

## Booking a room in a hotel

### 1. Put the phrases into the gaps in the conversation.

|             |            |            |          |          |          |            |         |       |
|-------------|------------|------------|----------|----------|----------|------------|---------|-------|
| parking     | how much   | a night    | details  | en suite | included | great..... | to book | shame |
| double room | never mind | I'm afraid | help you |          |          |            |         |       |

R (receptionist): Hotel Plaza. Can I \_\_\_\_\_?

C (customer): Oh, good morning. I'd like \_\_\_\_\_ a \_\_\_\_\_ with a bathroom for June 21<sup>st</sup>, please.

R: That's fine. All our bedrooms are \_\_\_\_\_.

C: Right, and \_\_\_\_\_ is that.

R: It's €60 \_\_\_\_\_, and breakfast is \_\_\_\_\_ in the price.

C: That's \_\_\_\_\_. And has the hotel got \_\_\_\_\_?

R: No, \_\_\_\_\_ not.

C: Oh, what a \_\_\_\_\_. Ok, \_\_\_\_\_. I'll take it.

R: OK, can I have your credit card \_\_\_\_\_, please?

### 2. Match the words with the correct definition.

|                      |                                                         |
|----------------------|---------------------------------------------------------|
| 1. book a room       | a) a place to leave a car                               |
| 2. en suite          | b) you don't pay any more for it                        |
| 3. €60 a night       | c) information, e.g. the card number                    |
| 4. included in price | d) people who work for a company                        |
| 5. parking           | e) very good to eat                                     |
| 6. I'm afraid not.   | f) to say that something is good                        |
| 7. details           | g) it makes a room warmer                               |
| 8. staff             | h) ask a hotel to keep a room for you for a future date |
| 9. tourist           | i) it isn't important                                   |
| 10. delicious        | j) someone who goes to a place on holiday               |
| 11. to recommend     | k) a bedroom with a bathroom                            |
| 12. facilities       | l) I'm sorry, but no.                                   |
| 13. air conditioning | m) €60 for one night                                    |
| 14. central heating  | n) thing that you can use, e.g. internet, gym..         |
| 15. never mind       | o) it makes a room cooler                               |