

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: 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.

Hotel Role-play Front Desk

You work at the front desk of a hotel. As guests come in write down their information in the table below:

Hint: Ask the questions on the right side of this worksheet:

Name	Room Size	Number of People	Number of Nights	Wake-up Call (Y/N)	Method of Payment



Important Questions:

- (1) How may I help you?
- (2) Can I have your name please?
- (3) How do you spell that?
- (4) Would you like a single or a double?
- (5) How many people are you traveling with?
- (6) How many nights will you be staying?
- (7) How will you be paying?
- (8) Would you like a wake-up call?
- (9) Is there anything else you would like to know?

