

1st task: At the hotel

BOOKING A ROOM

Useful phrases

<p>I'd like to book two rooms for my family. Can I book through the Internet? When would you like the reservation for? For two weeks in July. What rooms would you like? I'd like a double/single room. I'd like a twin-bedded room. With a shower or a bath?</p>	<p>That's extra. I'll take the rooms How much are the rooms? Is breakfast included? The check-in is from 10.00. What time is the check-out? Are there any vacant rooms? What services are included?</p>
<p>How much is it per night? Are there any extra charges? For two nights, from 12th to 14th of May. How would you like to make a reservation? Can I have your credit card number?</p>	<p>What is the method of payment? Can I pay by credit card? Is the accomodation suitable for children?</p>

1. Match the halves.

- | | |
|------------------|------------------|
| 1. make | a. bedded |
| 2. per | b. a bath |
| 3. twin | c. in/out |
| 4. single/double | d. a room |
| 5. check | e. rooms |
| 6. book | f. room |
| 7. vacant | g. a reservation |
| 8. with | h. night |



2. Match the halves to make the sentences.

- | | |
|---------------------------------|--------------------------|
| 1. I'd like to book a room..... | a. included? |
| 2. I'd like a | b. it per night? |
| 3. A room with | c. through the Internet? |
| 4. How much is | d. double room |
| 5. Is breakfast | e. for the weekend. |
| 6. Can I book | f. a bath. |

3. Read the dialogue and fill in the missing words.

- A. Good afternoon. Can Iyou?
 B. Yes, please. I'd like totwo rooms for my family.
 A. When would you like thefor?
 B. For two weeks in August,15th29th.
 A. OK. What rooms would you like?or double?
 B. One double and one twin-....., next to each other if possible.
 A. With aor a bath?
 B. A shower, please. Howare the rooms?
 A. €69 each, so that makes €138 per night.
 B. Is breakfast.....?
 A. No, that's extra.
 B. OK. I'll take them.
 A. What's your name, Sir?
 B. John Smiths.
 A. And can I have yourcard number?
 B. Sure. That's 5676 3341 0021 3490.
 A. Thank you. The number of your reservation is 30998. Remember the-in is from 12.00 noon.
 B. Thank you very much.

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4. Listening practice. Listen to the text and fill in the gaps with the words or phrases in the box.

charge - what kind of room – double with bath - booking - with a view - may i help you? -
how long – available – confirmation number

~~I'd like to book a room please.~~

- Receptionist:** — Good afternoon, San Felice Hotel. (1) _____?
- Mrs Ryefield:** — Yes. I'd like to book a room, please.
- Receptionist:** — Certainly. When for, madam?
- Mrs Ryefield:** — March the 23rd.
- Receptionist:** — (2) _____ will you be staying?
- Mrs Ryefield:** — Three nights.
- Receptionist:** — (3) _____ would you like, madam?
- Mrs Ryefield:** — Er... double with bath. I'd appreciate it if you could give me a room (4) _____ over the lake.
- Receptionist:** — Certainly, madam. I'll just check what we have (5) _____
... Yes, we have a room on the 4th floor with a really splendid view.
- Mrs Ryefield:** — Fine. How much is the (6) _____ per night?
- Receptionist:** — Would you like breakfast?
- Mrs Ryefield:** — No, thanks.
- Receptionist:** — It's eighty four euro per night excluding VAT.
- Mrs Ryefield:** — That's fine.
- Receptionist:** — Who's the (7) _____ for, please, madam?
- Mrs Ryefield:** — Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.
- Receptionist:** — Okay, let me make sure I got that: Mr and Mrs Ryefield. (8) _____
for March the 23rd, 24th and 25th. Is that correct?
- Mrs Ryefield:** — Yes it is. Thank you.
- Receptionist:** — Let me give you your (9) _____. It's: 7576385. I'll repeat
that: 7576385. Thank you for choosing San Felice Hotel and have a nice day.
Goodbye.
- Mrs Ryefield:** — Goodbye.



