ENGLISH FOR TOURISTS

A - Typical English QUESTIONS and ANSWERS one might hear in a hotel.

Choose the correct QUESTION for the ANSWER that's given. What did the person ask to get this answer?

1) ANSWER: No, it's included in the price of the room.

a) Do I have to pay for breakfast?
b) Where is my key?
c) Do I have to pay for the room at check in?

2) ANSWER: In the restaurant next to the reception desk.

a) Is breakfast included in the price?
b) What time is breakfast served?
c) Where is breakfast served?

3) ANSWER: Between 7:00 AM and 10:00 AM.

a) What time is breakfast served?
b) Where is breakfast served?
c) Is breakfast included in the price?

4) ANSWER: Yes, you can.

a) Where is the kitchen?
b) Can I use the kitchen?
c) Is the restaurant open?

5) ANSWER: No, I'm sorry, we're full.

a) Do you have any free rooms?
b) Can I use the kitchen?
c) What time is breakfast served?

6) ANSWER: No, but each room has a ceiling fan.

a) Where can I exchange money?
b) Does the room have air conditioning?
c) Is this service free?

7) ANSWER: There is a bank that's right outside the hotel to the right.

a) Where can I exchange money?
b) Is breakfast included in the price?
c) What time is breakfast served?

8) ANSWER: You have to press "9" on your phone.

a) Where can I exchange money?
b) How do I check my messages?
c) What time does the restaurant open?

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9) ANSWER: Yes, you can leave them in the storage room next to the restaurant.

a) Did you give me back my passport?
b) Can you call me a cab?
c) Can I leave my bags here?

10) ANSWER: No, not yet. Here it is.

a) Did you give me back my passport?
b) Where is the kitchen?
c) Can I leave my bags here?

B - Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

YOU: Hello, My name is Dennis. I have a _____.

a) check-in
b) reservation
c) reserve

HOTEL CLERK: Certainly, sir. (CHECKS THE RESERVATION SYSTEM) Yes, would you like a room facing the pool or the ocean?

YOU:. Is there _____ between the two?

a) a difference in price
b) more expensive
c) cheaper

HOTEL CLERK: Yes, the rooms that face the ocean are $100 per night, while the ones facing the pool are $80 per night.

YOU:. OK, _____ with the one facing the ocean, please.

a) make me
b) I'll go
c) do it

HOTEL CLERK: And you would like that for three nights, correct?

YOU:. Yes, _____.

a) that's right
b) that is satisfactory
c) it is not wrong

HOTEL CLERK: I'll have the porter bring up your bags.

YOU:. No, that's fine, I'll _____.

a) do it too
b) make it myself
c) do it myself

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HOTEL CLERK: We have you booked in room #303.

YOU: Would it be _____to see the room?

a) first
b) allow
c) possible

HOTEL CLERK: Of course, it's upstairs to your right. Here's the key.

(YOU LOOK AT THE FIRST ROOM)

HOTEL CLERK: So, do you like the room?

YOU:. Well, it's a little dark. Do you have any that are _____?

a) darker
b) brighter
c) sunshine

HOTEL CLERK: Yes, we do have one, but it faces the street, so it's a little noisy.

YOU: Could I _____ at that one?

a) make a look
b) take a see
c) take a look

HOTEL CLERK: Of course. It's room # 305 and it's upstairs to your left. Here's the key.

(YOU LOOK AT THE OTHER ROOM)

YOU: That room is perfect. I'll _____.

a) take it
b) hold it
c) grab it

HOTEL CLERK: That'll be $120.

YOU: I have to pay _____?

a) front
b) upfront
c) advance

HOTEL CLERK: Yes, that's our policy.

C - Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

YOU: How do I _____ from here? Can I take a bus or do I have to take a taxi?

a) to come to downtown
b) arrive in downtown
c) get to downtown

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HOTEL CLERK: There are no buses that go to downtown from here. You'll have to take a cab.

YOU: And how much _____?

a) does that cost
b) price
c) does that charge

HOTEL CLERK: The fare to downtown is usually about $20. Would you like me to call you one?

YOU: Sure, can I _____ for 2:00 PM?

a) come in
b) order
c) get one

HOTEL CLERK: Absolutely. It'll be waiting for you in front of the hotel. Is there anything else I can do for you?

