

Hotel

a. Vocabulary:

i. Beginning: Check in

hotel
guest
room
Receptionist
reservation
ID
lobby
passport

ii. Intermediate: Room Service

food	room
hamburger	dessert
fries	apple pie
Coke	large
order	please
drink	Room Service

iii. Advanced: Reservation

hotel	access	wake up call
lobby	sauna	breakfast
double room	pool	fitness center
credit card	spa	available
Internet	bellboy	security
Receptionist	luggage	passport

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Would you like me to take "Mr & Mrs Smith" as your final answer?

b. Sentence Patterns

i. Beginning: Check in

I have a reservation.

Here is my passport.

Thank you.

ii. Intermediate: Room service

May I order some food?

I would like a hamburger and some fries.

I would like a coke.

No, that's all.

Yes, a piece of apple pie, please.

Thank you.

iii. Advanced: Reservation

Yes, I would like a room for tonight.

Do you have any double rooms available?

Credit card. Here you go.

Yes, please. Breakfast for two people.

Do your rooms have Internet access?

We would also like to use the sauna, pool and spa.

Do you have a fitness center?

Will you ask the bell boy to take our luggage to our room?

I will need a wake-up call tomorrow morning at 7:30.

Thank you.

c. Dialogues

Situation A: Beginning (Check in)

T: Welcome to English Village Hotel. May I help you?

S: Yes. I have a reservation. Here is my passport/ID.

T: Just a minute. I will check the computer.

T: I found your reservation. Here is your room key. You are in Room 606. Enjoy your stay.

S: Thank you. Goodbye.

Situation B: Intermediate (Room Service)

T: Room service, may I help you?

S: Yes, may I order some food?

T: Sure. What would you like to eat?

S: I would like a hamburger and some fries.

T: Would you like something to drink?

S: Yes, I would like a large Coke.

T: Anything for dessert?

S: Yes, a piece of apple pie, please.

T: Ok, I will send the food to your room.

S: Thank you.

T: You're welcome.



Situation C: Advanced (Reservation)

T: Welcome to English Village Hotel. May I help you?

S: Yes, I would like a room for tonight. Do you have any double rooms available?

T: Yes, we do. Our double rooms are \$2,000 EV per night.

S: OK.

T: Will that be cash or credit card?

S: Credit card.

T: Thank you. I will also need to see your passport. One moment please.

T: Will you want breakfast?

S: Yes, please. Breakfast for two people.

T: What time would you like your breakfast brought to your room?

S: At 7:45 a.m. Oh, do your rooms have the Internet access?

T: Yes, our rooms have a high-speed DSL Internet connection.

S: Great.

S: We would also like to use the sauna, pool and spa. Do you have a fitness center?

T: Yes. I will arrange that. You will be in room 606. Here's your room key.

S: Will you ask the bellboy to take our luggage to our room?

T: No problem.

S: I will also need a wake up call tomorrow morning at 7:30.

T: I will arrange that for you. Enjoy your stay.

S: Thank you.

