Choose the correct words/phrases to complete the conversation!

Guest : Hello, my name is Yudha. I have a ……

check in

reservation

reserve

Officer: Certainly, sir. (Checks the reservation system) Yes, would you like a room facing the pool or the ocean?

Guest : Is there …… between the two?

a difference in price

more expensive

cheaper

Officer: Yes, the rooms that face the ocean are $100 per night, while the ones facing the pool are $80 per night.

Guest : Ok, …… with the one facing the ocean, please.

I'll go

make me

do it

Officer: And you would like that for three nights, correct?

Guest : Yes, ……

that is satisfactory

it is not wrong

that's right

Officer: I'll have the porter bring up your bags.

Guest : No, that's fine, I'll ……

do it too

make it myself

do it myself

LIVEWORKSHEETS

Listen to the conversation, then fill the blank space with correct phrases!

Hotel: ABC Hotel. How can we help you?

Guest: Good afternoon. I would like to book a room for 23rd of November, please. Is there a room available for that date?

Hotel: Absolutely. We still have a few rooms available on that date. ……?

Guest: Only for one night.

Hotel: Okay. ……..?

Guest: I would like a single-bed, a bathtub on the bathroom, a mini freezer, TV, and AC in the room. And if possible, I would like the one with a hairdryer in the bathroom.

Hotel: We have just the room for you available. ……..?

Guest: How much would that be?

Hotel: With breakfast, it will be …… and without breakfast it will be …... We also have room service ready 24 hours should you need anything.

Guest: I think I will just go with breakfast not included.

Hotel: Absolutely. ……..?

Guest: It's Laura James. When is the check in time?

Hotel: It will be on 2 PM. And the check-out time is around 11 AM.

Guest: Alright. Thank you for your assistance.

Hotel: We're looking forward to your stay here. Have a good day.

LIVEWORKSHEETS

Read the following two conversations between a customer/guest and a receptionist in a hotel. From the context, try to guess what the meaning of the words/phrases in BOLD are. Then answer the questions.

Receptionist :'Good evening. How can I help you?'

Customer :'Good evening. **Do you have any rooms available** for tonight?'

Receptionist :'Do you have a reservation?'

Customer :'No, we don't.'

Receptionist :'A double or single room?'

Customer :'A double room for one night.'

Receptionist :'**Let me just check our system**. I am afraid that we are fully booked tonight, madam. There are no rooms available, sorry.'

Customer :'Ok, **could you recommend another hotel**?'

Receptionist :'You could try the Bristol Hotel.'

Customer :'**Would you mind calling them** to see if they have any vacancies?'

Receptionist :'No problem.'

3 minutes later

Receptionist :'Yes, they have some rooms available.'

Customer :'Excellent. Where is the hotel?'

Receptionist :'It's in center near the castle.'

Customer :'**Could you show us on a map, please**?'

Receptionist :'Certainly. We are here and the Bristol Hotel is here. It's about 5 minutes by car.

Questions

1. A very polite phrase where a customer asks a receptionist to ring another hotel for them, is

2. A phrase a customer asks when they want to have a room in a hotel, is

3. A polite phrase a customer uses when they want a receptionist to circle or mark where a place is on a map, is

4. A polite phrase which means 'can you suggest another hotel', is

LIVEWORKSHEETS

5. A phrase a hotel receptionist uses when they need to check/confirm something on their computer, is

LIVEWORKSHEETS