



AT A HOTEL



Scan to review worksheet

Expemo code:
135I-71QA-X1J7



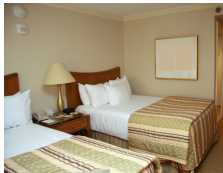
1 Vocabulary

Write the words below each picture.

a double room
a receptionist

a key
a single room

an elevator (US) / a lift (UK)
the second floor



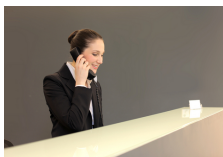
1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

2 Booking and checking in

Listen to the dialogues or watch the videos and complete sentences below.

- Type of room: _____ room
- Name of guest: Claire _____
- Number of nights: _____ nights
- Room number: _____
- Breakfast: 8 to _____ o'clock.

Audio





Now complete the dialogues:

Can I have your name
I'd like to book a single room

Can I see your passport?
I have a reservation

How many nights?
Is there an elevator?

Dialogue 1
Booking

Receptionist: Hello, Albert Hotel.

Claire: Hello, _____¹, please.

Receptionist: When for?

Claire: For tomorrow.

Receptionist: _____²

Claire: Three nights, please.

Receptionist: _____³, please?

Claire: My name is Claire Brooks. That's B-R-O-O-K-S.

Receptionist: OK, thank you. See you tomorrow.

Dialogue 2
Checking in

Claire: Hello, _____⁴.

Receptionist: Can I have your name, please?

Claire: Claire Brooks.

Receptionist: Ah, yes. For three nights?

Claire: Yes, that's right.

Receptionist: _____⁵

Claire: Yes. Here you are.

Receptionist: Here's your key. Your room number is 304. It's on the third floor.

Claire: Thank you. _____⁶

Receptionist: Yes, there is. It's over there.

Claire: OK. And what time is breakfast?

Receptionist: We serve breakfast from 8 to 11 o'clock.

3 Role play

Look at the situations below. With your partner, practice booking a room and checking in.

Type of room: double; From: this Friday; Number of nights: 4; Room number: 201

Type of room: single; From: this Wednesday; Number of nights: 2; Room number: 120



Transcripts

2. Booking and checking in

Dialogue 1 - Booking

- Receptionist:** Hello, Albert Hotel.
- Claire:** Hello, I'd like to book a single room, please.
- Receptionist:** When for?
- Claire:** For tomorrow.
- Receptionist:** How many nights?
- Claire:** Three nights, please.
- Receptionist:** Can I have your name, please?
- Claire:** My name is Claire Brooks. That's B-R-O-O-K-S.
- Receptionist:** OK, thank you. See you tomorrow.

Dialogue 2 - Checking in

- Claire:** Hello, I have a reservation.
- Receptionist:** Can I have your name, please?
- Claire:** Claire Brooks.
- Receptionist:** Ah, yes. For three nights?
- Claire:** Yes, that's right.
- Receptionist:** Can I see your passport?
- Claire:** Yes. Here you are.
- Receptionist:** Here's your key. Your room number is 304. It's on the third floor.
- Claire:** Thank you. Is there an elevator?
- Receptionist:** Yes, there is. It's over there.
- Claire:** OK. And what time is breakfast?
- Receptionist:** We serve breakfast from 8 to 11 o'clock.



Key

1. Vocabulary

Students can work alone and check in pairs. Go through the answers with the class.

- | | | |
|-------------------|------------------|-----------------------------------|
| 1. a double room | 2. a key | 3. an elevator (US) / a lift (UK) |
| 4. a receptionist | 5. a single room | 6. the second floor |

2. Booking and checking in

Play the audio file or use your mobile device to scan the QR code. Alternatively, play the two animated videos included in this lesson plan. Play the dialogues or videos as many times as is necessary. Students can work alone and check in pairs.

1. single
2. Brooks
3. 3
4. 304
5. 11

1. I'd like to book a single room
2. How many nights?
3. Can I have your name
4. I have a reservation
5. Can I see your passport?
6. Is there an elevator?

3. Role play

Students work with a partner, taking turns to be receptionist and guest. If there is time, have the students repeat the role-play with different days, number of nights, room numbers, etc.