

Name :

Class :

Check-In & Porter Service – Practice 1: Let's Listen!

Listen again to the audio of the conversation between Mr Higuruma and the receptionist. Focus on the receptionist's expression in each step of the check-in process and write them down to **complete the dialogue below**.

Receptionist : Good afternoon. The Grand Meridian.	Step 1: Greeting the Guest
Mr Higuruma : Good afternoon, I have a reservation under the name Hiromi Higuruma.	
Receptionist : Yes, ... A Single Room for two nights, checking in today and checking out on Friday, the 9th of October. Is that correct?	Step 2: Confirming the Reservation
Mr Higuruma : Yes, that's correct.	

Receptionist : Great., and the credit card used for the booking?	Step 3: Asking for ID
Mr Higuruma : Sure, here you go.	
Receptionist : Thank you. Everything looks good. any incidentals?	Step 4: Confirming Payment Type
Mr Higuruma : Same card, please. Also, I'd like to request a safe in my room if possible.	
Receptionist : Of course, your room already has an in-room safe., Mr Higuruma. Just take the elevator on your left, and your room will be the	Step 5: Providing the Room Key, Room Number, and Room Direction
Mr Higuruma : Thank you. By the way, is the gym open 24 hours? I might want to use it early tomorrow before my meeting.	

Receptionist : Yes, our gym is open 24 hours a day. It's located on the third floor next to the business center.
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Mr Higuruma : No, thank you, I've only got this one bag, I can manage it myself.

Receptionist : No problem at all. Enjoy your stay, Mr Higuruma, and please let us know if there's anything else you need.

Step 6:
Offering
Porter
Service