

# Lesson 18 – At a Hotel

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Welcome to Lesson 18 of the Everyday English Speaking Course! Today you're going to learn how to make a hotel reservation, check in and check out, and describe problems with your hotel room.

First let's learn about a few different **types of hotels**:

- A **motel** is a very simple, very basic hotel – usually located by the side of a road, for people to stop and stay for one night while driving long distances.



***Motels** often have outside doors to the rooms.*

- A **hostel** is a place where you can stay in a large dormitory room with other people. Everyone shares the bathroom and kitchen. Hostels are popular with backpackers and young travelers.



- A **bed and breakfast** is a private house, usually with fewer than 10 rooms available, where a family lives in the house and rents out the rooms.



- A **resort** is usually the most expensive type of hotel, because it includes very complete facilities – food and drink, swimming pools, sports and fitness centers, spas, entertainment, and shopping.



## Conversation #1 – Making a reservation

**Receptionist:** Good evening, Florence Hotel.

**Henry:** Hi, I'd like to book a double room for this weekend. What are your rates?

**Receptionist:** Would you like a standard room or a suite? The standard room is \$145 per night and the suites are \$200.

*(suites are bigger, more expensive and more comfortable than standard rooms)*

**Henry:** A standard room, please. Does that include breakfast?

**Receptionist:** Yes, it does. Will that be two twin beds or one double bed?

*(Twin bed = a bed for one person.*

*Double bed / Queen-sized bed / King-sized bed = a bed for two people)*

**Henry:** One double bed.

**Receptionist:** And when will you be arriving?

**Henry:** We'll be coming on April 12<sup>th</sup> and leaving on the 15<sup>th</sup>. By the way, does the room have WiFi?

**Receptionist:** No, only in the lobby.

**Henry:** Oh... I guess that's all right.

**Receptionist:** Okay. Can I get your name, please?

## Conversation Vocabulary & Phrases

Henry starts the conversation by saying "I'd like to book a room..." To "book" a room means to reserve and pay for a room. You can also use the verb "book" with flights. Here are some other ways to begin making a hotel reservation:

- "I'd like to make a reservation for 3 nights."
- "Do you have any rooms available for October 24<sup>th</sup>?"

To ask about how much it costs, you can say:

- "How much is it per night?"
- "What's the price per night?"
- "What are your rates?"
- "Does that include breakfast?"
- "Is breakfast included?"

Henry asks if the room has WiFi (wireless internet). Here are some other questions about the hotel facilities or things in the room:

- **“Does the room have...**
  - air-conditioning?
  - a ceiling fan?
  - a view?
  - a bathtub?
  - a balcony?
- **“Does the hotel have...**
  - laundry facilities?
  - a swimming pool?
  - a fitness center?
  - a business center?

## Conversation #2 – Checking in

When you arrive at the hotel, you will enter the **lobby** (the reception area) and go to the **front desk** (the place where the receptionist works)

**Receptionist:** Hello, how can I help you?

**Henry:** Hi, I have a reservation under the name “Henry McAllister.”

**Receptionist:** Just a moment, I’ll look it up... ah, here it is – a standard double room for three nights. Can you fill out this form, please?

**Henry:** Sure.

**Receptionist:** OK, Mr. and Mrs. McAllister, here are your key cards. You’re in room 327 on the third floor. Breakfast is served from 7 to 10, and the elevators are right over there.

**Henry:** Thanks. One question – what time is check-out?

**Receptionist:** Check-out is at 11:30.

## Conversation Vocabulary & Phrases

Henry asks the receptionist, **“What time is check-out?”** – he is asking what time it is necessary to leave the hotel room at the end of his stay. Here are some other questions you can ask the receptionist when you arrive at a hotel:

- **“What time is breakfast?”**
- **“What are the hours for the...”**
  - fitness center / swimming pool / restaurant / bar?”
- **“What’s the WiFi password?”**
- **“Could I have a wake-up call tomorrow morning at 6?”**
- **“Where can I park my car?”**

## Hotel Room Vocabulary

Here are a few things you might find in your hotel room. Listen to the words and practice your pronunciation.







**bathtub**



**toilet paper**



**trash can / garbage can**



### **Conversation #3 – Reporting Problems with the Room**

*Henry and his wife go up to their hotel room, but they discover a few minor problems – so they call the front desk to ask for help.*

**Receptionist:** Front desk – this is Julia.

**Henry:** Hi – there's a problem with my room. The fan isn't working.

**Receptionist:** I'll send somebody up to fix it right away.

**Henry:** Oh, and also there's no shampoo.

**Receptionist:** You can come get some at the front desk. Is there anything else?

**Henry:** Yes, can I have some extra pillows?

**Receptionist:** Of course – we'll bring them to your room.

**Henry:** Thanks a lot.

## Conversation Vocabulary & Phrases

If something is not functioning correctly, you can say **it's not working**, for example:

