



At The Hotel

PART ONE USEFUL EXPRESSIONS

1. We've reserved a standard and a luxury room.
2. Is breakfast included or is it extra?
3. Could you put an extra bed in the room?
4. Do you charge extra for beds for children?
5. Do you have a room with a better view of the ocean?
6. Excuse me. My room has not been cleaned for two days.
7. I have to leave early in the morning, please have my bill ready by 6am.
8. Could you please call me a taxi?
9. I made a reservation over a week ago.
10. I am sorry but we do not have any rooms right now.
11. It has a wonderful view of the sunset.
12. The bellboy will take care of your bags.
13. The air conditioner heater in our room doesn't turn off.
14. We will upgrade you to a deluxe room at no extra charge.
15. Do you arrange any sightseeing trips?

PART TWO MORE USEFUL EXAMPLES

1. What's my room number?
2. I want a non-smoking room.
3. That's fine, we will move to that room.
4. I'd like a single room for the weekend.
5. I'd like to leave this behind your reception desk.
6. Will you please give me a wake-up call at 6 a.m.?
7. Would you please put this in the mail for me?
8. Will you fill in this parking request?
9. Will you fill out this registration form for the entire group please?
10. How will you be paying, credit card or cash?
11. Does the room have coffee making facilities?
12. Is the pool open at all hours?
13. What time does the fitness room open?
14. Does the room have high speed Internet access?
15. What time does your room service close?

PART THREE SITUATIONAL DIALOGUE PRACTICE

Number 1

Read the following dialogue and extend the dialogue so that the Receptionist explains the details of the charges to the Guest. Use between 20 and 30 words for the extension.

Checking Out

Guest: I am ready to check out now.

Receptionist: Sure, may I have your key and room number?

Guest: This is for in Room 303.

Receptionist: One moment, please. I will print out your bill?

Guest: What these extra charges here?

Receptionist: Those are for services not included in the booking fee.

Guest: Can you please explain and show me some proof that I am responsible for those charges?

Receptionist: The first charge is ...

Number 2

Read the following dialogue and extend the dialogue so that the Staff member explains there other facilities in the room to the Guest. Use very descriptive language to complete each statement.

In the Room

Staff: Well, this is the room. What do you think?

Guest: It's very well lit and quiet. I love the spaciousness.

Staff: The colors are chosen to fit with the theme of the room.

Guest: Yes. I can see how the curtains and bedding match. What else is there?

Staff: In the bath room there are ...

For entertainment you have ...

The work area has ...

The bar fridge has ...

Dial "0" for any ...