

Hotel vocabulary

Complete the words with the vowels, a e i o u.

h□t□l

fl□□r

□l□v□t⁴□r

fr□nt d□sk

m□n□b□r

r□□m

st□□rs

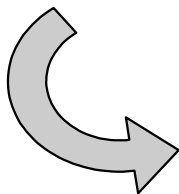
r□st□⁵r□ntt□²□l□t

b□lc□ny

k□y

br³□□kf□st

t□w□l

r□s□rv¹t□□n□¹□□□²□□³□□□⁴□⁵

?

Hotel Check In

Step 1 Match the words in the chart below.

Step 2 Fill the spaces in the dialogue with the words on the right.

two people	
after afternoon	
find information	
short time	
booking	

e	check
u	evening
t	reservation
s	moment
g	double

Front desk clerk

Good _____ (a), may I help you?

Do you have a _____ ?

For how many people?

For how many nights?

One _____ please, let me _____ .
(check computer ...)

Yes we have a _____ (d) room available

May I have your name please?

Could you spell that please?

Here's your key card *Ms Brown*, room 706(f)

Would you like help with your bags?

Please enjoy your stay 😊

I'd like a room please

No I don't

Two(b)

Three(c) nights

Good, thank you

It's *Carol Brown*(e)

C-A-R-O-L B-R-O-W-N

Thank you

Yes please
No thank you

Thank you 😊

(a) morning afternoon

(b) *(your idea)*

(c) *(your idea)*

(d) single triple

(e) Mark Foster Juliet Newman

(f) *(your idea)*

Practice

Practice with a partner.
Change some of the words.

Check In role-play

Role-Play

Example

Date (MMDDYY) 02 / 19 / 2?
Name Mr (Ms) Carol Brown
No. nights 3 No. guests 2 Room No. 706

Step 1 Arrange the desks as a hotel front desk.

Prepare and rehearse the check in dialogue with a partner
(the front desk clerk fills in the form below).

Date (MMDDYY) __ / __ / __
Name Mr / Ms _____
No. nights ____ No. guests ____ Room No. ____

Step 2 Perform the check in role-play (and switch roles).

1 Front desk clerk & 1 Guest

Date (MMDDYY) __ / __ / __
Name Mr / Ms _____
No. nights ____ No. guests ____ Room No. ____

Hospitality Staff puzzle



1 fech



2 armondo



3 revers



4 petricistone



5 ruot eding



6 lothe anegram



7 treebrand

11 10 9 8 7 6 5 4 3 2 1



8 elcrane



9 sub verrid



10 norft sked crelk



11 elloppy

Review exercise

Correct any mistakes.

- 1 One momant, please.
- 2 Goodbye, may I help you?
- 3 Octobar 12nd
- 4 Let me check.
- 5 May I have your name, Mr Smith?
- 6 I'm sorry, could you spell, please?
- 7 Please to enjoy your stay.
- 8 Four two nights.
- 9 A triple room is for three guest.
- 10 Yes, I don't.
- 11 Front clerk desk
- 12 MMDDDYYYY
- 13 Do you have a reservation?
- 14 For how many people?
- 15 You're wellcome.