5. Role-play. Using the information from the cards, practice with your partner.

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AT THE RECEPTION

Useful phrases

<p>I've got a reservation for two (double) rooms. Could I have your name, please? I booked the rooms through the Internet. Here is my reservation form. Fill in the form, please. May I have your passports / IDs? Could you sign your name, Mr...? Where should I sign the form? Sign here, please. Here are the keys. / This is your keycard. You'll be in Room 1313.</p>	<p>What time is breakfast served? Where are the lifts? In the hall, round the corner. Do I pay now or when I check out? Will you take my luggage upstairs? Where is the restaurant? Which floor is it? What time do you open? What time do you close? Is there a fitness centre?</p>
<p>Are there any messages for me? I'd like to make a complaint. What's the matter? There isn't any hot water in my room. The room is dirty. There are no clean towels. The air-conditioning is out of order. The lock is broken. I can't open the door.</p>	<p>Will you be checking out now? Unfortunately, yes. We've had a great stay, but now it's time to go home and get back to work. Well, we hope you'll have the chance to come back and stay with us again in the future. We hope so too!</p>

Exercises

1. Match the halves.

- | | |
|-----------------------|-------------------|
| 1. book | a. the form. |
| 2. reservation | b. centre. |
| 3. air | c. a reservation |
| 4. fill in | d. a room |
| 5. reservation | e. the Internet. |
| 6. make | f. for two rooms. |
| 7. book through | g. form |
| 8. fitness | h. conditioning |

2. Match the halves to make sentences.

- | | |
|---------------------------------|-------------------------|
| 1. I've got a reservation. | a. sign the form? |
| 2. Here is my reservation | b. the check-out? |
| 3. What time is breakfast | c. centre? |
| 4. Is there a fitness | d. or when I check out? |
| 5. Do I pay now | e. for a room |
| 6. What time is | f. form. |
| 7. Fill in | g. served? |
| 8. Where should I | h. the form, please. |

3. Read the dialogue and fill in the missing words.

RECEPTIONIST - Good morning. What can Ifor you?

GUEST - I've got afor two.....

RECEPTIONIST - Can Iyour name, please?

GUEST - Tom Smiths. I booked the rooms through the..... Here is my reservation.....

RECEPTIONIST - Thank you. Two rooms, oneand one single.

GUEST - Right.

RECEPTIONIST - Fill in this....., please. And may I have your passports?

GUEST - Here you are. Where should Ithe form?

RECEPTIONIST - Here.

GUEST - OK.

RECEPTIONIST - Here are the keys. Third..... The rooms are opposite each other.

GUEST - Thank you. What time is breakfast.....?

RECEPTIONIST - We serve breakfast from 7.00 till 9.00. Then you can use our snack bar on the first floor.

GUEST - Good. Where are the lifts?

RECEPTIONIST - In the hall, round the corner.

GUEST - Thank you very much.



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4. Video. Watch the video and write down all the "hotel vocabulary" you can.**5. Listening practice. Listen to the dialogue and fill in the gaps with the words or phrases in the box.**

Room Service: I'd like some coffee, please

I'd like some – How long will it take? - This is room - What can I do for you

- Room service: — Room service.
 Mary Jones: — Good morning. (1) _____ 113. I'd like some breakfast, please.
 Room service: — Right. Excuse me. Mrs. Jones?
 Mary Jones: — That's right.
 Room service: — (2) _____?
 Mary Jones: — (3) _____ grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. (4) _____?
 Room service: — Just a few minutes, ma'am.
 Mary Jones: — Great. Thank you.



