

Check-in phrases

- I have a reservation under the name _____.
- What time is check-in?
- Could I see your ID/passport, please?
- May I have a credit card for incidentals?
- Is breakfast included?
- Could I get a room with a view?
- Is there Wi-Fi available?
- What time is check-out?



Check-out phrases

- I'd like to check out, please.
 - Can I pay the bill now?
 - Could you print my receipt, please?
 - Is there a charge for late check-out?
 - Where can I leave my luggage after check-out?
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Requests during your stay

- Could I get a wake-up call at 7 AM, please?
- Can you send someone with a hairdryer to my room?
- Could I have an extra key, please?
- Can I get extra towels, please?
- Could I have more pillows?
- Is there room service available?
- Could you arrange a taxi for me?
- How can I book an excursion or tour?



Reporting problems

- There are no towels in my room.
- The bathroom isn't working properly.
- The shower doesn't have hot water.
- The air conditioning/heating isn't working.
- The Wi-Fi connection is very slow.
- The TV doesn't turn on.
- There's a noise coming from the room next door.
- The door lock doesn't work.

Dialogue 1: Checking in

Receptionist: Good afternoon! Do you have a reservation?

You: _____

Receptionist: May I have your ID and credit card, please?

You: _____

Receptionist: Your room includes breakfast and free Wi-Fi. Check-in time is 3 PM.

You: _____

Example Answers:

- Yes, I have a reservation under the name Smith.
- Here are my ID and credit card.
- Great, thank you! What floor is my room on?

Dialogue 2: Requesting services

Receptionist: How can I help you today?

You: _____

Receptionist: Certainly, I'll send someone with a hairdryer right away. Anything else?

You: _____

Receptionist: Extra towels will be delivered shortly.

You: _____

Example Answers:

- Could I get a wake-up call at 7 AM, please?
- Yes, could you also send extra towels?
- Thanks a lot!

Dialogue 3: Reporting a problem

Receptionist: Is everything okay with your room?

You: _____

Receptionist: I'm sorry to hear that. We'll send maintenance to fix it immediately.

You: _____

Receptionist: Can I help you with anything else?

You: _____

Example Answers:

- There are no towels in my room.
- Thank you. Please also check the shower; there's no hot water.
- No, that's all for now, thanks.

Dialogue 4: Checking out

Receptionist: Are you ready to check out?

You: _____

Receptionist: Would you like to pay by card or cash?

You: _____

Receptionist: Here's your receipt. Have a safe trip!

You: _____

Example Answers:

- Yes, I'd like to check out now.
- I'll pay by card, thank you.
- Thanks for everything!