



Checking In

Key Terms

facility	n.
confirmation	n.
deposit	n.
rate	n.
reception	n.
vacancy	n.
tip	n.
reservation	n.
wake-up call	n.
reception bell	n.



double room



reception bell

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Front Desk

Good afternoon.

Ronald Dickson

Hi, my name is Ronald Dickson. I have a reservation. Would it be possible to check in now?

Front Desk

Just one moment, Sir. Would you mind repeating your last name for me please?

Ronald Dickson

Sure. Dickson, D-I-C-K-S-O-N.

Front Desk

OK, let me see. Yes, Mr. Dickson, I have your reservation here. You booked a double room for two nights. Is that correct?

Ronald Dickson

Yes.

Front Desk

Now, I just need you to fill out this form please.

Ronald Dickson

Sure, here you are.

Front Desk

Thank you. And may I please see your passport?

Ronald Dickson

Sure. Here it is.



Front Desk

Thank you. OK, Mr. Dickson, here are your passport, room key, and breakfast vouchers. Your room number is 1266. It's on the twelfth floor. The elevator is right over there, and breakfast is served every morning from 7 to 10 a.m. in the dining hall on the fourth floor.

Ronald Dickson

Thank you. Oh, and would it be possible to have a wake-up call tomorrow morning please?

Front Desk

Of course. What time would you like to be woken up?

Ronald Dickson

Twenty to seven please.

Front Desk

OK, no problem.

Ronald Dickson

Thank you.

Front Desk

You're welcome. I hope you enjoy your stay.

Sample Sentences

A Checking In With a Reservation

1. Hello. I would like to check in please.
2. When is check-in?
3. You can check in after two in the afternoon.
4. I booked the room from Taiwan.
5. My travel agency booked the room for me.
6. I reserved a room through my travel agency in Taiwan.
7. Hello, I called last night to book a room.
8. Here is the confirmation slip.
9. What type of room did you reserve, Ma'am?
10. Did you book the room for two days?
11. No, the reservation was for a week.
12. There must be some mistake. I booked the room for one week.
13. Please fill out this registration form.
14. What is this section for?
15. May I please see your passport?
16. Please return the key to the front desk when you check out.

Hotel Staff



Receptionist



Reservation Staff



Doorman



Porter

17. We will bring your baggage to your room straight away.
18. Where is the elevator please?
19. Right this way, Sir. Please follow me.



B Checking In Without a Reservation

20. Excuse me. Do you have any rooms available for tonight?
21. What type of room would you like, Ma'am?
22. Yes, we have a vacancy.
23. I'm afraid we're all booked for the moment.
24. The only room left is a double room.
25. OK, I'll take it.
26. Would you be able to recommend another hotel nearby?
27. You might try the Season Hotel across the street.
28. Would it be possible for me to change to another room later on?
29. What is the nightly rate?
30. Is there a discount if I stay for three nights?
31. I can give you a 5 percent discount.

Operator



Housekeeper

Cleaning Staff



Cashier

C Accommodation Questions

32. Excuse me. When is check-out?
33. Please check out before noon.
34. Excuse me. When is breakfast served?
35. We serve breakfast from 7 to 10:30 a.m.
36. Do you provide a daily newspaper?
37. Are there any other services available?
38. We also provide our guests with dry-cleaning, laundry, and wake-up call services.
39. Do you have any other facilities in the hotel?
40. We have a sauna, an indoor swimming pool, and several conference rooms.
41. How would you like to pay?
42. Do you accept credit cards?
43. Yes, except for American Express.
44. Do you take traveler's checks?
45. Yes, but I'll need to see your passport please.

Hotel Facilities



fitness center



tennis court



indoor/outdoor pool



golf course



squash court



sauna



Exercises

1

Listen to the short dialogues below. Then complete the sentences.

- 73, 1 Guest Excuse me. Do you have any rooms _____ for tonight?
 Front Desk What type of room would you like?
 Guest I would like a _____ for three nights.
 Front Desk I am afraid we can only offer you a _____.
 Guest OK, a double room will be fine, thank you.

- 74, 2 Guest Excuse me. What is the room rate per night?
 Front Desk \$60 for a single room and \$80 for a double room.
 Guest Would it be possible to have a lower _____ if I stay for three nights?
 Front Desk Yes, I can offer you a 5 percent _____.

- 75, 3 Front Desk How would you like to _____ ?
 Guest Do you accept _____ ?
 Front Desk Yes, of course. May I please see your passport?



night club/bar



coffee shop



restaurant



conference room

4 Front Desk
Guest

The _____ will help you with your baggage, Sir.
Oh, I can carry it on my own. Not to _____.

2

Arrange the sentences below in the correct order, so that they form a dialogue.

a And your name please?

e It should not take long, Ms. Hilton. Please take a seat, I'll be right back with you.

b I am terribly sorry, Ms. Hilton. This is entirely our fault. We are completely full now. I will have to find you a room in another hotel.

f Kelly Hilton.

c Good evening, Madam. May I help you?

h Yes. I reserved a single room.

g Oh, no!

d I am sorry, Ms. Hilton. I do not have a record of your reservation. Do you have a confirmation?

i Yes. Here is the confirmation fax.