



COMMUNICATION

NUMBER
EN_BE_3604X

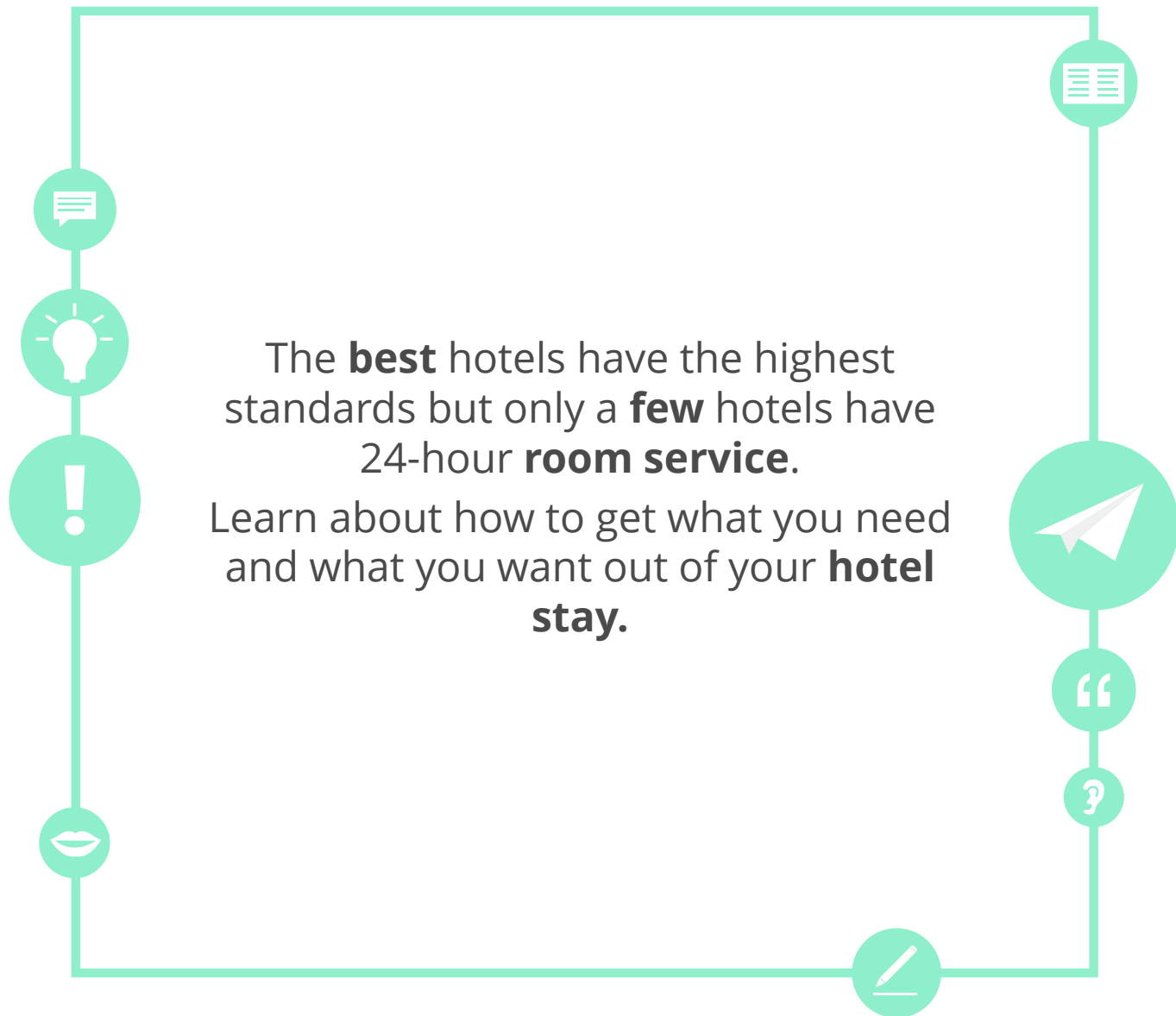
LANGUAGE
English



Goals

- Can understand vocabulary and phrases for staying at a hotel and explaining a problem
- Can use structures of comparison such as more/most, few/fewer, less/least







Warm-up

- This lesson will help you practise communicating at a hotel when on a business trip.
- What makes an experience at one hotel better than another?



