



# AT THE HOTEL



Scan to review worksheet

Expemo code:

18BH-Q1VF-XNH9



## 1

### Warm-up

How important are the following hotel facilities and features to you? Can you think of any others?

an en-suite bathroom    wireless Internet access    comfortable beds    air conditioning  
room service    a health centre    warm and friendly staff    cable/satellite TV

## 2

### Hotel vocabulary

Explain the differences between the following terms:

1. a **key** and a **keycard**?
2. a **lift** and an **elevator**?
3. **checking in** and **checking out**?
4. a **bill** and a **receipt**?
5. a **double room** and a **twin-bedded room**?
6. **full board** and **half board**?

What are the following people responsible for in a hotel? Match the job titles with the responsibilities:

- |                    |  |
|--------------------|--|
| 1. receptionist    | a. cleaning and tidying bedrooms                               |
| 2. chambermaid     | b. cooking meals in the restaurant                             |
| 3. porter          | c. helping guests at the hotel entrance and with their luggage |
| 4. chef            | d. running the hotel   |
| 5. waiter/waitress | e. serving meals in the restaurant                             |
| 6. general manager | f. welcoming and helping guests                                |



## 3

## Listening

Listen to five dialogues. Put the correct number next to the following dialogue topics:

Audio



Checking in: .....

Booking: .....

Checking out: .....

## 4

## Booking, checking in, checking out

Listen again and complete the dialogues below:

## Dialogue 1

Receptionist: Hello, Plaza Hotel. May I \_\_\_\_\_<sup>1</sup> you?

Guest: Good morning, I'd like to \_\_\_\_\_<sup>2</sup> a single room for two nights please.

Receptionist: When \_\_\_\_\_<sup>3</sup>, sir?

Guest: Next Monday, April 3rd.

Receptionist: Let me just \_\_\_\_\_<sup>4</sup>...Yes we have one single room \_\_\_\_\_<sup>5</sup>.

Guest: Great. How much is the \_\_\_\_\_<sup>6</sup> per night?

Receptionist: Seventy euros, sir.

Guest: OK, that's fine.

Receptionist: Can I \_\_\_\_\_<sup>7</sup> your name, please?

Guest: Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N

Receptionist: OK, I've \_\_\_\_\_<sup>8</sup> that. What time will you be arriving?

Guest: Around 8pm.

Receptionist: Thank you and have a nice day.

## Dialogue 2

Receptionist: Good morning sir, how may I help you?

Guest: Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.

Receptionist: Yes, sir. Could you \_\_\_\_\_<sup>9</sup> in this form, please?

## Dialogue 3

Receptionist: Hello, Plaza Hotel.

Guest: Hello, I'd like to book a single room for this Friday to Sunday, please.

Receptionist: I'm afraid the hotel is \_\_\_\_\_<sup>10</sup> booked on Saturday and Sunday. Would you like to \_\_\_\_\_<sup>11</sup> a room for Friday?

**Dialogue 4**

**Receptionist:** Here is your key. Your room number is 302. Just take the \_\_\_\_\_<sup>12</sup> over there to the third floor.

**Guest:** Thank you. What time do I have to \_\_\_\_\_<sup>13</sup> out by tomorrow?

**Receptionist:** checkout time is 12pm.

**Guest:** And can you tell me what time breakfast is \_\_\_\_\_<sup>14</sup>?

**Receptionist:** Breakfast is served from 8 to 11am.

**Dialogue 5**

**Guest:** I'd like to check out, please. My name is Robert Caulson, room 302. Here's the \_\_\_\_\_<sup>15</sup>.

**Receptionist:** Just a moment, sir...Here's your \_\_\_\_\_<sup>16</sup>.

**Guest:** Can you tell me what this \_\_\_\_\_<sup>17</sup> is for?

**Receptionist:** That's for the drinks you ordered last night.

**Guest:** OK. Can I pay by credit card?

**Receptionist:** Yes, of course.

**Guest:** One more thing. I have a train to catch in a few hours. Can I \_\_\_\_\_<sup>18</sup> my bags somewhere till then?

**Receptionist:** Certainly. You can leave them in the \_\_\_\_\_<sup>19</sup> over there.

**Guest:** Thank you. Goodbye.

**5****Role play**

**Work with a partner. Practise the following role plays using expressions from this lesson. Take turns to be receptionist and caller/guest.**

**Role play 1** **Caller:** Call a hotel to book a single room for a date of your choice. Ask about the price, give your name and time of arrival.

**Receptionist:** Rooms are available. Ask for the caller's name and time of arrival.

**Role play 2** **Caller:** Call a hotel to book a double room for a date of your choice.

**Receptionist:** Inform the caller that there are no available rooms.

**Role play 3** **Guest:** Check into a hotel. Give your name, collect your key.

**Receptionist:** Welcome the guest. Give the guest his/her key, room number and directions to his/her room.

**Role play 4** **Guest:** Check out of a hotel. Give back your key and pay for your stay.

**Receptionist:** Give the guest his/her bill.