

Sample Conversation

Front Desk: Welcome to the Ray Hotel. How may I help you?
 Traveler: I'd like a room please?
 Front Desk: Would you like a single or a double?
 Traveler: I'd like a double, please?
 Front Desk: May I have your name, please?
 Traveler: Timothy Findley.
 Front Desk: Could you spell that please?
 Traveler: F-I-N-D-L-E-Y.
 Front Desk: How many are in your party?
 Traveler: Just two.
 Front Desk: How many nights would you like to stay?
 Traveler: Just tonight.
 Front Desk: What is your ID number*?
 Traveler: It's 66773424 0.
 Front Desk: What's your email address?
 Traveler: t.findlet@gmail.com
 Front desk: Here's your key. That's room 405 on the fourth floor.

Hotel Role-play

Front Desk

You work at the front desk of a hotel. As guests come in, write down their information in the table below:

Hint: Ask the questions on the right side of this worksheet:

Name	Room Size	Number of People	Number of Nights	ID number	Email address
Timothy Findley.	Single	2	1	6677 3424 0798	t.findlet@gmail.com

*The **Social Security Number (SSN)**, in the USA, is a private 9-digit identifier used for taxes, credit, and employment; unlike the *cédula*, it has no photo.

In a similar way, in the UK, they have the **National Insurance Number (NI Number)**. It has 2 letters, 6 digits, and 1 final letter.



Important Questions:

- (1) How may I help you?
- (2) Can I have your name please?
- (3) How do you spell that?
- (4) Would you like a single or a double?
- (5) How many people are you traveling with?
- (6) How many nights would you like to stay?
- (7) How will you pay?
- (8) Would you like a wake-up call?
- (9) Is there anything else you would like to know?