

Hotel – Checking in

Exercise 1

Listen to the recording and answer these questions.

www.royalschool.sk/files/audio/Hotel-Adv.mp3

1. What reservation does Mr Sanders have? (type of the room, number of nights)
2. How did Mr Sanders book his room?
3. How did Mr Sanders get to the hotel?
4. What has happened with his reservation?
5. What amenities does the hotel have? Name two.
6. What is the reason of Mr Sanders' visit?
7. What is the number of his hotel room?

Vocabulary

a valet	–	a manservant, or an attendant who parks cars for patrons at a hotel, restaurant, etc.
a bellboy	–	a man or a boy employed in a hotel, club, etc. to carry luggage and answer calls for service; a porter, a bellhop.
amenities	–	things that make you comfortable and at ease;
to pull up a reservation	–	to check a reservation
to look forward to something	–	to feel pleased and excited about something that is going to happen
to dial	–	make a telephone call
smooth	–	generally flat or unruffled, as a calm sea.
a glitch	–	a defect or malfunction in a machine or plan.
adjoining	–	right next to, neighbouring
I see	–	I understand

Exercise 2

Listen to the recording again and complete the text.

www.royalschool.sk/files/audio/Hotel-Adv.mp3

Hotel Receptionist: Good morning. Welcome to the Transnational Hotel. What can I do for you?

Tom Sanders: Good morning. My name is Tom Sanders. I have a reservation for _____ for three nights.

HR: Alright, Mr. Sanders. Let me _____ your reservation. I can't seem to find a record of your booking. Did you book the room directly through us, or did you use a hotel reservation service or _____?

TS: I booked it directly through you. I've already also paid _____ the first night. I have a reservation number if it helps.

HR: Yes, sure. Can I see that, please? Thank you. Oh, I see. Maybe there was a _____ in the booking system. Well, we don't have any more single rooms available, with the exception of one _____ room. But you would then be right next door to a family with children, which might get noisy. But that's not a problem. I can upgrade you to one of our business suites. They all come with Jacuzzis.

TS: Oh, that sounds nice. But how much more is that going to cost?

HR: That would of course be _____ to you.

TS: Oh, thank you.

HR: My pleasure.

TS: What about the _____ internet?

HR: Oh, it's really easy. This is your access code and instructions on how to use it. If you have any problems, feel free to call the front desk. And this is the list of all the hotel _____, like the gym and the indoor pool.

TS: Ah. Thank you very much.

HR: You're welcome. Has the _____ already taken your car or will you be needing a parking pass?

TS: Oh, I don't have a car. I took a taxi from the airport.

HR: Alright. Could I have some form of ID, please? And could you just fill out this registration form?

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TS: Sure. Here's my driver's license.

HR: Thank you. Oh, you're from San Francisco.

TS: Yes, I am. All the way from the west coast.

HR: I hope you had a good trip.

TS: Yes, I did. Thank you. The flight was long but it was _____, and I slept almost the whole way.

HR: And is this your first time in the Big Apple?

TS: Yes, it is. I have a business conference to attend, but I'm looking forward to getting some sightseeing done as well.

HR: Well, I'd be more than happy to give you some _____ if you need any.

TS: Thank you.

HR: Alright. I've got you checked in to your room. This is your room key. You're in room 653. Just take the elevator on the right up to the 6th floor. When you _____ the elevator, turn right. Your room is at the end of the corridor on the left-hand side. Just leave your suitcase here and the bellboy will bring it up.

TS: Great. Thank you very much.

HR: If you need anything, please, feel free to _____. Enjoy your stay.

TS: Thank you.

HR: You're welcome.

Review

Answer the following questions using your own words.

Hotel Receptionist: Good morning. Welcome to the Carlton Hotel. What can I do for you?

You: _____

HR: Did you book the room directly through us, or did you use a hotel reservation service or a travel agent?

You: _____

HR: Would you be interested in using any of the hotel amenities?

You: _____

HR: Could I have some form of ID, please? And could you just fill out this registration form?

You: _____

HR: Did you have a good trip?

You: _____

HR: What is the reason of your stay?

You: _____

HR: How would you like to pay?

You: _____

HR: Is there anything else I can do for you?

You: _____

HR: If you need anything, please, feel free to dial the front desk. Enjoy your stay.

Extra Homework

Find out some information regarding the Big Apple.

Answers:

Exercise 1

1. A single room for 3 nights
2. He booked his room directly through the hotel.
3. By taxi from the airport.
4. There's probably been a glitch in the booking system.
5. A gym, and an indoor pool.
6. He is to attend a business conference.
7. 653.

Exercise 2

Hotel Receptionist: Good morning. Welcome to the Transnational Hotel. What can I do for you?

Tom Sanders: Good morning. My name is Tom Sanders. I have a reservation for a single room for three nights.

HR: Alright, Mr. Sanders. Let me pull up your reservation. I can't seem to find a record of your booking. Did you book the room directly through us, or did you use a hotel reservation service or a travel agent?

TS: I booked it directly through you. I've already also paid a deposit on the first night. I have a reservation number if it helps.

HR: Yes, sure. Can I see that, please? Thank you. Oh, I see. Maybe there was a glitch in the booking system. Well, we don't have any more single rooms available, with the exception of one adjoined room. But you would then be right next door to a family with children, which might get noisy. But that's not a problem. I can upgrade you to one of our business suites. They all come with Jacuzzis.

TS: Oh, that sounds nice. But how much more is that going to cost?

HR: That would of course be at no extra charge to you.

TS: Oh, thank you.

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HR: You're welcome.