

Now complete the dialogues:

Can I have your name
I'd like to book a single room

Can I see your passport?
I have a reservation

How many nights?
Is there an elevator?

Dialogue 1
Booking

Receptionist: Hello, Albert Hotel.
Claire: Hello, _____¹, please.
Receptionist: When for?
Claire: For tomorrow.
Receptionist: _____²
Claire: Three nights, please.
Receptionist: _____³, please?
Claire: My name is Claire Brooks. That's B-R-O-O-K-S.
Receptionist: OK, thank you. See you tomorrow.

Dialogue 2
Checking
in

Claire: Hello, _____⁴.
Receptionist: Can I have your name, please?
Claire: Claire Brooks.
Receptionist: Ah, yes. For three nights?
Claire: Yes, that's right.
Receptionist: _____⁵
Claire: Yes. Here you are.
Receptionist: Here's your key. Your room number is 304. It's on the third floor.
Claire: Thank you. _____⁶
Receptionist: Yes, there is. It's over there.
Claire: OK. And what time is breakfast?
Receptionist: We serve breakfast from 8 to 11 o'clock.

3

Role play

Look at the situations below. With your partner, practice booking a room and checking in.

Type of room: double; From: this Friday; Number of nights: 4; Room number: 201

Type of room: single; From: this Wednesday; Number of nights: 2; Room number: 120

