



Hotel Check-in

Let's learn some of the important phrases to check in at a hotel in English.



When you see this image, it's a phrase you might hear the receptionist say.



When you see this image, it's a phrase you might say.

Good morning!

Good afternoon!

Good evening!

Hello!

Hi!

Welcome to ...!

When you start the check-in process you will usually start with a greeting.





Sometimes the receptionist will open the conversation with a phrase.

How can I help you?

What can I do for you?

Are you checking in?



Sometimes you can open the conversation by explaining why you are in the hotel.

I have a reservation under the name WILKINSON.

I'm here to check in, please.

My name is ADAM, I have a reservation.



After explaining why you are at the hotel, the receptionist will need some basic information to find your booking, usually your name or your booking number.

What is your name?

Under what name is the reservation?

Could I take your name, please?

Do you have a booking number?



You must provide this information to the receptionist.
Sometimes they may ask you to spell it.

Of course, the name is WILKINSON

Yes, it's WILKINSON

My booking number is 13478920



The receptionist will normally need a few seconds to find the correct information for your booking.

Let me pull up your reservation.

Let me just find your reservation details.



Sometimes there may be issues at check-in. For example, if the receptionist cannot find your booking.

I can't find a record of your booking.

I can't seem to see your booking.

How did you book the hotel?



If a receptionist asks how you booked, you can confirm this information with them.

I booked it last month online.

I booked directly with you.

I used Booking.com / a travel agent.

I have a booking number if you'd like.



The receptionist may upgrade you, change your room or simply confirm your booking. Listen to the type of room, days and nights you're staying too.

I've found your booking here!

So you are in a single room from Monday to
Thursday, 3 nights.



The receptionist will then need some details from you.
They may ask for your ID/passport/credit card and to
complete a form.

I just need you to fill out this form.

Please could you fill out this form?

Can I see some ID/ your passport?

I just need to see your ID/ passport.

We need to take your credit card.



These are some additional questions you might need at check-in.

How do I get onto the WiFi?

What time is breakfast served?

What time is checkout?

Do you have a map of the city?

Can we upgrade our room?



These are some additional questions you might need at check-in.

Can I get a wakeup call?

Can I leave my bags here and go into town now?

Do you book restaurants/tickets too?

Where is the nearest train/bus station?



After all the details have been confirmed, the receptionist will probably give you lots of information, including breakfast and checkout time, your room number and key and the directions to your room.

Breakfast is served at ...

The breakfast hall is open from ... to ...

Here is your WiFi password

Checkout is at ...



After all the details have been confirmed, the receptionist will probably give you lots of information, including breakfast and checkout time, your room number and key and the directions to your room.

You are in room number ...

Here is your key!

You can take the lift/stairs to floor ... and your room is on the right/left.

Have a nice stay!

Goodbye!

Bye!

Have a lovely day!

At the end of the check-in process, say goodbye politely and head to your room.

