

# Checking In

## **Key Terms**

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



double room

reception bell



Front Desk

Ronald Dickson

Good afternoon.

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

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

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

OK, let me see. Yes, Mr. Dickson, I have your reservation here.

You booked a double room for two nights. Is that correct?

Yes.

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

Sure, here you are.

Thank you. And may I please see your passport?

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

- Hello. I would like to check in please.
- 2. When is check-in?
- 3. You can check in after two in the afternoon.
- I booked the room from Taiwan.
- 5. My travel agency booked the room for me.
- 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.



- 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.

### (7) 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.



#### 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.



fitness center



tennis court







squash court





indoor/outdoor pool

golf course

sauna





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





Guest

Front Desk

Guest

Front Desk

Guest

Excuse me. Do you have any rooms

What type of room would you like?

I would like a

for three nights.

I am afraid we can only offer you a

OK, a double room will be fine, thank you.



Guest

Front Desk

Guest

Excuse me. What is the room rate per night?

\$60 for a single room and \$80 for a double room.

Would it be possible to have a lower

if I stay for

for tonight?

three nights?

Front Desk

Yes, I can offer you a 5 percent



Front Desk

Guest

Front Desk

How would you like to

Do you accept

Yes, of course. May I please see your passport?







restaurant



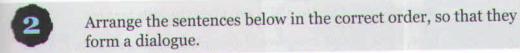
night club/bar

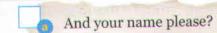
coffee shop

conference room

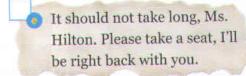


The will help you with your baggage, Sir.
Oh, I can carry it on my own. Not to





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.



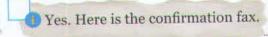


Good evening, Madam. May I help you?

Yes. I reserved a single room.



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



Oh, no!