



## At The Hotel

- 1) This stands for bed and breakfast and provides the basics (accommodation and breakfast)
- 2) A private house that is rented out
- 3) An entire establishment with numerous buildings that offer different services
- 4) The most popular type of accommodation that provides a place to sleep as well as meals and other services
- 5) These are in remote locations, typically when skiing
- 6) Very cute houses found in the countryside
- 7) Accommodation with shared bedrooms and bathrooms
- 8) Also called a flat, one floor
- 9) Designed for motorists travelling long distances

Hotel  
Apartment  
Resort  
Villa  
Cabin  
Cottage  
Hostel  
Motel  
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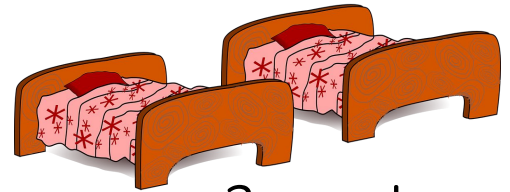
# At The Hotel



1 person



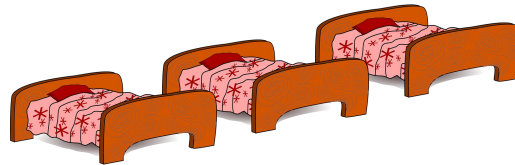
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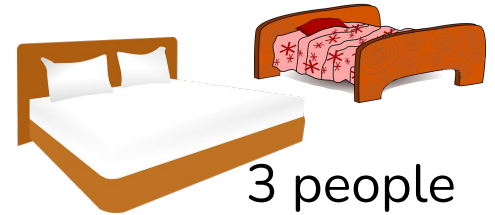
2 people



4 people



3 people



3 people

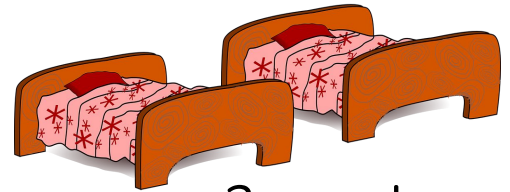
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single room



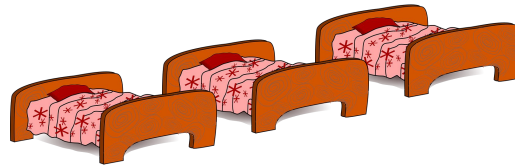
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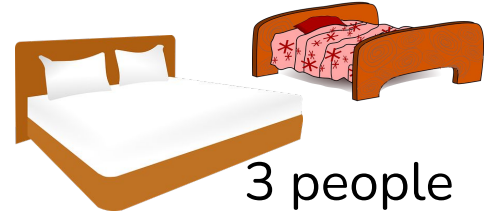
2 people



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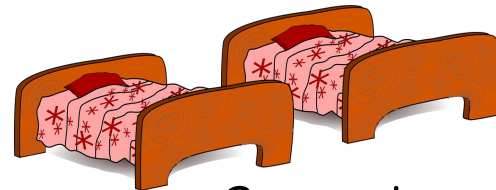
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single room



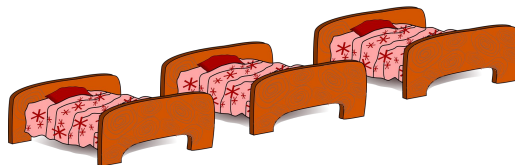
double room



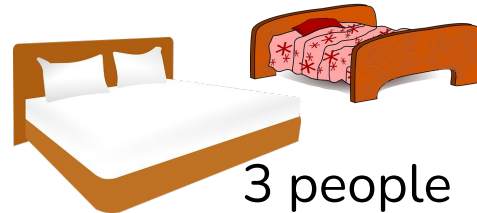
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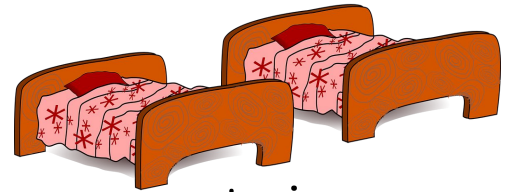
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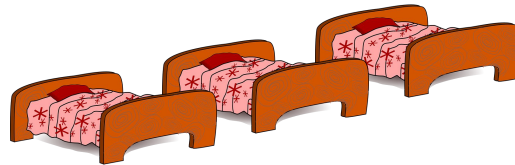
double room



