

## Booking a room in a hotel

### 1. Put the phrases into the gaps in the conversation.

parking      how much      a night      details      en suite      included      great..... to book      shame  
double room      never mind      I'm afraid      help you

R (receptionist): Hotel Plaza. Can I \_\_\_\_\_?

C (customer): Oh, good morning. I'd like \_\_\_\_\_ a \_\_\_\_\_ with a bathroom for June 21<sup>st</sup>, please.

R: That's fine. All our bedrooms are \_\_\_\_\_.

C: Right, and \_\_\_\_\_ is that.

R: It's €60 \_\_\_\_\_, and breakfast is \_\_\_\_\_ in the price.

C: That's \_\_\_\_\_. And has the hotel got \_\_\_\_\_?

R: No, \_\_\_\_\_ not.

C: Oh, what a \_\_\_\_\_. Ok, \_\_\_\_\_. I'll take it.

R: OK, can I have your credit card \_\_\_\_\_, please?

### 2. Match the words with the correct definition.

1. book a room	a) a place to leave a car
2. en suite	b) you don't pay any more for it
3. €60 a night	c) information, e.g. the card number
4. included in price	d) people who work for a company
5. parking	e) very good to eat
6. I'm afraid not.	f) to say that something is good
7. details	g) it makes a room warmer
8. staff	h) ask a hotel to keep a room for you for a future date
9. tourist	i) it isn't important
10. delicious	j) someone who goes to a place on holiday
11. to recommend	k) a bedroom with a bathroom
12. facilities	l) I'm sorry, but no.
13. air conditioning	m) €60 for one night
14. central heating	n) thing that you can use, e.g. internet, gym..
15. never mind	o) it makes a room cooler