



# At the hotel

Lesson code: KSXQ-3DHB-DJ5K-K

INTERMEDIATE

## 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:



- 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 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.



## 3 Listening

**Dialogue 1**

**Receptionist:** Hello, Plaza Hotel. May I help you?

**Guest:** Good morning, I'd like to book a single room for two nights please.

**Receptionist:** When for, sir?

**Guest:** Next Monday, April 3rd.

**Receptionist:** Let me just check...Yes we have one single room available.

**Guest:** Great. How much is the charge per night?

**Receptionist:** Seventy euros, sir.

**Guest:** OK, that's fine.

**Receptionist:** Can I have your name, please?

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

**Receptionist:** OK, I've got 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 fill 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 fully booked on Saturday and Sunday. Would you like to reserve a room for Friday?

**Dialogue 4**

**Receptionist:** Here is your key. Your room number is 302. Just take the lift over there to the third floor.

**Guest:** Thank you. What time do I have to check out by tomorrow?

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

**Guest:** And can you tell me what time breakfast is served?

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

**Dialogue 5**

**Guest:** I'd like to check out, please. My name is Caulson, room 302. Here's the key.

**Receptionist:** Just a moment, sir...Here's your bill.

**Guest:** Can you tell me what this charge 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 leave my bags somewhere till then?

**Receptionist:** Certainly. You can leave them in the storeroom over there.

**Guest:** Thank you. Goodbye.



**1 Warm-up**

Encourage a short discussion in pairs, groups or as class (depending on size). Explain any items that might be unfamiliar to the students and provide necessary additional vocabulary, e.g. a gym/swimming pool, a mini bar in the room, restaurant facilities, conferencing facilities, hairdryers, etc.

**2 Hotel vocabulary**

1. A key is a specially-shaped piece of metal. A keycard is an electronic device in the shape of a card
2. 'Lift' is British English. 'Elevator' is American English.
3. You check in when you arrive at the hotel. You check out when you leave.
4. At the end of your stay or after a meal, you get a bill - a piece of paper which shows you how much you have to pay. After you buy something, you get a receipt - a piece of paper which shows what you bought and how much you paid.
5. A double room is a room for two people, with either two beds or one large bed suitable for two people. A twin-bedded room has two separate beds.
6. Full board means that the hotel provides all your meals as well as your room. Half board includes breakfast and either lunch or supper.

Jobs/responsibilities:

1. f            2. a            3. c            4. b            5. e            6. d

**3 Listening**

Students can work alone and check in pairs. Play the audio file or use your mobile device to scan the QR code (make sure you have installed a QR code reader app and can access the Internet on your device).

1. Checking in: 2,4
2. Booking: 1,3
3. Checking out: 5

**4 Booking, checking in, checking out**

- |              |            |               |          |
|--------------|------------|---------------|----------|
| 1. help      | 2. book    | 3. for        | 4. check |
| 5. available | 6. charge  | 7. have       | 8. got   |
| 9. fill      | 10. fully  | 11. reserve   | 12. lift |
| 13. check    | 14. served | 15. key       | 16. bill |
| 17. charge   | 18. leave  | 19. storeroom |          |

