



Hotel Reception Sentence Starters

1. I'm sorry, we're fully
2. I have a reservation.....
3. Would you like a room on a higher or
4. Would you like a view of the city or.....
5. I'm sorry, we don't have any rooms
6. I'm sorry, we only have
7. I'm sorry, we don't have any rooms available with
8. Is there anything I can do
9. What brings you to
10. How long will you
11. Do you have
12. Of course, all of our rooms are.....
13. I'm sorry, we don't allow
14. I'm sorry, we don't have any connecting
15. How many people
16. Thank you for
17. When will you
18. And when will you
19. What kind of room
20. How much are you willing to spend





B1 *Work in pairs* Complete this dialogue with suitable words. You may be able to use some of the phrases in the speech balloons opposite.

RECEPTIONIST: *Good afternoon, Mr Johnson. How nice to see you again!*

GUEST: Thank you, it's very nice to be here again. How are you?

RECEPTIONIST: _____

GUEST: Good. Now, I asked for my usual room when I made the booking. Is it available?

RECEPTIONIST: _____

GUEST: Oh, well, never mind. Room 101 does overlook the garden too, doesn't it?

RECEPTIONIST: _____

GUEST: Oh, until Friday I expect. But is it all right if I let you know for sure tomorrow morning?

RECEPTIONIST: _____

GUEST: Good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag.

RECEPTIONIST: _____



Ordering Food

1. The man orders a _____, fries, and a small salad.
2. What drink or beverage does the man order? _____
3. The man is in room _____.
4. What is the man's name? _____
5. About when will the hotel deliver the man's food? _____

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