

HOTELING

Hirad Specialized English Cente

I've got a reservation

your name, please?

my name's ...

Mark Smith

my booking was for a twin room

my booking was for a double room

could I see your passport?

could you please fill in this registration form?

what time's breakfast?

breakfast's from 7am till 10am

could I have breakfast in my room, please?

would you like a newspaper?

would you like a wake-up cal

what time's the restaurant open for dinner?

dinner's served between 6pm and 9.30pm

what time does the bar close?

would you like any help with your luggage?

your room's on the ... floor

first

second

third

here's your room key

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your room number's ...

Concierge

Lifts

Bar

Restaurant

enjoy your stay!

where are the lifts?

could you please call me a taxi?

where do we have breakfast?

where's the restaurant?

could I have a wake-up call at seven o'clock?

do you lock the front door at night?

could I have a wake-up call at seven o'clock

if you come back after midnight, you'll need to ring the bell

I'll be back around ten o'clock

what time do I need to check out ?

would it be possible to have a late check-out?

are there any laundry facilities?

could I see your key, please?

the room's too ...

hot

cold

noisy

there isn't any hot water

there isn't any hot water

the key doesn't work

the ... doesn't work

heating

shower

television

one of the lights isn't working

could I have a towel, please?

could I have an extra blanket?

there's no ...

toilet paper

soap

shampoo

My room's not been made up.

Could you please change the sheets?

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Doorman

1.) Good morning/afternoon/evening Sir/Madam. Welcome to Shangri-La. I hope you are having pleasant day so far. The reception is straight ahead, the lobby is on the right. Let me get the bellboy to assist you with your luggage.

2.) Goodbye Sir/Madam. I hope you had a great time here at the Shangri-La Bangkok. Please join us again and enjoy your trip.

Bellboy

— Bellboy (B) Customer (C)

Customer enters the hotel:

B: *(Good morning/afternoon/evening) (sir/madam), welcome to the (hotel name) may I help you with your luggage?*

C: Sure thing. Thank you very much. Here it is...However I have to check in first.

B: No problem at all. The reception is over here. Please follow me.

— — — After check in — — —

B: Here is your room, sir/madam. The keycard opens the door and switches on the electricity you enter it here....The bathroom is over there, the telephone with all short call numbers is next to the TV. If you need anything, please do not hesitate to ask us at any time.

C: Thanks...

B: Do you need anything else?

C: Right now not, thank you.

B: My pleasure. Please enjoy your stay with us. Goodbye.

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

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

A: Hi, my name is Suzuki and I have a reservation for tonight.

B: Let me check. OK, yes. A twin room for one night.

A: That's right.

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- B: You are in room 408. How would you like to pay for the room?
A: Do you take American Express Travelers Checks?
B: Certainly, are they in American funds?
A: No, in Canadian. Is that OK?
B: Yes, no problem. With the exchange, that comes to 83.76 dollars Canadian.
A: Do I pay now or when I check out.
B: In advance, please.
A: Here you go.
B: The elevator is just around the corner. Do you need any help with your bags?
A: No thanks. I can manage myself.
B: Is there anything else we can do to help you enjoy your stay?
A: Can you give me a wake-up call at 7:00?
B: We don't do that from here. You can use the clock radio in the room, or you can program the telephone in your room to ring at 7:00.
A: Oh, yes. I have a meeting downtown tomorrow. Does this hotel have a shuttle bus?
B: No, I'm afraid we don't, but we will be happy to call a taxi for you if you provide us with the details.
A: No, that won't be necessary. I can call from my room.
B: There are no charges for local calls.

What name is the reservation under?

How long will you be staying?

Are you planning on checking out tomorrow?

I'm afraid you can't check in until after 4:

What type of vehicle are you driv

Do you know the license plate number of your vehicle?

Complimentary breakfast is served in the lobby between 8 and 10 am.

I'll give you two room keys.

The dining room is on the main floor at the end of the

The weight room and sauna are on the top floor.

Just call the front desk if you need any extra towels or pillows

We have a reservation under Jill McMann.

Do you have any vacancies

Is the hotel booked, or can we get a room for tonight?

How do we get to our room from here?

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Is it okay to park out front?

What time is the pool open until?

What time is breakfast served at?

Is it too early to check in?

Can we get a wake-up

When is check out time?

More Examples for the Front Desk Receptionist

Are you ready to check out?

What room were you in?

How was your stay?

Was everything satisfactory?

Will you be putting this on your card?

