

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?

When is the reservation for?

How many people is the reservation for?

How much does the room cost per night?

Who is the reservation for?

What is his credit card number and expiration date?

What time is check-in?

Now complete the dialogue. Listen to check your answers.

available

Check-in

for

reservation

reserve

several

spell

view

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.



Caller	Receptionist
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

Caller	Receptionist
Arrival date 10th March	Price (single room) \$80/night
Number of nights 3	Price (double room) \$150/night
Number of people 2	Check-inmidday