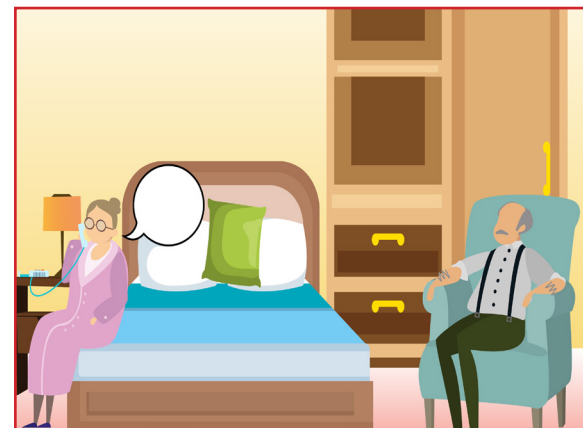


UNIT 6: AT THE HOTEL



ELENE



SITUATED ENGLISH **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



**Co-funded by
the European Union**

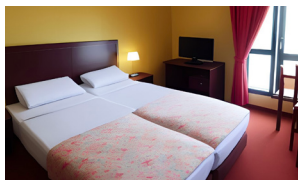
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SECTION A

KEY VOCABULARY



Key



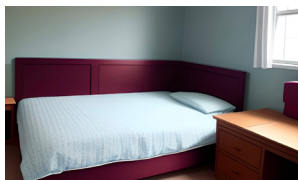
Double room



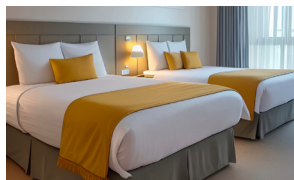
Lift/elevator



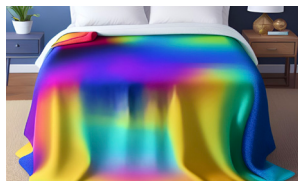
Lobby



Single room


Double room with
a single bed


Breakfast room



Blanket



Reception/Front desk



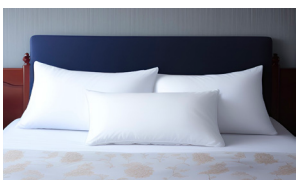
Locker / Safe



Key card



Check in- Check out



Pillow



Booking a hotel



Reservation



Heating-air conditioner



Room Service



Restaurant

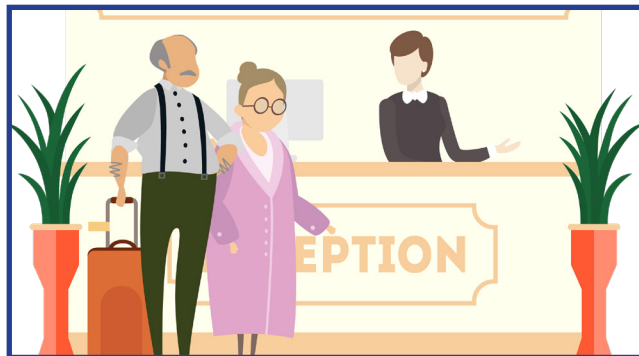


SECTION B

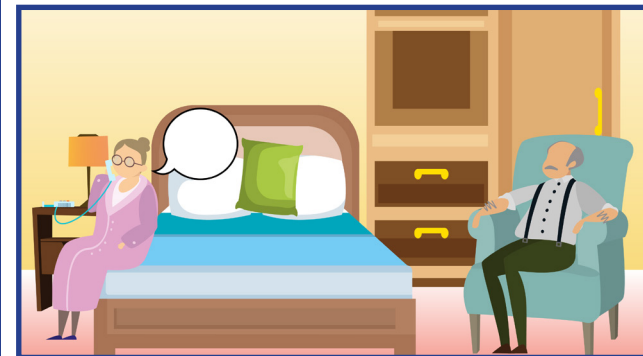
What you might hear and see



- Welcome, ma'am.
- How can I help you?
- May I help you, please?



- Do you have a reservation?
- Can I have your passport please?
- What name did you put the reservation under?
- Do you want a single room with two beds or a single bed?
- Would you like help with your luggage?