YOU: Yes, can you get someone to _____ in my room?

a) take the sheets and bring new ones
b) change the sheets
c) take the sheets

HOTEL CLERK: Yes, of course.

YOU: Thanks. _____.

a) You can help
b) You've been very helpful
c) You are helping me

D- Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

YOU: I can't open the window in my room. It seems to be _____.

a) struck
b) stocked
c) stuck

HOTEL CLERK: I'll get someone to take a look at it. Anything else?

YOU: Yes, how much is the beer in the mini bar? I couldn't find a _____.

a) listed
b) price list
c) bill

HOTEL CLERK: It's $5 a bottle. Anything else?

YOU: Yes, could you tell the people in the room next to us to _____ at night? They were screaming all night and we couldn't sleep.

a) be quiet
b) quiet
c) silence

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HOTEL CLERK: Absolutely. I'll ask them to keep the noise down. Anything else?

YOU: No, I think that's it... What time do we have to _____ tomorrow?

a) check it
b) check out
c) part

HOTEL CLERK: You'll have to leave your room by 12:00 PM.

YOU: OK. And is there somewhere we can _____ until the evening?

a) hang out
b) sleep
c) leave our bags

HOTEL CLERK: Yes, you can leave them in our storage room.

F- Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

HOTEL CLERK: The Four Seasons Hotel. How can I help you?

YOU: Hello, My name is Mr. Wong. I'd like to reserve a room. Do you have _____ from March 10th to March 13th?

a) any available
b) free
c) some free

HOTEL CLERK: Yes, we do. Would you like a double room or a single room?

YOU: _____ the double room per night?

a) What costs
b) How much is
c) What is the price

HOTEL CLERK: It's $75 per night... And the single room is $65 per night.

YOU: I'm looking for a room that would be nice for a romantic weekend. Which of the two _____?

a) is recommended
b) do I recommend
c) do you recommend

HOTEL CLERK: I'd go with the smaller one, the single room. It's much nicer... And two people can stay in that room.

YOU: OK, perfect. I'd like to _____ that one then.

a) reservation
b) reserve
c) make

HOTEL CLERK: Alright. I've made that reservation for you. And how will you be arriving?

YOU: We'll be arriving _____.

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a) by car
b) on March 10th
c) with my wife

HOTEL CLERK: Perfect. We have an underground lot where you can park your car.

G- Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

YOU: Can you _____ a good restaurant around here?

a) recommend
b) say
c) tell

HOTEL CLERK: Hmm... there aren't any restaurants around here...

YOU: What about _____?

a) in city
b) in the city
c) central

HOTEL CLERK: There are a lot of good restaurants in the area of the city called Uptown. If you go to Central Avenue, you'll see about 10 different restaurants, all of which are highly recommendable.

YOU: Great! How do we _____ Central Avenue from here?

a) come at
b) arrive in
c) get to

HOTEL CLERK: When you exit the parking lot, turn left on Main Street. Keep driving for about 10 blocks, and you'll come to Central Avenue. Turn right. The restaurant zone is about 5 blocks from there.

YOU: So, we have to _____ on Central Avenue?

a) go straight
b) make a right turn
c) make a left turn

HOTEL CLERK: That's correct. Would you like me to draw you a map?

YOU: No, thanks, I think _____.

a) we'll be fine
b) we will go
c) we will try

H- Choose the correct words/phrases to tell someone that you LIKE or DON'T LIKE something:

1) I love this room. It's very _____!

a) pretty

b) dirty

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2) I don't like this room. It's _____!

a) very clean

b) filthy

3) I love this view. It's really _____!

a) boring

b) beautiful

4) I like this restaurant. The food is very _____.

a) tasty

b) bad

5) I don't like the way he behaves. He's very _____!

a) rude

b) nice

6) I love the service here. It's very _____.

a) rude

b) professional

7) I'll pass on (= I won't take) the room. It's too _____.

a) noisy

b) quiet

8) I'll pass on (= I won't take) the room. It's a little too _____.

a) inexpensive

b) expensive

9) I don't like this room. It doesn't seem _____.

a) dangerous

b) safe

10) I really like this room. It's very _____.

a) cozy

b) ugly

LIVEWORKSHEETS