The **hotel staff** there made me feel like a queen.



Basic vocabulary

hotel foyer

to book a room

to make a
reservation under
a name

reception desk



receptionist

single room

room service

check-out time



Sentence examples



If you want **room service**, just ring the **reception desk**.

Would you like to **book a room** for two or do you want a **single room**?



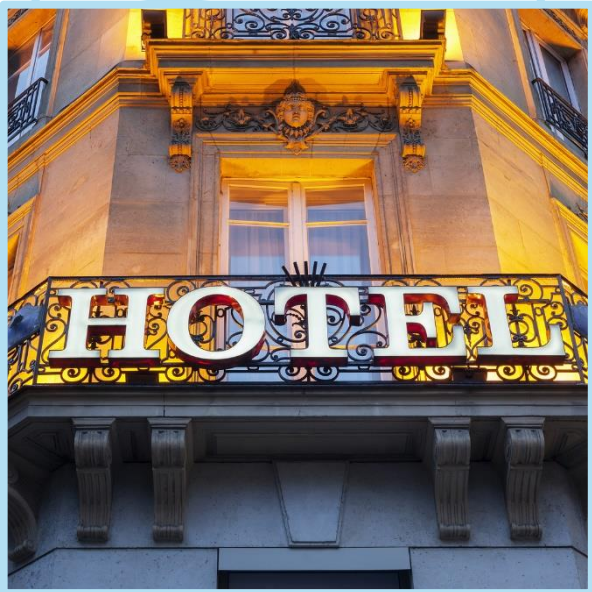
I have a **reservation under the name Becker**. Can I make it under the name **Smith** instead?

The **receptionist** said **check-out time** is **3pm** today.





Use vocabulary with warm-up questions



What are some important questions you should ask before you book a room at a hotel?



Vocabulary

to check in

hotel staff

to ask for a
wake-up call

minibar



to order a taxi
for pick-up

1st, 2nd, 3rd...floor

lift

non-smoking
room



Sentence examples



I already **checked** us **in**. Here is your key. The **lift** is to the left.

Maybe the **hotel staff** can escort you to the **2nd floor**?



Could you please refill the **minibar** and **order a taxi for pick-up** at 3am? I'd also like a **wake-up call**.

I hope she **booked** a **non-smoking** room.





Vocabulary and expressions

table for two

dinner
reservations

housekeeping

meal

double room

do not disturb

make my bed

charge it to my
room



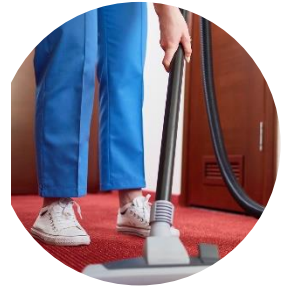


Sentence examples



I would like to make a **dinner reservation** for a **table for two**.

When will **housekeeping** come to **make my bed** today?



Can I **charge this meal to my room**?

I put the **do not disturb** sign on the door so **housekeeping** won't come in.





Comparative adjectives and superlatives

- A **comparative adjective** compares the differences in two or more objects.
 - This room is **bigger** than all of those rooms.
- A **superlative** is a word that expresses the most extreme version of a comparative adjective.
 - This room is the **biggest** room.

Comparative	Superlative
This hotel has more rooms available.	This hotel has the most rooms available.
Those single rooms have less space.	Those single rooms have the least space.
The prices are much better here.	The prices are the best here.
I have fewer fries with this dish.	I have the fewest fries with this dish.
The receptionists are friendlier .	The receptionists are the friendliest .



Comparison constructions

- The superlatives and adjectives **more, most, better, best, less** and **least** sometimes need to be paired with another **adjective** or **noun** to make sense.
- Comparisons using **superlatives** have fixed constructions: **the + superlative + noun**.
- Some **comparative adjectives** can also take this structure: **the + comparative adjective + noun**.
- **Comparative adjectives** are almost always placed **before** the noun.
- **Superlatives** are also used in the structure **noun + to be + (optional the) + superlative**.