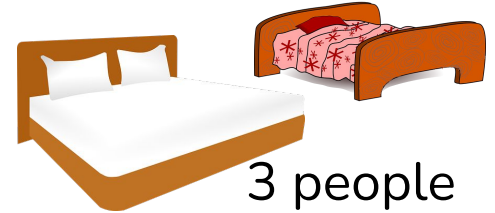
twin room



4 people

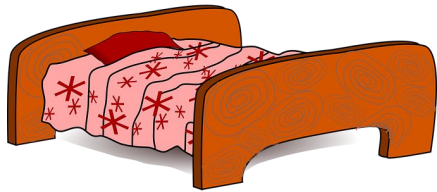


3 people



3 people

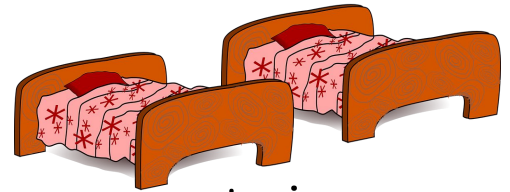
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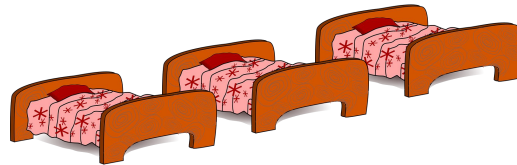
double room



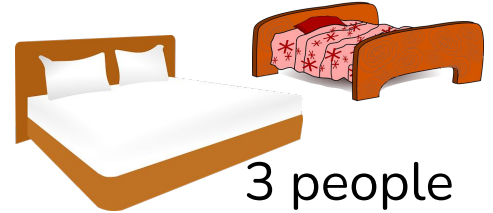
twin room



twin double  
room



3 people



3 people



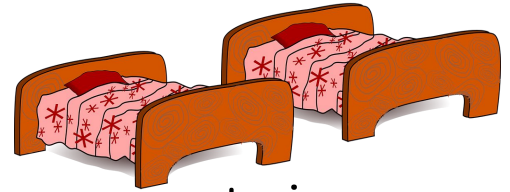
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single room



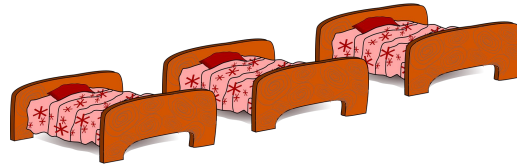
double room



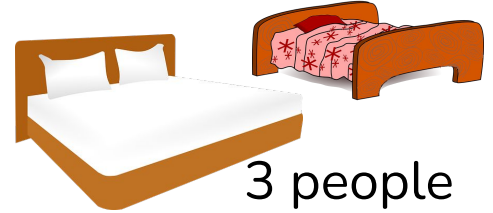
twin room



twin double  
room



triple room



3 people

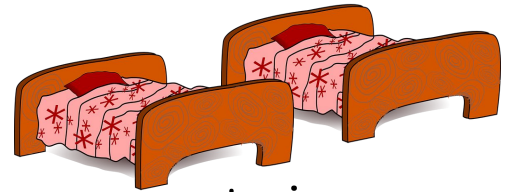
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single room



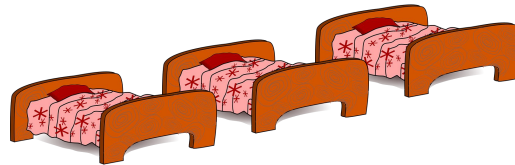
double room



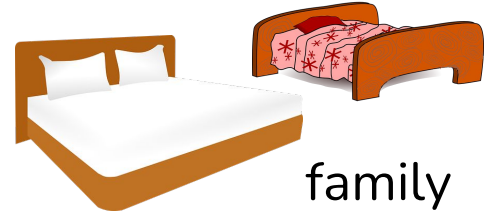
twin room



twin double  
room



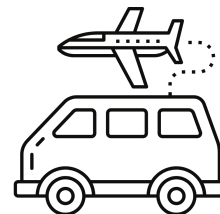
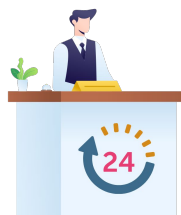
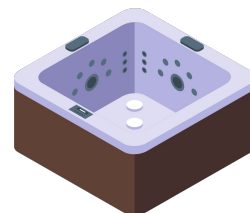
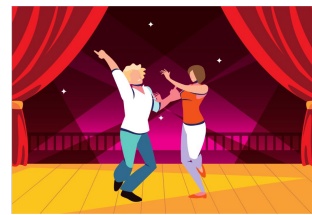
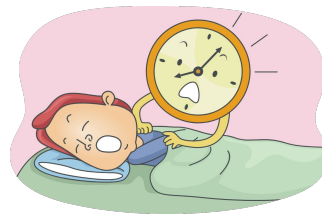
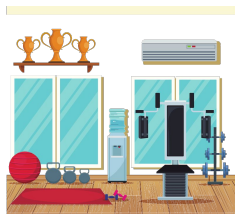
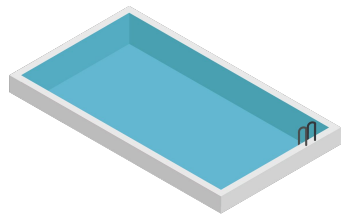
triple room



family  
room

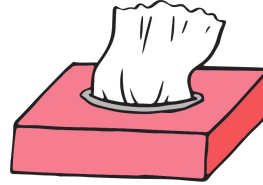
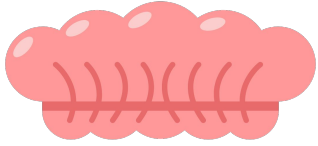
# At The Hotel

What are the typical amenities/facilities in a hotel?



