



HOTEL CHECK-IN



Listen and fill in the gaps with the words/phrases in the box:

suitcase - business suites - reservation- elevator - single room -
deposit - bellboy - welcome - front desk - registration form -
booking - internet - room key

-Good morning! **1)** _____ to the Transnational Hotel.

What can I do for you?

-Good morning! My name is Tom Sanders. I have a **2)** _____ for a
3) _____ for three nights.

-All right, Mr Sanders. Let me pull up your reservation. I can't seem to find a
record of your **4)** _____. Did you book the room directly through us
or did you use a hotel reservation service or travel agent?

-I booked it directly through you. I've already also paid a **5)** _____
on the first night. I have a reservation number if that helps.

-Yes, sure! Can I see that, please? Thank you. Oh, I see. Maybe there was a
glitch with the booking system. Well, we don't have any more single rooms
available with the exception of one adjoining room. But you would then be
right next door to a family with children which might get noisy. But that's
not a problem, I can upgrade you to one of our **6)** _____. They
all come with jacuzzis.

-Oh! That sounds nice but how much more is that going to cost?

-That would of course be at no extra charge to you.

-Oh! Thank you.

-My pleasure.

-What about the wireless **7)** _____?

-Oh, it's really easy. This is your access code and instructions on how to use it.

If you have any problems feel free to call the **8)** _____.

And this is a list of all the hotel amenities like the gym and the indoor pool.

-Ah. Thank you very much.

-You're welcome.

-Has the valet already taken your car or will you be needing a parking pass?

-Oh, I don't have a car. I took a taxi from the airport.

-All right. Could I have some form of ID, please? Could you just fill out this

9) _____?

-Sure, here is my driver's license.

-Thank you. Oh! You are from San Francisco.

-Yes, I am all the way from the West Coast.

-I hope you had a good trip.

-Yes, I did. Thank you the flight was long but it was smooth and I slept almost the whole way.

-And is this your first time in the Big Apple?

-Yes, it is. I have a business conference to attend but I'm looking forward to getting some sightseeing done as well.



-Well I'd be more than happy to give you some sightseeing tips if you need any.

-Thank you.

-All right I've got you all checked in to your room. This is your

10) _____ . You are in room 653. Just take the

11) _____ on the right up to the sixth floor. When you get off the elevator turn right. Your room it's at the end of the corridor on the left-

hand side. Just leave your **12)** _____ here and the

13) _____ will bring it up.

-Great! Thank you very much.

-If you need anything please feel free to dial the front desk. Enjoy your stay.

-Thank you.

-You're welcome.