- **The better-priced** hotels are all further away from the centre.
- There are **better options** at this hotel.
- I think it's **less complicated** this way.
- **The most expensive hotel** and **the least expensive hotel** both have the same view.
- If we don't act fast, all of **the nicer hotels** will be gone.
- This waiter **is** the **friendliest** one here.



Comparison constructions

- To emphasise the importance of something, you can use the structure **the + comparative adjective + , + the + better**.
- The superlative **best** can be used on its own.
- The superlative **most** can sometimes be used on its own with **the + most**.
- Look at some of the examples below.

- **The faster, the better**, in my opinion.
- Of course you may join us! **The more, the better!**
 - There is a well-known idiom which goes **the more, the merrier!**
- I think this way is **best**.
- I like Jane's idea **the most**.

to book

to check-in

To book a room means reserving a room in a hotel for a future date.
To check-in means informing the reception of your arrival and obtaining the key to your room.

It is good to know when the **check-in time** is before you **book** a room so that you are not left waiting for hours with your baggage.



I wanted to get a room before, but now the hotel is **fully booked**.



Check-in is not until 12pm so you'll have to wait a little while for your room.



Booking a room dialogue

Use new vocabulary in a role-play below. Try to use superlatives to get your best option. Continue the dialogue with your teacher.



Good afternoon, Hotel Vora, this is Angela speaking. How can I help you today?

Hello, I'm looking to book some rooms for my colleagues but I have a few questions. I see that you are almost fully booked on May 3rd. Which dates around then are you **least** booked up?

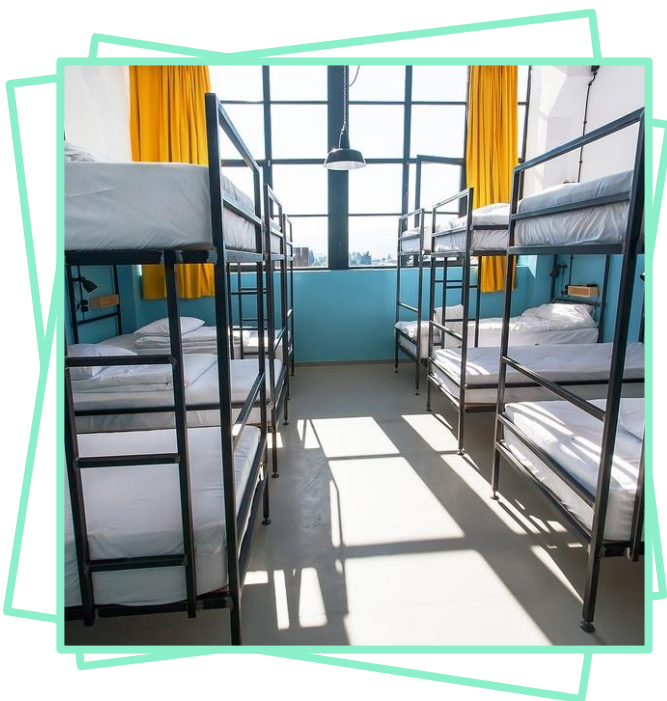


We have many different types of rooms available two weeks later, around the 17th. May I ask if you're looking for our **most** luxurious rooms, or for something a little **more** basic?



Compare using comparatives and superlatives

What kind of accommodation do you prefer when travelling on business?





Travelling for business reasons

Discuss the questions below about your expectations when staying at a hotel.



1

Once you are a guest at a hotel, what can you expect? What sort of services do hotels usually provide?

2

If you do not get those services, should you complain? How?

3

Would you ever write a bad review online? Why not?

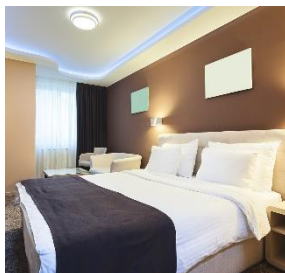
reservation under the
name...

upgrade the room

The phrase **reservation under the name** refers to the name the reservation is made with. People can **upgrade their room** if they want better **facilities**. Sometimes upgrades cost money, other times they are free.



I have a **reservation under the name** Jane Simmons.



