AT THE HOTEL!



USEFUL VOCABULARY:

Reschedule: to change the time of something

Make/cancel/have/confirm a **reservation**

Non-refundable: they do not give your money back if you demand so.

Travel insurance: you receive compensation in case you need to cancel your hotel or change the date of a flight.

Rate: the price for a hotel room

You can **book** your reservation **on the computer**





MAKING A RESERVATION:

Listen to Mr. Turner's conversation with a receptionist and answer the questions below:

1) Is he making the reservation on a computer?

2) Is he making a reservation for a collegue?

3) Is he making a reservation for the 1st of April?

4) Did he succeed in making the reservation?

5) Can you mention some useful phrases from this conversation?

LIVEWORKSHEETS

CHECK IN AND CHECK OUT:



Listen to Mr. Turner's arrival and departure from the hotel. Answer the questions below each audio:

1) How long is he staying at the hotel?

2) Does he have to sign in a form?

3) Does he want an early morning call at 7 am?

1) Does he pay cash?

2) Does he want to come back?



Can you mention more useful phrases from this conversation?

HAVING PROBLEMS:

You are going to listen to four conversations about hotel problems. Identify the problem in each conversation and mention phrases that you consider useful from each conversation.

CONVERSATION 1

What was the problem?

Can you mention more useful phrases from this conversation?

CONVERSATION 2

What was the problem?

Can you mention more useful phrases from this conversation?

CONVERSATION 3

What was the problem?

Can you mention more useful phrases from this conversation?

CONVERSATION 4

What was the problem?

Can you mention more useful phrases from this conversation?

LIVEWORKSHEETS