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MODULE: Desarrollo de Procesos de Comunicación en inglés a Nivel Intermedio

LEARNING UNIT # 2

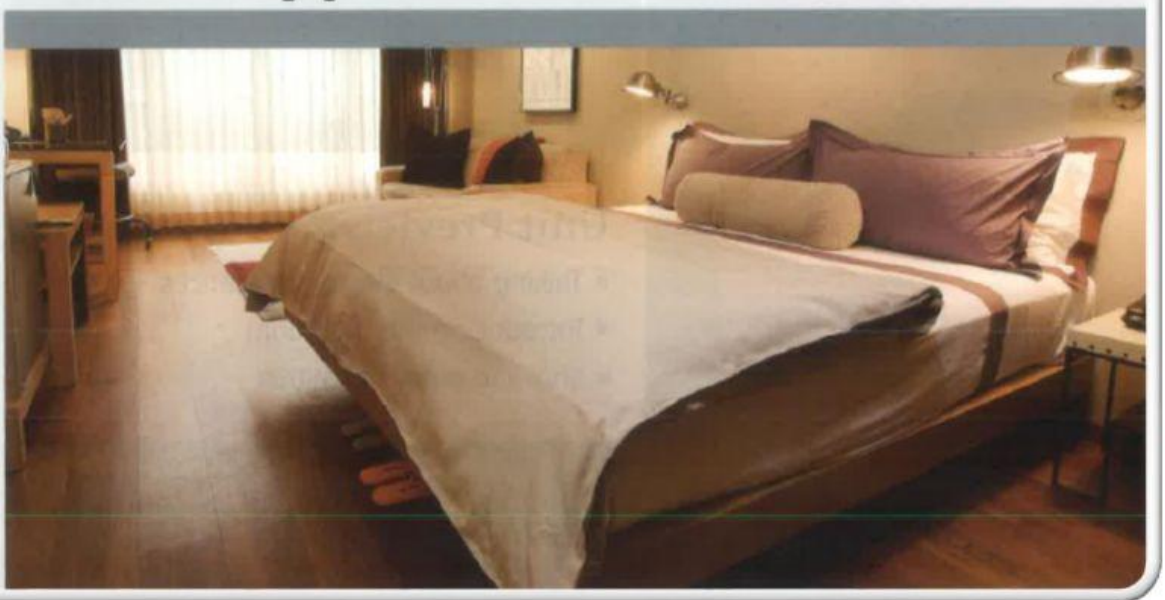
Vocabulary

★ ★ ★ HOTEL ★ ★ ★

Track 16 **Picture Dictionary**

Hotel Accommodation

Room Types



1. **single** [ˈsɪŋgl] *n.*
2. **double** [ˈdʌbl] *n.*
3. **twin** [twɪn] *n.*
4. **triple** [ˈtrɪpl] *n.*
5. **family** [ˈfæməli] *n.* / **quad** [kwad] *n.*
6. **suite** [swit] *n.*
7. **presidential suite** [ˌprɛzəˈdɛnʃəl] [swit] *n.*
8. **honeymoon suite** [ˈhʌnɪˌmun] [swit] *n.*
9. **business / executive suite** [ˈbɪznɪs] / [ɪgˈzɛkjʊtɪv] [swit] *n.*

LIVEWORKSHEETS



I'd Like to Make a Reservation

Caller



Front Desk Clerk



F: Sheraton Berlin. May I help you?

C: I want to **book**[1] a **double**[2] room. We'll be in Berlin on February 2nd, but I'm not sure how long we'll stay.



F: OK. But we can only **confirm**[3] a room for you from the 2nd to the 8th. After that, we'll be **fully**[4] booked.

C: Fully booked? Why's that?

F: The Berlin International Film Festival will be getting under way.*

C: What if we want to stay past the 8th?

F: I'm afraid we won't have any rooms available, but we can always try to find another hotel for you.

LIVEWORKSHEETS

C: Thanks. And could you tell me how much you **charge**[5] per night?

F: €120 for a double.

C: Does the room come with* a **complimentary**[6] breakfast?

F: Yes. A free breakfast buffet is included in the room rate.

C: All right. I want to make a reservation.

F: May I ask who the booking is for, please?

C: Robert and Julia Smith.

F: And how can we **contact**[7] you?

C: You can reach me at (031) 4586-6531.

F: OK. We're looking forward to* your visit on February 2nd, Mrs. Smith.





