

Hotel Reservations

Listen to these dates and repeat them.

1 January 1 st	4 April 5 th	7 July 20 th	10 October 23 rd
2 February 2 nd	5 May 10 th	8 August 21 st	11 November 30 th
3 March 3 rd	6 June 16 th	9 September 22 nd	12 December 31 st

Conversation

1 Simon works as a concierge in Guest Services. Listen to the conversation.

Simon Good evening, madam. **Can I help you?**

Guest Yes, I've just checked in and I don't have any local currency. Is there an ATM in the hotel?

Simon Sorry, madam, I **didn't quite catch that**. Is there a **what** in the hotel?

Guest An ATM, a cash machine – somewhere I can take out some money?

Simon Ah, now I understand. I'm sorry, madam, I'm afraid there isn't a cash machine in the hotel but there are lots of banks on Maple Street, which isn't far away.

Guest Could you show me where it is?

Simon Sure. **Let me give you a map of the city.** The hotel is here. Look, I'll circle it for you. **Maple Street is about five minutes' walk away.**

Guest Could you show me how to get there?

Simon Of course. **Turn right out of the hotel. Walk along the street and turn left at the traffic lights.** Walk along Hope Street and then turn right onto Maple Street. There are lots of banks there with cash machines.

Guest Thank you very much.

Simon My pleasure, madam.

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Conversations

1 Simon is at the Guest Services desk. Listen to the two conversations.

A

Simon	Hello madam. Can I help you?
Guest	Yes. Can you order me a taxi for later today, please?
Simon	Sure, madam, what time do you need it?
Guest	I have to be at the Exhibition Centre at 10 am.
Simon	OK. I'll order you a taxi for a quarter to ten. What's your room number, please?
Guest	Room 1002 - Mrs Hepworth.
Simon	Fine, Mrs Hepworth. I'll call your room when your taxi arrives.
Guest	Thank you very much.
Simon	You're welcome. Have a nice day.

B

Simon	Good morning, sir, how can I help you?
Guest	Hello, does the hotel have a business centre?
Simon	Yes, but I'm afraid there's a conference in the business centre today, sir, but there are three computers with Internet access in the lobby and all rooms have free Wi-Fi.
Guest	I need to send a fax abroad.
Simon	Reception will be happy to do that for you. We charge 75 pence per page.
Guest	OK. And I'm expecting a fax. When it arrives, can you bring it up to my room, please?
Simon	Of course. We'll do that as soon as it arrives. Can you tell me your room number, please?
Guest	532. My name's Smith.
Simon	Thank you.

Hotel Reservations

Practice

3 Choose the right word to complete the sentences.

- 1 We would be glad to _____ your luggage while you are waiting.
store sell lose
- 2 May I _____ you have a drink in the bar while you are waiting?
suggest offer ask
- 3 I'm sorry, sir. Your room isn't _____ ready yet.
quite totally fully
- 4 When your room is ready, I'll come and _____ you.
send get check
- 5 Our normal check-in time is _____ 2 pm.
from in on
- 6 You're staying with us _____ two nights.
for about over
- 7 The coffee shop is just around the corner _____ your right.
to at in

4 Complete the sentences with words from the box.

afraid cleaning suggest welcome ready Normally get

- 1 _____ our check-in is from 2 pm.
- 2 You're _____ to store your luggage.
- 3 Your room isn't quite _____ yet.
- 4 May I _____ you wait in the restaurant?
- 5 Housekeeping are still _____ your room.
- 6 I'll come and _____ you when your room's ready.
- 7 I'm _____ your room isn't ready yet, sir.

Hotel Reservations

Practice

3 Use the words in the box to complete Sarah's email to Mrs Chen.

charge cancelled forward reservation confirmation there

To: lindachen@freenet.com
Cc: guestservices@metrohotels.com

Dear Mrs Chen

Further to our conversation earlier this afternoon, this is [1] _____ that I have [2] _____ your [3] _____ for March 6th. I can also confirm that [4] _____ is no cancellation [5] _____.

We look [6] _____ to seeing you in the future.

Best regards
Sarah Bray
Metrohotels

5 You are at Reception when the phone rings. Read the cues given to help you deal with the caller, Mr Jackson, who has a reservation for February 12th.

You [Answer phone politely.]
Caller Good morning. I need to cancel a reservation, please.
You [Ask for reservation number.]
Caller The reservation number is MF264FK.
You [Check caller's name and the dates of the stay.]
Caller Yes, that's correct.
You [Tell caller that's fine and the room is cancelled.]
Caller Will there be any charge?
You [Tell caller no.]
Caller That's good. Can you send a confirmation email?
You [Say yes and end call politely.]
Caller Goodbye.

