



HOTEL RESERVATIONS



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Expemo code:
15RZ-N7J8-7QCX

1 Warm up

How often do you stay in a hotel? When?

2 Hotel objects I

What can be found in a hotel room? Match the words to the pictures below.

a hair dryer
a mini bar



1. _____

air conditioning
slippers



2. _____

a kettle
toiletries



3. _____

a laundry bag
towels



4. _____



5. _____



6. _____



7. _____



8. _____



3 Talking point

Which of the objects in Exercise 2 are important to you when you are staying in a hotel? Give your reasons.

4 Hotel objects II

What other things can you find in a hotel room? Look at the picture below for ideas.



5 Listening

Listen to the conversation and answer the questions:

1. What is the name of the hotel? _____
2. When is the reservation for? _____
3. How many people is the reservation for? _____
4. How much does the room cost per night? _____
5. Who is the reservation for? _____
6. What is his credit card number and expiry date? _____
7. What time is check-in? _____

Audio





Now complete the dialogue. Listen to check your answers.

available
reserve

Check-in
several

for
spell

reservation
view

- Receptionist:** Good morning. Welcome to The Grand Hotel.
- Caller:** Hi, good morning. I'd like to make a _____ for the first weekend in September. Do you have any rooms _____ ?
- Receptionist:** Yes sir, we have _____ rooms. What is the exact date of your arrival?
- Caller:** The 2nd of September.
- Receptionist:** For how many nights?
- Caller:** For two nights.
- Receptionist:** How many people is the reservation _____ ?
- Caller:** For two people.
- Receptionist:** Great. Would you like to have a room with a _____ of the ocean?
- Caller:** Yes, that would be excellent. How much does it cost?
- Receptionist:** Your room is six hundred pounds per night. What is your name, sir?
- Caller:** Stephen Bond.
- Receptionist:** Could you _____ your surname, please?
- Caller:** Sure. B-O-N-D.
- Receptionist:** Thank you. And what is your phone number?
- Caller:** My number is 987-654-321
- Receptionist:** Thank you. Now I need your credit card number to _____ your room. What type of card is it?
- Caller:** Visa. The number is 109940567 and the expiry date is July, 2019.
- Receptionist:** All right Mr Bond, your reservation is for the 2nd of September. _____ is at 2 o'clock. If you have any questions, please call us.
- Caller:** Great, thank you very much.
- Receptionist:** Thank you.

In pairs, read the conversation.

6 Role play

Work with a partner. Role play a similar telephone conversation. Take turns to be caller and reception. Use the information on the next page.



Caller	Receptionist
Arrival date <i>5th August</i>	Price (single room) <i>\$60/night</i>
Number of nights <i>5</i>	Price (double room) <i>\$100/night</i>
Number of people <i>1</i>	Check-in <i>1pm</i>

Caller	Receptionist
Arrival date <i>10th March</i>	Price (single room) <i>\$80/night</i>
Number of nights <i>3</i>	Price (double room) <i>\$150/night</i>
Number of people <i>2</i>	Check-in <i>midday</i>