QUICK & USEFUL PHRASES HOTELS

Questions & Statements

Study and practice the phrases below.





10 Questions You Might Hear

- 1. Do you have a reservation?
- 2. May I have your name, please?
- 3. How long will you be staying?
- 4. Could I see your I.D., please?
- **5.** How many guests are with you?
- 6. Could you please fill out this form?
- 7. Do you need help with your bags?
- 8. Do you need a wake-up call?
- 9. Are you familiar with (Vancouver)?
- **10.** Is there anything else we can help you with?

10 Statements You Might Hear

- 1. I'm sorry, we don't have any rooms available.
- **2.** Your room is on the second floor.
- **3.** Your room number is (811).
- **4.** Sorry, pets are not allowed.
- **5.** Sorry, smoking is not allowed.
- **6.** Please sign your name here.
- **7.** Here is your key.
- **8.** There is a restaurant on the ground floor.
- **9.** More fresh towels are available at the front desk.
- **10.** Thank you for staying with us!

10 Questions You Might Ask

- **1.** Do you have any rooms available for (the sixteenth of March)?
- 2. Is breakfast included?
- 3. Does the room have air-conditioning?
- 4. When can I check-in?
- **5.** Can I see the room, please?
- 6. Can someone help me with my bags?
- **7.** Could I have a wake-up call at (seven o'clock), please?
- 8. Is there an airport shuttle bus?
- 9. When is check-out time?
- **10.** Could we please check-out a little later, at (one o'clock)?

10 Statements You Might Say

- **1.** I'd like to book a room, please.
- **2.** I'd like a single room, please.
- **3.** I'd like a double room, please.
- **4.** The room is too noisy.
- **5.** I would like to change my room.
- **6.** We need (housekeeping service), please.
- 7. We'd like to stay for an extra day.
- 8. I've lost my room key.
- 9. We're checking out now.
- **10.** We really enjoyed our stay.