

Checking in to a hotel

SKILLS

LEVEL
Beginner

NUMBER
EN_BE_2612X

LANGUAGE
English

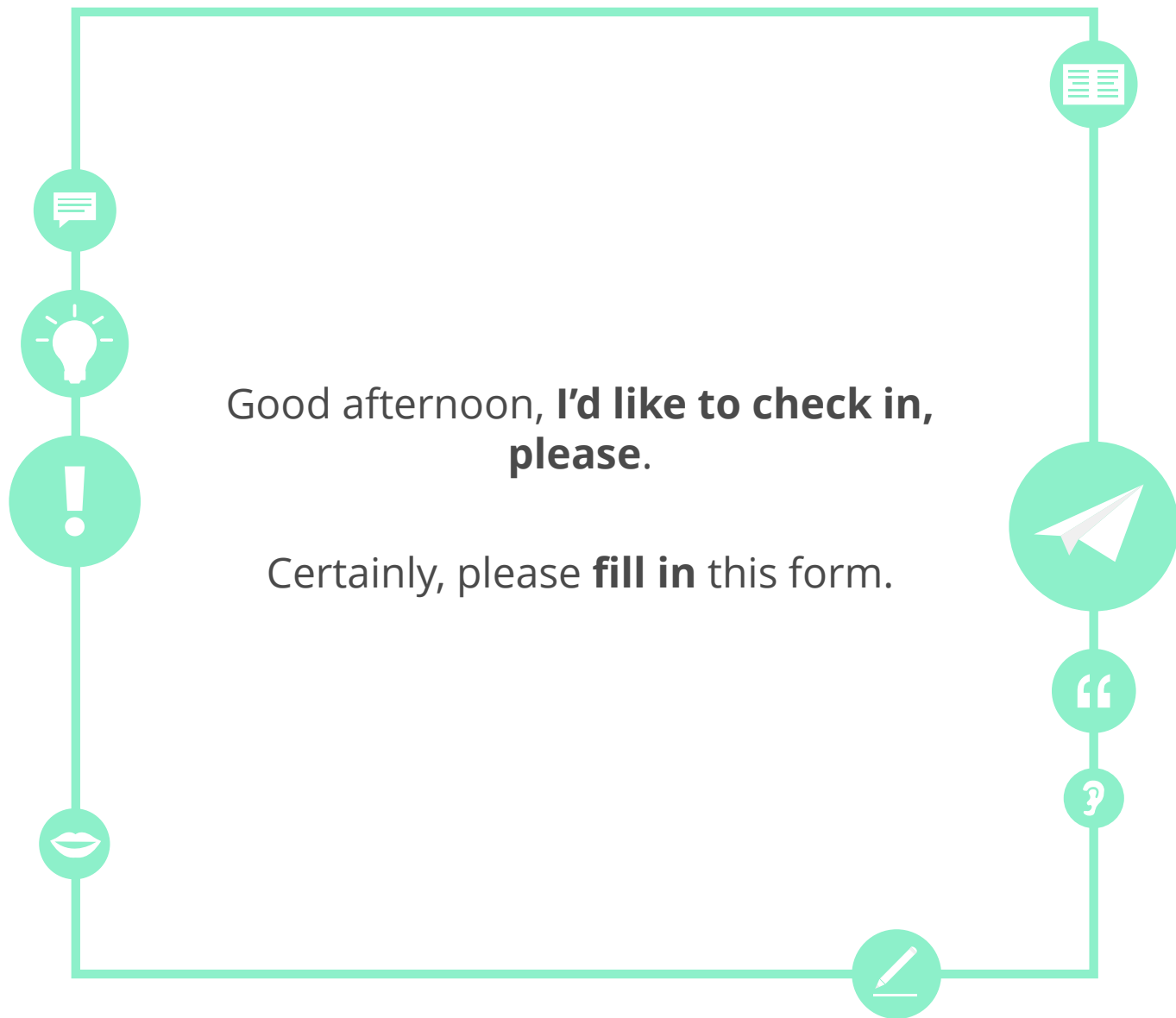




Goals

- Practise vocabulary related to checking in to a hotel and tourist information.
- Review hotel facilities and tourist information related vocabulary.
- Practise making polite requests.







