

Welcome to the Royal Point Hotel's online reservation system. This website makes reserving the perfect room quick and easy.



Reservation Basics

Select your dates:
Check-in _____
Check-out _____

Number of rooms: _____

Number of guests: Adults _____ Children _____

Reservation Details

The Royal Point Hotel offers a variety of different rooms. Select your preferences:

Garden view _____ Ocean view _____

Deluxe suite (includes kitchenette) _____

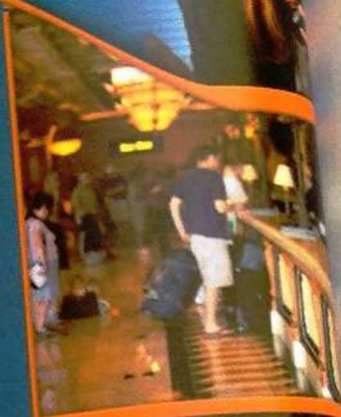
Smoking/Non-smoking _____

Please note that during the high season, room preferences will be **subject to availability**. Now that you've chosen your room, please tell us what kind of bed you prefer:
Two double beds _____ King-sized _____

Based on the selections you have made, we estimate the room rate. If you are **eligible for discounts or special offers**, notify the front desk **upon arrival**. Lower rates may be available during the off-season.

Calculated **rack rate**:

\$ _____ per night; total \$ _____



garden view

ocean view



Get ready!

1 Before you read the passage, talk about these questions.

- Do you always reserve a room when you stay at a hotel?
- What kinds of room options do hotel guests have?

Reading

2 Read the text on a hotel website, and then choose the correct answers.

- What is the main purpose of this web page?
 - to describe the hotel grounds and surrounding areas
 - to help guests book a room at the hotel
 - to inform guests of a reservation policy change
 - to offer discounts to the customers
- According to the website, the hotel...
 - requires guests to confirm their reservation by phone.
 - does not allow smoking in guest rooms.
 - charges more money for traveling with children.
 - offers special pricing during certain times of the year.
- Which of the following is NOT true of the hotel's reservation system?
 - It lets guests book rooms through the Internet.
 - It shows the approximate price of the room.
 - It provides the room rate for discounted rooms.
 - It allows guests to express a room preference.

Vocabulary

3 Complete the word or phrase that is similar in meaning to the underlined part.

- Clarissa rented a type of room from which guests can see a place where plants grow because she enjoys looking at flowers.
_ a _ _ e _ _ i e _ _ room
- The hotel is nearly empty because it is a time when few people travel.
_ _ f _ _ a s o _
- Mr. Keller rents a room with a small space to cook meals so he can prepare his own food throughout the trip.
k _ _ c h _ _ _ t t _
- During the time when many people travel, it can be hard to find a hotel room.
_ i _ _ s _ _ s _ _
- The Khan family received a special reduced rate because they rented more than five rooms.
_ _ _ c o _ _ _
- Stephanie forgot her coupon and had to pay the full price of a hotel room without any discounts. _ _ c k r _ _ _

4 Match the words and phrases (1-6) with the definitions (A-F).

- 1 — subject to availability 4 — upon arrival
 2 — ocean view 5 — special offer
 3 — eligible 6 — room preference

- A pricing that is not always available
 B when you get somewhere
 C to be qualified for something
 D being able to see the ocean
 E depending on whether there is enough of something
 F the kind of room a customer wants

5 Listen and read the passage again. What must you do to get a cheap rate at the hotel?

Listening

6 Listen to a conversation between a customer and a hotel booking agent. Then (✓) check the choices that the customer makes.

- 1 deluxe suite 3 king-size bed
 2 double room 4 ocean view

7 Listen again, and fill in the blanks.

Booking Agent: Good afternoon. You've reached the Royal Point Hotel. How may I help you?

Customer: Hi - I'd like to 1 _____ for the month of July.

Booking Agent: All right. 2 _____ guests will be staying in the room?

Customer: I'll be traveling with my husband and three children.

Booking Agent: Excellent. How many beds 3 _____?

Customer: Well, at least two.

Booking Agent: Okay. There are double rooms 4 _____ available. Or if you want more space, you can take a deluxe suite.

Customer: That sounds good, but I'll 5 _____ the double room. Also, I want to use a coupon for a discount.

Booking Agent: Very well. We'll charge you the 6 _____ right now.

Customer: When will I get the discount?

Booking Agent: You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.



Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

- I'd like to make a reservation.*
How many guests... ?
There are... rooms available.

Student A: You are a booking agent. Help Student B reserve a room. Ask questions to find out:

- how many people in the room
- how many beds
- what kind of room

Student B: You are a hotel customer. Answer Student A's questions. Make up details for your desired reservation.

Writing

9 Use the conversation in Task 8 to fill out the hotel reservation form. Make up a name for the guest.

ROOM RESERVATION

Check-in date: _____
 Check-out date: _____
 Name: _____
 Number of guests: _____
 Number of rooms: _____
 Room preferences: _____
 Number/size of bed(s): _____