

Mixed Up Conversation: At the Front Desk of a Hotel

Below is a mixed up conversation. Rearrange the conversation so that it makes sense. Also circle an F if the front desk is saying the line or a G if the guest is saying the line.



F = Front Desk G = Guest

- _____ (F) (G) Would you prefer a single or a double?
- _____ (F) (G) 10 P.M.? Thanks. Oh! And can I get a wake-up call for 6:30 A.M.
- _____ (F) (G) And how about a restaurant?
- _____ (F) (G) Great. What time does the restaurants close?
- _____ (F) (G) It's \$145.00 a night. How many nights will you be staying?
- _____ (F) (G) It's D-A-V-I-E-S.
- _____ (F) (G) I'd like a room, please?
- _____ (F) (G) Great. I'll pay with VISA then. What time is checkout?
- _____ (F) (G) And how do you spell that, sir?
- _____ (F) (G) So that's D-A-V-I-E-S. How would you like to pay for the room?
- _____ (F) (G) Do you take VISA?
- _____ (F) (G) There are restaurants on the 1st and 3rd floor and there's a café next to the lobby.
- _____ (F) (G) Yes, we do. We take VISA, Mastercard, and American Express.
- _____ (F) (G) A double, please. How much is that?
- _____ (F) (G) Checkout is at 10 o'clock. Your room number is 505. Is there anything else you would like to know?
- _____ (F) (G) Yes, there is. It's on the 2nd floor. But you have to bring the towel from your room.
- _____ (F) (G) OK. One night comes to \$145.00 plus tax. May I have your name please?
- _____ (F) (G) Is there a pool here?
- _____ (F) (G) Welcome to the Beachside Inn. How may I help you?
- _____ (F) (G) They both close at 10:00 P.M.
- _____ (F) (G) Sure. No problem. Wake-up call for 6:30 A.M. Enjoy your stay.
- _____ (F) (G) Just tonight.
- _____ (F) (G) It's Davies. Robertson Davies.

Vocabulary

1. Check in (v.)

ex. Please would you check in at the reception desk and sign your name in the book.

2. Check out (v.)

ex. We have to check out (of/from our hotel) at 5 a.m. to catch a 7 a.m. flight.

3. Book / Reserve (v.)

ex. I reserved a double room at the Lamb Hotel.

ex. We were advised to book early if we wanted to get a room.

4. Front Desk (n.)

5. Hotel (n.)

6. Motel (n.)

7. Hostel (n.)

8. Bed and Breakfast (B 'n B)

9. Inn (n.)

10. Accommodations (n.)

ex. Sweepstakes winners will enjoy a week-long stay in luxury accommodations in Las Vegas.

11. Amenities (n.)

ex. A sauna in the hotel would be a useful *amenity*.

12. sauna (n.)

13. Room Service (n.)

14. Receptionist (n.)

15. Concierge (n.)

16. Bellboy/ Bellhop (n.)

17. Maid (n.)

18. Suite (n.)

19. Tip (n.) (v.)

ex. He gave the porter a tip.

Hotel Role Play – Guest

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: Seanan Clifford

Front Desk: Could you spell that please?

Traveler: CLIFFORD

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.

You are a **traveler** who would like a room at a hotel. Go from hotel to hotel and book a room in each.

Hint: You may use some of the phrases and questions on the right:

Hotel Name	Room Number	Price	Checkout Time	Restaurant Location	Pool Location



Important Phrases:

- (1) I'd like a room.
- (2) How much is a single room?
- (3) Is there a pool?
- (4) What floor is the _____ on?
- (5) Where is the restaurant located?
- (6) What time is checkout?
- (7) Do you accept VISA/Master card?

Complaining at a hotel



STUDENT A:

You are the manager of *The Lagoon Hotel*, a modern holiday resort surrounded by marvelous beaches and astonishing mountains nearby. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Lagoon Hotel*. The resort is nice, but it is like a grave. There is nothing to do, no day trips, no activities, no sports facilities, no nightlife nearby... You are bored.



STUDENT A:

You are the manager of *The Paradise Hotel*, a modern holiday resort surrounded by lots of sights and sandy beaches. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Paradise Hotel*. The food is awful. It is often cold and salty, and there are no vegetarian dishes. There is also little choice: It seems to be the same any other day.



STUDENT A:

You are the manager of *The Holiday Hotel*, a large holiday resort on a small island. The sun shines every day, and there are many activities offered. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Holiday Hotel*. The staff is unfriendly. A maid refuses to change the towels, and you once overheard jokes between the waiters about the guests' personal affairs.