I'd like to check out now

Phone calls – receipt - Here's your bill - May I help you? – Here's the key change

- Receptionist: — Good morning. (1) _____?
 Daniel Adams: — Yes, I'd like to check out now. My name's Adams, room 312. (2) _____.
 Receptionist: — One moment, please, sir. ... (3) _____. Would you like to check and see if the amount is correct?
 Daniel Adams: — What's the 14 pounds for?
 Receptionist: — That's for the (4) _____ you made from your room.
 Daniel Adams: — Can I pay with traveller's cheques?
 Receptionist: — Certainly. May I have your passport, please?
 Daniel Adams: — Here you are.
 Receptionist: — Could you sign each cheque here for me?
 Daniel Adams: — Sure.
 Receptionist: — Here are your (5) _____ and your (6) _____, sir. Thank you.
 Daniel Adams: — Thank you. Goodbye.

5. Frontdesk Hotel Role-play. You work at the front desk of a hotel. As guests come in write down their information in the table below.

Sample Conversation

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveler: I'd like a room please?

Front Desk: Would you like a single or a double?

Traveler: I'd like a double, please?

Front Desk: May I have your name, please?

Traveler: Timothy Findley.

Front Desk: Could you spell that please?

Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?

Traveler: Just two.

Front Desk: How many nights would you like to stay?

Traveler: Just tonight.

Front Desk: How will you be paying?

Traveler: Is Visa OK?

Front Desk: That'll be fine. Would you like a wake-up call?

Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?

Front desk: Yes, we do. On the 2nd floor. Here's your key. That's room 405 on the fourth floor.

Hotel Role-play Front Desk

You work at the front desk of a hotel. As guests come in write down their information in the table below:

Hint: Ask the questions on the right side of this worksheet:

Name	Room Size	Number of People	Number of Nights	Wake-up Call (Y/N)	Method of Payment



Important Questions:

- (1) How may I help you?
- (2) Can I have your name please?
- (3) How do you spell that?
- (4) Would you like a single or a double?
- (5) How many people are you traveling with?
- (6) How many nights will you be staying?
- (7) How will you be paying?
- (8) Would you like a wake-up call?
- (9) Is there anything else you would like to know?

Role-play Prompts: Hotel Guests

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 7:00 A.M.

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:30 A.M.

You are traveling with your husband/wife. You would like a single room. You would like to pay with credit card. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are with your brother. You would like a double room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are traveling with two friends. You would like a double room. You would like to pay with credit card. You will be staying 1 night. You would like a wake-up call for 6:30 A.M.

You are traveling alone. You would like a single room. You would like to pay with credit card. You will be staying 4 nights. You don't want a wake-up call.

You are traveling with your family (3 kids and wife). You would like a suite (or a double if there are no suites available). You would like to pay with credit card. You will be staying 2 nights. You don't want a wake-up call

You are alone. You would like a suite. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:00 A.M.



Let's talk about TRAVEL



Conversation cards

Have you ever been *abroad*?
Where did you go?
(*abroad* = to another country)

How many countries have you visited?
Talk about them.

Where do you usually go on holiday?
What do you like about it?

How do you usually travel?
(e.g. by plane, car, bus)
Which do you prefer? Why?

Have you ever travelled by plane?
How did you feel?

What is your favourite holiday destination?
Why?

Do you prefer the beach or the mountains?
Why?

What's your favourite country?
Why?

What's your favourite city?
Why?
What can you do there?

Do you ever go camping?
What do you like about it?

Where do you usually stay when you're on holiday?
(e.g. hotel, resort, camping, family)

Where did you spend your last holiday?
Talk about it.

When you are travelling, do you try to speak the local language?

Where do you plan to go for your next holiday?
Talk about it.

Who do you usually travel with?
How do you travel?

How often do you go on holiday?
With whom?

Have you ever taken a package tour?
Talk about it.

Do you prefer to travel in a group (e.g. a tour) or independently? Why?

Questionnaire - interview a friend:

Have you ever visited another country?	Yes/No
If so, which one(s)?	
Which three cities do you like most?,,	
Which country would you like to visit?	
Why?	
Which country would you NOT like to visit?	
Why?	
How long do you usually go on holiday?	
Do you try the local food when you travel?	Yes/No
Have you ever travelled alone?	Yes/No
Have you ever travelled by plane?	Yes/No