And how will you be paying for th

Would you like to speak to the hotel manager on duty?

I'll just need your room keys, please.

Enjoy the rest of your holiday.

Have a safe trip home.

More Examples for the guest

We're checking out of room 401.

Sorry we're a bit late checking-out.

I'm afraid we overslept/slept in.

We really enjoyed our

We have a few complaints.

We'll be back next time we're in town

More Examples for the Front Desk Receptionist

Enterprise Hotels, Lise speaking. How can I help you?

What date are you looking for?

How long will you be staying?

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How many adults will be in the room?

I'm afraid we are booked that weekend.

There are only a few vacancies left

We advise that you book in advance during peak season.

Will two double beds be enough?

Do you want a smoking or non-smoking room?

The dining room is open from 4 pm until 10 pm.

We have an indoor swimming pool and sauna

We serve a continental breakfast.

Cable television is included, but the movie channel is extra.

Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.

The rate I can give you is 99.54 with tax.

We require a credit card number for a deposit.

More Examples for the guest

I'd like to make a reservation for next week.

Is it necessary to book ahead?

Do you charge extra for two beds?

How much is it for a cot?

Do you offer free breakfast?

Is there a restaurant in the hotel?

Do the rooms have refrigerators?

Do you do group bookings?

Is there an outdoor pool?

Do you have any cheaper rooms?

When is it considered off- season?

1) Checking In

- Welcome to Do Re Mi! How may I help you?
- We have a reservation for a double room for one week.

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- Can I have your name, please
- My name is Josephson. That's J-O-S-E-P-H-S-O-N.
- Could you sign your name here, Mr. Josephson? This is your keycard. You will be in Room 1313.

2) Your Room

- Hey, this room is really nice! And big, too.
- Come over to the window and look at the view.
- Wow! Look at the waves. I can't wait to go for a walk along the
- Let's go out and enjoy the sun and sea now. We can unpack our suitcases late
- That's a great idea. Grab a towel and some sunscreen and let's go!

3) Tipping

- Let's see, we tipped the taxi driver 15% on the way to the hotel...
- He was very helpful, so it was worth it.
- And we tipped 12% at the restaurant...
- The service was good, but not gr
- Now how much should we tip the maid for cleaning our room?
- I think a dollar a day is good enough.

Only a dollar? I think two would be better.

4) Exchanging Money

- Hi, could you change this traveler's check for me?
- Sure. Do you have your passport?
- Yes, here it
- That's fine, Mr. Josephson. Now just sign the check here and I can give you cash.
- What is the exchange rate today?
- You're in luck. The dollar is weaker, so you only have to pay 10,500 plunkets for each dollar.
- That is good! Last week we had to pay 13,000 plunkets.

5) Checking Out

- Will you be checking out now?

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- 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!

word <i>part of speech</i>	meaning	example sentence
adjoining rooms <i>noun</i>	two hotel rooms with a door in the center.	If you want we can book your parents in an adjoining room.
amenities <i>noun</i>	local facilities such as stores and restaurants	We are located downtown, so we are the ameniti
attractions <i>noun</i>	things for tourists to see and do	The zoo is our city's most popular attraction for kids.
baggage <i>noun</i>	bags and suitcases packed with personal belongings	If you need help with your baggage we have a cart you can use.
Bed and Breakfast <i>noun</i>	a home that offers a place to stay and a place to eat	I can book you into a beautiful Bed and Breakfast on the lake.

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bellboy <i>noun</i>	a staff member who helps guests with their luggage	The bellboy will take your bags to your room for you.
book <i>verb</i>	arrange to stay in a hotel	I can book your family in for the weekend of the seventh.
booked <i>adj</i>	full, no vacancies	I'm afraid the hotel is booked tonight.
brochures <i>noun</i>	small booklets that provide information on the local sites and attractions	Feel free to take some brochures to your room to look at.
check-in <i>verb</i>	go to the front desk to receive keys	You can check-in anytime after four o'clock.
check-out <i>noun</i>	return the keys and pay for the bill	Please return your parking pass when you check-out.

complimentary breakfast <i>noun</i>	free of charge	All of our rooms have complimentary soap, shampoo, and coffee.
cot, rollaway bed <i>noun</i>	a single bed on wheels that folds up	If you need an extra bed, we have cots available

