

# 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 2<sup>nd</sup> 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	<b>Restaurant</b> 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?"