

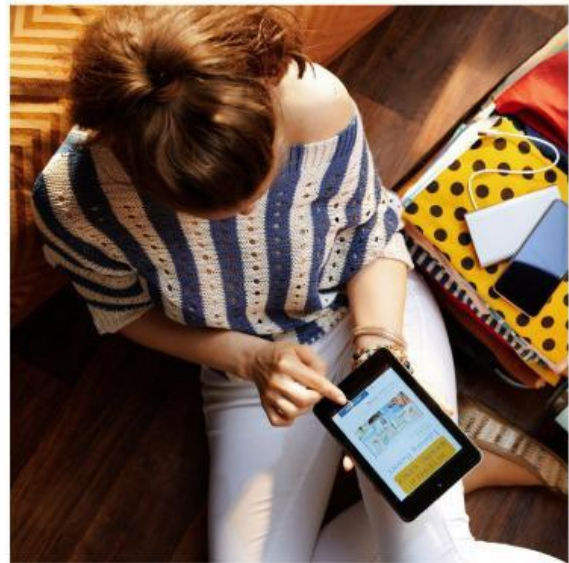


HOTEL RESERVATIONS



Scan to review worksheet

Expemo code:
1E2E-L181-CG5



1

Warm up

There are lots of different types of hotel accommodation. Match the words and pictures.

a bed and breakfast a boutique hotel a chain hotel a guest house a motel a resort hotel



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



Explain the difference between each pair of items.

1. a boutique hotel and a chain hotel
2. a guest house and a bed and breakfast
3. a motel and a resort
4. Which type of accommodation would you choose for a city break holiday?

2

Booking a room: overview

These days, most people book a hotel room online. Put these steps in the correct order to show how they normally do this.

- if you have any questions, find the answers: **FAQs** and **chatbots**
- decide what you need: **location**, **budget**, **amenities**
- search for **options** online
- compare reviews: **cleanliness**, **customer service**, **value for money**
- book online: have your credit card ready to **fill in** a form

Match the items in bold above with their meanings below.

- | | |
|--|---------------------|
| 1. computer programs that can have conversations with humans online | a. fill in |
| 2. the amount of money you have available to spend on your holiday | b. location |
| 3. the exact place, position or address of the accommodation | c. value for money |
| 4. the quality of being free from dirt and therefore attractive, healthy and safe | d. options |
| 5. the quality of giving people a good service or experience, considering how much they paid for it | e. amenities |
| 6. these letters stand for Frequently Asked Questions and this part of a website contains information that lots of people want to know | f. budget |
| 7. things that make your stay in a hotel more pleasant (for example, a swimming pool) | g. chatbots |
| 8. things that you can choose from a list of possibilities | h. cleanliness |
| 9. treating visitors in a helpful and polite way | i. FAQs |
| 10. write or type information in the spaces that are provided (phrasal verb) | j. customer service |



3

Search online

Paul and Lisa want to go on a winter break to a nearby city for three nights. They have a total budget of £450 to spend on this long weekend. They want to relax, look around the city, and eat some good food. They will be arriving by train. An online search shows that these three hotels in the city have rooms available on the right dates. Read the information and decide which type of accommodation each option is.

	room	picture of room	price/night	amenities	location
Bright Nights Hotel 	economy double room		£40	• gym • laundry	near train station
The Luxe 	classic double room		£135	• bar • balcony	central
Jane's 	standard double room		£75	• hot drinks in room • en suite facilities	15 min walk to city centre

Paul and Lisa used this information to make some notes.

name	advantages	disadvantages
Bright Nights Hotel	1	2
The Luxe	3	4
Jane's	5	6

Which one do you think Paul and Lisa should choose? Why?



4

Read reviews

Paul and Lisa decide to check some online reviews before they make a decision. Read the reviews and explain the meanings of the three words in bold, using the context to help you.

Bright
Nights
Hotel

The location next to the train station was convenient, but rather noisy at night. The room and customer service were **average**, but the price is low, so I guess it's value for money.

The Luxe



What a great place for a special weekend! Friendly staff and so clean everywhere. The bar was a bit **pricey**, but we loved the artwork.

Jane's



I come to the city quite often on business and I always stay here. Jane is a super **host**! The rooms are small but really clean, and Jane is friendly and helpful - she even drove me to the station once. And she serves an amazing breakfast!

Decide how many stars (out of three) each reviewer gave the accommodation.

What do you think the best option is for Paul and Lisa? Why?



5

Ask questions

Paul and Lisa still haven't decided where to stay. They want to ask some questions. Read the answers they got from the Bright Nights Hotel chatbot; first, put the words in the correct order to make their questions. Then read the answers they got from the chatbot at The Luxe and write the questions they asked in the box.

Linguafon

88% 14:30

do you / face away / from the / have any / rooms that / train station

Sure, we have some rooms that look out over a park.

breakfast / do / of / serve / type / what / you

We provide a cooked breakfast or a continental option.

check / when / do / have / out / we / to

We ask all our guests to check out by ten in the morning.

Linguafon

88% 15:30

The bar menu is available on our website.

You can check in anytime from three pm.

Yes, you can leave your bags in a secure room with our staff for a few hours after check-out.

Write two questions to ask Jane.

Pass your papers around the class and write answers to the questions.



KB

JD

KB

JD

Where should Paul and Lisa book? Explain your thinking.



6

Book online

Fill in the form to make the booking. Invent any details you need.

Hotel Room **Booking Form**

Guest 1, title

Mr / Miss / Mrs / Ms

First name

Surname

Guest 2, title

Mr / Miss / Mrs / Ms

First name

Surname

Email

Phone

Check-in date

Check-out date

Type of room

Single / Double / Twin

Payment method

Credit card / Debit card / PayPal

Credit / Debit card number

Expiration date

CVV

Billing address

Please note that cancellations made within 48 hours of the check-in date will incur a penalty fee.

☐ I agree to the terms and conditions

Make booking

Thank you for your booking.

We will send you a confirmation message or email once the form is submitted.



7

Optional extension

Imagine that Paul and Lisa have returned from their city break and want to write a review of their accommodation for a website. Would they recommend this accommodation to other travellers? Write 100 words about your experiences, including at least one thing they liked and one they didn't like. Use at least 5 words from the lesson.
