2 Complete the conversations.

A: Hello, Reception.

B: Hello. I'm in Room 212 and I'd like to [1]k_____ my passport in the [2]s_____, but I can't lock it.

A: I'll [3]s_____ someone up to help you.

B: Thanks. That's [4]k_____ of you.

A: Good morning.

B: Hi. Could you [5]p_____ my [6]b_____ p_____, please? My plane leaves very early in the morning.

A: I'm really [7]s_____, but we're [8]b_____ at the moment.

B: That's OK. I'll come back later.

A: I [9]c_____ call you when we're quieter if you [10]l_____.

B: Yes, please.

A: Yes, can I help?

B: I'm in room 349, but it isn't clean.

A: I do [11]a_____. I'll give you a new room.

B: That's OK.

A: I'm really [12]s_____ about that.

B: No problem.

3 Use the prompts to make conversations.

1 A: Hello, Room Service. / help / you?

Hello, Room Service. Can I help you?

B: Yes. Could / have / large pizza, / please?

A: afraid / that / not / possible.

B: What / be / the problem?

A: It / two o'clock / morning.

B: Oh. / Could / make / me / sandwich?

A: What / your / room number?

2 A: Hello, Reception. You / speak / Tina. / How / I / help?

B: The air conditioning / my room / make / lot of noise.

A: I / be / sorry / that. / I / send / someone up.

B: That / be / great. / Thank you.

A: Be / there / anything else?

B: I / need / print / my boarding pass. / you / help?

A: can / print / here / you like.

B: Thanks.

LIVEWORKSHEETS

How to ...

make requests and offers in a hotel

2 A 8.04 | Listen and match the conversations at a hotel reception (1–4) with the topics (a–d).

a the safe
b the type of room
c the TV
d an airport transfer

B 8.04 | Listen again. Are the statements True (T) or False (F)?

Conversation 1: The woman booked a double room.
Conversation 2: The air conditioning isn't working.
Conversation 3: The woman wants to book an airport transfer for tomorrow.
Conversation 4: The woman wants to keep her credit card in the safe.

LIVEWORKSHEETS