AT THE HOTEL



1 Warm-up

How important are the following hotel facilities and features to you? Can you think of any others?

an en-suite bathroom **wireless Internet access** **comfortable beds** **air conditioning**
room service **a health centre** **warm and friendly staff** **cable/satellite TV**

2 Hotel vocabulary

Explain the differences between the following terms:

1. a **key** and a **keycard**?
2. a **lift** and an **elevator**?
3. **checking in** and **checking out**?
4. a **bill** and a **receipt**?
5. a **double room** and a **twin-bedded room**?
6. **full board** and **half board**?

What are the following people responsible for in a hotel? Match the job titles with the responsibilities:

1. receptionist	a. cleaning and tidying bedrooms
2. chambermaid	b. cooking meals in the restaurant
3. porter	c. helping guests at the hotel entrance and with their luggage
4. chef	d. running the hotel
5. waiter/waitress	e. serving meals in the restaurant
6. general manager	f. welcoming and helping guests

LIVEWORKSHEETS

3 Listening

Listen to five dialogues. Put the correct number next to the following dialogue topics:

Checking in: .....

Booking: .....

Checking out: .....

4 Booking, checking in, checking out

Listen again and complete the dialogues below:

Dialogue 1

Receptionist: Hello, Plaza Hotel. May I_____[1] you?

Guest: Good morning, I'd like to_____[2] a single room for two nights please.

Receptionist: When _____[3], sir?

Guest: Next Monday, April 3rd.

Receptionist: Let me just_____[4]...Yes we have one single room _____[5].

Guest: Great. How much is the_____[6] per night?

Receptionist: Seventy euros, sir.

Guest: OK, that's fine.

Receptionist: Can I_____[7] your name, please?

Guest: Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N

Receptionist: OK, I've _____[8] that. What time will you be arriving?

Guest: Around 8pm.

Receptionist: Thank you and have a nice day.

Dialogue 2

Receptionist: Good morning sir, how may I help you?

Guest: Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.

Receptionist: Yes, sir. Could you _____[9] in this form, please?

Dialogue 3

Receptionist: Hello, Plaza Hotel.

Guest: Hello, I'd like to book a single room for this Friday to Sunday, please.

Receptionist: I'm afraid the hotel is_____[10] booked on Saturday and Sunday. Would you like to _____[11] a room for Friday?

LIVEWORKSHEETS

Dialogue 4

Receptionist: Here is your key. Your room number is 302. Just take the _____[12] over there to the third floor.

Guest: Thank you. What time do I have to _____[13] out by tomorrow?

Receptionist: checkout time is 12pm.

Guest: And can you tell me what time breakfast is _____[14]?

Receptionist: Breakfast is served from 8 to 11am.

Dialogue 5

Guest: I'd like to check out, please. My name is Robert Caulson, room 302. Here's the _____[15].

Receptionist: Just a moment, sir...Here's your _____[16].

Guest: Can you tell me what this _____[17] is for?

Receptionist: That's for the drinks you ordered last night.

Guest: OK. Can I pay by credit card?

Receptionist: Yes, of course.

Guest: One more thing. I have a train to catch in a few hours. Can I_____[18] my bags somewhere till then?

Receptionist: Certainly. You can leave them in the _____[19] over there.

Guest: Thank you. Goodbye.

5 Role play

Work with a partner. Practise the following role plays using expressions from this lesson. Take turns to be receptionist and caller/guest.

Role play 1 **Caller:** Call a hotel to book a single room for a date of your choice. Ask about the price, give your name and time of arrival.
Receptionist: Rooms are available. Ask for the caller's name and time of arrival.

Role play 2 **Caller:** Call a hotel to book a double room for a date of your choice.
Receptionist: Inform the caller that there are no available rooms.

Role play 3 **Guest:** Check into a hotel. Give your name, collect your key.
Receptionist: Welcome the guest. Give the guest his/her key, room number and directions to his/her room.

Role play 4 **Guest:** Check out of a hotel. Give back your key and pay for your stay.
Receptionist: Give the guest his/her bill.

LIVEWORKSHEETS