Hotel Check-In Situations

Listen to the audio and answer the questions

1. Standard situation
2. Early check-in request
3. Pay and deposit

1. What should the receptionist say when a guest says, **'Hello, I have a reservation under the name Dhara?'**

A. B.

C. D.

2. What does the receptionist **give after** verifying the reservation?

A. B.

C. D.

3. How does the **guest ask for** early check-in?

A. B.

C. D.

4. What is the receptionist's **response to a guest** asking for early check-in?

A. B.

C. D.

5. Which of the following is a **correct way** for the receptionist to inform the guest of the floor number?

A. B.

C. D.

6. How does a guest **usually pay** for the room?

A. B.

C. D.

LIVEWORKSHEETS

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7. What does the receptionist ask when the guest is **ready to pay**?

A. B.

C. D.

8. Which statement **informs** the guest about the deposit?

A. B.

C. D.

9. What is usually **required** at check-in?

A. B.

C. D.

10. What **kind of room** is mentioned during check-in?

A. B.

C. D.

11. Where is **breakfast served** according to the dialogue?

A. B.

C. D.

12. At what **time** does breakfast start?

A. B.

C. D.

13. How long is the guest **staying** according to the check-in?

A. B.

C. D.

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14. What does the guest **request after** checking in?

A. B.

C. D.

15. What is the **receptionist's reply** to the wake-up call request?

A. B.

C. D.

16. What **floor** is the guest's room on during early check-in?

A. B.

C. D.

17. What **phrase shows polite** customer service?

A. B.

C. D.

18. How does the **receptionist respond** to a guest compliment?

A. B.

C. D.

LIVEWORKSHEETS