



★★★ HOTEL ★★★

Vocabulary

Track 16

Picture
Dictionary

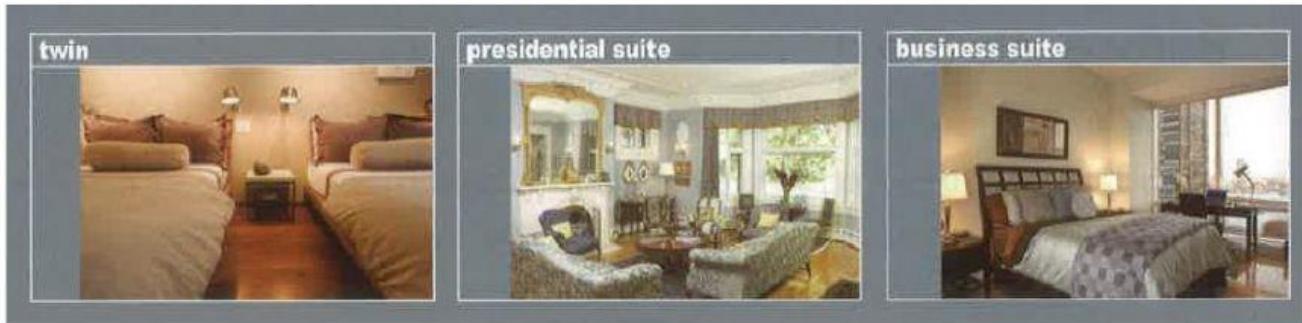
Hotel Accommodation

Room Types



1. **single** [ˈsɪŋgl] *n.*
2. **double** [ˈdʌbl] *n.*
3. **twin** [twɪn] *n.*
4. **triple** [tripl] *n.*
5. **family** [ˈfæməlɪ] *n.* / **quad** [kwəd] *n.*
6. **suite** [suɪt] *n.*

7. **presidential suite**
[prezɪˈdenʃəl] *[swit] n.*
8. **honeymoon suite**
[hʌnɪˈmʌn] *[swit] n.*
9. **business / executive suite**
[ˈbɪzɪns] / [ɪgˈzɛkjütɪv] *[swit] n.*



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.



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**.

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

/'ver.kən.si/

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.

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



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. 5 th
Departure Date: Oct. 8 th
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. 10 th
Departure Date: Oct. 14 th
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.

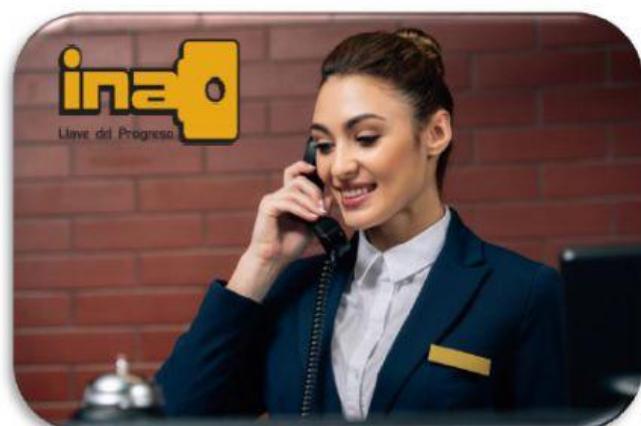
1. According to the audio. The guest will arrive to the hotel on _____.

July 17th

June 6th

June 16th

July 17th



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 Rozendaal Street

taking expressway and exit at freeway N351

going 4 blocks and turn right onto Rozendaal Street

Listening task



Checking into a Hotel

LISTENING. **T**ASK #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

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



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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

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



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8. long-staying guests can get _____.

a discount on the room rate

buffet breakfast for free

a free round-trip tour

free Internet access