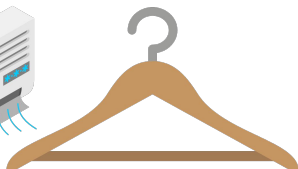
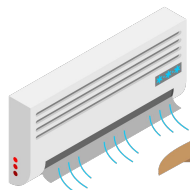
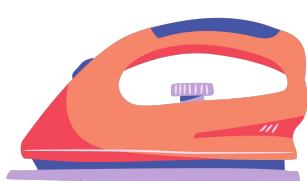
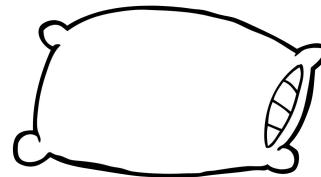
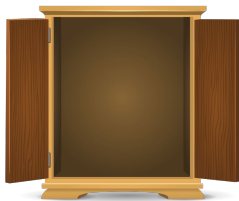
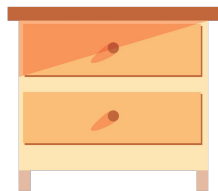
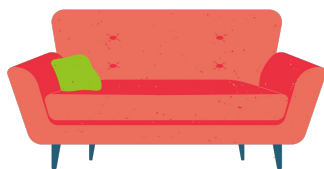
# At The Hotel

What are the typical amenities in a hotel bathroom?



# At The Hotel

What are the typical amenities in a hotel room?





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.





Let's learn some of the important phrases to check out of 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-out 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 out?



Sometimes you can open the conversation.

I'm checking out today.

I'd like to check out, please.



The receptionist will need to confirm some details with you to check out correctly.

What is your name?

What is your room number?



Provide the information that the receptionist asks for.

I'm Alex Scott.

My name is Alex Scott.

I'm in room number 405.



If you haven't already paid online or there are some extra charges, you will be asked about payment method.

How will you be paying today - card or cash?

We already have your credit card details, will we be charging the same card?



You need to confirm the type of payment you want is available.

Can I pay by card, please?

Do you accept credit cards?





Make sure you check the final price. You may need to ask some extra questions to ensure the price is correct.

Did you have breakfast this morning?

Did you make any calls?

The total is \$....

That'll be \$...



Double check the price is correct!

Please can you check to see if the amount is correct?

Please check these details then sign below.

Here's your receipt!



The receptionist will end the conversation with a polite phrase and you can respond with your farewell.

I hope you enjoyed your stay with us.

Have a safe flight/journey!

Have a lovely day!



## Hotel Registration Form

# Hotel Registration Form

Title

Mr

Mrs

Miss

Ms

The title is the legal name for you depending on your gender and marital status.

# Hotel Registration Form

## Name

First name

Middle name

Surname / last name / family name

There are different types of names,  
check you are writing the correct  
ones!

# Hotel Registration Form

## Address

House name / number

Street

Your address is where you live.

City / State

Postcode / Zip code

# Hotel Registration Form

## Number

Mobile number

Home number

Telephone number

Your number is for a phone call



# Hotel Registration Form

Email

Email

Email address

Your email is the electronic mail

# Hotel Registration Form

## Arrival

Arrival date

Arrival time

Arrival is the first day you get to the hotel

# Hotel Registration Form

## Departure

Departure date

Departure time

Departure is the last day at the hotel, the day you leave

# Hotel Registration Form

## Identification

Passport number

ID number

You may need to write a special  
identification number

# Hotel Registration Form

## Flight Details

Flight number

Flight airline

Sometimes, you will be asked for information about the aeroplane you used to arrive at the hotel

# Hotel Registration Form

## Payment

Card name

Card number

Expiry Date

Sometimes you need to copy the information from your credit/debit card onto the form

# Hotel Registration Form

Signature

Your signature is to confirm that the information on the form is correct



# Practice 1

It's conversation time!

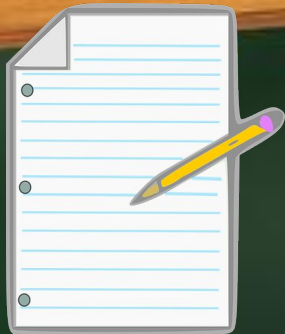
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# REVIEW



## At The Hotel Course



# HOMEWORK

## UPLOAD A VIDEO RESPONSE

Link:

<https://virtually-fluent.com/topic/hotels-conversation/>