

Activity 1

Activity 2

Activity 3

Activity 4

Activity 5

Activity 6



≡ Go to online version of the activity.



≡ Go back to this menu.

Clerk: Good afternoon. May I help you?

Guest: Yes. 1)

Clerk: Yes, ma'am, we do. Is that a single or double?

Guest: 2)

Clerk: How long would you like to stay?

Guest: 3)

Clerk: Will you be paying by credit card?

Guest: Yes, MasterCard. 4)

Clerk: That's Ms. Rodriguez? I'll just swipe your credit card. Would you please complete the guest registration card.

B) For four nights.

C) Here you are.

A) A single.

D) Do you have any vacancies starting tonight?



Clerk: Here's your credit card, Ms. Rodriguez, and your room key.

Guest: 5)

Clerk: Your room is 1008, on the seventh floor. The bellhop will take your bags up to your room.

Guest: Thanks.

Bellhop: Hello! I'm the hotel bellhop. How may I help you?

Guest: 6)

Bellhop: I'll put my bags on my cart. Now, may I see your key?

Guest: 7)

Bellhop: We'll take the elevator.

F) Thank you.

E) I can't find my room.

G) I'm in Room 1008.



Check In

Guest



Clerk

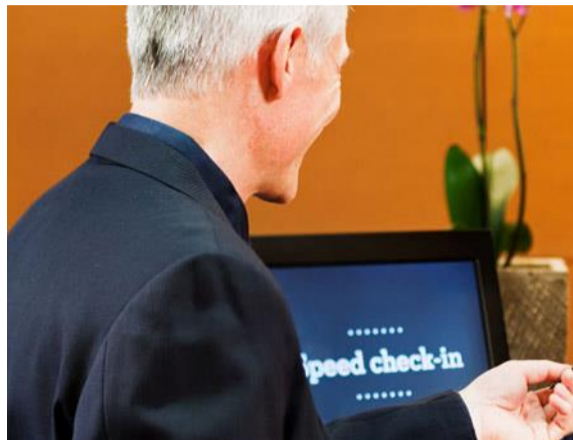


Guest

You have a reservation. You are staying 3 nights in a single non-smoking room with Jacuzzi. You'll pay with credit card.

Useful Language:

- I'm staying ...
- I'll pay with...



Clerk

Useful Language:

- Welcome to Budapest Grand Hotel.
- Do you have a reservation?
- What type of room would you like?
- How long will you be staying?
- How will you be paying?
- OK. Here're your keys.



Activity 3A

Check the amenities and services requested. ICANA

We need...



extra towels.



extra hangers.



skirt hangers.



an iron.



a hair dryer.

Could someone...



make up
the room?



turn down
the beds?



pick up the
laundry?



bring up a
newspaper?



take away
the dishes?



Activity 3B

Check the amenities and services requested. ICANA

We need...



extra towels.



extra hangers.



skirt hangers.



an iron.



a hair dryer.

Could someone...



make up
the room?



turn down
the beds?



pick up the
laundry?



bring up a
newspaper?



take away
the dishes?



Requesting hotel amenities and services

Guest



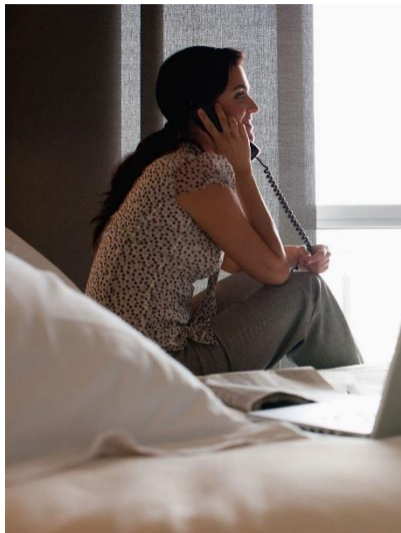
Hotel
Staff



You are a guest at the hotel. You want to have dinner in your room. You have lots of dirty clothes. There aren't enough clothes hangers. You are very tense so you want a massage.

Useful Language:

- Could someone ____ ?
- I need ____
- I'd like to order ____
- Can I make a reservation for ____ ?



You are a hotel employee. A guest is requesting services and amenities. Do your best to keep the guest happy.

Useful Language:

- Hello, this is ____, how may I help you?
- Is everything OK?
- What's the problem?
- Let me check.
- Certainly
- I'll see what I can do.
- I'm afraid that's not possible at the moment.



Activity 5A

Edgard is at the breakfast buffet and he's very hungry. Check the hot food that he is going to eat. Listen again and write down how much/ how many pieces he is going to have.

Bacon



Scrambled Eggs



Fried Potatoes



Fried Eggs



Hash Browns



Boiled Eggs



Mushrooms



Ham



Tomatoes



Sausages



English Muffins



French Toast



Activity 5B

Edgard is at the breakfast buffet and he's very hungry. Check the cold food that he is going to eat. Listen again and write down how much/ how many pieces he is going to have.

Ketchup



Salt



Barbecue Sauce



Pepper



Maple Syrup



French Mustard



Breakfast Rolls



Milk



English Muffin



Jam



Guest:

1)

Clerk: Oh, really? We'll miss you. Did you enjoy your stay with us?

Guest:

2)

Clerk: That's good. Where are you going now?

Guest:

3)

Clerk: Alaska? I'm sure you'll enjoy it. Did you have anything from the minibar last night?

Guest:

4)

Clerk: Fine. I'll just print out your check. It won't take long.

B) I'm going on an Alaska cruise.

A) Yes. A small mineral water.

C) Yes, I did. Very much.

D) I'm checking out today. Here are my keys



Activity 6**Hotel Check Out. Complete the dialogue.**

Clerk: Do you want to just check this over?

Guest: 5)

Clerk: We have a record of your Visa card. Do you want to charge everything to Visa?

Guest: 6)

Clerk: OK. Sign here. And here's a copy for your records. We hope you'll stay with us again.

Guest: 7)

G) Thanks. Yes, everything is fine.

F) Please.

E) I will. And thank you for all your help.

