

# LISTENING

## Hotel Reservation

What can be found in a hotel room? Match the words to the pictures below.

a coffee maker

a hair dryer

air conditioning

a laundry bag

a mini bar

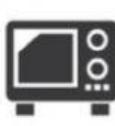
slippers

toiletries

towels



Here are other things that can be found in a hotel room. Can you name them?



**Listen to the conversation and answer the questions.**

What is the name of the hotel?

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When is the reservation for?

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How many people is the reservation for?

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How much does the room cost per night?

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Who is the reservation for?

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What is his credit card number and expiration date?

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What time is check-in?

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**Now complete the dialogue. Listen to check your answers.**

<b>available</b>	<b>Check-in</b>	<b>for</b>	<b>reservation</b>
<b>reserve</b>	<b>several</b>	<b>spell</b>	<b>view</b>

**Receptionist:** Good morning. Welcome to The Grand Hotel.

**Caller:** Hi, good morning. I'd like to make a \_\_\_\_\_ for the first weekend in September. Do you have any rooms \_\_\_\_\_?

**Receptionist:** Yes sir, we have \_\_\_\_\_ rooms. What is the exact date of your arrival?

**Caller:** The 2nd of September.

**Receptionist:** For how many nights?

**Caller:** For two nights.

**Receptionist:** How many people is the reservation \_\_\_\_\_?

**Caller:** For two people.

**Receptionist:** Great. Would you like to have a room with a \_\_\_\_\_ of the ocean?

**Caller:** Yes, that would be excellent. How much does it cost?

**Receptionist:** Your room is six hundred dollars per night. What is your name, sir?

**Caller:** Stephen Bond.

**Receptionist:** Could you \_\_\_\_\_ your last name, please?

**Caller:** Sure. B-O-N-D.

**Receptionist:** Thank you. And what is your phone number?

**Caller:** My number is 987-654-321

**Receptionist:** Thank you. Now I need your credit card number to \_\_\_\_\_ your room. What type of card is it?

**Caller:** Visa. The number is 109940567 and the expiration date is July, 2019.

**Receptionist:** All right Mr. Bond, your reservation is for the 2nd of September. \_\_\_\_\_ is at 2 o'clock. If you have any questions, please call us.

**Caller:** Great, thank you very much.

**Use the information below to role play a similar telephone conversation.**



<b>Caller</b>	<b>Receptionist</b>
Arrival date ..... 5th August	Price (single room) ..... \$60/night
Number of nights ..... 5	Price (double room) ..... \$100/night
Number of people ..... 1	Check-in ..... 1pm

<b>Caller</b>	<b>Receptionist</b>
Arrival date ..... 10th March	Price (single room) ..... \$80/night
Number of nights ..... 3	Price (double room) ..... \$150/night
Number of people ..... 2	Check-in ..... midday

**vacation**