

English at Work  
Episode 25: The big cheese  
Language for booking a hotel



- Narrator:** Hello again. Things haven't been going well at Tip Top Trading. There was a fire in the warehouse, caused by my Mr Ingle's cigarette and now Mr Socrates – the big boss from America – has turned up unexpectedly.
- Mr S:** So honey, you are...?
- Anna:** Anna. I'm Anna, I work here as a sales executive. We haven't met before.
- Mr S:** We sure ain't. Looks like I've arrived just in the nick of time.
- Paul:** (*Out of breath*)...what's going on.....oh, Mr Socrates! Golly gosh, what an unexpected pleasure.
- Mr S:** Unexpected alright. Looks like this company is in a mess.
- Paul:** Err yes. It was OK when I popped out for some biscuits....erm, would you like one?
- Mr S:** Biscuits?! They're cookies man. Look, now what do I have to do to get a triple-shot, organic, skinny cappuccino round here?
- Anna:** I'll get you one Mr Socrates.
- Mr S:** It's OK honey. I need you to book me a hotel room. You...what's your name again...Paul...you can fetch me one.
- Narrator:** Right Anna. Booking a room for Mr Socrates. This is something you can't get wrong.
- Anna:** Well I've never done it before.
- Narrator:** I'm sure you'll be OK. When you book a room, here's what you could say:  
*Hello, I'd like to check availability and prices for a room please.*  
*Does the price include breakfast?*  
*Are there any business facilities such as internet and wi-fi?*  
*I'd like to go ahead and make the reservation please.*
- Anna:** OK I'll give it a try. But where shall I look?
- Narrator:** Try searching on the internet. Look for a five-star hotel. He is a five-star guest after all. Good luck.
- Anna:** Thanks. I better get back to the office and get started.

**Tom:** Hi Anna.

**Anna:** Oh hi Tom. Well done for saving Mr Ingle in that fire. You were very brave.

**Tom:** It was nothing really. So...err...what are you doing?

**Anna:** I've got to book a hotel for Mr Socrates.

**Tom:** No! You know, we must be in trouble. He never visits.

**Anna:** Really? So where shall I book him in to?

**Tom:** Well my friend runs a fantastic hotel – it's five star! It's called the Royal Imperial. Look, I've got his number. Give him a call, mention my name. You're bound to get a special rate.

**Anna:** Thanks Tom.

**Tom:** No problem. Oh but don't forget, I've heard Mr S only likes a room with a single bed in it. He gets spooked out if there's another empty bed.

**Anna:** Oh right. OK, I might as well give it a try.

*DIALLING NUMBER ON PHONE*

**Receptionist:** Hello. Royal Imperial Hotel.

**Anna:** Oh, hello. I'd like to check availability and rates for a room.

**Receptionist:** When for?

**Anna:** For three nights from tonight. Your best room please!

**Receptionist:** All our rooms are the best! But...yes, we have one. It's £100 a night.

**Anna:** Right. I work with Tom...Tom Darcy...his friend runs the hotel. I wondered if you could offer me a special rate?

**Receptionist:** Tom Darcy? No I've never heard of him. Sorry, it's still £100.

**Anna:** Does the price include breakfast?

**Receptionist:** Yes. We offer a full continental breakfast of toast, or bread, oh, and tea...or coffee....and cereal.

**Anna:** Oh. And do you have any business facilities?

**Receptionist:** Well, we've got paper and pens.

**Anna:** I was thinking, internet, wi-fi... shoe-shine?

**Receptionist:** Yes. We've got that.

**Anna:** Good. And most importantly, is this a single room?

**Receptionist:** We've only got twin rooms.

**Anna:** Twins? You've only got room for twins?

**Receptionist:** No. We could take a bed out and just leave one in, if you want?

**Anna:** Oh that would be perfect. In that case, I'd like to go ahead and make a reservation please.

**Receptionist:** Good. How would you like to pay?

**Narrator:** Well done Anna for booking the hotel but I have a feeling Tom's recommendation may not be as luxurious as he says. Let's hear the phrases Anna used when booking a hotel:

*Hello, I'd like to check availability and prices for a room please.*

*Does the price include breakfast?*

*Are there any business facilities such as internet and wi-fi?*

*I'd like to go ahead and make the reservation please.*

So the room is booked. I wonder what Mr Socrates will think of it? He's a particularly fussy man as we'll find out next time. Bye!

- **Listening Challenge**

How much is the nightly rate for the hotel?  
(Answer: £100)