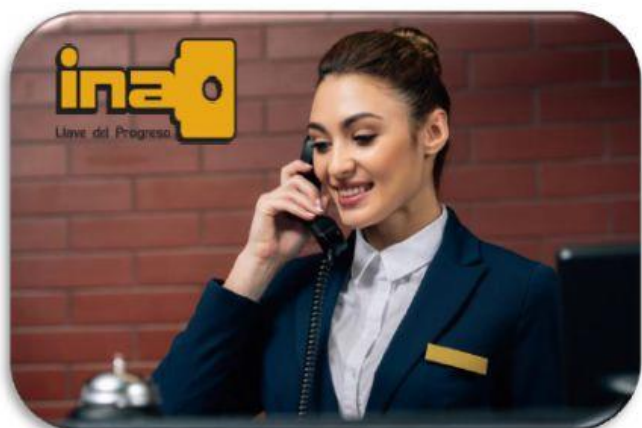
1. According to the audio. The guest will arrive to the hotel on_____.

July 17th

June 6th

June 16th

July 17th



2. Based on the audio, the guest asked for a _____ room

smoking

double

nonsmoking single

family



LISTENING SKILLS
by teacher Marlon

3. According to the audio, how much is the room rate? It is € _____ plus 10% room tax.

80

88

180

108

4. Based on the audio, the guest will arrive by _____.

taxi

shuttle

train

car



5. Based on the audio, one of the instructions to get to the hotel is _____.

turning right onto R30

turning left on Rozendal Street

taking expressway and exit at freeway N351

going 4 blocks and turn right onto Rozendal Street

Listening task



LISTENING. TASK #1 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

1. According to the audio. The guest _____.

- hasn't booked a hotel room
- has called off the reservation
- forgot her passport and credit card
- is on time for the check-in

2. Based on the audio. The reservation was made under the name of _____.

- Tiger Woods
- Anne Woods
- Angie Woods
- Tommy Woods

3. Based on the audio. The guest booked a _____.

- Presidential suite
- double room
- triple room
- Junior suite

4. Based on the audio. The guest stay at the hotel from _____.

August 13th to August 16th

August 1st to August 6th

August 13th to August 14th

August 1st to August 4th



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5. Based on the audio. The guest needs to fill out a _____.

registration form

job application

report

questionnaire

6. The guest stay in the room number _____.

201

402

605

801

7. Who is going to help the guest with her luggage?

the bell boy

her co-workers

another hotel guest

she will carry her luggage by herself



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8. long-staying guests can get _____.

a discount on the room rate

buffet breakfast for free

a free round-trip tour

free Internet access