

# At a hotel

## Conversation builder

### arriving at a hotel

#### Hotel receptionist:

Welcome to the ... Hotel.

(Are you) Checking in?

Could you spell your last name, please?

Could/Can I have your identification/ID/credit card, please?

Can you sign this form, please?

Here's your room key/passport/credit card.



#### Hotel guest:

I reserved a room under/in the name of ...

I have a reservation under/in the name of ...

Which floor did you say?

What's the WiFi password?

**A** Read the Conversation builder. Order the sentences from 1–9 to make a conversation.

- |  |   |
|--|---|
| a <input type="checkbox"/> Here you are. Here's my passport.                                 | f <input type="checkbox"/> Great. Can I have your credit card, please?              |
| b <input type="checkbox"/> Sure.   | g <input type="checkbox"/> Yes. I reserved a room under the name of Lucia Espinosa. |
| c <input type="checkbox"/> OK. Here's your room key. Room number 1203, on the twelfth floor. | h <input type="checkbox"/> No, the twelfth floor.                                   |
| d <input type="checkbox"/> Thank you. Could I have your ID, please?                          | i <input type="checkbox"/> Welcome to Park Road Hotel. Checking in?                 |
| e <input type="checkbox"/> Thanks. Which floor did you say? The tenth?                       |   |

## Skill

### checking information

If you aren't sure if information is correct, you can check it with the person who said it.

#### Formal:

You're going on May 11. Is that correct? He's over eighteen. Is that correct?

#### Neutral:

Did you say one room for one night? Did you say the fourth floor?

#### Informal:

That's with the discount, right? Breakfast is at seven, right?



- A** I'd like to reserve a double room for two nights.  
**B** You want a double room. \_\_\_\_\_?
- A** I'd like a standard room for three nights. Arriving on April 19th.  
**B** \_\_\_\_\_ two nights from April 19th?
- A** The price for a deluxe room is \$100 a night.  
**B** The price includes breakfast, \_\_\_\_\_?
- A** There's a 20 percent discount for advance reservations.  
**B** \_\_\_\_\_ a 20 percent discount?