

At the hotel

Complete with the words from the box

LIFT / ELEVATOR – RECEPTIONIST - DOUBLE ROOM (WITH A DOUBLE BED) - SINGLE ROOM (WITH A SINGLE BED) – KEY – PILLOW - MINI-BAR – COT- TWIN ROOM (WITH TWO SINGLE BEDS) - PORTER / BELLBOY - KEY CARD - SAFETY-DEPOSIT BOX / SAFE

























USEFUL EXPRESSIONS

What you say...	What you hear...
✓ I'd like a room for two nights, please. ✓ I'd like a single room, please. ✓ I have a reservation under the name of Smith. ✓ Does the hotel have a swimming pool? ✓ Is breakfast included? ✓ We need a cot for the baby, please. ✓ Could I have a wake-up call at 6am, please? ✓ What time do we have to check out?	✓ What name was the reservation made under? ✓ Here's your key. It's room 458. ✓ It's on the fourth floor. ✓ The lift is just over there. ✓ Would you like someone to help you with your bags? ✓ Breakfast is served between 7 and 11. ✓ Check-out is at midday. ✓ Shall I call a taxi for you?

Match the word/phrase with its definition

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|---------------------------|--|
| 1. Reception / front desk | ☐ the large area near the entrance just when you walk into a hotel. |
| 2. Guest | ☐ if a hotel has "room service", it will bring food / drinks to your room. |
| 3. Lobby | ☐ the person in charge of the hotel and the staff who work there. |
| 4. Room service | ☐ a machine that produces cold air. |
| 5. Suite | ☐ a machine that produces warm air. |
| 6. Bill | ☐ a person who is staying in a hotel |
| 7. Air-conditioning | ☐ the area in the hotel entrance where you can book rooms or ask questions. The receptionist is usually behind a long table. |
| 8. Hotel manager | ☐ a piece of paper with information about how much you have to pay for the hotel room. |
| 9. Wake-up call | ☐ when you "check out", you go to the front desk and tell them that you're leaving. You often pay at this point. |
| 10. Heating | ☐ what you can see from the hotel window: the land, sea, mountains, etc. |
| 11. Balcony | ☐ if you make a "reservation", you telephone the hotel and arrange to have a room on a particular day. |
| 12. View | ☐ the second "floor" of a building (for example) refers to the second level of that building with all the rooms on it. |
| 13. Floor | ☐ when you "check in" to a hotel, you go to the front desk and tell them that you've arrived. |
| 14. Check in | ☐ an area on the outside of a room with a railing (a guard or barrier) around it. |
| 15. Check out | ☐ a telephone call from the hotel that will wake you up at a certain time. |
| 16. Reservation | ☐ the most luxurious room in a hotel |

Dialogue: Checking in

Melissa has just arrived at the hotel where she's staying. She's at the front desk.

Receptionist: Hi, can I help you?

Melissa: Yes, I made a reservation a couple of weeks ago.

Receptionist: What name did you make it under, please?

Melissa: Simmonds, Melissa Simmonds.

Receptionist: Ah, yes, a single **(1)** _____ for two nights.

Melissa: Actually, it was a double room for three nights.

Receptionist: Oh, I'm sorry about that. I'll just change the **(2)** _____. Right, so that's a double room for three nights.

Melissa: Yes, I'll be checking **(3)** _____ on Monday morning.

Receptionist: Could I have your credit card and **(4)** _____, please?

Melissa: Yes, here you are.

Receptionist: Thanks. You're in room 625, which is on the sixth floor. Here's your key card, and the **(5)** _____ is just over there.

Melissa: Great. What time is the restaurant open for **(6)** _____, please?

Receptionist: Between 7am and 10am.

Melissa: OK, and is there a swimming pool here?

Receptionist: Yes, just down those stairs over there on the right. We've got some pool **(7)** _____ if you need one.

Melissa: Perfect.

Receptionist: And let me know if there's anything else you need. Enjoy your stay.

Melissa: Thanks.