My partner is very unhappy with the room, is it possible to get an **upgrade**?

reception

room service

Guests check in at the **reception**. The **reception desk** is the main point of contact between the guests and hotel services. The **reception desk** can **order room** service for you or give you a **wake-up call**.

You can also get **room service** by looking at the menu in your room and calling the number for **room service** there. Food, towels etc. can be ordered and brought to your hotel room.



I left your key at the **reception desk** for you.



When does **room service** end tonight?
Can I order dinner at 10pm or does the restaurant close?
Can I order breakfast to arrive at 5am in my room?



Arrival and checking in dialogue

Fill in the gaps below with the appropriate words and phrases. When you're finished, continue the dialogue with your teacher using as much new vocabulary as you can.



Good afternoon! How can I help you – are you here to _____?

Yes I am! I have a _____ Claire Bunch.



Ah, I see! I'll just get you set up with a key. I can see that there are some slightly nicer rooms available at the moment. Would you like me to organise _____ for you before I finalise everything?

The room I have already booked should be fine. I have some questions about the hotel's _____ though.





Settling-in

Imagine that you are in the following scenarios and need to call up the reception desk for help.

1. The room is very dirty and smells of smoke even though you booked a **non-smoking** room.
2. You are a vegetarian and there are no vegetarian options on the menu.
3. You need to meet up with colleagues for a business lunch outside the hotel but do not know how to get there.
4. You have a flight at 5am and need to order a taxi to pick you and your colleague up.
5. The bed has no sheets.
6. You cannot find the prices for items in the **minibar**.
7. You wanted to **tip** the person who helped you with your bags, but you didn't have any change.



What would you say to reception ?



Questions to answer with vocabulary



1. How would you order a **meal** from your room?
2. How would you make dinner reservations at the **reception desk**?
3. How could you pay for your dinner without credit cards or cash at the hotel?
4. What should you do before you leave the hotel?



Ordering food

Here is the *room service* menu. Order a meal from the hotel restaurant. If you're confused about what to get, don't be afraid to ask questions! Use comparative adjectives to tailor your meal.

- **French onion soup** (comes with your choice of bread and meat or vegetables).
- **Make your own salad** (carrots, lettuce, beetroot, tomatoes, potatoes, snap peas, onions, mushrooms, croutons, cheese, dressing, peppers, walnuts, sun-dried tomatoes, dried cranberries).
- **Deluxe piece of steak** (comes with chips, gherkins, coleslaw and cheese).
- **Pasta supreme** (comes with your choice of cream, butter or red sauce / hot or not hot).

