

At the hotel

Complete with the words from the box

LIFT / ELEVATOR – RECEPTIONIST - DOUBLE ROOM (WITH A DOUBLE BED) - SINGLE ROOM (WITH A SINGLE BED) – KEY – PILLOW - MINI-BAR – COT- TWIN ROOM (WITH TWO SINGLE BEDS) - PORTER / BELLBOY - KEY CARD - SAFETY-DEPOSIT BOX / SAFE

























USEFUL EXPRESSIONS

What you say...	What you hear...
<ul style="list-style-type: none">✓ I'd like a room for two nights, please.✓ I'd like a single room, please.✓ I have a reservation under the name of Smith.✓ Does the hotel have a swimming pool?✓ Is breakfast included?✓ We need a cot for the baby, please.✓ Could I have a wake-up call at 6am, please?✓ What time do we have to check out?	<ul style="list-style-type: none">✓ What name was the reservation made under?✓ Here's your key. It's room 458.✓ It's on the fourth floor.✓ The lift is just over there.✓ Would you like someone to help you with your bags?✓ Breakfast is served between 7 and 11.✓ Check-out is at midday.✓ Shall I call a taxi for you?

Match the word/phrase with its definition

1. Reception / front desk the large area near the entrance just when you walk into a hotel.
2. Guest if a hotel has "room service", it will bring food / drinks to your room.
3. Lobby the person in charge of the hotel and the staff who work there.
4. Room service a machine that produces cold air.
5. Suite a machine that produces warm air.
6. Bill a person who is staying in a hotel
7. Air-conditioning the area in the hotel entrance where you can book rooms or ask questions. The receptionist is usually behind a long table.
8. Hotel manager a piece of paper with information about how much you have to pay for the hotel room.
9. Wake-up call when you "check out", you go to the front desk and tell them that you're leaving. You often pay at this point.
10. Heating what you can see from the hotel window: the land, sea, mountains, etc.
11. Balcony if you make a "reservation", you telephone the hotel and arrange to have a room on a particular day.
12. View the second "floor" of a building (for example) refers to the second level of that building with all the rooms on it.
13. Floor when you "check in" to a hotel, you go to the front desk and tell them that you've arrived.
14. Check in an area on the outside of a room with a railing (a guard or barrier) around it.
15. Check out a telephone call from the hotel that will wake you up at a certain time.
16. Reservation the most luxurious room in a hotel

Dialogue: Checking in

Melissa has just arrived at the hotel where she's staying. She's at the front desk.

Receptionist: Hi, can I help you?

Melissa: Yes, I made a reservation a couple of weeks ago.

Receptionist: What name did you make it under, please?

Melissa: Simmonds, Melissa Simmonds.

Receptionist: Ah, yes, a single **(1)** _____ for two nights.

Melissa: Actually, it was a double room for three nights.

Receptionist: Oh, I'm sorry about that. I'll just change the **(2)** _____. Right, so that's a double room for three nights.

Melissa: Yes, I'll be checking **(3)** _____ on Monday morning.

Receptionist: Could I have your credit card and **(4)** _____, please?

Melissa: Yes, here you are.

Receptionist: Thanks. You're in room 625, which is on the sixth floor. Here's your key card, and the **(5)** _____ is just over there.

Melissa: Great. What time is the restaurant open for **(6)** _____, please?

Receptionist: Between 7am and 10am.

Melissa: OK, and is there a swimming pool here?

Receptionist: Yes, just down those stairs over there on the right. We've got some pool **(7)** _____ if you need one.

Melissa: Perfect.

Receptionist: And let me know if there's anything else you need. Enjoy your stay.

Melissa: Thanks.