- You can use this key card to enter your room.
- Your room is on the 4th floor.
- The lift is on the left.
- Check-out is at 12 o'clock.
- Breakfast is between at 7 a.m and 10 a.m.
- Smoking is forbidden inside the rooms.
- The restaurant is open between 8 a.m. and 11 p.m.



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you Thanks a lot Thank you very much.
<i>Reporting a problem</i>	The air conditioner is not working. Can you check it please? I think there is a problem with the TV cable. The key card does not open the door.
<i>Requesting something</i>	Can I have an extra blanket, please? Can I have some clean towels, please?
<i>Leave-taking expressions</i>	Good bye Have a good day.

SECTION D

Basic Dialogues for a Hotel

Asking for reservation



Visitor: Hello.

Receptionist: Hello. Can I help you?

Visitor: Yes, we have a reservation for today and tomorrow.

Receptionist: Okay, what is your name, please?

Visitor: Arthur Smith.

Receptionist: Yes, I see your reservation for two days. Can I have your passports?

Visitor: Here you are.

Receptionist: Just a minute please.

Visitor: Okay.

Reporting a problem



Visitor: Hello.

Receptionist: Hi, how can I help you?

Visitor: The air conditioner in my room is not working.

Receptionist: What exactly is the problem?

Visitor: It is on but it does not heat the room.

Receptionist: What temperature do you see on the screen?

Visitor: It is showing 27, but there is no heat.

Receptionist: I will ask someone to check it, we will let you know soon.

Visitor: Thank you.

SECTION D

Basic Dialogues for a Hotel

Receptionist giving information about the hotel



Receptionist: Your room is number 309. It is on the 3rd floor, and the elevator is on the right.

Visitor: Thank you, can we smoke in the room?

Receptionist: No sir, it is forbidden.

Visitor: Okay, and what is the WIFI password?

Receptionist: It is written on the card. Here you are.

Visitor: Okay, great. Thank you.

Asking for something



Visitor: Hello. Can I ask you for something?

Receptionist: Yes, sir. How can I help you?

Visitor: Can we have extra blankets?

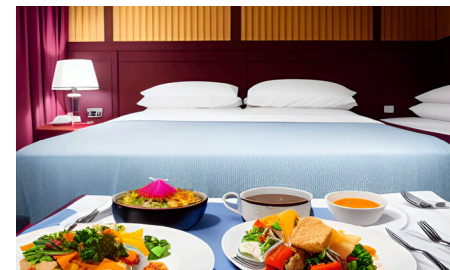
Receptionist: Sure, how many do you want?

Visitor: Two please, thank you.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Receptionist: Welcome sir

.....?

Visitor: Yes, we have a reservation for today and tomorrow.

Receptionist:

Visitor: Andrew and Helen Williams.

Receptionist: Can I see your passports, please?

Put a tick next to the statements you hear a receptionist or a visitor at the hotel say.

What time is breakfast?

I would like to rent a car.

May I see your passport please?

You need to go to Platform 3.

Smoking is forbidden in the rooms.

Switch your mobile phone off.

FINAL STEP

Exercises

Dialogue at the hotel: Elene and Erasmus have just arrived at the hotel and they are ready for check-in.



Read the dialogue below and fill in the blanks with the most appropriate option.

- a) Do you need help with your luggage?
- b) Here you are.
- c) We have a reservation for today and tomorrow.
- d) Can I see your passports please?

Erasmus: Hello.

Receptionist: Hello. Can I help you?

Erasmus: Yes,

Receptionist: Okay, what name did you put your reservation under?

Erasmus: Erasmus and Elene Acomi.

Receptionist: Yes, I see your reservation for two days.

Erasmus: Okay, good.

Receptionist:

Erasmus: Yes, please. That would be great.

Receptionist:?

Erasmus: Sure,

Receptionist: Your room number is 208. Enjoy your stay.

Erasmus: Thank you.

VIDEOS

External Video Links

- <https://www.youtube.com/watch?v=wyqfYJX23lg>
- <https://www.youtube.com/watch?v=684W6lo8JTw>