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damage charge <i>noun</i>	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to a charge for the hole you put in the wall.
deposit <i>noun</i>	amount paid ahead of time to secure a reservation	You will not receive your deposit back if you cancel.
double bed <i>noun</i>	a bed large enough for two people	They are a family of four, so give them a room with two double beds.
floor <i>noun</i>	a level of the building	The swimming pool is on the main floor
front desk, reception <i>noun</i>	the place where guests go to check in and out and to get information	Towels are available at the front desk.
guest <i>noun</i>	a person that is staying at the hotel	Our washrooms are for guestsonly.

hostel <i>noun</i>	a very inexpensive place for backpackers and travelers on a budget	In the hostel you probably won't get your own room.
hotel manager <i>noun</i>	person in charge at the hotel	I'll let you make your complaint to the hote manager.
housekeeping, maid <i>noun</i>	staff members that clean the rooms and linen	Put a sign on the door if you want housekeeping to come in and change the sheets on the bed.

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ice machine <i>noun</i>	a machine that automatically makes ice that guests can use to keep drinks cold	There is an ice machine by the elevator on all of the even numbered floors.
indoor pool <i>noun</i>	place for guests to swim inside the hotel	The heated indoor pool is open until 10 pm.
inn <i>noun</i>	another word for "hotel"	There's an inn on the other side of town that has a vacancy.
Jacuzzi, hot tub, whirl pool <i>noun</i>	a small hot pool for relaxation	Our honeymoon room has a personal hot tub
king-size bed <i>noun</i>	extra large bed	A room with a king size bed costs an extra ten dollars a night.

kitchenette <i>noun</i>	a small fridge and cooking area	Your room has a kitchenette so you can prepare your own breakfasts and lunches.
late charge <i>noun</i>	a fee for staying past the check-out time	You will be charged a ten dollar late charge for checkin out after 11 am.
linen <i>noun</i>	sheets, blankets, pillow cases	We will come in and change the linens while you are out of your room.
lobby <i>noun</i>	large open area at the front of the hotel	You can stand in the lobby and wait for your bus.
luggage cart <i>noun</i>	a device on wheels that guests can push their luggage on	Please return the luggage cart to the lobby when you are finished with it.

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maximum capacity <i>noun</i>	the most amount of people allowed	The maximum capacity in the hot tub is ten people.
motels <i>noun</i>	accommodations that are slightly cheaper than hotels	Our motel is very clean and is close to the beach.

noisy <i>adj</i>	loud	The guests next to you have complained that you are being too noisy.
parking pass <i>noun</i>	a piece of paper that guests display in the car window while in the hotel parking lot	Display this parking pass in your window to show that you are a hotel guest.
pay-per-view movie <i>noun</i>	extra charge for movies and special television features	If you order a pay-per-view movie, the charge will appear on your bill.
pillow case <i>noun</i>	the covering that goes over a pillow	Room 201 doesn't need their sheets changed, but they requested one new pillow case.
queen size bed <i>noun</i>	bed with plenty of space for two people (bigger than a double)	They have a queen size bed so the small child can easily fit in the middle.

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rate <i>noun</i>	cost of renting a room for a certain time period	Our rates change depending on the season.
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reservation <i>noun</i>	a request to save a specific room for a future date	They say they made a reservation but it doesn't show on the computer.
room service <i>noun</i>	delivery of food or other services requested by guests	If you would like a bottle of wine, just call room service.
sauna <i>noun</i>	a hot room for relaxation, filled with steam	We don't recommend bringing young children into the sauna
single bed <i>noun</i>	a bed for one person	The economy priced room includes one single bed.
sofa bed, pull-out couch <i>noun</i>	a bed built into a sofa or couch	The room contains a sofa bed so the room actually sleeps five.
towels <i>noun</i>	used to cover and dry the body after swimming or bathing	You can get your swimming pool towels at the front desk.
vacancy <i>noun</i> vacant <i>adj</i>	available rooms	We only have one vacancy left, and it is for a single room.

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valet <i>noun</i>	staff that parks the guests' vehicles	If you leave your car keys with us, the valet will park your car underground.
vending machine <i>noun</i>	a machine that distributes snacks and beverages when you insert coins	The vending machine on fifth floor has chocolate bars and chips.
view <i>noun</i>	a window that offers a nice image for guests	The room is more expensive because it has a spectacular view of the beach.
wake up call <i>noun</i>	a morning phone call from the front desk, acts as an alarm clock	What time would you like your wake up call?
weight room, workout room, gym <i>noun</i>	a room that guests can use for exercise and fitness	Our weight room has a stair climber and a stationary bicycle.