Oral Task / Instructions: Review the following vocabulary and then use it on the ORAL TASK TASK.

Vocabulary

Talking about Room Vacancies

Are there any rooms available on June 16th?

You can also ask . . .

- Do you have a room for tonight?
- Are there any vacancies?
- Do you have any vacancies?
- Are there any vacant single rooms?
- Do you have a suite available for three nights?

vacancy

/ˈveɪ.kən.si/

LIVEWORKSHEETS

Yes, we still have some rooms available.

You can also answer . . .

- I'm afraid we're full.
- I'm sorry, but we're out of rooms.
- It's not too late to reserve a room.
- Yes, we have a couple of vacancies.



Helping Guests Find the Hotel

- Where are you coming from?
- What mode of transportation are you taking?
- Are you familiar with the city?
- You might want to take a taxi.
- We'll arrange for airport pickup.



Sentence Patterns

A

S. looks forward to + N. / V-ing

I'm looking forward to your reply.
Sheraton Berlin is looking forward to your visit.
We look forward to seeing you next week.
We'll be looking forward to serving you in the future.
KHC Hotel is looking forward to having you as our guest.
The hotel is looking forward to hosting this conference.

LIVEWORKSHEETS

Useful Expressions

B

Taking Room Reservations

- *You've reached the Sheraton Berlin. How may I help you?*
- *How do you spell Loughery?*
- *How many nights is it for?*
- *What kind of room would you like, smoking or nonsmoking?*
- *What time will you be arriving?*
- *How will you be paying for the room?*



Talking about Room Amenities



The room rate includes _____.

- a complimentary breakfast
- a newspaper
- use of the fitness center
- free airport pickup
- a high-speed Internet connection

INSTRUCTIONS: TAKE TURNS BOOKING A HOTEL ROOM BY USING THE INFORMATION PROVIDED. MAKE SURE YOU USE THE VOCABULARY STUDIED ON THIS SECTION.

ORAL TASK

LIVEWORKSHEETS

BOOK A HOTEL ROOM / STUDENT A
Guest Name: (Your name)
Phone: 2589-6320 e-mail: kindl96@gmail.com
Roo type: Honeymoon Suite
No. of Guests: 2
Arrival Date: Oct. 5th
Departure Date: Oct. 8th
Requests: Room facing the beach

BOOK A HOTEL ROOM / STUDENT B
Guest Name: (Your name)
Phone: 2999-4310 e-mail: smart67@gmail.com
Roo type: Business Suite
No. of Guests: 2
Arrival Date: Oct. 10th
Departure Date: Oct. 14th
Requests: Room facing the pool

LISTENING. TASK #1 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

1. **According to the audio. The guest will arrive to the hotel on_____.**

July 17th

June 6th

June 16th

July 17th



LIVEWORKSHEETS

2. **Based on the audio, the guest asked for a_____room**

smoking

double

nonsmoking single

family



LISTENING SKILLS
by teacher Marlon

3. **According to the audio, how much is the room rate? It is € _____ plus 10% room tax.**

80

88

180

108

4. **Based on the audio, the guest will arrive by _____.**

taxi

shuttle

train

car



5. Based on the audio, one of the instructions to get to the hotel is_____.

turning right onto R30

turning left on Rozendal Street

taking expressway and exit at freeway N351

going 4 blocks and turn right onto Rozendal Street

LIVEWORKSHEETS

Listening task



LISTENING. TASK #1 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

1. **According to the audio. The guest_____.**

hasn´t booked a hotel room

has called off the reservation

forgot her passport and credit card

is on time for the check-in

2. **Based on the audio. The reservation was made under the name of_____.**

Tiger Woods

Anne Woods

Angie Woods

Tommy Woods

3. **Based on the audio. The guest booked a_____.**

Presidential suite

double room

triple room

Junior suite

LIVEWORKSHEETS

4. Based on the audio. The guest stay at the hotel from_____.

August 13th to August 16th

August 1st to August 6th

August 13th to August 14th

August 1st to August 4th



5. Based on the audio. The guest needs to fill out a_____ _____.

registration form

job application

report

questionnaire

6. The guest stay in the room number_____ _____.

201

402

605

801



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7. Who is going to help the guest with her luggage?

the bell boy

her co-workers

another hotel guest

she will carry her luggage by herself

8. long-staying guests can get_____.

a discount on the room rate

buffet breakfast for free

a free round-trip tour

free Internet access

LIVEWORKSHEETS