best

better

earliest

all

most

more

a few

fewer

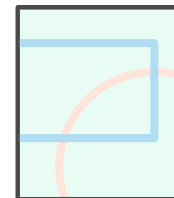
very few

least



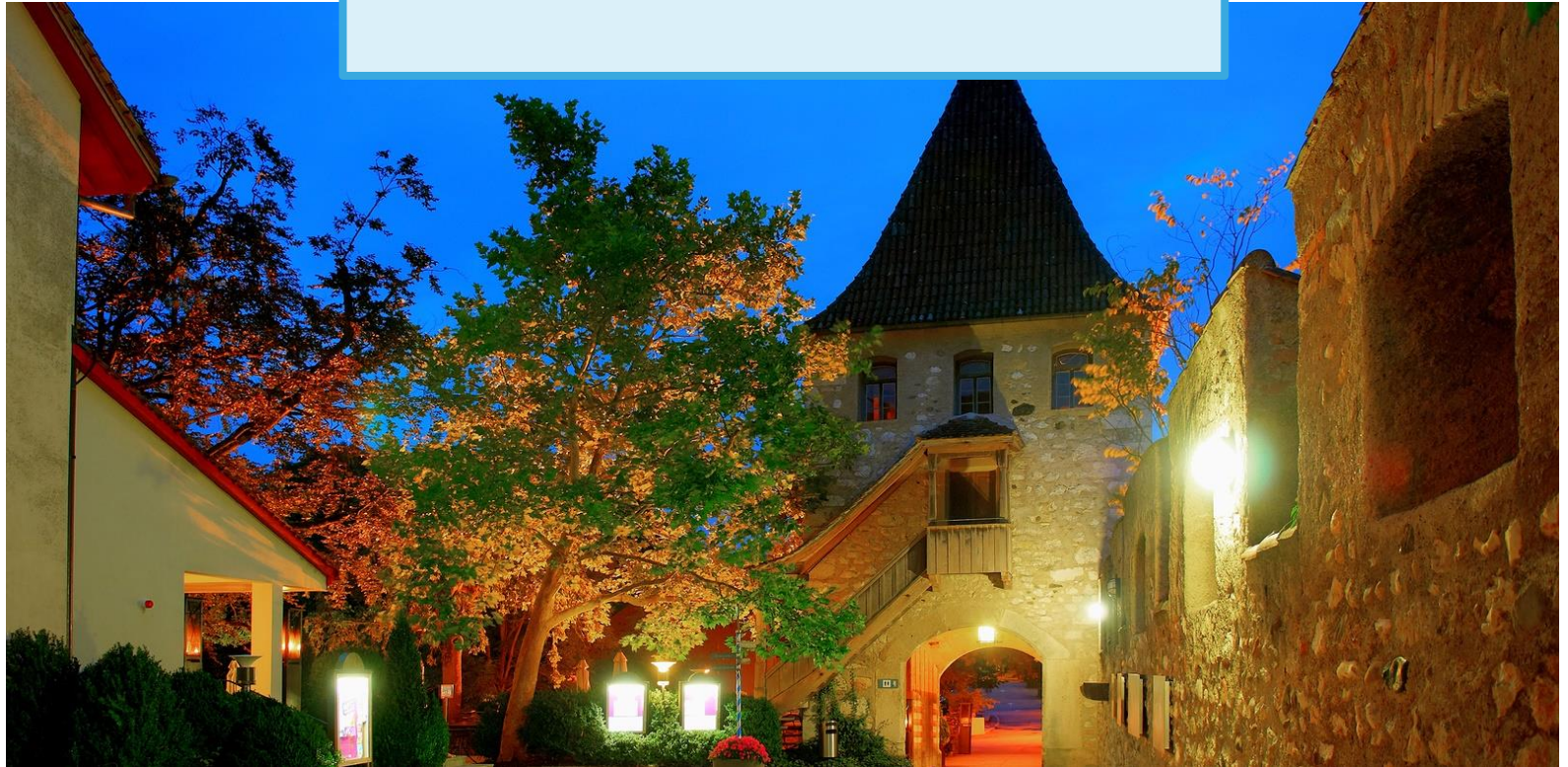
Write a postcard

Dear _____,



**Write to a co-worker about your experience at the hotel.
Compare your experience with another hotel stay.**

check-out



It's always nicest to have a late **check-out** time so that you have more time to pack up your things. The most important things to remember when **checking out** are to pay your bill and give your key back.



Create phrases for the check-out procedures below

1. Confirm check-out time at least a day before you leave.



2. Leave a note and tip for housekeeping.



3. Check out and pay your bill.
Give the hotel feedback.



4. There is a problem with the bill.
They have charged too much.



5. Return the key and request a taxi.





Brainstorm hotel evaluator

If you were asked to rate hotels for business trips from best to worst, what would you base your ratings on?

Friendly staff,
Friendliest staff

What would be
your criteria?

Clean rooms,
cleanest rooms



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Answer key

Exercise p. 21

check in, reservation under the name, an upgrade, services





List activity

Make a list of factors that make hotels the worst or the best. The better category are for things that can improve the worst to better. Use as many comparative adjectives and superlatives as you can!

Worse

Bad food
Too much noise

Better

More food choice
Fewer rooms

Best

Excellent chef and menu
most privacy



Write a review

Imagine that you had the best experience at a hotel. Perhaps you can think of real experiences you've had.

Pretend that you have rated the hotel with five stars and now **write a short review for the hotel** online.





About this material

Find out more at
www.lingoda.com



This material is provided by

lingoda

lingoda Who are we?



Why learn English online?



What kinds of English classes do we offer?



Who are our English teachers?



How do our English certificates work?



We also have a language blog!