STUDENT A:

You are the manager of *The Lakeside Hotel*, a small holiday resort surrounded by woods and lakes, a very peaceful place. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Lakeside Hotel*. The internet connection at the hotel is overpriced and not always working reliably. Furthermore, there are only 3 different TV channels, which is unacceptable.



Complaining at a hotel

Making suggestions about a problem:

- I'm sorry, but... / I'm afraid ...
- I can give you a refund.
- I can offer you ... (a reduction / a discount / a refund / a free ... / a repair / ...)
- One solution is to . . . (verb)
- I'll send you ... immediately.
- I'll talk to her about it.
- This won't happen again, I promise.
- We could . . .
- I think we should . . .
- I recommend that . . .

Ways of complaining:

- Do you call this ... food?
- It tastes disgusting.
- You call this a luxury resort?
- Look at this ..., it's rubbish / damaged / ...!
- How can you offer such a bad connection?
- This ... of yours is awful, I hate it.
- I hate the ... !
- The ... is overpriced.
- This is far too expensive.
- I'll claim damages.
- You'll hear from my lawyer.
- I demand fresh towels at once.

Vocabulary

- **Check in (v.):** *to say who you are when you arrive at a hotel so that you can be given a key for your room*
ex. Please would you **check in at the reception desk** and **sign your name in the book**.
- **Check out (v.):** *to leave a hotel after paying and returning your room key*
ex. We have to **check out (of/from our hotel)** at 5 a.m. to catch a 7 a.m. flight.
- **Book / Reserve (v.):** *If you reserve something such as a seat on an aircraft or a table at a restaurant, you arrange for it to be kept for your use*
ex. I **reserved a double room at the Lamb Hotel**.
ex. We were advised to book early if we wanted to get a room.
- **Front Desk (n.):** *a desk near the entrance to a hotel, office building, etc. where people go when they arrive and where they can get information, etc*
- **Hotel (n.):** *a building where you pay to have a room to sleep in, and where you can eat meals*
- **Motel (n.):** *a hotel by the side of a road, usually with spaces for cars next to each room*
- **Hostel (n.):** *a large house where people can stay free or cheaply*
- **Bed and Breakfast (B 'n B):** *a room to sleep in for the night and a morning meal, or a private house or small hotel offering this*
- **Inn (n.):** *a small hotel, usually in the countryside*
- **Accommodations (n.):** *a place to stay when you are travelling, especially a hotel room*
ex. Sweepstakes winners will enjoy a week-long **stay in luxury accommodations** in Las Vegas.
- **Amenities (n.):** *something, such as a swimming pool or shopping center, that is intended to make life more pleasant or comfortable for the people in a town, hotel or other place*
ex. **A sauna** in the hotel would be a useful *amenity*.

- **sauna (n.):** *(a period of time spent in) a room or small building, often with wood fixed to the walls, which is heated to a high temperature, usually with steam*
- **Room Service (n.):** *in a hotel, room service is the serving of food and drink to customers in their room, or the people who do this work.*
- **Receptionist (n.):** *a person who works in a place such as a hotel, office or hospital, who welcomes and helps visitors and answers the telephone*
- **Concierge (n.):** *someone who is employed in a hotel to help guests arrange things, such as theatre tickets and visits to restaurants*
- **Bellboy/ Bellhop (n.):** *a man in a hotel employed to carry cases, open doors, etc.*
- **Maid (n.):** *a woman who works as a servant in a hotel or in someone's home*
- **Suite (n.):** *a set of connected rooms, especially in a hotel*
- **Tip**
 - (n.):** *a small amount of money given to someone who has provided you with a service, in addition to the official payment and for their personal use*
 - (v.):** *to give someone who has provided you with a service an extra amount of money to thank them*

ex. He gave the porter a tip.

Useful Phrases/sentence patterns for Hotel Clerk & Guests

"Would you like a single king size bed, or two double size beds in the room?"

"Will a single king size bed be ok?"

"We only have a room with two double size beds. Will that be ok?"

"Do you want a smoking room or a non smoking room?"

"Do you prefer a smoking or non smoking room?"

"I would like a smoking room."

"Can I have a non smoking room?"

"Either is fine."

"I don't have a preference."

You will have to provide your credit card number to reserve the room.

"Can I get a credit card number?"

"Can I have your credit card number?"

"What is your credit card number?"

Finally, they will repeat all the information back to you.

"Ok, Mr. Lee. I have one smoking room reserved for July 19th till July 22nd. The total comes to \$256.78 after tax. If you need to cancel, please call us 24 hours before July 19th. Can I help you with anything else?"