Preview and warm-up

In this lesson you are going to learn how to **check into a hotel** and ask for some **tourist information**.



I'd like to **check in**, please.



Vocabulary review

reception

restaurant

bar

business
centre

gym

swimming
pool

room service

housekeeping





Example sentences



The **reception** is usually on the ground floor of a hotel.

We can eat dinner in the hotel **restaurant**.



We can have a drink or a coffee in the hotel **bar**.

We can have meetings in the hotel **business centre**.





Example sentences



Most business hotels have a **gym**.

We can relax in the **swimming pool**
after a long day.



We can order **room service** if we don't
want to go to the restaurant.

Housekeeping comes every day to clean
our room.



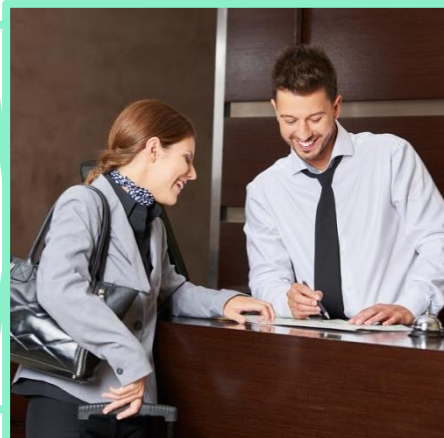


What can you see in the pictures?

A



B



C



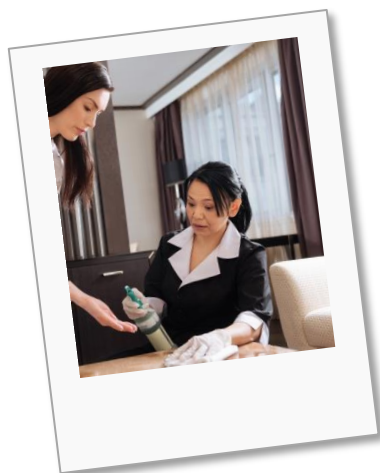
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Speaking

Which of these facilities do you think a business hotel must have?



Which of the facilities do you rarely use when you travel for business?

Checking in

When you first **arrive** at a hotel, you need to go to **reception** and **check in**.

The next few pages will give you some **useful phrases** to help you do that.



Good morning, **I'm checking in.**

I'd like to check in, please

This is a **polite** way to state your **reason** for being at the **reception desk**.



Good afternoon, I'd like to check in please.

I have a booking in the name of...

I have a reservation under the name...

Both of these phrases are used to give the **name** the **receptionist** should look for your **booking** under.



I have a booking in the name of Peter Jones.



I have a reservation under the name Sanders.

for ... nights

until ...*th* of ...

When you are checking in, you can state **how many nights** you will stay or **when** you will be **checking out**.



I have a reservation **for 3 nights, until the 3rd of March.**



Find the mistakes

Find and correct the mistakes in these sentences.

1. I'd like to check on, please.
2. I have a booking for the name of Turner.
3. I have a reservation over the name Fiero.
4. I am staying until three nights.
5. I am staying until the 7th on January.





Fill in the gaps in these two conversations

Good morning, I'd like to
_____ please. I have a booking
_____ the name of Jones.

Yes, I see your reservation is for three
_____.

Hello, I'm _____ in. I have a
reservation _____ the name
Smith.

That's for two nights, _____
the 3rd of July?





Speaking

Have you ever stayed in a hotel in an English-speaking country? How was the check-in process?



to fill in

to fill out

This **phrasal verb** means to **enter** your **information** into a **form**. You can use *in* or *out* – *out* is more common in the US.



Please **fill out** this form.

registration form



Please fill in the **registration form**.

rate

to charge to

The **rate** is **how much** a **room costs per night** in a hotel.
If your company is paying, you can ask the hotel to **charge** the room **to** them.



The room **rate** is £110 per night.



Please **charge** the room **to** my company.

porter

wake-up call

A **porter** carries your bags to your room.
The hotel can give you a **wake-up call** when you need to get up in the morning.



The **porter** will take your bags to your room.



I need a **wake-up call** for 7am, please.