- **"The TV's not working."**
- **"The shower's not working."**
- **"My keycard's not working."**

If something is not present in your room, you can say **there's / there are no...**

- **"There's no toilet paper."**
- **"There's no shampoo / soap."**
- **"There's no hot water."**
- **"There are no towels / sheets."**

Here are some other possible problems with hotel rooms:

- **"The sheets are stained."**
- **"The toilet doesn't flush."**
- **"The room's too hot / cold / noisy."**
- **"The room hasn't been cleaned."**
- **"The room smells bad."**
- **"Can I have a different room, please?"**

## Conversation #4 – Checking out

When you leave the hotel, you need to give your key (or key card) back to the receptionist, and pay any remaining charges for your stay. This process is called **check-out**.

**Henry:** Good morning – I'm checking out.

**Receptionist:** Okay, I'll just need your room key, please. How was your stay?

**Henry:** It was great – no complaints here.

**Receptionist:** Wonderful! Did you have anything from the mini-bar?

**Henry:** Yes – one bottle of water and one orange juice.

**Receptionist:** All right... your bill comes to \$15.50.

**Henry:** What's this \$10 charge for?

**Receptionist:** That's for the phone calls you made from your room.

**Henry:** Oh, okay.

**Receptionist:** Would you like to put this on your credit card?

**Henry:** No, I'll pay cash. How can I get to the airport from here?

**Receptionist:** You can take the free shuttle bus, or I can call a cab for you.  
*shuttle bus = a bus that travels between two places only (and does not have multiple stops)*  
*cab = taxi*

**Henry:** What time is the next bus?

**Receptionist:** 10:30.



**Henry:** Will it get to the airport before noon? My flight's at 2:15.

**Receptionist:** Oh, definitely.

**Henry:** All right – I'll take the bus, then.

## Conversation Vocabulary & Phrases

You can start by saying **"I'm checking out."** or **"I'd like to check out."**

If you enjoyed your time at the hotel, you can say:

- **"I enjoyed my stay."**
- **"Everything was great."**
- **"No complaints here."**

If you want to talk about some problems you had with the hotel or room, you can say **"I have a few complaints..."** and then explain the negative experiences.

To ask about transportation from the hotel to the airport, you can say:

- **"How can I get to the airport from here?"**
- **"Does the hotel have a shuttle bus to the airport?"**
- **"Could you call a taxi/cab for me?"**

Sometimes you need to check out of a hotel in the morning, but your flight is in the late afternoon or evening – so you want to spend a little more time in the city, but you don't want to carry all your luggage around. In this case, you can say:

- **"My flight isn't until 8:00. Could I leave my bags here at reception and pick them up later?"**

You've finished Lesson 18! Now try the quiz to test your memory of the key phrases. In tomorrow's lesson, you'll learn about sightseeing – how to see the tourist spots in a city.

# Quiz – Lesson 18

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- 1) I'd like to \_\_\_\_\_ a room.
  - A. date
  - B. book
  - C. request
  
- 2) How \_\_\_\_\_ is it per night?
  - A. much
  - B. cost
  - C. many
  
- 3) I have a \_\_\_\_\_ under the name "Janet Allen."
  - A. request
  - B. reserve
  - C. reservation
  
- 4) We'll be \_\_\_\_\_ for five nights.
  - A. sleeping
  - B. renting
  - C. staying
  
- 5) Is breakfast \_\_\_\_\_?
  - A. paid
  - B. included
  - C. inside
  
- 6) What time is \_\_\_\_\_?
  - A. check-off
  - B. check-up
  - C. check-out
  
- 7) Can I \_\_\_\_\_ another blanket?
  - A. bring
  - B. have
  - C. take

- 8) Does the hotel \_\_\_\_\_ WiFi?  
A. has  
B. had  
C. have
- 9) \_\_\_\_\_ the room have air-conditioning?  
A. Is  
B. Does  
C. Do
- 10) "Was everything OK?"  
"No \_\_\_\_\_ here."  
A. complaints  
B. errors  
C. negatives
- 11) The remote control's \_\_\_\_\_ working.  
A. doesn't  
B. hasn't  
C. not
- 12) "What's this extra \$25 \_\_\_\_\_ on my bill for?"  
A. cash  
B. change  
C. charge
- 13) "\_\_\_\_\_ no hot water in the bathroom."  
A. Has  
B. Is  
C. There's
- 14) "How can I \_\_\_\_\_ to the airport from here?"  
A. get  
B. leave  
C. arrive

**15)** Do you have any \_\_\_\_\_ available for tonight?

- A. luxuries
- B. resorts
- C. suites

## **Lesson 18 Quiz - Answers**

1.B 2.A 3.C 4.C 5.B 6.C 7.B 8.C 9.B 10.A 11.C 12.C 13.C 14.A 15.C