

At the Hotel

A ROLE-PLAY

Time: 1 hour

Focus:

The purpose of this lesson is to give false beginners the skills to enter a hotel and book a room.

This lesson follows a simple format of an introductory activity and discussion, followed by a role-play activity.

Preparation:

The teacher will need to print off and photocopy five sheets:

Mixed-up Conversation: Hotel Front Desk

Hotel Information Cards

Front Desk Role-play activity Sheet

Hotel Guest Role-play Activity Sheet

Guest Role-play Prompts

Introduction:

Pass out the mixed-up conversation and have the students work in pairs (or groups). After they have finished, go over the conversation as a class.

Discussion:

Now look at the conversation as a class and discuss a few of the patterns. I try to highlight the difference between asking for something politely and just simply grunting out needs.

Have a few students try to book a room from you. Compare what they say with the original conversation.

Role-play Activity:

Now, comes the real focus of the class: a role-play activity to practice booking a room in a hotel.

Divide the class into two groups: hotel front desk clerks and hotel guests. The front desk clerks get hotel information cards and a front desk activity sheet, which they have to fill out.

The guests get their role-play prompts and their activity sheets, which they have to fill out.

The guests will go from hotel to hotel and book a room in each hotel. As the guests are going around, both guests and front desk clerks are recording information.

Target Language:

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 room 405 on the fourth floor