Fill in the gaps then practise the dialogue with your partner



wake-up

Good afternoon, I have a _____ in the name of Peters.

porter

What is the price for 3 _____?

nights

OK. Please _____ it to my company.

rate

Thank you. And I need a _____ call at 6.15am please.

Yes, I can see your booking. Please _____ this form.

charge

The _____ per night is £95.

booking

The _____ will take your bags to your room.

fill in



Dialogue

Now create a similar dialogue with your partner. Perform it for the class.





Speaking

Have you ever had problems filling in a registration form in English?

What is the average room rate for a good hotel in your city?

Do you usually carry your bags yourself or do you use the porter service?

When is it a good idea to request a wake-up call at a hotel?

Making requests and asking for advice

You often need to **ask** for **help** and **advice** when you are staying in a hotel.

It might be something you **need** in the hotel, or some **tips** on what to see and where to go in the city.

Here are some phrases to help you do that.



Would it be possible to have a wake-up call at 6am?

Would you be able to...?

Would it be possible to...?

These are polite phrases to **ask** someone **to do something**, or **ask** if **you can** do something.



Would you be able to book me a table at this restaurant?

Do you mind...?

Would you mind...?

These are **polite phrases** to ask someone **to do something** for you.



Do you mind calling me a taxi?



Would you mind giving me some directions?

Could you tell me...?

This is a polite way to ask for a **recommendation** or **advice**.



Could you tell me where I can buy some souvenirs?

Should I...?

This is a way to ask for **recommendations** and **advice**.



Where should I go this evening?



What should I do this afternoon?

Can you recommend...?

This is a way to ask for someone's **advice** on something.



Can you recommend a good local restaurant?



New words

I'm sorry...

I'm **sorry**, there's a problem with my room.



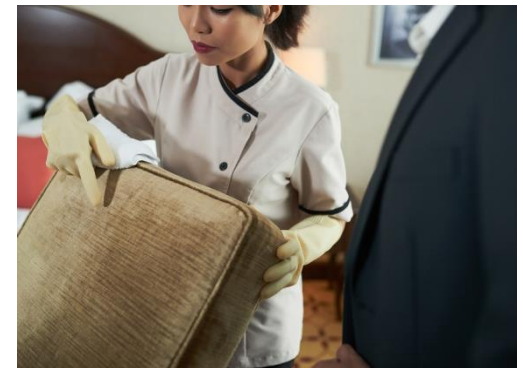
to not be suitable

The conference room in the business centre **is not suitable** for our meeting.



to not be happy with

I'm **not happy with** the housekeeping service.





Speaking

Here are some common problems people have at hotels. Tell your classmates if you have ever had any of these problems.

Your room was
not clean

You lost your
phone charger

The gym was too
small and
crowded

The wi-fi in the
business centre
wasn't working



Role play

Choose one of the problems on the previous page and role play a dialogue between a hotel receptionist and a guest. Change roles when you have done one.

...is not suitable



Student A:
You are the guest



I'm sorry. I can...

Student B:
You are the receptionist



Speaking

Work in pairs. You are on a business trip in your partner's city. Ask for advice or recommendations about the things below.



a business
dinner

souvenirs for
your family

museum

exercise class



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





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 21

booking, fill in, nights, rate, charge, porter, wake-up

Exercise p. 15

a. check in, b. in/under c. nights d. checking e. IN/UNDER f. until

Exercise p. 14

1. I'd like to check **in**, please. 2. I have a booking **in** the name of Turner. 3. I have a reservation **under** the name Fiero. 4. I am staying **for** three nights. 5. I am staying until the 7th **of** January.

Exercise p. 8

A. swimming pool, B. reception, C. housekeeping, D. business centre





Unscramble

A

under the

I have a

reservation

name Bond.

B

Would you

me a

taxi?

mind calling

C

change

be able to

Would you

my room?

D

the gym.

I'm not

happy with

the size of



Writing

Write out the dialogue you created on p. 22 between a hotel guest and a receptionist.

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Homework answer key

Exercise p. 38

A. I have a reservation under the name Bond. B. Would you mind calling me a taxi?
C. Would you be able to change my room? D. I'm not happy with the size of the gym.



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