

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 |

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?

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.

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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.