Hotel reservations

Making a reservation

Use a dictionary. Match the words and phrases with the correct pictures.

single room double room twin room

family room en suite room dormitory

Read the conversation. Number the receptionist's actions in the correct order.

R=Receptionist G=Guest

Ask when the reservation is for.

Ask for the guest's name.

Give the price of the room.

Ask how many nights the guest is staying.

Give the name of the hotel.

Ask for a credit card number.

R Hello. Hotel di Lago. Can I help you?
G Hello. I'd like to make a reservation, please.
R Certainly. When is it for?
G For the weekend of 25th and 26th June.
R OK. How many nights is that for?
G Three nights – Friday, Saturday, and Sunday.
R Is that a single or a double room?
G A double room, please. With a bathroom.
R All our rooms have a bathroom. That's 120 euros per night, including tax.
G That's fine.
R Would you like a smoking or non-smoking room?
G Non-smoking, please.
R Ok, so that's a double room, non-smoking, for three nights, from Friday 24th to Sunday 26th June.
G That's right.

Complete the second part of the dialogue with the following words.

confirmed credit card expiry date name

R Can I have your _____, please?
G Yes, it's Dowling, Anita Dowling.
R Sorry, can you spell that, please?
G Yes, it's A-N-I-T-A, Dowling, D-O-W-L-I-N-G.
R OK. Can I take your _____ details?
G It's a VISA card, numer 4838 1867 3324 089.
R Let me just check … 4838 1867 3324 089
G That's right.
R And what's the _____?
G It's 09/25 – September 2025.
R Ok, that's all _____ for you, Ms Dowling. We'll look forward to seeing you on 24th June.
G Thank you very much. Goodbye.