Hotel Reservations

4 Number the sentences in the phone conversation in the correct order. The first one is given for you. Then listen to check your answers.

1	Sarah:	Good morning, Metro Hotel, Sarah speaking. How can I help you?
	Mr Novak:	Yes, my name is Novak and I've reserved a double room for Saturday September 18th for two nights.
	Mr Novak:	Yes, that's correct.
	Sarah:	Fine, Mr Novak. I've found your reservation. It is confirmed and your reservation number is MH434CW.
	Sarah:	I'm sorry, Reservations seems to be busy. No one's answering. Could you give me your name?
	Mr Novak:	Good morning. I'm calling to reconfirm a reservation but I've lost my reservation number.
	Sarah:	Is that Mr Jan Novak?
	Mr Novak:	Thank you.
	Sarah:	Hold the line, please. I'll put you through to Reservations.
	Sarah:	Thank you. Goodbye.

3 Choose the correct verb forms in these sentences.

- 1 Would you mind **to spell** / **spelling** your name for me?
- 2 Could you **repeat** / **repeating** that for me?
- 3 I'm sorry. I didn't quite **catch** / **to catch** what you said.
- 4 Could you possibly **calling** / **call** back?
- 5 One moment, I'll **put** / **I put** you through.
- 6 Let me **reading** / **read** that back to you.



Hotel Reservations

Checking in guests | Finding out what guests need | Giving guests information



Conversation

1 Sarah works in Reception at the Metro Hotel. She is checking in a guest. Listen to the conversation.

Sarah	Good afternoon, madam. Welcome to the Metro Hotel.
Guest	Good afternoon. My name's Caroline Brown. I have a reservation.
Sarah	Of course, Ms Brown. One moment, please. Yes, here it is. One double room for three nights.
Guest	That's correct. Could I have a room on a lower floor, please? I don't like using the lift.
Sarah	Is the second floor OK?
Guest	Yes, that's perfect. Thank you.
Sarah	Could I have your credit card, please?
Guest	Yes, here's my VISA card.
Sarah	Thank you. You're in Room 209. Please sign here. And would you like a wake-up call?
Guest	Oh, yes. Could I have a wake-up call at 6.30 tomorrow, please?
Sarah	Of course, 6.30. Would you like a newspaper?

Hotel Reservations

Receptionist: Good morning! How may I assist you today?

Guest: Good morning. I am extremely frustrated right now. My flight was delayed by several hours, and I was supposed to arrive at the hotel much earlier. Is there any way you can accommodate me?

Receptionist: I'm sorry to hear about your flight delay, ma'am. I understand how frustrating that can be. Let me check our availability for you. Yes, fortunately, we have several rooms available. Are you able to provide the name under which the reservation was made?

Guest: Thank you for checking. The reservation was made under the name Jane Smith.

Receptionist: Thank you, Ms. Smith. I have located your reservation. Rest assured, we do have rooms available at the moment. The cost per night is €165, and this includes breakfast. Would you like to proceed with the booking?

Guest: Yes, please. I would like to book a room for tonight. Can you please confirm the check-out time?

Receptionist: Certainly, Ms. Smith. The check-out time is at 11 am. Unfortunately, we are unable to accommodate any late check-outs beyond that time. I apologize for any inconvenience this may cause.

Guest: That's disappointing to hear. Is there no way at all that I can extend my check-out time?

Receptionist: I'm sorry, but due to the high occupancy and our commitment to preparing the rooms for incoming guests, we are unable to extend the check-out time. However, we do have luggage storage facilities available if you need to store your belongings after check-out.

Guest: I understand the policy, but I am really exhausted from the flight delay. Is there any chance I could pay an extra fee to extend my check-out time, even just by a couple of hours?

Receptionist: I completely understand your situation, Ms. Smith, but unfortunately, we have to maintain consistent check-out times for all of our guests. However, our reception area has a comfortable seating area where you can relax until you are ready to depart.

Guest: I appreciate your understanding. In that case, I will reserve a room for tonight and adhere to the 11 am check-out time. Thank you for your assistance.

Receptionist: You're welcome, Ms. Smith. I have successfully reserved a room for you tonight. Please note that check-in begins at 2 pm. If you have any further questions or need any assistance during your stay with us, please don't hesitate to let us know. We want to make sure your stay is as pleasant as possible.

Guest: I will keep that in mind. Thank you again for your help.

Understanding



2 Listen to the conversation again. Are these statements True or False?

06

- 1 The guest's flight has been cancelled. T / F
- 2 The hotel is very busy this evening. T / F
- 3 The room costs €165 plus breakfast. T / F
- 4 Usual check-out time in the hotel is 11 am. T / F
- 5 The guest can stay in his room until 2 pm. T / F